

# Company Record Review and Annual Report User Guide

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## Summary

This document will assist users in completing the annual company review and annual report submissions required by the Iowa Utilities Commission (IUC) for all gas, electric, and water utilities as well as competitive natural gas pipeline (CNGP) companies.

**This required annual submission consists of two independent parts that must be completed separately, the company record review and the annual report.** Before completing the report, please complete the company record review first to ensure the company contacts are correct.

If you have questions or are in need of assistance, contact IUC Customer Service by phone at 515-725-7300 or email at [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

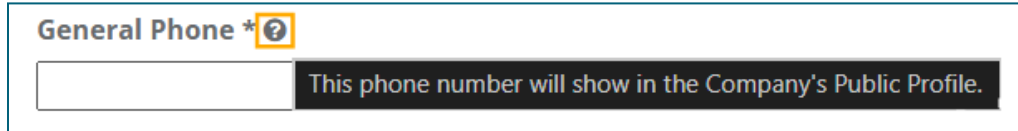
## Prerequisites

In order to successfully review the company record and submit an annual report, a confirmed user account is required. The user account must also have access to the company of interest and have company admin or company report submitter privileges.

To create a user account with the necessary permissions and company access, refer to the guide entitled Register for a User Account located on the [IUC website](#) and in IUB 24/7 under the resources section.

## Helpful Tips

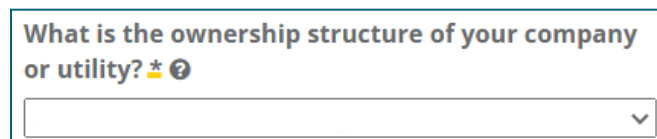
- If any steps in this guide produce an unexpected result or an error message, or expected buttons are missing, see the troubleshooting section at the end of this document for assistance.
- For additional information, see the Common Questions section on the IUC webpage [Information About IUB 24/7](#).
- Definitions for some fields are provided by hovering over the question mark icon.



General Phone \* ⓘ

This phone number will show in the Company's Public Profile.

- Required fields are notated by an asterisk (\*).



What is the ownership structure of your company or utility? \* ⓘ

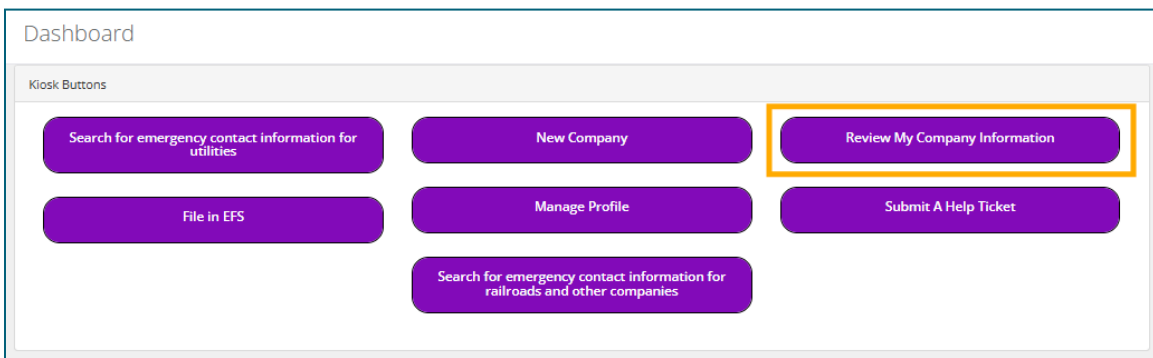
# General Navigation

## How to Log In and Navigate to the Company Record

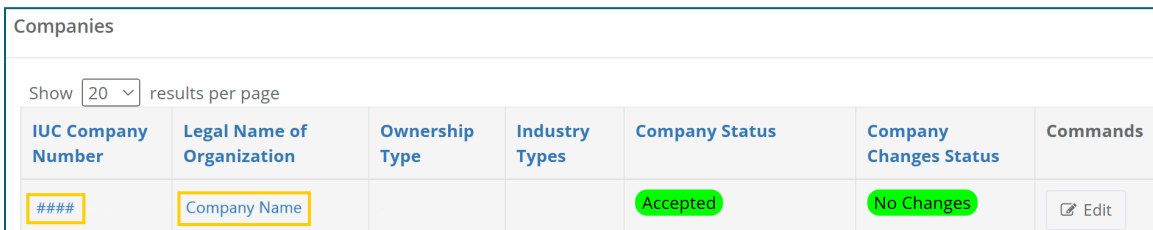
1. Go to IUB 24/7 - [iub247.iowa.gov](http://iub247.iowa.gov).
2. Select “LOGIN” at the upper right.



3. Enter account email and password.
4. Upon successful login, select “Review My Company Information” from the dashboard.



5. After locating the desired company, click on either the company number or the company name to view the company information page. **The company information page is what is referred to as the company record by the IUC.**



The screenshot shows a table titled 'Companies'. At the top, there is a dropdown menu set to '20' results per page. The table has the following columns: 'IUC Company Number', 'Legal Name of Organization', 'Ownership Type', 'Industry Types', 'Company Status', 'Company Changes Status', and 'Commands'. The first row of data has the following values: '####' (highlighted with a yellow box), 'Company Name' (highlighted with a yellow box), an empty cell, an empty cell, 'Accepted' (in a green box), 'No Changes' (in a green box), and an 'Edit' button with a pencil icon.

IUC Company Number	Legal Name of Organization	Ownership Type	Industry Types	Company Status	Company Changes Status	Commands
####	Company Name			Accepted	No Changes	Edit

## Company Record

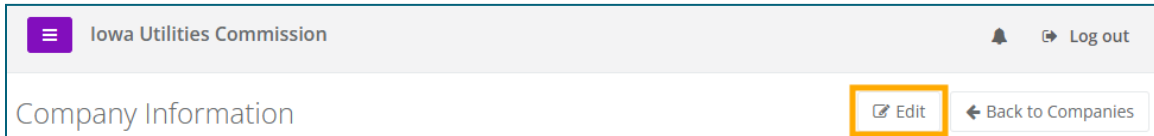
The company record in IUB 24/7 allows your company to maintain current information required for the regulatory relationship with the IUC (where applicable).

When viewing the list of companies on the companies page, statuses of the company record are as shown in the table below. The statuses alert users to actions required and the review status of any changes submitted to the IUC. The Annual Review Required status indicates the company record is open for the annual review.

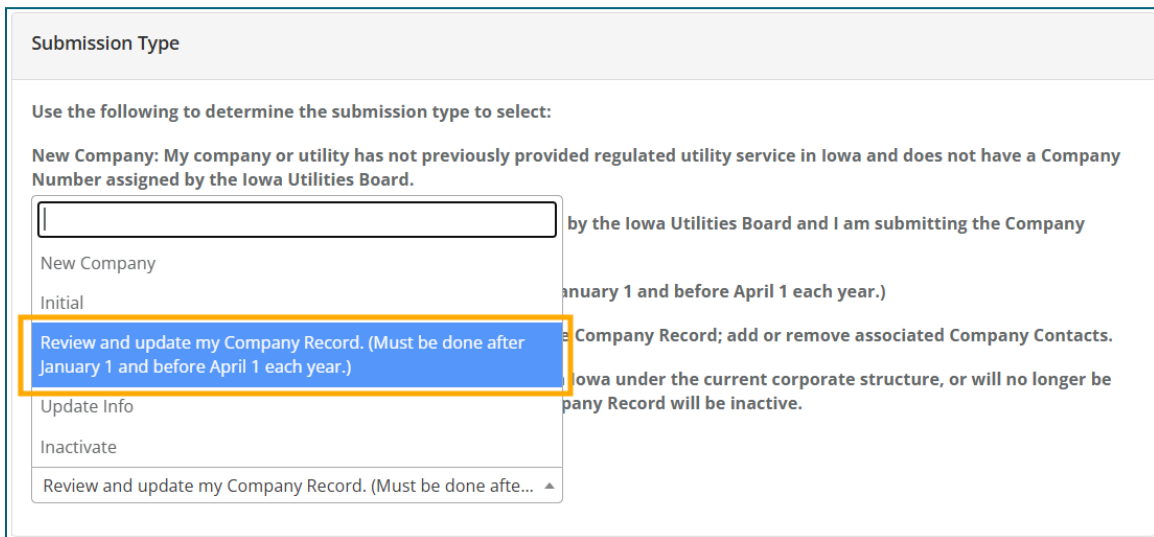
Review Status	Company Status	Company Changes Status
Company record requires company review.	Annual Review Required	No Changes
Company record reviewed by company, submitted with changes under review by IUC.	Accepted	Changes Requiring Review
Company record reviewed by company, submitted with no changes or changes approved by IUC.	Accepted	No Changes

## How to Review the Company Record

1. On the company information page, select “Edit” at the upper right.



2. In the Submission Type section, select “Review and update my Company Record. (Must be done after January 1 and before April 1 each year.)”



3. Review and confirm all company information is accurate and update if necessary.

Fields that require review include:

- Legal name of organization
- Iowa Secretary of State Business Number
- Doing Business As (DBA)
- Company physical and mailing addresses
- General phone number

4. Review the regulatory relationship with the IUC section for accuracy and update if necessary.

5. Review all regulatory information sections, including services provided, for accuracy and update if necessary.

6. Review all contact information and update if needed by either selecting a contact from the drop-down menu or by creating a new contact.

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### Company Contact Definitions

- **Emergency** - Notified by IUC during emergencies and shared with Homeland Security or the National Guard for local/statewide crises.
- **Regulatory** - Primary lead for legal and regulatory issues; serves as the official contact for the IUB 24/7 Company Record.
- **Customer Relations and Complaints** - Point of contact for resolving customer complaints received by the IUC.
- **Billing** - Handles IUC direct and remainder assessment invoices and processes Accounts Payable (separate from customer accounts).
- **Utility Railroad Emergency** - Contact for emergency repairs or non-routine maintenance within railroad rights-of-way.
- **Secondary Company Contact(s)** - Users who can fill specific contact roles or update company information based on their permissions.

- 
7. At the bottom of the page in the “Certification” section, type a signature.

Certification

I certify that I am the Company Representative responsible for submission of the Company Record above, that I have examined the foregoing information, and that to the best of my knowledge, information, and belief, all statements contained in the Company Record are true and correct for the above-named company as of today. Further, I understand that the Company must update the Company Record within five business days of a change in the information contained in the Company Record.

Typed Signature \*

8. After confirming and/or updating the company information, click “Update Company” at the bottom of the page.

Cancel Update Company

# Annual Report

Pursuant to 199 Iowa Administrative Code (IAC) 23.1(2), each public utility subject to Iowa Code chapter 476 must file an annual report with the IUC on or before April 1 of each year, covering operations during the immediately preceding calendar year. This information is used for a number of purposes, including apportionment of the IUC's costs pursuant to Iowa Code § 476.10 and a determination of whether rate-regulated utilities' earnings are excessive pursuant to Iowa Code § 476.32.

When viewing the annual report on the company page, the status of the report is shown. Possible statuses are listed below.

Annual Report Status	Status
Report has not been submitted.	In Draft
Report has been submitted and is in review.	IUC Review
Report has been reviewed and revisions have been requested by IUC staff.	Needs Company Review/Revision
Report has been accepted. Revisions are still possible.	Accepted
Report has been finalized, revisions are locked.	Final

## Supplementary Documents

Additionally, **rate-regulated utilities** are required to complete supplementary documents including forms IE-1 Part B, IG-1 Part B, or WA-1 Part B, and FERC Form Part 1 or FERC Form Part 2 to include as attachments within the Part A online form. The required forms by utility type can be found in the table below.


You must complete the Part B forms prior to entering annual report information online because information from the Part B form will be entered into the Net Assessable Revenue Report, Average Number of Customers, and Volume Sold by Class tables within the Part A online form.

A downloadable copy of the Part B form with further instructions is available on the [IUC website](#) or in [IUB 24/7](#) under Records > Resources > Annual Report Resources.

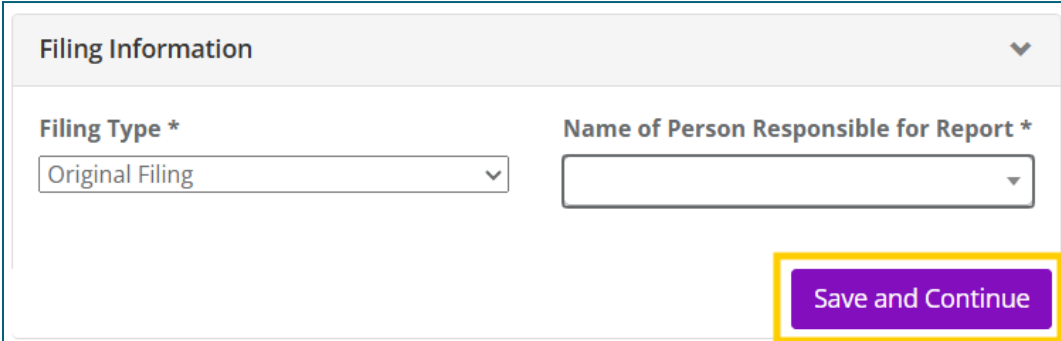
Utility/Industry Type	Annual Report Online	Supplementary Documents
Rate-Regulated Electric	IE-1 Part A	IE-1 Part B FERC Form Part 1
Rate-Regulated Natural Gas	IG-1 Part A	IG-1 Part B FERC Form Part 2
Rate-Regulated Water	WA-1 Part A	WA-1 Part B
Municipal Electric	ME-1	<b>Optional:</b> EIA-860 EIA-923
Municipal Gas	MG-1	
Electric Cooperative Transmission and Generation	EC-1	
Competitive Natural Gas Provider	CNGP-1	

## How to Submit the Annual Report

1. Go to the company information page for which an annual report is to be submitted.
2. Scroll to the Annual Report section at the bottom of the page and select “Edit” beside the annual report for the previous calendar year. The correct report should show an “In Draft” status.

For Year Ended December 31	Submit prior to	IUC Company Number	Legal Name of Company	Status	Commands
				In Draft	 Edit

3. Within the “Filing Information” section, select the options below
  - For Filing Type, select “**Original Filing**” from the drop-down menu
  - For Name of Person Responsible for Report, select submitter’s name from the drop-down menu
  - Select “Save and Continue”



Filing Information

Filing Type \*  
Original Filing

Name of Person Responsible for Report \*  
[Empty dropdown]

Save and Continue

4. Fill out required information and attach Part B documents as required, depending on utility and report type; see the table on page 8 for more information.
5. In the signature section, type a digital signature.
6. To submit the annual report, select the “Update [Annual Report Type and Title]” button at the bottom of the page.

Upon successful submission of an Annual Report, the report submitter will receive an automated confirmation email.

## Annual Report Revision

Upon IUC staff review, revisions may be requested to an annual report submission. If IUC staff have requested a revision or confirmation of an entry, the annual report submitter will receive an automated email detailing the requested revisions. An example of the email can be seen below.

Company Name:

IUC Company Number:

Annual Report Form:

Please review and address the following issue(s) with your Company's Annual Report:

\*\*\* Revision instructions from IUC staff will appear here \*\*\*

To edit your submitted report, click on the Edit checkbox on the right side of the Annual Report at the bottom of the Company Record page.

If you have any questions, please contact us at [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov) or 877.565.4450.

If revisions have been requested by IUC staff, the annual report status will show the red "Needs Company Review/Revision" icon.

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## How to Submit an Annual Report Revision

1. Go to the company page using the instructions in the first section of this document.
2. Scroll to the Annual Report section at the bottom of the page and select “Edit” beside the annual report for the previous calendar year. The report requiring revisions will show a “Needs Company Review/Revision” status.

For Year Ended December 31	Submit prior to	IUC Company Number	Legal Name of Company	Status	Commands
				Needs Company Review/Revision	

3. Within the “Filing Information” section, select the options below
  - For Filing Type, select “**Revised Filing**” from the drop-down menu
  - For Name of Person Responsible for Report, select name from the drop-down menu
  - Select “Save and Continue”

**Filing Information**

**Filing Type \*** **Name of Person Responsible for Report \***

Revised Filing

4. Revision instructions are provided at the bottom of the Annual Report in the section titled “Company Revision Instructions.” Review fields for which revisions have been requested.
  - **If the information in the requested field(s) is incorrect**, replace it with corrected information and continue to the next step.
  - **If the information provided is correct**, continue to the next step.

5. Complete the section entitled “Revision Actions” by selecting the check box next to “Requested Revision Addressed.” Provide a comment for IUC staff either acknowledging the revision has been completed or confirming that the fields were correct on the original filing.

The image shows a screenshot of a web form section titled "Revision Actions". At the top of the section is a header with the text "Revision Actions". Below the header is a checkbox labeled "Requested Revision Addressed", which is highlighted with a yellow border. Underneath the checkbox is a text area labeled "Requested Revision Comments". The text area is currently empty.

6. To submit the annual report, select the “Update [Annual Report Type and Title]” button at the bottom of the page.

## Troubleshooting

### Invalid email or password error when logging in

When the user attempts to log in, the error “Invalid Email or password” is displayed.

- Check email for correct spelling.
- Check password for correct spelling.
- Reset the password by clicking the “Forgot Password?” link. If the password cannot be reset, contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

### The “Review My Company Information” button is missing

When the user is logged in, the dashboard does not display the expected purple “Review My Company Information” button.

- Contact IUC Customer Service at 515-725-7300 or [ITsupport@iuc.iowa.gov](mailto:ITsupport@iuc.iowa.gov).

### A Company isn’t listed on the Companies page

After a user clicks the “Review My Company Information” button and navigates to the Companies page, the company of interest does not appear in the list provided.

- Submit a company access request. See guide entitled “Company Access Request” for more information.

### The Edit button is missing on the Company Record

Either the company of interest is shown on the “Companies” page and the edit button is not displayed or there is no edit button at the top of the company information page.

- Submit a company access request. See guide entitled “Company Access Request” for more information.

## Error message received when submitting an Annual Report

When a user submits an annual report, an error message appears with a list of required fields that are missing responses.

- Review the annual report and complete the required fields listed in the error message.
- Within the annual report, required fields missing a submission will be either highlighted by bold red text or the cursor within a text box will change from black to red.



Company Contacts Review

I have reviewed the Company Contacts in my Company's Profile record, and I attest that the required names and contact information listed are current as of the date of the Annual Report submission. \* 