



Iowa Utilities Board

The IUB regulates the rates and services of electric, natural gas, and water utilities; the services of communications utilities; the transmission, sale, and distribution of electricity and natural gas; and the safety of electric lines and natural gas pipelines.

We Investigate Customer Complaints

- Utility repair or service issues
- Billing disputes
- Non-payment/payment arrangements
- Utility disconnection
- Telephone slamming/cramming charges

We Answer Consumer Questions

- Winter disconnection moratorium
- Low-income energy and telephone assistance
- Energy efficiency
- Pipeline permits
- Electric transmission line franchises
- Hearing impaired assistance
- Utility bill comparison

Contact the Iowa Utilities Board

Call toll-free at 1-877-565-4450

(515) 725-7321 locally

1375 East Court Avenue, Rm. 69,
Des Moines, Iowa 50319-0069

Email: customer@iub.iowa.gov

On the Web: <http://iub.iowa.gov/>

Electronic Filing System:

<https://efs.iowa.gov/efs/>

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The Iowa Utilities Board regulates

Electricity

- Investor-owned utilities for rates, service, safety, and disconnection
- Rural electric cooperatives for service, safety, and disconnection
- Municipal utilities for safety and disconnection

Natural Gas

- Investor-owned utilities for rates, service, safety and engineering standards, and disconnection
- Rural electric cooperatives for service, safety, and disconnection
- Municipal utilities for safety and disconnection
- Permitting/safety of intrastate pipelines

Telecommunications

- Local exchange carriers for service
Retail rates for local exchange carriers, long distance, and wireless are deregulated

Water

- One investor-owned utility, Iowa-American Water, for rates and service
Municipally-owned and rural water systems are not regulated by the Board

The Iowa Utilities Board also

- Certifies electric power generators
- Reviews utility energy efficiency programs
- Inspects interstate pipelines for safety and engineering on behalf of the federal government
- Partners with the FCC to further broadband deployment
- Resolves disputes between telecommunications competitors
- Administers the telecommunications dual party relay service and equipment distribution program