



Iowa Utilities Board

Administration & Regulation Budget Subcommittee

2014



Mission and Vision

Mission: The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

Vision: The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner in electric, natural gas, and telecommunications issues.

Iowa Utilities Board

The IUB is a quasi-judicial body that hears evidence in cases filed before it and makes decisions based on the evidence presented. An advocate of neither the public nor the utilities, the IUB is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

Libby Jacobs, Chair

Nick Wagner, Board Member

Sheila Tipton, Board Member

What We Regulate

- **Electricity**
 - Investor-owned utilities (IOU) for rates, service, safety, and disconnection
 - Rural electric cooperatives (REC) for service, safety, and disconnection
 - Municipal utilities for safety and disconnection
 - Electric power generation (>25MW)
 - Electric transmission franchises (>69kV)
- **Gas**
 - IOUs for rates, service, safety and engineering standards, and disconnection
 - RECs for service, safety, and disconnection
 - Municipal utilities for safety and disconnection
 - Permitting and safety of intrastate pipelines
- **Telecommunications**
 - All local exchange carriers for local service quality and intrastate access services
 - Long distance telephone and wireless carriers not regulated
- **Water**
 - One investor-owned water utility for rates and service

Who We Regulate

(Gas, Electric, Water, Telecommunications)

2	Investor-owned electric utilities
136	Municipal electric utilities
45	Rural electric cooperatives
4	Investor-owned natural gas utilities
51	Municipal gas utilities
3	Large local exchange carriers of telecommunications services
260	Independent and competitive local telephone exchange service providers
1	Investor-owned water utility

Customer Service

- 5,908 customer initiated contacts in 2013
 - Includes 554 written complaints, whether filed online, by email, or postal mail
- Customer Service can help with
 - Utility billing disputes
 - Telecommunications slamming and cramming
 - Nonpayment of bills and payment agreements
 - Utility disconnection
 - Winter moratorium and low-income energy assistance

Budget and Staffing FY 2008 – FY 2015

	Appropriation (Millions)	FTEs
FY 2008	\$7.57	71
FY 2009	\$7.79	69
FY 2010	\$7.79	66
FY 2011	\$8.17	64
FY 2012	\$8.17	63
FY 2013	\$8.17	63.5
FY 2014	\$8.17	62.5
FY 2015 Request	\$8.17	Status Quo

Note: IUB budget is not a General Fund appropriation
FTEs are filled as of December – midpoint of the fiscal year

Other Funding Sources

FY 2015

- U.S. Dept. of Transportation - Pipeline & Hazardous Materials Safety Administration (PHMSA) Grants - \$400,000
- Iowa Insurance Division (IID) and Office of Consumer Advocate (OCA) for shared Accounting & Assessment team - \$116,000
- American Recovery and Reinvestment Act (ARRA) - State Energy Regulatory Assistance; deadline for spending is first quarter FY 2015 - \$43,075
- Civil Penalties assessed for violations - \$20,000

IUB Management Efficiency

- 2009 Transmission Kaizen
 - 2011 Awardee – Iowa Business Council's Iowa Partners in Efficiency Award
- 2010 Customer Service Kaizen
 - Reduced steps in complaint handling by 36 percent
- 2014 Accounting Kaizen
 - Streamline accounting and assessment process and move to electronic payment system for assessments

IUB/OCA LEED® Platinum Building



IUB/OCA LEED® Platinum Building

- Energy savings exceed aggressive goal
- Compared to building built to code, 68% overall reduction in energy consumption
- 1kW of power produced by solar panels during a full moon this fall

For questions or more information
contact:

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