

FY 26 - IUC Operational Plan September 10, 2025

Agency Organization

Iowa Utilities Commission Bureaus

Accounting

Provides financial and accounting support

Chair & Commission Staff

Manages and oversees the operations, human resources, and other administrative requirements of the agency

Customer Service

Processes and investigates customer complaints, manages information systems, and provides information technology support

Regulatory Analysis

Analyzes electric, natural gas, water, and telecommunication policies, procedures and rate cases for utilities operating in the state

Regulatory Law

Provides legal and policy advice - represents the agency in judicial review proceedings and actions

Safety & Engineering

Conducts engineering reviews, inspects utility facilities, and performs investigations



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

<u>Deliver Exceptional Customer Experience</u>

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

