

CHAPTER 12
RATES AND RATE DISPUTES

Chapter rescission date pursuant to Iowa Code section 17A.7: 12/2/31

751—12.1(8D) Rate methodology.

12.1(1) *Cost recovery.* The commission shall establish rates for all services based on the actual cost of operation, maintenance, administration, and capital investment required to provide the service. Rates shall be designed to be self-sustaining and consistent with the state's financial capacity.

12.1(2) *Educational priority.* In establishing rates for educational users, the commission shall ensure that rural communities have access to services comparable to those provided in urban areas, consistent with Iowa Code section 8D.3(1) "a."

12.1(3) *Federal and health users.* Rates for federal agencies, hospitals, and physician clinics shall be established at a level that ensures, at a minimum, there is no state subsidy related to the cost of the connection or use of the network, consistent with Iowa Code section 8D.3(3) "i."

[ARC 0687D, IAB 10/28/26, effective 12/2/26]

751—12.2(8D) Rate increase notice. The commission shall provide notice to authorized users of any general rate increase at least 90 days prior to the effective date of the increase.

[ARC 0687D, IAB 10/28/26, effective 12/2/26]

751—12.3(8D) Rate dispute resolution.

12.3(1) *Review.* An authorized user who believes the user has been billed an incorrect rate or charge may request a review by the executive director. The request must be in writing and include the specific invoice and the basis for the dispute.

12.3(2) *Determination.* The executive director or designee shall review the dispute and issue a written decision to the authorized user.

12.3(3) *Appeal.* If the authorized user is dissatisfied with the executive director's decision, the user may file a notice of appeal in accordance with the contested case procedures in 7—Chapter 2506.

[ARC 0687D, IAB 10/28/26, effective 12/2/26]

These rules are intended to implement Iowa Code section 8D.3.

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