

Frequently Asked Questions Regarding Customer Contribution Fund Reporting

1. Am I required to submit this form?

Yes. Pursuant to Iowa Code [§ 476.66](#), if your utility provides gas and/or electric service for consumption in the state of Iowa, filing is required. This includes all investor-owned, municipal, and rural electric cooperative utilities.

2. Where can I download the 2024 CCF Form?

The form can be found on the [Utility Customer Contribution Fund](#) webpage.

3. What should I do if I cannot provide the report by September 30, 2024?

Please email IT Support in advance at ITsupport@iuc.iowa.gov or call 515-725-7300.

4. How is this report different than the annual report that is due April 1?

The Customer Contribution Report is based on contributions for the previous fiscal year. The information provided by the utility relates to low-income customers with weatherization measures to improve energy efficiency in winter and summer months. This report is completed yearly by September 30.

5. Who can view my report?

The final report is submitted to the general assembly on the first day of the session. Individual utility reports may be found by searching [efs.iowa.gov](#) under Docket No. [CCF-2024-0001](#).

6. Why is my form blank after I have filled it out?

The most common reason a form is blank when submitted is that it was filled out in your internet browser. Download the form to your computer first, then open it on your computer in Adobe. If you require additional assistance, please call 515-725-7300.

7. Can my submission be rejected?

Yes. The submission can be rejected for a number of reasons. The most common are:

- Blank or missing fields (fields with a 0 are acceptable)
- Fields with a negative amount
- Missing company number
- Incorrect year (only the current form should be used)
- Form is blank (often due to filling out the form online rather than downloading)
- Form is handwritten (complete using Adobe)