

court. Iowa Code chapter 272C requires licensees to participate in continuing education, and authorizes the commission to adopt administrative rules. The law also establishes procedures for review of the licenses and lists grounds for disciplinary sanctions.

UTILITIES DIVISION

Ch 474; §546.2, 546.7

1375 East Court Avenue, Room 69, Des Moines 50319-0069; (515) 725-7300

Term Ending

Elizabeth Jacobs, Administrator April 30, 2017

UTILITIES BOARD

§474.1, 474.10

*Utilities Division, 1375 East Court Avenue, Room 69,
Des Moines 50319-0069; (515) 725-7300*

Joan Conrad, Executive Secretary
David Lynch, General Counsel

<i>Name</i>	<i>City</i>	<i>Term Ending</i>
Libby Jacobs, Chair	West Des Moines	April 30, 2017
Swati Dandekar	Marion	April 30, 2015
Darrell Hanson	Altoona	April 30, 2013

The Utilities Board is responsible for the regulation of the rates and services of investor-owned electric, gas, natural gas, communications, and water utilities and generally supervises all pipelines and transmission, sale, and distribution of electrical current in the state.

The three-member board is a policymaking body for the Utilities Division. The chairperson serves as the administrator of the Utilities Division. As administrator, the chairperson is responsible for all administrative functions and decisions. Eight sections have been established in the Utilities Division organizational structure: the office of executive secretary, deputy executive secretary, general counsel, customer service, energy, policy development, safety and engineering, and telecommunications.

Office of Executive Secretary – *Joan Conrad, Executive Secretary; (515) 725-7311*

The executive secretary is appointed by the board and serves as the agency's chief of staff, overseeing the operation of the agency and assisting the board in ensuring that the work of the agency is completed efficiently and effectively. The executive secretary coordinates personnel and purchasing for the division and assists in the administration of the division. The executive secretary is the custodian of the board seal and all board records. The executive secretary is also responsible for preparing the agency budget.

Deputy Executive Secretary – *Judi K. Cooper, Deputy Executive Secretary; (515) 725-7312*

The deputy executive secretary serves in the absence of the executive secretary, ensuring that essential administrative business is completed. Additional duties include supervising records and information, accounting and assessments, and information technology.

General Counsel – *David Lynch, General Counsel; (515) 725-7333*

The General Counsel's Office provides legal advice and formal legal opinions to the board on matters arising under the Iowa Code and the board's administrative rules. Attorneys draft board decisions, orders, and rules. The office also provides legal advice to staff. It represents the board before state and federal courts in proceedings that challenge the board's implementation of state and federal law. The office also intervenes, on behalf of the board, in federal actions affecting Iowa utility ratepayers.

Customer Service – (Vacant), Manager; (515) 725-7347

The Customer Service Section serves as the agency’s information contact and provides customer assistance and education for both the staff and the public. The section assists customers and competitors in resolving disputes with service providers. The section monitors customer service policies and practices, provides information to the public, and advises the board on customer service quality and issues of public concern. The section also maintains contact with media representatives.

Energy – (Vacant), Manager; (515) 725-7325

The Energy Section is responsible for providing the board with recommendations for appropriate actions on energy matters. The section monitors activities of gas, electric, and water service providers. It also provides analysis and recommendations on tariff filings, rate proceedings, annual fuel purchase reviews, and service territory disputes. The section advises the board on issues before the Federal Energy Regulatory Commission.

Policy Development – Stanley Wolf, Manager; (515) 725-7363

The Policy Development Section provides forward-looking quantitative and qualitative analysis of various policy issues in the electric, telephone, and gas industries. The section also provides professional and technical support to the industry sections and the board in the areas of policy development and research. In cases before the board, the section is responsible for the review and analysis of cost of capital, cost of service, and rate design. The section is responsible for performing analysis of competitive and restructuring issues, utility management performance, least-cost alternatives, energy efficiency activities, and other public policy matters. Section staff also conducts inquiries, rule makings, and special projects, and participates in ratemaking proceedings.

Safety and Engineering – Donald Stursma, Manager; (515) 725-7352

The Safety and Engineering Section is responsible for the regulation of gas and electric providers and pipeline and electric transmission and distribution companies as it relates to safety, construction, and operation and maintenance of facilities. The section reviews and processes all petitions for electric transmission line franchises under Iowa Code chapter 478 and for pipeline permits under Iowa Code chapters 479 and 479B. It also acts as an agent for the federal Department of Transportation in pipeline safety matters.

Telecommunications – John Ridgway, Manager; (515) 725-7344

The Telecommunications Section is responsible for providing the board with recommendations for appropriate actions on telecommunications matters. The section monitors activities concerning telecommunications service providers. It also provides analysis and recommendations of telecommunications providers’ filings and rate proceedings, and advises the board on ratemaking and restructuring issues. The section advises the board on issues before the Federal Communications Commission.

DEPARTMENT OF CORRECTIONS

Ch 904

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John R. Baldwin, Director Serves at Pleasure of Governor

ADMINISTRATION DIVISION

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