

199—21.20(476) Incident reports regarding storm water drainage service.

21.20(1) Notification. A utility shall notify the commission about any incident involving:

- a. A non-storm water discharge from the storm water drainage system;
- b. A flood event affecting the storm water drainage system;
- c. A cyberattack affecting the well-being of the utility, its customers, or the environment; or
- d. Any event that causes a serious adverse impact on the health of people or the environment or interrupts service to the customer.

21.20(2) Information required. The utility shall notify the commission immediately, or as soon as practical, of any reportable incident by emailing the duty officer 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 will leave the telephone number of 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. The number of services interrupted.
- f. A summary of the significant information available to the utility regarding the likely cause of the incident and the estimated extent of damage.

21.20(3) Normal service restored. The utility will notify the commission when the incident has ended and normal storm water drainage service has been restored.

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