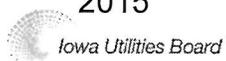


Iowa Utilities Board Administration & Regulation Budget Subcommittee 2015



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.

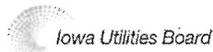
Vision: The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner in electric, natural gas, and telecommunications issues.



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. 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



3

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



4

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

- 6,283 customer initiated contacts in 2014.
 - Includes 544 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 2009 – FY 2016

	Appropriation (Millions)	Funded FTEs
FY 2009	\$7.79	71
FY 2010	\$7.79	70
FY 2011	\$8.17	68
FY 2012	\$8.17	68
FY 2013	\$8.17	66
FY 2014	\$8.17	65.5
FY 2015	\$8.33	67
FY 2016 Request	\$8.56 *	70

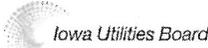
Note: IUB budget is not a General Fund appropriation
 * See explanation on Slide 8



7

FY 2016 IUB Budget Request Details

- 16 employees eligible for retirement in FY 2015; 3 more in FY 2016 brings total staff eligible for retirement to 30%.
- Need for transition planning.
- Rapidly increasing case load; more highly complex projects.
- Requested positions include an attorney, financial analyst, and customer service rep.



8

Other Funding Sources FY 2016

- U.S. Dept. of Transportation - Pipeline & Hazardous Materials Safety Administration (PHMSA) Grants - \$500,000.
- Iowa Insurance Division (IID) and Office of Consumer Advocate (OCA) for shared Accounting & Assessment team - \$120,000.
- Civil Penalties assessed for violations - \$15,000.

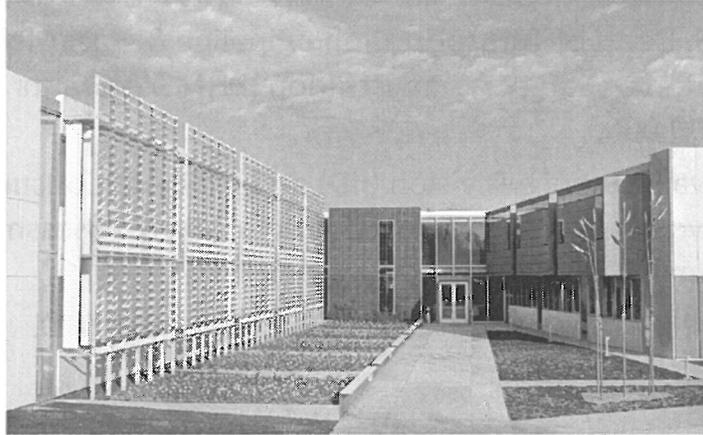


IUB Management Efficiency

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



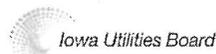
IUB/OCA LEED® Platinum Building



11

IUB/OCA LEED® Platinum Building

- Energy efficient demonstration building completed in January 2011. Popular tour destination.
- Energy savings exceed aggressive goal.
- 68% overall reduction in energy consumption compared to a building built to code.
- Numerous national and international awards. (Listing available at iub.iowa.gov)
- 2% of Capitol Complex square footage; 0.5% of energy usage.



12

For questions or more information
contact:

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