



Mission: The Iowa Utilities Commission regulates utilities, as established by law, to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to Iowans.

Vision: The Iowa Utilities Commission is engaged in continuous improvement activities in order to be a regulatory expert and solutions-oriented partner regarding current and emerging utility matters. [Read More](#)

The IUC newsletter is produced quarterly and provides information to Iowans and utility industry stakeholders about various dockets, programs, and functions of the IUC.

IUC implements new phone system

The IUC recently converted to a new agencywide phone system. The system provides continuity in communication both internally and externally. The conversion did not change the IUC phone numbers; stakeholders, other agencies, customers, and others can still call 515-725-7300 and 877-565-4450 to reach the IUC's customer service team. Callers will now experience an interactive voice routing system to assist in guiding them to the right IUC team member or directly to their utility provider.

The new system is also managed on-site and will provide real-time analytics, allowing the IUC to pivot resources as needed and increase first call resolution.

The IUC business hours are 8 a.m. to 4:30 p.m. Monday through Friday. Callers can leave after-hour voicemails when the IUC office is closed.

IUC issues decision in Alliant Energy's request to increase electric and natural gas customer rates

On September 17, 2024, the Iowa Utilities Commission (IUC) issued its [final decision and order](#) in Docket No. [RPU-2023-0002](#) regarding a request from Interstate Power and Light Company, a subsidiary of Alliant Energy (Alliant), to increase its Iowa retail customer electric and natural gas rates.

The IUC's order approved a non-unanimous partial settlement agreement filed on June 20 that requested the IUC approve a reduction in the annual electric rate revenue increase to \$185 million and a return on equity reduction from 10.0% to 9.65%. For Alliant's natural gas rate increase, the settlement reduced the requested amount to \$10 million. The return on equity would also be 9.65%. Parties to the settlement were the Office of Consumer Advocate, a division of the Iowa Department of Justice; the Iowa Business Energy Coalition; Walmart; and Alliant.

The IUC ordered Alliant to file compliance filings and associated tariffs within 30 days of the order. On September 20, Alliant filed the required compliance documents and related tariffs and requested an expedited review. The IUC issued an [order](#) on September 24 denying expedited review but granting a corporate undertaking. The IUC also ruled that temporary rate changes for customers will take effect on October 1, as requested by Alliant, and Alliant must issue refunds to customers with interest if the final rates approved by the IUC are less than temporary rates.

Under Iowa law, because Alliant used a future test year to determine rates, the IUC will conduct a subsequent proceeding to determine whether the actual costs and revenues are reasonably consistent with those approved by the IUC. This will occur approximately 15 months after the new customer rates become effective. Review the IUC's [news release](#).

IUC's electronic filing system updated to add EFS subscriber feature

Recent updates have been made to the IUC's electronic filing system (EFS) that allow the system to declutter email for EFS subscribers who are added to a specific docket service list. The "EFS subscriber" feature allows users to add themselves to any docket in order to receive electronic notifications of filings in a docket. This feature is integrated with the "my subscriptions" page, which allows a user to manage service or subscription notifications for their account.

The IUC welcomes general feedback on EFS and System users can submit their ideas or feedback via email to ITsupport@iuc.iowa.gov.

IUC concludes public informational meetings for proposed SCS Carbon Transport pipeline extensions

On June 28, 2024, SCS Carbon Transport, LLC filed a request with the IUC to hold 23 public informational meetings for a proposal to build 18 new trunk and lateral pipelines that would connect POET and Valero ethanol facilities to Summit Carbon Solutions' proposed main pipeline. The proposed SCS project would span approximately 340 miles of 6- and 8-inch diameter CO₂ pipeline.

The informational meeting requests, filed in Docket Nos. HLP-2024-0001 through HLP-2024-0014, were held throughout Iowa from August 26 through September 20. SCS is required to wait at least 30 days after the conclusion of the last meeting before it can file applications for permits (petitions) with the IUC to construct, operate, and maintain proposed hazardous liquid pipelines to transport liquefied carbon dioxide within the state of Iowa.

On June 25, the IUC issued its final decision and order regarding Summit Carbon's petition for hazardous liquid pipeline permit. On August 5 Summit Carbon filed required compliance filings. After reviewing and approving the filings, the IUC issued an order on August 28, granting a hazardous liquid pipeline permit to Summit Carbon in Docket No. HLP-2021-0001.



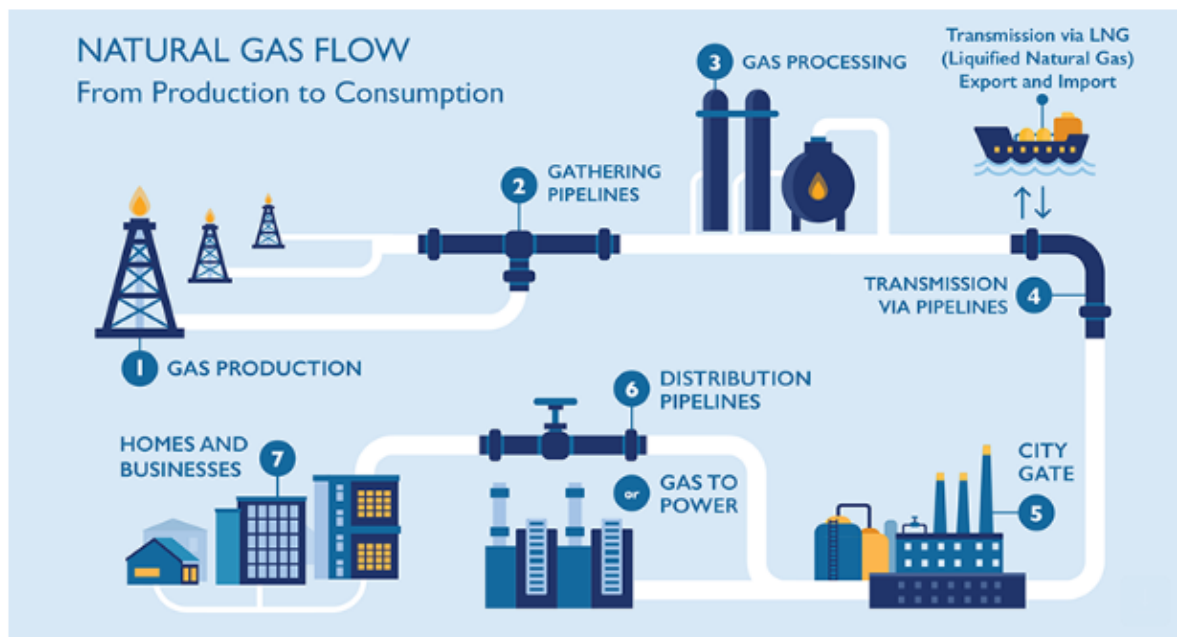
Landowners and other interested parties attend one of 23 IUC public informational meetings held throughout Iowa for the proposed SCS Carbon Transport pipeline trunk and lateral extensions. Photo/Don Tormey

How natural gas is delivered to customers

Natural gas originates hundreds or thousands of feet underground in layers of rock where it forms over millions of years from intense heat and pressure. The rock absorbs the natural gas, which can be extracted by drilling wells and pumps to bring the gas to the surface. Once extracted, the raw gas is transported to refineries, where impurities like water, carbon dioxide, and other hydrocarbons are removed. This process refines the gas to meet certain standards before it can be used by consumers.

After refinement, the gas is transported via transmission pipelines, which are large, high-pressure pipelines that carry gas over long distances across regions and states. Along the way, compressor stations help maintain the pressure needed for continuous transportation. When the gas is ready to move from the high pressure transmission pipelines to the lower pressure distribution lines, regulator stations are used to reduce the pressure. At this point, odorant is typically added, ensuring the previously odorless gas can be easily detected in the event of a leak.

Distribution pipelines then deliver the gas to homes, farms, businesses, and industries. At the consumer level, natural gas is used for a variety of applications, from fueling industrial processes and power generation to heating and cooking in residential homes.



The natural gas infrastructure and markets process. Infographic Courtesy of the United States Agency for International Development (USAID).

November 1 begins Iowa's annual winter moratorium; IUC reminds customers of LIHEAP assistance

Under Iowa law, every year starting November 1, all Iowa electric and natural gas utilities are required to participate in a moratorium of disconnection of service for customers who qualify for the Low-Income Home Energy Assistance Program (LIHEAP). The [LIHEAP program](#) is administered by the Iowa Department of Health and Human Services, Divisions of Community Access, Community Action Agencies Unit and funds only pay a portion of the customer's monthly bill.

Customers facing hardship in paying for service can work with their local community action agency to apply for LIHEAP energy assistance funds, which also protects those customers' households from disconnection in the winter.

As specified in the Iowa Administrative Code, electric and natural gas utilities are not permitted to conduct disconnection of service from November 1 to April 1 for households certified by a community action agency as eligible for LIHEAP or its companion weatherization assistance program. Additionally, customers who inform their electric or natural gas provider that they are applying for LIHEAP are afforded a 30-day stay of disconnection to allow that application to be processed by the customer's community action agency. **The application period began October 1 for people who have a disability or who are 60 or older.**

Community action agencies exist in every Iowa county to help Iowans apply for LIHEAP and to disburse energy assistance funds on behalf of utility customers. LIHEAP is a federally funded program by the U.S. Department of Health and Human Services, and it is available to homeowners and renters who fall within the federal poverty guidelines. More information on LIHEAP and community action agencies in Iowa is available on the [Iowa Health & Human Services](#) website under the "Human Rights" icon.

Beyond LIHEAP, under Iowa law utilities are also required to operate a fund that allows its customers to voluntarily contribute money for deposit in a low-income heating assistance fund. Although these fund programs go by different names (Project Share, I CARE, etc.), they all assist low-income persons with paying energy bills and weatherization of their homes.

IUC recognized 8/11 Day in Iowa at the Iowa State Fair

On August 11, 2024, IUC Chair Erik Helland joined Governor Kim Reynolds, Attorney General Brenna Bird, AG attorney Jacob Larson, and representatives of Iowa One Call and Common Ground Iowa at the Iowa State Fair to proclaim 8/11 Day in Iowa. The gathering occurred at the AG's booth in the Varied Industries Building.

The event and Governor's proclamation was in support of Iowa's One Call law to promote safe digging and protect underground utilities and remind professional contractors, excavators and residents to always Call 811 at least 48 hours in advance to have utility lines marked before beginning any digging project.



(L-R) On August 11, 2024, IUC Chair Erik Helland, joined Iowa One Call president Tom Sailer, Common Ground Iowa Chairman Jeremy Feldman, Governor Kim Reynolds, AG Attorney Jacob Larson, and Attorney General Brenna Bird at the AG's Iowa State booth to proclaim 811 Day in Iowa. Photo/Don Tormey

Iowa Utilities Commission agency renaming transition nears completion

The Iowa Utilities Commission's recent agency name change and transition is near completion. On July 1 the Iowa Utilities Board became the Iowa Utilities Commission (IUC) due to legislation passed and signed by Gov. Reynolds in May 2024. The name change transition involved updates throughout the agency's internal and external communications. With the name change, the IUC joined 48 other states in being identified as utility regulatory commissions.

IUC Hearing and Meeting Calendar

Public Hearings are scheduled in the following dockets:

- [RMU-2023-0025](#) | IUC Chapter 25 Rules: 9 a.m., October 15, IUC Hearing Room
- [RMU-2023-0009](#) | IUC Chapter 9 Rules: 2 p.m., October 17, IUC Hearing Room
- [RMU-2023-0041](#) | IUC Chapter 41 Rules: 2 p.m., October 29, IUC Hearing Room
- [RMU-2023-0009](#) | IUC Chapter 9 Rules: 9 a.m., October 31, IUC Hearing Room
- [RMU-2023-0041](#) | IUC Chapter 41 Rules: 2 p.m., November 12, IUC Hearing Room
- [RPU-2024-0001](#) | Black Hills Energy Rate Case: 10 a.m., December 9, IUC Hearing Room
- [RPU-2024-0001](#) | Black Hills Energy Rate Case: 9 a.m., December 10-11, IUC Hearing Room

Informational Meetings and other IUC proceedings are scheduled in the following dockets:

- [INU-2024-0002](#) | Winter Preparedness Technical Conference: 9 a.m., October 15, IUC Hearing Room
- [E-22559](#) | Informational Meeting, ITC Midwest: 12:30 p.m., October 29, Johnson County
- [E-22559](#) | Informational Meeting, ITC Midwest: 5:30 p.m., October 29, Linn County
- [E-22560](#) | Informational Meeting, ITC Midwest: 10 a.m., October 30, Muscatine County
- [E-22560](#) | Informational Meeting, ITC Midwest: 2 p.m., October 30, Linn County
- [E-22560](#) | Informational Meeting, ITC Midwest: 5:30 p.m., October 30, Johnson County
- [E-22546](#) | Informational Meeting, ITC Midwest: 10 a.m., November 12, Madison County
- [E-22546](#) | Informational Meeting, ITC Midwest: 2:30 p.m., November 12, Clarke County

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