

**541—12.5(82GA,SF2400) Customer council membership.** Customer council membership shall consist of the chairperson and vice chairperson, 11 state agency representatives, a judicial branch representative overseeing DAS services provided to the judicial branch, two legislative branch representatives overseeing DAS services provided to the legislative branch, and nonvoting ex-officio members.

**12.5(1) Method of appointment of members.**

*a. Executive branch agency representation.* The customer council will include four members from large agencies, four members from medium-sized agencies and three members from small agencies.

(1) Selection. The individual nominated by an agency to become a customer council member shall be the individual the agency determines is most appropriate to provide guidance. Each agency may nominate one representative for the customer council. The department shall select customer council members from the representatives nominated by the agencies in that group.

(2) Review. The department shall review representation on the customer council prior to August 1 of each year for the terms ending August 31 of that year and select customer council members as in subparagraph (1) to fill vacancies caused by expired terms. The department will periodically review the definition of large, medium-sized and small agencies based on the number of permanent employees of the agencies in Iowa state government and make adjustments accordingly.

(3) Vacancies. If a vacancy occurs, the department shall fill the vacancy.

*b. Legislative and judicial branch representation.* If the service to be provided may also be provided to the judicial branch and legislative branch, then the chief justice of the supreme court may appoint one member to the customer council and the legislative council may appoint two members to the customer council, one representing the house of representatives and one representing the senate.

*c. Ex-officio member(s).* Ex-officio members shall not vote on the proceedings of the customer council, but shall provide input to the council based on their area of expertise. Each ex-officio member shall be approved by a majority of the voting members of the customer council. An ex-officio member may be recommended to the customer council by:

- (1) A group representing agencies using a service overseen by the customer council, and
- (2) Any other group approved by the customer council.

**12.5(2) Membership changes.** As utility services and customer groups change, the department may add members to provide for equitable representation.

**12.5(3) Term of membership.** Each member will serve a two-year term.

*a.* Initial appointments shall be for staggered terms of one or two years as set by the department.

*b.* Initial membership terms shall begin by August 1, 2008.