

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 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 shall 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 shall notify the commission when the incident has ended and normal storm water drainage service has been restored.

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