

199—20.19(476,478) Notification and reporting of outages.

20.19(1) Notification. Each electric utility shall notify the board of any outage that results, or is expected to result, in the following:

- a. Loss of service for more than two hours to substantially all of a municipality, including the surrounding area served by the same utility;
- b. Loss of service for more than two hours to 20 percent of the customers in a utility's established zone or area;
- c. Loss of service for more than two hours to more than 3,600 customers in a metropolitan area;
- d. A major event as defined in subrule 20.18(4); or
- e. Any other outage considered significant by the electric utility.

20.19(2) Information required.

a. Notice shall be provided as soon as the utility learns of the outage, or as soon as practical thereafter, by calling the board duty officer at 515-745-2332. The caller shall leave a call-back number for a person who can provide the following information:

- (1) The nature or cause of the outage;
- (2) The area affected;
- (3) The number of customers that have experienced a loss of electric service as a result of the outage;
- (4) The estimated time until service will 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.

b. The electric utility shall provide updates to the board as new or additional information becomes available until all service is restored.

20.19(3) Outage report. Each electric utility shall submit a report to the board within 30 days after the customers affected by the outage reported under subrule 20.19(1) have regained service. The report shall include the following:

- a. A description of the circumstances that caused the outage;
- b. The total number of customers out of service during the outage;
- c. The longest customer interruption;
- d. The damage cost estimates to the electric utility's facilities; and
- e. The number of people used to restore service.