**199—29.1(476) Policy and purpose.** It is the policy of the board that a public utility shall be operated in an efficient manner. This chapter describes the methodology by which the board may evaluate the management efficiency of a rate-regulated utility and the actions that the board may take upon a finding as to the efficiency of a utility's management. [ARC 4104C, IAB 10/24/18, effective 11/28/18]