



Iowa One Call – Iowa Utilities Commission's Role



Iowa Utilities Commission

One Call Complaint Process

The IUC initiates, investigates, and reviews investigation of possible One Call Law violation and assists in providing assistance to the AG's Enforcement Program.

One Call Team

- Greg Witzenburg – Investigator
- Ryan Faber – Assigned Engineer
- Carter Wright – Assigned Attorney to One Call investigations
- Jessi Myers – Assigned Reviewer for all correspondence
- Sanel Lisinovic – PHMSA Program Manager
- Kevin Yearington – Safety and Engineering Bureau Chief

One Call Investigation Process

One Call complaints can be submitted through:

- Complaint form on the AG's website
 - <https://www.iowaattorneygeneral.gov/>
- Complaint form filed directly with the IUC
 - <https://iuc.iowa.gov>
- IUC's Duty Officer, when events happen that involve underground utility facilities (Primarily used by Operators of Utilities)



Iowa Attorney General's Website



File a Complaint

The Consumer Protection Division protects consumers from fraud and ensures fair competition in the marketplace. To file a complaint, [go here](#).

MORE



Need Help With Opioid Use Disorder?

Find resources for the treatment of Opioid Use Disorder at IowaOpioidHelp.com.



Assisting Crime Victims

The Crime Victim Assistance Division provides services and assistance to victims of violent crimes. For 24/7 victim support, call the [Iowa Crime Victims Helpline](#) at 1-800-770-1650 or text "IOWAHELP" to 20121.

MORE

For Consumers

- File a Consumer Complaint
- Price-Gouging Complaints
- Consumer Tips & Information
- Latest Consumer Alert
- Consumer Focus (Monthly Newsletter)

For Crime Victims

- Election Fraud and Misconduct
- Crime Victim Compensation
- Sexual Assault Examination Payment
- Sexual Assault Evidence Kit Tracking and Reporting System
- Sexual Assault Resources

For Businesses

- Charitable Trust Registration
- Creditor/Assignee Notification
- Debt Collector Notification
- FAQ for Debt Collectors and Creditors/Assignees
- 2023 ICCS Registered Debt Collectors and

For Farmers

- Farm Laws & Regulations

Iowa One Call Law

- One Call Complaints & Enforcement
- Iowa One Call Links



Iowa Utilities Commission

Iowa Attorney General's Website

One Call Complaints & Enforcement



The Office of the Attorney General enforces the One Call Law. You can file a One Call Complaint with the Iowa Utilities Commission (IUC) or the Attorney General's office by using the online form.

[One Call Complaint Form](#)



Iowa Utilities Commission

IUC's Online Complaint Form



Iowa Utilities Commission

Commission Activity ▾

Customer Assistance ▲

Regulated Utilities

File a Utility Complaint

File a Comment in an

Apply for Energy Assistance (LIHEAP)

Telephone Accessibili

Iowa's One Call Law

Customer Rights & Re

Utility Safety Tips

Do Not Call Registry



Iowa Utilities Commission

IUC's Online Complaint Form

Iowa's One Call Law

Scroll Down

Many types of utility services can be buried in the ground on your property. To avoid a potential accident caused by excavation, Iowa law requires that you have the location of all underground utility lines marked before digging by hand or with equipment. Hitting an underground utility line while digging can cause serious injuries, disrupt service to entire neighborhoods, and result in fines and repair costs.

To comply with [Iowa's One Call Law](#), a homeowner or excavator must go online to [IowaOneCall.com](#) or call 811 or 800-292-8989 to schedule underground utility lines to be located and marked. This will create a ticket for the location to be visited. The request should be made at least two days before starting any digging or excavating project, excluding Saturday, Sunday and legal holidays. Iowa One Call is a free service.

After Iowa One Call is contacted, the following happens:

- Operators who have underground facilities in the planned excavation area are notified. This includes natural gas and power utilities, communications companies, and city utility departments.
- Within 48 hours of being contacted, utility representatives either mark their underground facilities with color-coded paint marks or flags or notify Iowa One



Customer Assistance

[File a Utility Complaint](#) ▾

[File a Comment in an Open Docket](#)

[Participate in an IUC Proceeding](#)

[Apply for Energy Assistance \(LIHEAP\)](#)

[Telephone Accessibility](#) ▾


[Federal Lifeline Program](#)

[Iowa's One Call Law](#)

IUC's Online Complaint Form

RED	Electric Power Lines, Cables, Conduit, And Lighting Cables
ORANGE	telecommunication, alarm or signal lines, cables, or conduit
YELLOW	natural gas, oil, steam, petroleum, or other gaseous or flammable material
GREEN	sewers and drain lines
BLUE	drinking water
PURPLE	reclaimed water, irrigation, and slurry lines
WHITE	proposed excavation limits or route
PINK	temporary survey markings, unknown/unidentified facilities

One Call Complaints and Violation Enforcement

The Office of the [Attorney General](#)  enforces the One Call Law. You can file a One Call Complaint with the IUC or the Attorney General's office by using the online form.

[One Call Complaint Form](#) 

Additional Resources



Iowa Utilities Commission

IUC's Online Complaint Form



File a One Call Complaint

[Sign in to Google](#) to save your progress. [Learn more](#)

* Indicates required question

Items marked with an asterisk (*) are required fields.

To better process your request, please fill in as many fields as possible and explain the nature of the complaint to the best of your ability. If additional information is needed, you may be contacted by email or phone. You may include attachments to provide visual information.

- Information on this form is subject to the Iowa Open Records Act and will be available for public viewing and inspection. For your own protection, please do not include personal identification information, such as an account number.
- Please call Customer Service at 515-725-7300 if you have any additional questions.

Note: Investigation does not determine liability for any damages caused by an excavation; parties should consult legal counsel regarding their rights and responsibilities with respect to liability for any damages alleged to have been caused by an excavation.

Customer Information



Iowa Utilities Commission

IUC Investigation Process

- When a One Call complaint is received, the IUC generally opens a new docket file for the investigation.
- One Call dockets are referred to as “DIG Dockets” and are named by year and chronological receipt (DIG-2025-XXXX)

Electronic Filing System



Welcome to the Iowa Utilities Commission

The IUC regulates the rates and services of certain utilities and specific utility infrastructure related to pipelines and electric transmission lines.

QUICK LINKS

[Electronic Filing System](#)



[IUB 24/7](#)



[File a Utility Service Complaint or Inquiry](#)



[File a Comment in an Open Docket](#)



[Electric Service Area Boundary Map](#)



[Public Meeting Documents](#)



IUC Investigation Process

- Once the docket number is created, the investigation begins by retrieving:
 - One Call Tickets through IOCTS
 - Contact information for anyone identified as involved or an interested party
- The IUC will then send initial letters to all known parties, seeking information that will aid the investigation. Parties have 20 days to respond.

Initial Letters

Subject: Docket No. DIG-2025-XXXX

Dear [Complainant],

The Iowa Utilities Commission (IUC) is investigating a potential violation of Iowa's One Call law, found in Iowa Code chapter 480, after receiving your written complaint on DATE, regarding RESPONDENT NAME AND BRIEF DESCRIPTION OF COMPLAINT. This investigation is part of Docket No. DIG-2025-XXXX.

The IUC is conducting this initial investigation on behalf of the Iowa Attorney General, who enforces damage prevention requirements pursuant to Iowa Code § 480.6. You should complete the attached One Call Investigation Questionnaire and provide a written summary of the noted events and any additional information that would be relevant or that may assist the IUC in this investigation. If you have any additional documentation, photographs, or statements, please provide those with your response to this letter. **Please provide a response to the IUC no later than [DATE].**

The IUC will review the initial information, the responses received from all parties, and any other relevant information, including laws, rules, and tariffs. The IUC may also request additional information from the parties during the course of the investigation. Once all the information has been gathered and reviewed, the IUC will provide a summary of the investigation to all of the parties and to the Environmental Law division of the Iowa Attorney General's Office. The Iowa Attorney General's Office will then determine whether further action is required to determine compliance with Iowa's One Call Law, Iowa Code chapter 480.

Please note that this investigation does not determine liability for any damages; parties should consult with legal counsel on their rights and responsibilities with respect to liability for any damages allegedly caused by an excavation.



Complaint Information



Response Information



What happens next?



Important Note!



Iowa Utilities Commission

IUC Investigation Process

If you receive an initial letter, you should provide as much information as possible to make an effective summary to the Attorney General's Office. This includes:

- Photos (aerial views, equipment, location)
- Witness statements (include name, title, contact info)
- Damage or investigation reports
- One Call tickets (applicable to the complaint)
- Other information you think will help with the investigation

IUC Investigation Process

Once IUC staff receives information from all parties, the details are reviewed.

- If more information is needed, the IUC may conduct a follow-up with any of the parties by phone or email.
- If no additional information is needed, the IUC creates a summary of the investigation, which will be sent to all parties and the AG's office.
- IUC staff will also send a complete file of all materials to the AG's office.

Summary of Investigation

A letter detailing the facts and findings will be provided by the IUC to all parties.

SUMMARY OF INVESTIGATION

Docket No. DIG-2024-XXXX

[DATE]

Complaint Summary

On [DATE], the Iowa Utilities Commission (IUC) began investigating a potential violation of Iowa's One Call law, pursuant to Iowa Code chapter 480. [The , received a complaint] from [COMPLAINANT FULL COMPANY NAME] [(COMPANY NAME ABBREVIATION)] alleging that [RESPONDENT FULL COMPAN] DESCRIPTION OF COMPLAINT - Ex. "conducted excavation without an active Iowa One Call ticket in proximity to a six-inch pipeline" at [LOCATION] in [

Complaint Documents

[EXAMPLE] In the complaint [complainant] explain, images show, documents attached

IUC Staff sent Initial Letters, complaint documents, a One Call Investigation Questionnaire (Questionnaire), and Iowa One Call Tickets to [Complainant] on later than [DATE].

On [DATE] the IUC identified that [Respondent identified by correspondence] was named in a response by one of the [respondents] or [complainant]. IUC : by them, and provided them with [What documents were included]. [Respondent] was given till [DATE] to respond to the request for information.

[Respondent]'s Response

On [DATE], [RESPONDENT] provided its response [IF APPLICABLE: consisting of a completed One Call Investigation Questionnaire (Questionnaire).

INCLUDE RELEVANT ITEMS, WHICH CAN INCLUDE (Sample below)

- Summary of Questionnaire response
- Type of facilities involved
- Description of attachments (may break out into its own section)
- Noteworthy statements by company

IUC Outreach [INCLUDE WHEN NO RESPONSE PROVIDED]

[NUMBER OF] attempts were made to contact [RESPONDENT] regarding the complaint investigation, including the initial letters sent on [DATE].

- On [DATE], Staff attempted to reach [RESPONDENT] by [PHONE/EMAIL/POSTAL MAIL]. [RESULT OF OUTREACH ATTEMPT].
- On [DATE], an email was sent to all parties and a postal letter to [DELINQUENT RESPONDENT]. [RESULT OF OUTREACH ATTEMPT].
- On [DATE], a message was left with [RESPONDENT]'s voicemail requesting a call back. The message requested no messages be left, and the WHATEVER HAPPENED.

No responses were received from [Whomever did not respond] as of [DATE].

Summary of One Call Tickets

All of the following tickets were downloaded from the Iowa One Call ticketing system.

1. Ticket No. [Ticket No.] submitted by [Who submitted it] on [DATE] with expiration date of [DATE] for the purpose of [Purpose on the ticket] by [trenchir Location]. [Outline what the ticket shows, if anything, which goes with the possible violation].
 - a. Non-Response ticket [Ticket No.]. [Who submitted it] on [DATE]. Ticket shows



Iowa Utilities Board

IUC Investigation Timeline

- The goal is for the investigation process to be complete within 60 days, with:
 - Initial Letters sent within 15 days
 - Responses received within 20 days following initial letters being sent
 - Summary drafted within 45 days of investigation start date

Depending on facts presented, investigations could take longer to complete.

Post-Investigation

- If additional information is provided after a summary is sent to the AG's Office, the IUC will forward the additional information to the AG's Office.
- The AG's Office takes appropriate enforcement action and makes all final determinations.

Contacts and Complaint Filing

- Attorney General's website: iowaattorneygeneral.gov
- Iowa Department of Justice
Office of the Attorney General, Environmental Law
Division
1305 E. Walnut St.
Des Moines, IA 50319
- Phone: (515) 281-5164



Contacts and Complaint Filing

- Online: iuc.iowa.gov/customer-assistance/one-call
- Email: one-call@iuc.iowa.gov
- Mail: Iowa Utilities Commission, 1375 E. Court Ave,
Des Moines, IA 50319
- Phone: (877) 565-4450



For more information contact:

Iowa Utilities Commission

- Greg Witzenburg, investigator – (515) 528-6933
 - Ryan Faber, engineer – (515) 553-3463
 - Customer Service – (515) 725-7300
 - Website – iuc.iowa.gov



Questions

