



# Iowa Utilities Board

The IUB Spectrum

June 2021

Issue No. 1

Welcome to the IUB Spectrum, the inaugural issue of the Iowa Utilities Board (IUB) quarterly newsletter, produced by IUB staff to provide information to Iowans and utility stakeholders about various dockets, programs, and functions of the IUB.

This newsletter helps explain what is new and changing – such as the Legislative Update and IUB 24/7 news items below – and it will inform you of upcoming meetings and public hearings of interest and how to reach the IUB.

Do you have suggestions of topics for future newsletters? Just click on the email address at the bottom of the newsletter and let us know what you think we could include.

**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 regarding utility issues.

[Learn more about IUB jurisdiction and regulatory authority.](#)

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## Legislative Update

### Board Member Confirmations:

Chair Geri Huser was confirmed by the Senate for an additional six-year term with the Iowa Utilities Board and for an additional two-year term as Board Chair. Board Member Josh Byrnes was confirmed by the Senate to fill an unexpired term (due to the resignation of Board Member Nick Wagner). Both board members received successful confirmation votes on April 28.

This year, the IUB also laid out its 2021 legislative proposals in the IUB's technical and policy legislation, [HF693](#). These proposals are intended to increase efficiencies and deliver better services to regulated entities and Iowans. The bill contained six legislative sections:

- Sec. 1 authorizes the IUB to employ an administrative law judge.
- Sec. 2 clarifies and codifies existing IUB billing processes.
- Sec. 3 aligns already authorized civil penalties with federal requirements.
- Sec. 4 revises the fee for inspection of interstate pipelines.
- Sec. 5 restores rescinded telecommunication definitions to Iowa Code.
- Sec. 6 authorizes flexibility in reporting and assessment for Dual Party Relay services.

[HF693](#) was signed into law by Governor Reynolds on April 30, 2021. The legislation will take effect on July 1, 2021. The IUB will now begin the process of implementation through rule making.

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## **EFS HelpDesk Email Inbox now IT Support**

The IUB's IT Support email inbox ([ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov)) has permanently replaced the electronic filing system's EFS Help Desk ([EFShelpdesk@iub.iowa.gov](mailto:EFShelpdesk@iub.iowa.gov)). IT Support is the primary location for utility customers, stakeholders, or the general public to submit inquiries involving EFS, including submitting a filing to the IUB, login issues, and finding documents. The IT Support email address is also the location to send all inquiries regarding the IUB's web application [IUB 24/7](#), including company access requests, company profile submissions, and annual reports.

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## **Visit IUB 24/7 to Create or Update Company Contact Information**

### **Telecommunications companies now register using IUB 24/7**

[IUB 24/7](#) is the IUB's company and customer contact portal – an always-available web application that allows companies, utilities, and individuals that interact with IUB to manage and update their contact and company information. Your IUB 24/7 user account allows you to access two systems, IUB 24/7 and the IUB's electronic filing system (EFS). IUB 24/7 has helpful tools such as the ability for utility companies to file their 2020 utility annual reports, which began earlier this year.

Any IUB 24/7 user can now search – no user account needed – for information about utilities and view each utility's 2020 annual report in IUB 24/7. Simply go to [IUB 24/7](#) and click on "Search" to find a utility or company.

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## New Suicide Prevention Hotline, 988, Requires Transition to 10-Digit Telephone Dialing in Iowa

The Federal Communications Commission will transition to a three-digit dialing code (988) for the National Suicide Prevention Lifeline in July 2022. The change will affect Iowa customers in the 515 and 319 area codes by requiring ten-digit dialing to complete local calls. Due to this change customers will need to adjust their dialing practices, and any services that currently utilize seven-digit local dialing.

The transition period has already begun, and Iowans in the 515 and 319 area codes are encouraged to complete local calls now by dialing ten digits (area code + seven-digit telephone number). Beginning **October 24, 2021**, all Iowans with numbers in these two area codes must use ten-digit dialing for all local calls. Beginning **July 16, 2022**, anyone dialing 988 will be connected to the National Suicide Prevention Lifeline.

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## ACH and other Payments to the IUB

IUB offers several payment options for paying IUB invoices -- ACH, credit card and check. There are benefits for paying your IUB invoice electronically by ACH or credit card.

The benefits of payment by ACH are:

- It costs less than other payment methods
- Payments are credited almost immediately
- Errors are reduced
- There is no reliance on US Mail for delivery

The IUB accepts two types of ACH payments - ACH Credit and ACH Debit. An ACH Credit is made through Wells Fargo Bank, and customers are given the routing number and a unique account number. When a payment is due, the customer will initiate a credit to IUB. An ACH Debit is made through US Bank. When a payment is due, customers will click on the link provided on the email and enter their banking information into the payment portal.

Credit card payments are immediate, have fewer errors and do not rely on mail delivery. Credit card payments are made through US Bank. When a payment is due, customers will click on the link provided on the email and enter their credit card information into the payment portal.

For more information about payment options email [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov).

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## IUB Hearing and Meeting Calendar

Find out what hearings and public meetings are coming up for the IUB by checking the [Hearing and Meeting Calendar](#) webpage on [iub.iowa.gov](http://iub.iowa.gov).

Coming up this quarter:

**Monthly public Board meetings** may be attended in person or viewed via [livestream](#). (Board meetings begin at 9 a.m.)

- June 8
- July 20
- August 17

**Public Hearings** are scheduled in the following dockets:

- [E-22401](#) ITC Midwest LLC: 10 a.m. June 10 and 11, Iowa County Fairgrounds, Marengo
- [P-0903](#) GEVO NW Iowa RNG, LLC: 9 a.m. June 22, IUB Hearing Room
- [EPB-2020-0150](#) Interstate Power and Light Company: 9 a.m. June 24, IUB Hearing Room
- [RPU-2020-0002](#) Liberty Utilities: 8 a.m. July 27 and 28, Grand Theatre, Keokuk

**Public Informational Meetings** are scheduled in the following dockets:

- [E-22452](#) ITC Midwest LLC: 12:30 p.m. June 24 Henry County; 5:30 p.m. June 24 Louisa County (facilities TBD)
- [E-22453](#) IT Midwest LLC: 12:30 p.m. July 22 Lee County, 5:30 p.m. July 22 Des Moines County (facilities TBD)
- [E-22455](#) ITC Midwest LLC: 5:30 p.m. August 5 Cerro Gordo County (facility TBD)

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