

Customer Contribution Fund (CCF) Filing Instructions

The Customer Contribution Fund (CCF) report is an annual submission to the Iowa Utilities Commission (IUC) by all gas and electric providers in Iowa. The report is required by Iowa Code § 476.66 and modified in the IUC's administrative rules at 199 Iowa Administrative Code (IAC) 19.15, 20.15, and 27.7. Follow these steps to download, complete, and submit the form to the IUC.

Download

1. Go to The Iowa Utilities Commission [website](#).
2. Go to **Customer Service** and click on the **Customer Contribution Fund Report (pdf)** form.
3. Download the form to your computer.
4. Open the PDF in a separate window from your internet browser. (If you complete the form in your browser, it will appear blank when submitted to the IUC.)
5. Save the form to your computer.

Complete the CCF form

1. Open the form in Adobe and complete the required fields. If you do not have Adobe on your computer, you may download it at no cost [here](#).
2. Please note, all fields are required. Forms with blank fields will be considered incomplete and the filing will be rejected.

Submitting the completed form to the IUC

1. Go to efs.iowa.gov and log in to your account.
2. Click on Submit Filing.
3. Click on Login.
4. Use your IUB 24/7 login.
5. **Enter the following:**
 - a. **Docket number:** CCF-2025-0001
 - b. **Filing Name:** Customer Contribution Fund Report
 - c. **Submitting party:** Select the name of your utility from the dropdown
6. Attach your form.
7. Enter the **Document Title:** Customer Contribution Fund Report
8. Submit your filing.
9. Once the filing has been processed by IUC staff, you should receive an email notification that it was processed.

Definitions

Undistributed Funds Carried Forward from Previous Year – The amount of money that was undistributed from the previous year but collected from customers.

Number of Customers Contributing – How many customers have contributed to the fund.

Customer Contributions Collected – The amount customers contributed to the fund.

Matching Contributions Collected – The amount the utility matched from the customer contributions collected. *Note: The amount can be higher or lower than Customer Contributions Collected.*

Other Contributions – The amount from non-matching or customer contributions.

Total Contributions – Total money from Undistributed, Customers Collected, Matching, and Other contributions.

Reimbursed Expenses – A utility may choose, if it wishes, to be reimbursed for the cost of collecting, advertising, and administering the CCF. *The maximum amount allowed for withholding by law is 5% of the total contributions.*

Net Contributions – The total amount the utility contributed to the fund. (Total contributions minus reimbursed expenses.)

Advertising Expenses – The amount the utility spent on general advertising, which can be costs associated with digital advertising.

Administrative & General Expenses – The amount the utility spent on administrative or general expenses.

Supervision – Labor & Expenses – The amount the utility paid for the labor of gathering and reporting the information.

Customer Records and Collections – The amount the utility spent on maintaining records.

Mailing (Distinct from usual bill mailing costs) – Any amount the utility spent on sending mailers to its customers regarding customers of the contribution fund.

Printing – The amount spent on printing mailers.

Publication – The amount spent on general publication in a physical, non-digital format.

Total expenses – The total cost of administering, reporting, and advertising the CCF report to the utility. (The sum of Advertising expenses, Supervision, Customer Records, Mailing, Printing, and Publication.)

Net Expenses – The final cost to the utility for administering, reporting, and advertising the CCF. (Total expenses minus any reimbursed amount.)

Weatherization Program – The amount provided to LIHEAP's Weatherization program.

Heating Program – The amount provided to LIHEAP's Heating program.

Other Programs – Any amount the utility provided to another program to help with energy assistance.

Total Distribution – The total of Weatherization, Heating, and other programs.

Estimated Number of Families Assisted – The estimated number of households that received assistance from the fund by the utility.

Average Amount of Assistance Received – The average amount distributed to a family. (Total distribution amount divided by the estimated number of families assisted.)