



## IUB 24/7 Common Questions for Annual Reports

### **What is IUB 24/7? Where can I find it?**

IUB 24/7<sup>1</sup> is the IUC's customer and company web application. Learn more on the "Information About IUB 24/7" on the IUC website, [iuc.iowa.gov](http://iuc.iowa.gov), under the Records & Documents navigation tab, or go directly to [iub247.iowa.gov](http://iub247.iowa.gov).

### **How can I find my IUC company number?**

The IUC has assigned a company number to each company in its database. You can search IUB 24/7 to see if your company already exists by logging in and going to the Search Companies page in IUB 24/7. Public (no account) users can search companies on [IUB247.iowa.gov](http://IUB247.iowa.gov); click Search Companies on the homepage. If you cannot find your company in IUB 24/7, the company record may not have been created yet.

To find historical company numbers, run a Company Search from the IUC's electronic filing system (EFS) at [efs.iowa.gov](http://efs.iowa.gov). On the Company Search page, fill in the company name and click on Search. If you are not sure how the company name appears in the IUC database, you can search by industry type to get a list of all the companies in that industry. If the search results return more than one company, click on Summary next to your company. The company summary page will include the company number as part of the information about the company.

### **Where can I find the telecommunications annual report and registration forms?**

Telecommunications companies no longer use an annual report or registration form separate from their company profile. The company profile now contains information that was previously entered on the TC-1 form for annual report purposes and information filed in the REG docket for registration purposes. Updating the company's record will satisfy the company's annual report. Now, all companies create a company profile in IUB 24/7 to interact with the IUC, and those that had to file two separate documents can now count the company record and annual update for both purposes.

### **How do I submit my monthly Dual Party Relay Service line counts?**

Dual Party Relay Service (DPRS) line counts that were previously submitted via a link to an electronic form are now submitted within the IUB 24/7 company record. Companies submit the line counts for each month of the previous calendar year for both wireline and

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<sup>1</sup> The Iowa Utilities Board name changed to Iowa Utilities Commission in July 2024; however, the IUB 24/7 database name did not change.

wireless lines. After the company submits the counts, the IUC will email the Company's Billing Contact (from the IUB 24/7 company profile) an invoice for the annual DPRS amount owed.

### **How can I download the annual report/registration forms?**

All utilities must review and update their company profile annually using IUB 24/7 to provide annual report information. If your company record has already been created in IUB 24/7, simply log in and view your company profile to complete your specific utility annual report by clicking the link to your company profile, scrolling down, and selecting Edit on the annual report. To create your company record and to submit your annual report information, visit [iub247.iowa.gov](http://iub247.iowa.gov).

### **How can I download a copy of my company record to evidence compliance with requirements to maintain a telecommunications service provider registration? Does this automatically update when a change is made to the company?**

To print or download a copy of your telecommunications registration form, follow these steps:

- Locate the company's record in IUB 24/7.
- On the company's profile screen, click on the registration document under "Telecommunications Registration Document."
- Save or print from your machine.

The company's registration does not update automatically. To update your company's registration, locate the company's record in IUB 24/7, and on the company's profile screen, click on Overwrite Document under the Telecommunications Registration Document section.

### **I am an independent consultant; how do I fill out an annual report on behalf of a company?**

You will need to have a user account in IUB 24/7, with permissions required to update a company's record, and you must be connected to the company record. After logging in to IUB 24/7, submit a company access request in IUB 24/7 or send the request to [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov) to be connected to the applicable company. This will allow you to view and update the company record and annual report (telecom's annual report is a part of the company record).

### **Can I enter information into the Company Record and save a draft of the record so a company representative can go in and attest to the information submitted?**

No. To save the information in the annual report or DPRS assessment report, you must attest to the record and submit the company record. If changes are needed following submission, the Company Administrator can edit and update the company record.

**What information is held confidential or encrypted in the annual report for telecommunications?**

Line counts for telecommunications are confidential in the annual report information. Revenues are not held confidential.

**I submitted this information a year ago; do I have to resubmit it?**

Yes. This is an annual review and report. The reports are due to the IUC by April 1 each year.

**How do I request extra time to complete my company's annual report?**

The company must file a request for an extension in the company's M-docket in EFS. If you plan to file a request for additional time, contact [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov) or call 515-725-7337 before filing.

**I am a certified natural gas provider; how do I submit my annual report with confidential materials?**

Certain information can be designated confidential through the annual report in IUB 24/7 by checking the box requesting confidentiality in the Request for Confidential Treatment section of the annual report. IUC subrule 199—1.9(5)(c) states that information listed in its subparagraphs is deemed to be automatically granted confidentiality by the IUC pursuant to Iowa Code §§ 22.7(3) or 22.7(6). Specifically, 199 Iowa Administrative Code 1.9(5)(c)(17) states that the financial records, number of customers, and volumes filed by competitive natural gas providers in each company's annual report are deemed confidential and granted by the IUC, but the aggregate total sales volume is not granted confidential treatment by this subrule.