

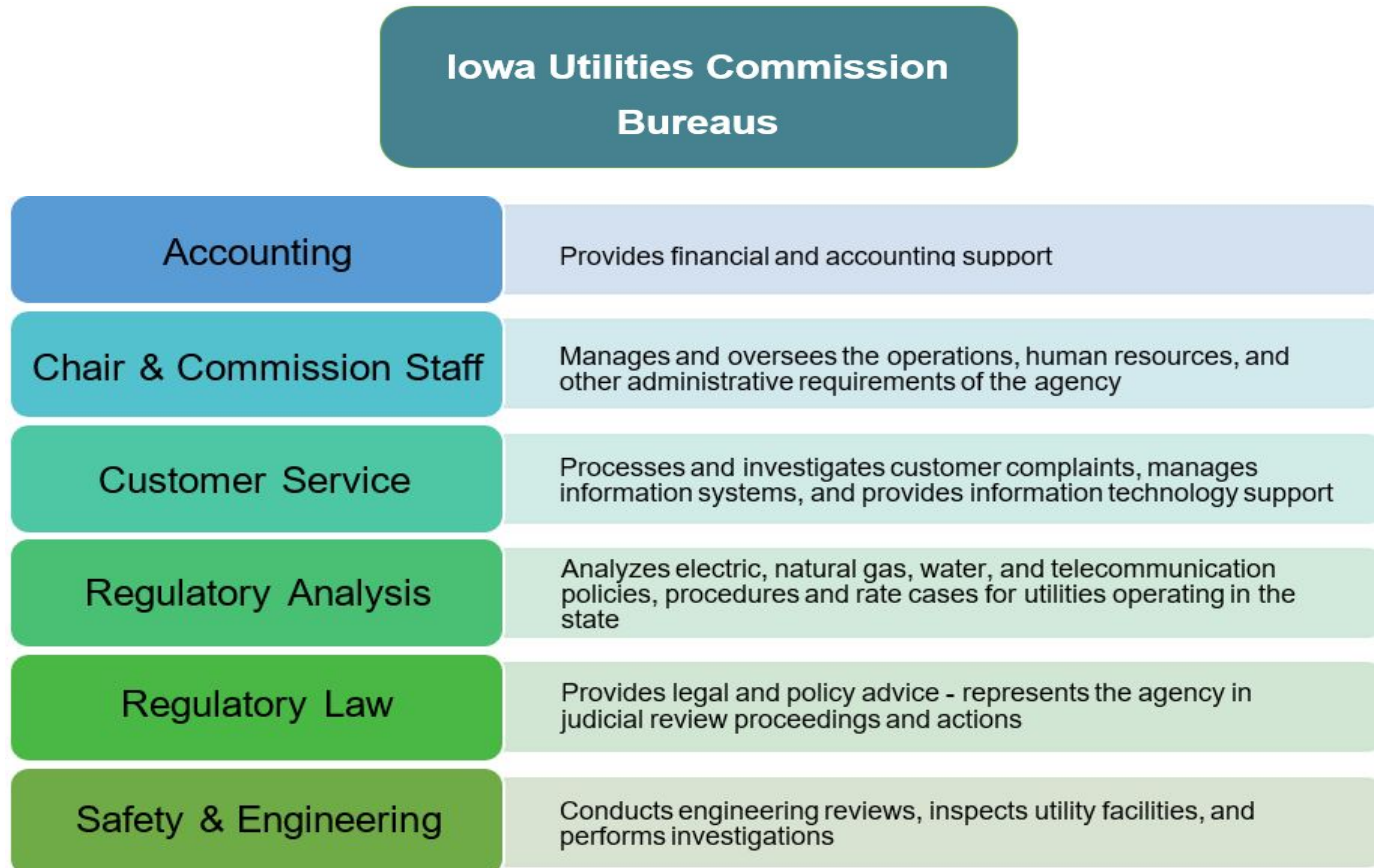


Iowa Utilities Commission

# FY 26 - IUC Operational Plan

September 10, 2025

# Agency Organization



# Operational Plan

The purpose of the Operational Plan is to provide an organized description of agency programs, associated operational goals, and specific action steps to describe efforts to achieve positive outcomes on behalf of stakeholders.

# Revision Process

## **Operational Plan revised on direction of Governor's Office**

- May 15, 2025 - Draft was due to Governor's Office
- August 15, 2025 - Finalized after Governor's Office review
- Located on the Department of Management's website

# Operational Plan

## Strategic Plan Initiatives

Strategic Initiative #1: Deliver Exceptional Customer Experience

Strategic Initiative #2: Build Employee Excellence

Strategic Initiative #3: Pursue an Efficient and Effective Regulatory Environment

## Enterprise Priorities Supported

In FY2026, Iowa Utilities Commission will support the following enterprise priorities through the execution of this plan:

- Energy
- Government Efficiency

# Operational Plan

## **Operational Goals to Achieve in FY 2026**

### Deliver Exceptional Customer Experience

Goal 1: Resolve inquiries courteously and promptly

Goal 2: Process invoices in a timely manner

### Build Employee Excellence

Goal 3: Encourage employees to grow in their respective disciplines

Goal 4: Increase employee satisfaction

### Pursue an Efficient and Effective Regulatory Environment

Goal 5: Decrease case processing time

Goal 6: Implement administrative rules review

Goal 7: Conduct safe and efficient inspection programs