

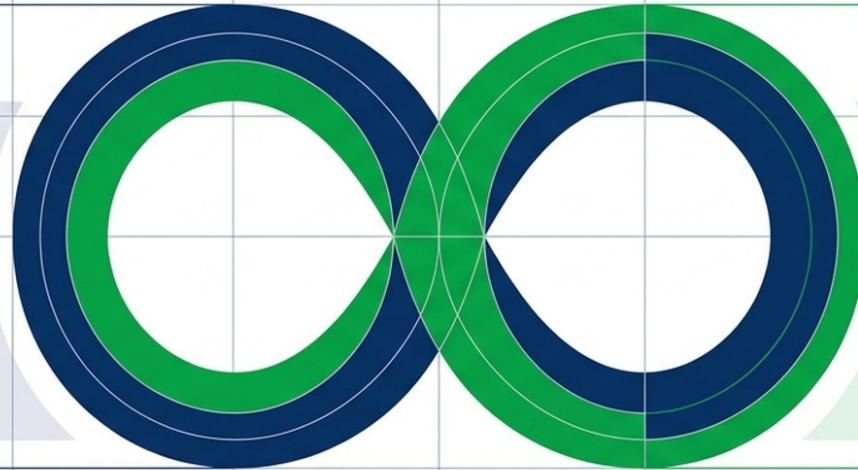


FY 2027-2029 Strategic Plan

Navigating the Future of Iowa's Utility Infrastructure

OUR MISSION: THE FOUNDATION

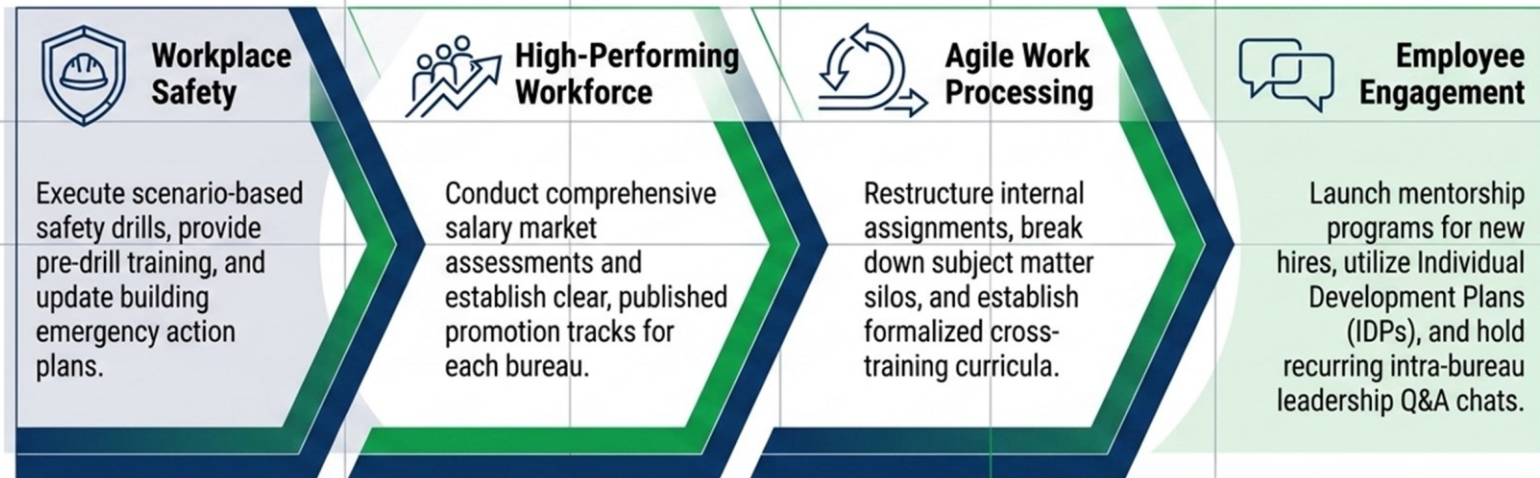
Regulating utilities, as established by law, to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.



OUR VISION: THE FUTURE STATE

Engaging in continuous improvement activities in order to be a regulatory expert and solutions-oriented partner regarding current and emerging utility matters.

Strategic Initiative 1: Build Employee Excellence



Strategic Initiative 2: Enhance Public Transparency & Stakeholder Engagement



Empower Communities

Implement targeted website updates and conduct Lean process reviews to look for efficiencies in our filing processes.



Improve Consumer Experience

Actively facilitate stakeholder input meetings and regular monthly public commission meetings to build awareness.



Evaluate Relay Services (Dual Party)

Assess shifts in consumer device preferences—specifically the increased usage of wireless and mobile-compatible devices—to determine future funding allocation needs.



Modernize Core IT Systems

Complete Phase 1 of the Electronic Filing System (EFS) replacement, evaluate Unanet integration, and implement Microsoft solutions to strengthen cybersecurity.

Strategic Initiative 3: Prepare for Energy Load Growth & Market Dynamics

Regional Market Tracking



Actively engage with Independent System Operators (SPP and MISO) to monitor shifting capacity, transmission, and regional market trends.

Proactive Policy Development



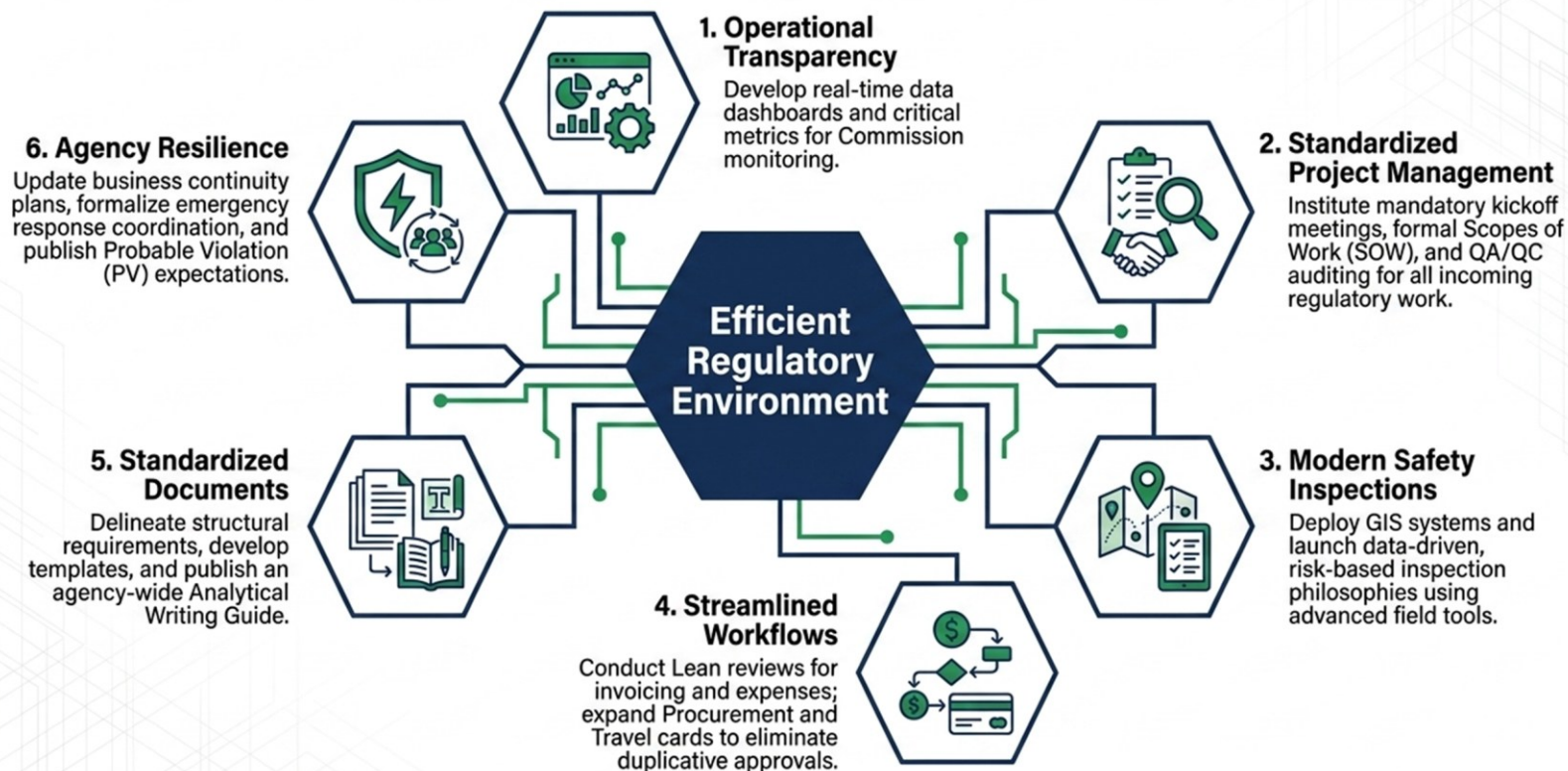
Initiate formal policy dockets (NOIs/INUs) evaluating emerging industry trends, new generation technologies, and large load additions.

Legislative Support



Support state energy policy by providing highly accurate financial analysis, drafting assistance, and summaries for proposed utility-related bills.

Strategic Initiative 4: Efficient & Effective Regulation



Accountability Dashboard: FY 2027 Overall Metrics Target

Internal Excellence (Init. 1)



Emergency Training &
Drills Completion



Promotion Tracks Defined



Eligible Staff Utilizing Individual
Development Plans (IDPs)

Public Transparency (Init. 2)

10

Public Commission
Meetings Annually

4

Stakeholder Input
Meetings



100% Scoping/Implementation
of Core IT Systems

Load Growth & Policy (Init. 3)

10

Formal Informational
Briefs/Presentations
to the Commission

2

Proactive Policy
Dockets/Staff Reports



100% Requested Legislative
Bill Summaries Completed
on Deadline

Effective Regulation (Init. 4)



Core Workflows Integrated
into Real-Time Dashboards



Implementation of Project
Management Frameworks &
GIS Integration

2

Themed Safety Trending
Reports Annually

Questions?

Website: iuc.iowa.gov

