CHAPTER 28
REGULATION OF MUNICIPAL AND CERTAIN OTHER GAS UTILITIES UNDER IOWA CODE CHAPTER 476

Chapter rescission date pursuant to Iowa Code section 17A.7: 12/16/31

199—28.1(476) General information. Iowa Code section 476.2(1) provides that the Iowa utilities commission shall have authority to establish all needful, just, and reasonable rules, not inconsistent with law, to govern the exercise of its powers and duties, the practice and procedure before it, and to govern the form, content and filing of reports, documents and other papers provided for in Iowa Code chapter 476 or in the commission's rules.

28.1(1) *Application of rules.* The rules shall apply to gas utilities operating within the state of Iowa subject to Iowa Code sections 476.1B and 476.1C, and to the construction, operation, and maintenance of pipelines to the extent provided in Iowa Code chapter 479, and supersede all tariffs on file with the commission that are in conflict with these rules.

28.1(2) *Regulation of gas utilities.* Iowa Code sections 476.1B and 476.1C provide that certain gas utilities are not subject to regulation of the commission, except for regulatory action pertaining to the following:

a. Assessment of fees for the support of the commission and the office of consumer advocate pursuant to Iowa Code section 476.10.

b. Safety standards and engineering standards.

c. Iowa Code sections 476.20, 476.21, and 476.51.

28.1(3) *Definitions.* The following words and terms, when used in these rules, have the meanings indicated below:

"Appliance" means any device that utilizes gas fuel to produce light, heat, or power.

"CFR" means the Code of Federal Regulations in effect as of December 16, 2026, unless a separate effective date is identified in a specific rule.

"Complaint" as used in these rules is a statement or question by anyone, whether a utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility failure to fulfill an obligation.

"Cubic foot" of gas means:

1. Where gas is supplied and metered to customers at the pressure (as defined in subrule 28.7(2)) normally used for domestic customers' appliances, a cubic foot of gas shall be that quantity of gas that, at the temperature and pressure existing in the meter, occupies one cubic foot, except that where a temperature compensated meter is used, the temperature base shall be 60 degrees Fahrenheit.

2. When gas is supplied to customers at other than the pressure in numbered paragraph "1," the utility shall specify in its rules the base for measurement of a cubic foot of gas. Unless otherwise stated by the utility, such cubic foot of gas shall be that quantity of gas that, at a temperature of 60 degrees Fahrenheit and a pressure of 14.73 pounds per square inch absolute, occupies one cubic foot.

3. The standard cubic foot of gas for testing the gas itself for heating value shall be that quantity of gas, saturated with water vapor, that, at a temperature of 60 degrees Fahrenheit and a pressure of 30 inches of mercury, occupies one cubic foot. (Temperature of mercury = 32 degrees Fahrenheit acceleration due to gravity = 32.17 ft. per second per second density = 13.595 grams per cubic centimeter.)

"Customer" means any person, firm, association, or corporation; any agency of the federal, state, or local government; or any legal entity responsible by law for payment for the gas service or heat from the gas utility.

"Delinquent" or *"delinquency"* means an account for which a service bill or service payment agreement bill has not been paid in full on or before the last day for timely payment.

"Gas," unless otherwise specifically designated, means manufactured gas, natural gas, other hydrocarbon gases, or any mixture of gases produced, transmitted, distributed, or furnished by any gas utility.

"Gas plant" means all facilities including all real estate, fixtures, and property owned, controlled, operated, or managed by a gas utility for the production, storage, transmission or distribution of gas and heat.

"Interruption of service" means any disturbance of the gas supply whereby gas service to a customer cannot be maintained.

"Main" means a gas pipe, excluding a service line, that is owned, operated, or maintained by a utility and is used for the purpose of distribution of gas.

"Meter," without other qualification, means any device or instrument used by a utility in measuring a quantity of gas.

"Meter shop" means a shop where meters are inspected, repaired, and tested and may be at a fixed location or may be mobile.

"Pressure," unless otherwise stated, is expressed in pounds per square inch above atmospheric pressure, i.e., gauge pressure.

"Rates" means the same as defined in Iowa Code section 384.80 and includes all charges or fees imposed or collected for the provision of, or incidental to, utility service.

"Service line" means a distribution line that transports gas from a common source of supply to a customer meter or the connection to a customer's piping, whichever is farther downstream, or the connection to a customer's piping if there is not a customer meter. A "customer meter" is the meter that measures the transfer of gas from a utility to a customer.

"Timely payment" means a payment on a customer's account made on or before the date shown on a current bill for service, or on a form that records an agreement between the customer and a utility for a series of partial payments to settle a delinquent account, as the date that determines application of a late payment charge.

"Town border station" means the delivery point or measuring station at which a gas distribution utility receives gas from a natural gas transmission company.

"Utility" means any person; partnership; business association; or corporation, domestic or foreign, owning or operating any facilities for furnishing gas or heat to the public for compensation.

28.1(4) *Gas utilities service rules.* Gas utilities service rules or other legally enforceable provisions are to be consistent with the provisions in this chapter and must be available to all customers.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.2(476) Maps; records.

28.2(1) Each gas utility is to maintain current maps, plans, and records of its entire gas systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving customers in its service area. A utility shall maintain a correct set of utility system maps for each operating or distribution area, and such maps are to be made available to commission personnel upon request. The maps shall show:

a. Peak shaving facility location(s).
b. Feeder and distribution mains indicating size and pressure.
c. System metering (town border stations and other supply points).
d. Regulator stations in system indicating inlet and outlet pressures.
e. Calorimeter location.
f. State boundary crossing.
g. Franchise area.
h. Names of all communities (post offices) served.

28.2(2) Reports to federal agencies. Copies of reports submitted to the U.S. Department of Transportation pursuant to 49 CFR Part 191, 192, 193, or 199 shall be filed with the commission no later than ten days following the submission. Utilities operating in other states shall provide data to the commission for Iowa only.

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199—28.3(476) Customer relations.

28.3(1) *Notification to customers by bill insert.* At least annually, each utility shall notify its customers, by bill insert or notice on the bill form, of the address and telephone number where a utility representative qualified to assist in resolving the complaint can be reached and include the following statement: "If your complaint is related to service disconnection, payment agreements, safety, or renewable energy, and (utility name) does not resolve your complaint, you may request assistance from the Iowa Utilities Commission by calling 515.725.7300, or toll-free 877.565.4450, by writing to 1375 E. Court Ave., Des Moines, IA 50319-0069; or by email to customer@iuc.iowa.gov." The utility may use different language with commission approval. A utility that bills by postcard may place an advertisement in a local newspaper of general circulation or a customer newsletter instead of a mailing. The advertisement must be of a type size that is easily legible and conspicuous and must contain the information required in this subrule.

28.3(2) *Payment agreements.*

a. Availability of a first payment agreement. When a residential customer cannot pay in full a delinquent bill for utility service or has an outstanding debt to the utility for residential utility service and is not in default of a payment agreement with the utility, the utility shall offer the customer an opportunity to enter into a reasonable payment agreement. The offer of a payment agreement is to be made prior to disconnection. The utility is not required to offer a customer who has been disconnected from service a payment agreement consistent with these rules unless the utility did not comply with these rules prior to disconnection.

b. Reasonableness. Whether a payment agreement is reasonable will be determined by considering the current household income, ability to pay, payment history including prior defaults on similar agreements, size of the bill, amount of time and reasons why the bill has been outstanding, and any special circumstances creating extreme hardships within the household. The utility may require the person to confirm financial difficulty with an acknowledgment from the department of health and human services or another agency.

c. Terms of payment agreements.

(1) First payment agreement. The following conditions are to be offered to customers who have received a disconnection notice and are not in default of a payment agreement:

1. For customers who received a disconnection notice in conformance with these rules, an agreement with at least 12 even monthly payments is to be offered. A customer may pay off the delinquency early without incurring any prepayment penalties. A customer will not be charged interest, or a late payment charge, on a payment agreement where the customer is making payments consistent with the terms of the payment agreement, and the customer will not be required to pay a portion of the delinquent amount to enter into a payment agreement.
2. A provision for payment of the current amount owed by the customer is to be offered.
3. The utility may require the customer to enter into a budget billing plan to pay the current bill.
4. When the customer makes the agreement in person, a signed copy of the agreement is to be provided to the customer.
5. The utility may offer the customer the option of making the agreement over the telephone or through electronic transmission.
6. When a payment agreement is made over the telephone or through electronic transmission, a written agreement reflecting the terms and conditions of the agreement is to be provided to the customer within three days of the date the oral or electronic agreement is entered into.
7. The document will be considered provided to the customer when addressed to the customer's last-known address and deposited in the U.S. mail with postage paid. If delivery is by other than U.S. mail, the document will be considered provided to the customer when delivered to the last-known address of the customer or sent via electronic delivery with customer consent. Such consent shall be deemed given when the customer consents to or requests electronic billing.
8. The payment agreement is deemed accepted by the customer unless the customer notifies the utility otherwise within ten days from the date the document is provided. The address and toll-free

telephone number where a qualified representative can be reached is to be included in the payment agreement.

9. Once the first payment required by the agreement is made by the customer or on behalf of the customer, the oral or electronic agreement is deemed accepted by the customer.

10. Each customer entering into a first payment agreement is allowed at least one late payment that is four days or less beyond the due date for payment, and the first payment agreement remains in effect.

11. The initial payment is due on the due date for the next regular bill.

(2) Second payment agreement. A second payment agreement is to be offered to a customer who is in default of a first payment agreement if the customer has made at least two consecutive full payments under the first payment agreement.

1. The second payment agreement will be for a term at least as long as the term of the first payment agreement.

2. The customer is to pay for current service in addition to the monthly payments.

3. The customer may be required to make the first payment up front as a condition of entering into the second payment agreement.

4. The utility may also require the customer to enter into a budget billing plan to pay the current bill.

(3) Additional payment agreements. The utility may offer additional payment agreements to the customer.

d. Refusal by utility. A customer may offer the utility a proposed payment agreement. If the utility and the customer do not reach an agreement, the utility may refuse the offer orally but will provide a written refusal to the customer, stating the reason for the refusal, within three days of the oral notification. The written refusal is considered provided to the customer when addressed to the customer's last-known address and deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the written refusal is considered provided to the customer when handed to the customer or when delivered to the last-known address of the customer or sent via electronic delivery with customer consent. Such consent shall be deemed given when the customer consents to or requests electronic billing.

e. Customer request for assistance. A customer may ask the commission for assistance in working out a reasonable payment agreement. The request for assistance is to be made to the commission within ten days after the written refusal is provided, and disconnection will not take place during the commission's review.

28.3(3) *Bill payment terms.* The bill is to be considered provided to the customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the bill is to be considered provided when delivered to the last-known address of the customer, or sent via electronic delivery with customer consent. Such consent shall be deemed given when the customer consents to or requests electronic billing. An account shall not be delinquent until 20 days have passed since the bill was provided to the customer. For customers on more frequent billing intervals, an account shall not be delinquent until five days have passed since the bill was provided to the customer. A late payment charge cannot be assessed if payment is received within 20 days of the date the bill is provided.

a. The date of delinquency for all residential customers or other customers whose consumption is less than 250 ccf per month is changeable for cause, such as but not limited to 15 days from the approximate date each month upon which income is received by the person responsible for payment. Thirty days beyond the date of previous bill preparation is the maximum delay allowed.

b. In any case where net and gross amounts are billed to customers, the difference between net and gross is a late payment charge and is valid only when part of a delinquent bill payment. A utility's late payment charge is limited to 1.5 percent per month of the past due amount. No collection fee may be levied in addition to this late payment charge.

c. If the customer makes partial payment in a timely manner, and does not designate the service or product for which payment is made, the payment is to be credited pro rata between the bill for utility services and related taxes.

d. Each account is allowed not less than one complete forgiveness of a late payment charge each calendar year. The utility's rules are to include on one monthly bill in each period of eligibility that the utility will accept the net amount of such bill as full payment for such month after expiration of the

net payment period. The utility's rules are to state how the customer is notified that the eligibility has been used. Complete forgiveness has no effect upon the credit rating of the customer or collection of late payment charges.

28.3(4) *Meter testing standards.* Gas utilities are to establish written meter testing standards and procedures for customers who have complaints about the accuracy of the customer's meters. Gas utilities that utilize a third-party vendor/contractor to conduct meter testing shall ensure, at a minimum, that the meter testing standards used by the third-party vendor/contractor address the subject areas listed in subrule 28.3(5). The meter testing standards are to be made available to a customer upon request. The following publications are considered to be representative of accepted good practice in matters of metering and meter testing:

a. American National Standard for Gas Displacement Meters (500 Cubic Feet Per Hour Capacity and Under), ANSI B109.1, published April 15, 2019, reaffirmed April 16, 2024.

b. American National Standard for Diaphragm Type Gas Displacement Meters (Over 500 Cubic Feet Per Hour Capacity), ANSI B109.2, published March 16, 2020, reaffirmed July 3, 2025.

c. American National Standard for Rotary Type Gas Displacement Meters, ANSI B109.3, published February 5, 2019, reaffirmed April 16, 2024.

d. Measurement of Gas Flow by Turbine Meters, ANSI/ASME MFC-4M-1986, reaffirmed 2025.

e. Orifice Metering of Natural Gas and Other Related Hydrocarbon Fluids, API MPMS Chapter 14.3, Part 1 (R2017), Part 2 (R2024), Part 3 (R2021), and Part 4 (R2026).

28.3(5) *Meter testing procedures.* The meter testing standards and procedures shall, at a minimum, address the following subject areas:

a. Classification of meters by capacity, type, and any other factor considered pertinent.

b. Checking of new meters for acceptable accuracy before they are placed in service.

c. Testing of in-service meters, including any associated instruments or corrective devices, for accuracy, adjustments, or repairs and including meters removed from service for any reason.

d. Periodic calibration or testing of devices or instruments used by the utility to test meters.

e. Leak testing of meters before return to service.

f. The limits of meter accuracy considered acceptable by the utility.

g. The nature of meter and meter test records maintained by the utility.

28.3(6) *Meter adjustment.* All meters and associated metering devices, when tested, will be adjusted as closely as practicable to the condition of zero error.

28.3(7) *Request tests.* Utilities will test a customer's meter at the customer's request but need not do so more frequently than once in 18 months. Test results will be mailed to the customer within ten days of the completed test, and a record of each test shall be kept on file at the utility's office. The utility shall give the customer or a representative of the customer the opportunity to be present while the test is conducted. If the test finds the meter is accurate within the limits accepted by the utility in its meter inspection and testing program, the utility may charge the customer $25 or the cost of conducting the test, whichever is less. The customer shall be advised of any potential charge before the meter is removed for testing.

28.3(8) *Referee tests.* Upon written request by a customer or utility, the commission will conduct a referee test of a meter but not more frequently than once in 18 months. In addition to the written request, the customer will also provide the utility with a $30 deposit. The customer's request to the commission will indicate that the deposit has been paid. Within five days of receipt of the written request and payment, the commission will notify the utility of the test. The utility shall, within 30 days after notification of the request, schedule the date, time, and place of the test with the commission and customer. The meter shall not be removed or adjusted before the test. The utility shall furnish all testing equipment and facilities for the test. If the tested meter is found to be more than 2 percent fast or 2 percent slow, the deposit will be returned to the party requesting the test and billing adjustments made. The commission will issue its report after the test is conducted.

28.3(9) *Condition of meter.* No meter that is known to be mechanically defective, has an incorrect correction factor, or has not been tested and adjusted, if necessary, in accordance with paragraphs 28.3(5) *"b," "c,"* and *"e,"* shall be installed or continued in service. The capacity of the meter and the index mechanism shall be consistent with the gas requirements of the customer.

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199—28.4(476) Disconnection of service.

28.4(1) *Disconnection procedures and notice.* Utilities may only disconnect service to customers in compliance with the following procedure and requirements:

a. Service may be disconnected without notice:

(1) In the event of a condition on the customer's premises determined by the utility to be hazardous.

(2) In the event of customer use of equipment in a manner that adversely affects the utility's equipment or the utility's service to others.

(3) In the event of tampering with the equipment furnished and owned by the utility. A broken or absent meter seal alone does not constitute tampering.

(4) In the event of unauthorized use.

b. The utility shall give written notice of pending disconnection, except as specified in paragraph 28.4(1)*"a."* The notice will include the reason for the notice and the final date by which the account is to be settled or specific action taken. The notice is to be addressed to the customer's last-known address and deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice is to be delivered to the last-known address of the customer or sent via electronic delivery with customer consent. Such consent shall be deemed given when the customer consents to or requests electronic billing. The date for disconnection of service is not to be less than 12 days after the notice is provided. The date for disconnection of service for customers on shorter billing intervals is not to be less than 24 hours after the notice is posted at the service premises.

c. Where more than one cause of disconnection exists, one written notice is to be given that includes all reasons for the notice. In determining the final date by which the account is to be settled or other specific action taken, the days of notice for the causes run concurrently.

d. Service may be disconnected after proper notice:

(1) For violation of or noncompliance with the utility's rules.

(2) For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way that are specified to be furnished, in the utility's rules filed with the commission, as conditions of obtaining service; for the withdrawal of that same equipment; for the termination of those same permissions or rights; or for the failure of the customer to fulfill the contractual obligations imposed as conditions of obtaining service by any contract filed with and subject to the regulatory authority of the commission.

(3) For failure of the customer to permit the utility reasonable access to the utility's equipment.

e. Service may be disconnected after proper notice for nonpayment of a bill or deposit, provided that the utility has complied with the following provisions:

(1) Given the customer a reasonable opportunity to dispute the reason for the disconnection or refusal.

(2) Given the customer, and any other person or agency designated by the customer, written notice that the customer has at least 12 days in which to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities set out in subrule 28.4(2). Customers billed more frequently than monthly are to be given posted written notice that they have 24 hours to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities. All written notices include a toll-free or collect telephone number where a utility representative qualified to provide additional information about the disconnection can be reached. Each utility representative provides the representative's name and has immediate access to current, detailed information concerning the customer's account and previous contacts with the utility.

(3) When disconnecting service to a residence, a diligent attempt is to be made to contact, by telephone or in person, the customer to inform the customer of the pending disconnection and the customer's rights and responsibilities. Between November 1 and April 1, if the attempt at customer contact fails, the premises are to be posted, at least one day prior to disconnection, with a notice informing the customer of the pending disconnection and a copy of the rights and responsibilities available to avoid disconnection.

1. If an attempt at personal or telephone contact of a customer occupying a rental unit has been unsuccessful, the utility is to make a diligent attempt to contact the landlord of the rental unit, if known, to determine if the customer is still in occupancy and, if so, the customer's present location. The landlord is

to be informed of the date when service may be disconnected. The utility will make a diligent attempt to inform the landlord at least 48 hours prior to disconnection of service to a tenant.

2. If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the utility to contain residential units affected by disconnection are to be posted at least two days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for the disconnection.

3. If the customer has received notice of disconnection and has a dispute concerning a bill for gas service, the gas utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection of service. Disconnection for nonpayment of the disputed bill is delayed for up to 45 days after the providing of the bill if the customer pays the undisputed amount. The 45 days may be extended by up to 60 days if requested of the utility by the commission in the event the customer files a written complaint with the commission in compliance with 199—Chapter 6.

f. Disconnection and reconnection. Disconnection of a residential customer may take place only between the hours of 6 a.m. and 2 p.m. on a weekday and not on weekends or holidays. If a disconnected customer makes payment or other arrangements during normal business hours, or by 7 p.m. for utilities permitting such payment or other arrangements after normal business hours, all reasonable efforts are to be made to reconnect the customer that day. If a disconnected customer makes payment or other arrangements after 7 p.m., all reasonable efforts are to be made to reconnect the customer not later than 11 a.m. the next day.

g. Severe cold weather. A disconnection is not to take place where gas is used as the only source of space heating or to control or operate the only space heating equipment at a residence when the actual temperature or the 24-hour forecast of the National Weather Service for the residence's area is predicted to be 20 degrees Fahrenheit or colder. If the utility has properly posted a disconnect notice but is precluded from disconnecting service because of severe cold weather, the utility may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the residence's area rises above 20 degrees Fahrenheit and is forecasted to remain above 20 degrees Fahrenheit for at least 24 hours unless the customer has paid in full the past due amount or is otherwise entitled to postponement of disconnection.

h. Medical stay. Disconnection of a residential customer will be postponed if the disconnection of service would present an especial danger to the health of any permanent resident of the premises.

(1) An especial danger to health is indicated if a person appears to be seriously impaired and may, because of mental or physical problems, be unable to manage the person's own resources, to carry out activities of daily living or to be protected from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include but are not limited to age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances that indicate a severe or hazardous health situation.

(2) The utility may require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered; a statement that the person is a resident of the premises in question; the name, business address, and telephone number of the certifying party; the nature of the health danger; and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the utility within five days.

(3) Verification will postpone disconnection for 30 days. In the event service is terminated within 14 days prior to verification of illness by or for a qualifying resident, service is to be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first 30 days and does not keep the current account paid during the period that the unpaid balance is to be retired, the customer is subject to disconnection.

i. Winter energy assistance. If between November 1 through April 1 the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, service is not to be disconnected for 30 days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection of service is not allowed from November 1 through April 1 for a resident who is a head of

household and who has been certified to the utility by the community action agency as eligible for either the low-income home energy assistance program or the weatherization assistance program.

j. Deployment. If the utility is informed that one of the heads of household, as defined in Iowa Code section 476.20, is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment.

k. Abnormal gas consumption. A customer who is subject to disconnection for nonpayment of bill, and who has gas consumption that appears to the customer to be abnormally high, may request the utility provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. Assistance will be provided by the utility by discussing patterns of gas usage that may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance available to the customer.

l. A utility may disconnect gas service after 24-hour notice (and without the written 12-day notice) for failure of the customer to comply with the terms of a payment agreement.

m. Prior to November 1, a notice describing the availability of winter energy assistance funds and the application process is to be mailed to customers. The notice is to be of a type size that is easily legible and conspicuous and contain the information set out by the state agency administering the assistance program. A utility serving fewer than 25,000 customers may publish the notice in a customer newsletter in lieu of mailing. A serving fewer than 6,000 customers may publish the notice in an advertisement in a local newspaper of general circulation or shopper's guide.

28.4(2) *Notice of customer rights and responsibilities.* The standard form of the summary of the rights and responsibilities to be provided to customers is set out below and will be provided by a utility with all disconnection notices. A nonstandard rights and responsibilities notice may be used with commission approval. The standard customer rights and responsibilities notice is as follows:

CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUTOFF OF GAS SERVICE FOR NONPAYMENT

1. What can I do if I receive a notice from the utility that says my service will be shut off because I have a past due bill?

a. Pay the bill in full;

b. Enter into a reasonable payment plan with the utility (see #2 below);

c. Apply for and become eligible for low-income energy assistance (see #3 below);

d. Give the utility a written statement from a doctor or public health official stating that shutting off your gas service would pose an especial health danger for a person living at the residence (see #4 below); or

e. Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).

2. How do I go about making a reasonable payment plan? (Residential customers only)

a. Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, you are to be offered a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation.

b. If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions.

c. If you do not make the payments you promise, the utility may shut off your gas service on one day's notice, unless all the money you owe the utility is paid or you enter into another payment agreement.

3. How do I apply for low-income energy assistance? (Residential customers only)

a. Applications are taken at your local community action agency. If you are unsure where to apply, call 211 or 800.244.7431, or visit hhs.iowa.gov/programs/programs-and-services/liheap. To prevent disconnection, contact the utility prior to disconnection of your service.

b. To avoid disconnection, you must apply for energy assistance or weatherization before your service is shut off. Notify your utility that you may be eligible and have applied for energy assistance. Once your service has been disconnected, it will not be reconnected based on approval for energy assistance.

c. Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1. Between November 1 and April 1, the utility will delay disconnection of your service for 30 days once you notify the utility that you are applying for energy assistance or weatherization assistance, to allow you time to obtain assistance. Only one 30-day delay is required during the moratorium period.

4. What if someone living at the residence has a serious health condition? (Residential customers only)

Contact the utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your gas service would pose an especial health danger for a person living at your residence. The doctor or public health official must provide a written statement to the utility's office within five days of when your doctor or public health official notifies the utility of the health condition; otherwise, your gas service may be shut off. If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.

5. What should I do if I believe my bill is not correct?

You may dispute your bill by telling the utility that you dispute the bill and paying the part of the bill you think is correct. If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and the utility work out the dispute over the part of the bill you think is incorrect. You may ask the Iowa Utilities Commission for assistance in resolving the dispute (see #9 below).

6. When can the utility shut off my gas service because I have not paid my bill?

a. Your utility can shut off service between the hours of 6 a.m. and 2 p.m. Monday through Friday.

b. The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.

c. The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2 above).

d. The utility will not shut off your service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the following 24-hour period, including the day your service is scheduled to be shut off.

e. If you have qualified for low-income energy assistance, the utility cannot shut off your service from November 1 through April 1. However, you will still owe the utility for the service used during this time.

f. The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct.

g. If one of the heads of household is a service member deployed for military service, gas service cannot be shut off during the deployment or within 90 days after the end of deployment. In order for this exception to disconnection to apply, the utility will need to be informed of the deployment prior to disconnection. However, you will still owe the utility for service used during this time.

7. How will I be told the utility is going to shut off my service?

a. You must be given a written notice at least 12 days before the gas service can be shut off for nonpayment. This notice will include the reason for shutting off your service.

b. If you have not made payments required by an agreed-upon payment plan, your service may be disconnected with only one day's notice.

c. The utility must try to reach you by telephone or in person before it shuts off your service. From November 1 through April 1, if the utility cannot reach you by telephone or in person, the utility will put a written notice on the door of or another conspicuous place at your residence to tell you that your gas service will be shut off.

8. If service is shut off, when will it be turned back on?

a. The utility will turn your service back on if you pay the whole amount you owe. The service shall be restored for 30 days if you provide the utility with a medical verification from a doctor or public health official of an especial danger to health within 14 days of a shutoff for nonpayment.

b. If you make your payment during regular business hours, or by 7 p.m. for utilities permitting such payment or other arrangements after regular business hours, the utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility is to do it by 11 a.m. the next day.

c. The utility may charge you a fee to turn your service back on. That fee may be higher in the evening or on weekends, so you may ask that your service be turned on during normal utility business hours.

9. Is there any other help available besides my utility?

If the utility has not been able to help you with your problem, you may contact the Iowa Utilities Commission toll-free at 877.565.4450. You may also write the Iowa Utilities Commission at 1375 E. Court Ave., Des Moines, IA 50319-0069, or email customer@iuc.iowa.gov. Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid and may contact Iowa Legal Aid at 800.532.1275.

28.4(3) *When disconnection is not allowed.*

a. No disconnection may take place from November 1 through April 1 for a resident who has been certified to the utility by the local community action agency as being eligible for either the low-income home energy assistance program or weatherization assistance program.

b. If the utility is informed that one of the heads of household, as defined in Iowa Code section 476.20, is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment.

28.4(4) *Servicing of utilization control equipment.* Each utility is to service and maintain any equipment it uses on a customer's premises and correctly set and keep in proper adjustment any utility-owned thermostats, clocks, relays, time switches, or other devices that control the customer's service in accordance with the provisions in the utility's schedules.

28.4(5) *Customer complaints.* A utility will promptly and thoroughly investigate all complaints concerning its practices, facilities, or services. The utility is to keep such records of customer complaints as will enable it to review and analyze its procedures and actions.

a. Each utility is to develop a fully informative procedure for the resolution of customer complaints.

b. The utility is to take reasonable steps to ensure that customers unable to travel are not denied the right to be heard.

c. The final step in a complaint review procedure, if the utility and customer are not able to agree on a resolution of the complaint, is a filing for commission resolution of the issues if the commission determines it has jurisdiction.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.5(476) Engineering standards.

28.5(1) *Requirement for good engineering practice.* The gas plant of the gas utility shall be constructed, installed, maintained, and operated in accordance with accepted good engineering practice in the gas industry to ensure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

28.5(2) *Standards incorporated by reference.*

a. The design, construction, operation, and maintenance of gas systems and liquefied natural gas facilities shall be in accordance with the following standards where applicable:

(1) Transportation of Natural and Other Gas by Pipeline; Annual, Incident, and Other Reporting, 49 CFR Part 191.

(2) Transportation of Natural and Other Gas by Pipeline: Minimum Federal Safety Standards, 49 CFR Part 192.

(3) Liquefied Natural Gas Facilities: Federal Safety Standards, 49 CFR Part 193.

(4) Drug and Alcohol Testing, 49 CFR Part 199.

(5) Gas Transmission and Distribution Piping Systems, ASME B31.8 as incorporated by reference in 49 CFR 192.7.

(6) Utility LP-Gas Plant Code, NFPA 59 as incorporated by reference in 49 CFR 192.7.

(7) At railroad crossings, the engineering standards for pipelines rule found in 199—Chapter 42.

b. The following publications are adopted as standards of accepted good practice for gas utilities:

(1) National Fuel Gas Code, NFPA 54/ANSI Z223.1, published August 25, 2023.

(2) Standard for Fire Safety Criteria for Manufactured Home Installations, Sites, and Communities, NFPA 501A, published 2025.

28.5(3) *Adequacy of gas supply.* The natural gas regularly available from supply sources supplemented by production or storage capacity must be sufficiently large to meet all reasonable demands for firm gas service.

28.5(4) *Gas transmission and distribution facilities.* The utility's gas transmission and distribution facilities shall be designed, constructed, and maintained as required to reliably perform the gas delivery burden placed upon them. Utilities will be capable of emergency repair work on a scale consistent with its scope of operation and with the physical conditions of its transmission and distribution facilities.

In appraising the reliability of the utility's transmission and distribution system, the commission will consider, as principal factors, the condition of the physical property and the size, training, supervision, availability, equipment, and mobility of the maintenance forces.

28.5(5) *Inspection of gas plant.* A utility will adopt and follow a program of inspection of its gas plant in order to determine the necessity for replacement and repair. The frequency of the various inspections is to be based on the utility's experience and accepted good practice. Utilities will keep sufficient records to give evidence of compliance with its inspection program.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.6(476) Safety.

28.6(1) *Compliance.* Each utility shall comply with commission rules for standards for safety and operating reliability under this subrule.

28.6(2) *Protective measures.* Each utility shall exercise reasonable care to reduce hazards inherent in connection with its gas service and to which its employees, its customers, and the general public may be subjected and shall adopt and execute a safety program designed to protect the public and fitted to the size and type of its operations. Utilities will maintain a summary of all reportable failures arising from its operations.

28.6(3) *Failure investigation and prevention.* Utilities are to give reasonable assistance to the commission in the investigation of the cause of failures and in the determination of suitable means of preventing failures.

28.6(4) *Reportable incidents.* Utilities are to maintain a summary of all reportable incidents arising from operations that require notification pursuant to subrule 28.10(1).

28.6(5) *Gas leaks.* A report of a gas leak shall be considered an emergency requiring immediate attention.

28.6(6) *Turning on gas.* Each utility upon the installation of a meter and turning on gas or the act of turning on gas alone shall take the necessary steps to assure itself that there exists no flow of gas through the meter, which is a warning that the customer's piping or appliances are not safe for gas turn on.

28.6(7) *Odorization.* Any gas distributed to customers through gas mains or gas services or used for domestic purposes in compressor plants, which does not naturally possess a distinctive odor to the extent that its presence in the atmosphere is readily detectable at all gas concentrations of one-fifth of the lower explosive limit and above, shall have an odorant added to it to make it so detectable. Odorization is not necessary, however, for such gas as is delivered for further processing or use where the odorant would serve no useful purpose as a warning agent. Utilities will test the gas to ensure the odor meets the standards of subrule 28.5(2). Prompt remedial action shall be taken if odorization levels do not meet the prescribed limits for detectability.

28.6(8) *Compliance.* All compliance issues identified during a commission inspection are to be corrected by the utility within 12 months of the notification. If such corrective actions cannot be taken within that time frame, the utility shall notify the commission and provide an explanation as to why such actions will take longer and the additional steps, if any, the utility is undertaking to maintain public health and safety in the meantime.

28.6(9) *Utility personnel.* Each utility is to inform the commission if a personnel change in gas foreman, supervisor, superintendent or manager occurs. This notice will occur no later than 30 days from the date of personnel change.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.7(476) Standards of quality of service.

28.7(1) *Purity.* All gas supplied to customers shall be substantially free of impurities that may cause corrosion of mains or piping or from corrosive or harmful fumes when burned in a properly designed and adjusted burner. If the municipality or certain other gas utility receives gas from a source other than an interstate transmission pipeline, or a pipeline that is subject to gas quality specifications defined by a tariff, the municipality or certain other gas utility must take additional steps to ensure gas purity in the gas system.

28.7(2) *Pressure limits.* The maximum allowable operating pressure for a low-pressure distribution system shall not be so high as to cause the unsafe operation of any connected and properly adjusted low-pressure gas-burning equipment.

28.7(3) *Adequacy for pressure.* Each utility shall have a substantially accurate knowledge of the pressures inside its piping. Periodic pressure measurements shall be taken during periods of high demand at remote locations in distribution systems to determine the adequacy of service. Records of such measurements including the date, time, and location of the measurement shall be maintained not less than two years.

28.7(4) *Standards for pressure measurements.*

a. Secondary standards. Each utility shall own or have access to a dead weight tester that is maintained in an accurate condition. For purposes of this subrule, the requirement to have access to a dead weight tester may be met by establishing access through the utility's meter testing vendor/contractor.

b. Working standards. Each utility must have or have access to manometers, laboratory quality indicating pressure gauges, and field-type dead weight pressure gauges as necessary for the proper testing of the indicating and recording pressure gauges used in determining the pressure on the utility's system. Working standards are to be checked periodically by comparison with a secondary standard or by calibration of the working standard by a third-party vendor/contractor or by the manufacturer.

28.7(5) *Handling of standards.* Extreme care must be exercised in the handling of standards to ensure that their accuracy is not disturbed. Each standard shall be accompanied at all times by a certificate or calibration card, duly signed and dated, on which are recorded the corrections required to compensate for errors found at the customary test points at the time of the last previous test.

28.7(6) *Heating value.*

a. Awareness. Each utility shall have a substantially accurate knowledge of the heating value of the gas being delivered to customers at all times.

b. Natural and LP gas. The heating value of natural gas and undiluted, commercially pure LP gas is not considered to be under the control of the utility. Utilities will determine the allowable range of monthly average heating values within which its customers' appliances may be expected to function properly without repeated readjustment of the burners.

c. Renewable natural gas (RNG). The heating value of gas supplied from an RNG facility is considered within the control of the RNG supplier. The average daily heating value of mixed gas in a distribution system shall be at least 95 percent of that normally delivered by the pipeline supplier. RNG producers are responsible for ensuring the gas produced from the RNG facility is compatible to meet these heating requirements.

d. Peak shaving or other mixed gas. The heating value of gas in a distribution system that includes gas from LP or LNG peak shaving facilities, or gas from a source other than a pipeline supplier, is considered within the control of the utility. The average daily heating value of mixed gas shall be at least 95 percent of that normally delivered by the pipeline supplier. All mixed gas shall have a specific gravity of less than 1.000, and heating value shall not be so high as to cause improper operation of properly adjusted customer equipment.

e. Heating value determination and records. Unless acceptable heating value information is available for all periods from other sources, including the pipeline supplier, utilities will have a method by which the heating value of the gas in a distribution system can be accurately determined. The type, accuracy, operation, and location of equipment, and the accuracy of computation methods, shall be in accordance with accepted industry practices and equipment manufacturer's recommendations, subject to review by the commission.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.8(476) Customer contribution fund.

28.8(1) *Applicability and purpose.* This rule applies to each gas utility as defined in Iowa Code sections 476.1B and 476.1C. Pursuant to Iowa Code section 476.66, each utility shall maintain a program plan to assist the utility's low-income customers with weatherization and to supplement assistance received under the federal low-income home assistance energy program for payment of winter heating bills.

28.8(2) *Notification.* Notice of the customer contribution fund is to be given to all customers at least twice a year. Upon commencement of service and at least once a year, the notice is to be mailed or personally delivered to all customers or provided by electronic means to those customers who have consented to receiving electronic notices. The other notice may be published in a local newspaper(s) of general circulation within the service territory of the utility. A utility serving fewer than 6,000 customers may publish its semiannual notices locally in a free newspaper, utility newsletter, or shopper's guide instead of a newspaper. At a minimum, the notice is to include:

a. A description of the availability and the purpose of the fund.

b. A customer authorization form that includes a monthly billing option and methods of contribution.

28.8(3) *Methods of contribution.* Contribution methods may include monthly pledges, as well as one-time or periodic contributions. A pledge by a customer or other party is not a binding contract between the utility and the pledger. Delayed contributions are not subject to late payment charges. Each utility may allow persons or organizations to contribute matching funds.

28.8(4) *Annual report.* On or before September 30 of each year, each utility is to file with the commission a report of all the customer contribution fund activity for the previous fiscal year from July 1 through June 30 on a form provided by the commission that contains an accounting of the total revenues collected and all distributions of the fund.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.9(476) Notification of outages.

28.9(1) *Notification.* The notification requirements in this rule are for the timely collection of gas outage information that may be useful to emergency management agencies in providing for the safety and welfare of individual Iowa citizens. Each utility shall notify the commission when it is projected that an outage may result in a loss of service for more than six hours and the outage meets one of the following criteria:

a. Loss of service for more than six hours to substantially all of a municipality or certain other gas utility's customers, including the surrounding area served by the same utility. A utility may use loss of service within the utility's service territory to 75 percent or more of customers within a municipality or of a certain other gas utility, including the surrounding area served by the utility, to meet this criterion; or

b. Any other outage considered significant by the utility. This includes loss of service for more than six hours to significant public health and safety facilities known to the utility at the time of the notification.

28.9(2) *Information about outages.*

a. Notification shall be provided regarding outages that meet the requirements of subrule 28.9(1) to the commission duty officer by email at dutyofficer@iuc.iowa.gov or, in appropriate circumstances, by telephone at 515.745.2332. Notification shall be made at the earliest possible time after it is determined the event may be reportable and should include the following information, as available:

(1) The general nature or cause of the outage;

(2) The area affected;

(3) The approximate number of customers that have experienced a loss of gas service as a result of the outage;

(4) The time when service is estimated to be restored; and

(5) The name of the utility, the name and telephone number of the person making the report, and the name and telephone number of a contact person knowledgeable about the outage. The notice should be supplemented as more complete or accurate information is available.

b. The utility is to provide to the commission updates of the estimated time when service will be restored to all customers able to receive service or of significantly changed circumstances unless service is restored within one hour of the time initially estimated.

c. The utility is to notify the commission once service is fully restored to all customers after an outage meeting the requirements of subrule 28.9(1).

28.9(3) *Planned interruptions.* Planned interruptions by utilities are to be made at a time that will not cause an unreasonable inconvenience to customers. Adequate notice should be provided to customers that will be affected when a planned interruption lasts longer than one hour.

28.9(4) *Other interruptions.* Each utility shall make reasonable efforts to avoid interruptions of service, but when interruptions occur, service shall be reestablished within the shortest time practicable, consistent with safety. Records will be maintained for not less than two years of interruptions of service reported pursuant to subrule 28.9(2). Utilities will periodically review these records to determine steps to be taken to prevent recurrence.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.10(476) Incident notification and reports.

28.10(1) *Notification.* Utilities will notify the commission immediately, or as soon as practical, of any incident involving the release of gas, failure of equipment, or interruption of facility operations that results in any of the following:

a. Any reportable incidents as defined in 49 CFR 191.3.

b. An unplanned interruption of service to 50 or more customers.

c. Evacuation of a school, hospital, health care facility, or event totaling 100 or more people.

d. Rerouting of traffic or closing of a federal or state highway by public emergency responders.

e. Traditional news media attention.

f. Unintentional fire or explosion.

g. Any other incident considered significant by the utility.

28.10(2) *Reporting information.* The utility shall notify the commission by email, as soon as practical, of any reportable incident at dutyofficer@iuc.iowa.gov or, when email is not available, by calling the commission duty officer at 515.745.2332. The person sending the email or the caller shall leave a call-back number for a person who can provide the following information:

a. The name of the utility, the name and telephone number of the person making the report, and the name and telephone number of a contact person knowledgeable about the incident.

b. The location of the incident.

c. The time of the incident.

d. The number of deaths or personal injuries and the extent of those injuries, if any.

e. An initial estimate of damages.

f. The number of services interrupted.

g. A summary of the significant information available to the utility regarding the probable cause of the incident and extent of damages.

h. Any oral or written report required by the U.S. Department of Transportation and the name of the person who made the oral report or prepared the written report and when such a report was made.

28.10(3) *Written incident reports.* Within 30 days of the date of the incident, the utility shall file a written report with the commission that includes the information listed in subrule 28.10(2), the probable cause as determined by the utility, the number and cause of any deaths or personal injuries requiring in-patient hospitalization, and a detailed description of property damage and the amount of monetary damages. If significant additional information becomes available at a later date, the utility will timely file the information in a supplemental report. The utility will also provide the commission with copies of any written reports concerning an incident or safety-related condition filed with or submitted to the U.S. Department of Transportation or the National Transportation Safety Board.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

199—28.11(476) Quarterly reporting.

28.11(1) *Excavation damage with loss of gas.* Utilities shall submit a quarterly report to the commission with information related to any excavation damages that resulted in a release of gas during the reporting period. The report will be completed on forms prescribed by the commission. This report must include the following information for each instance of excavation damage:

a. Date of the damage.

b. Address of the damage.

c. Type of line damaged (service, main, or transmission).

d. Name of the excavation companies involved.

e. Name of the excavation equipment involved.

f. One Call ticket number, if applicable.

g. Any such other information as may be deemed pertinent on forms prescribed by the commission, which are located on the commission's website.

28.11(2) *Reporting period.* Each quarterly report is due the fifteenth of the month following the end of the quarter.

a. The first-quarter reporting period covers January 1 to March 31, with the quarterly report due on April 15.

b. The second-quarter reporting period covers April 1 to June 30, with the quarterly report due on July 15.

c. The third-quarter reporting period covers July 1 to September 30, with the quarterly report due on October 15.

d. The fourth-quarter reporting period covers October 1 to December 31, with the quarterly report due on January 15 of the following year.

[**ARC 0743D**, IAB 11/11/26, effective 12/16/26]

These rules are intended to implement Iowa Code chapter 476 and sections 476.20, 476.21, 476.51, 476.66, 476.1B, and 476.1C.

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