

Customer Contribution Fund (CCF) Filing Instructions

The Customer Contribution Fund (CCF) report is an annual submission to the Iowa Utilities Board (IUB) by all electric and gas providers in Iowa. The report is required by Iowa Code [§ 476.66](#) and codified in the IUB's administrative rules at 199 Iowa Administrative Code (IAC) [19.15](#) 199 IAC [20.15](#) (Rate-Regulated Utilities) and 199 IAC [27.9](#) (Rural Electric Cooperative and Municipal Utilities). Below are instructions for a utility to download, complete and submit the form to the IUB.

Download

1. Go to <https://iub.iowa.gov/records-information/forms-and-applications>.
2. Click on the form under the section *Customer Service*.
3. Download the form to your computer.
4. Open the PDF (in a separate window from your internet browser). If you complete the form on your browser, it will appear as a blank form when submitting the form to IUB.
5. Save the form to your computer.

Complete the CCF form

1. Open the form in Adobe and complete the required fields.
 - a. If you do not have Adobe on your computer, you may download it free [here](#)
2. Please note, all fields are required.
 - a. Forms with blank fields will be considered incomplete and the filing will be rejected.

Submitting the completed form to the IUB

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. **Docket number:** CCF-2022-0001.
6. **Filing Name:** Customer Contribution Fund Report.
7. **Submitting party:** Select the name of your utility from the drop-down.
8. Attach your form.
9. Submit your filing.
10. Once the filing has been processed by IUB staff, you should receive an email notification that it was processed.

Definitions:

Undistributed Funds Carried Forward from Previous Year – Funds 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 of money customers contributed to the fund.

Matching Contributions Collected – The amount of money the utility matched from the customer contributions collected. *Please note the amount can be higher or lower than Customer Contributions Collected.*

Other Contributions – That amount of money that came from non-matching or customer contributions.

Total Contributions – Total monies from Undistributed, Customers collected, Matching, and Other contributions.

Reimbursed Expenses – A utility may wish 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. *Please note a utility is not required to be reimbursed but can do so if it wishes.*

Net Contributions – The total amount of money the utility contributed to the fund. This is figured by taking total contributions minus reimbursed expenses.

Advertising Expenses – The amount the utility spent on general advertising. This 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) – The amount the utility spent on sending mailers to its customers regarding customers of the contribution fund.

Printing – The amount the utility 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, Publication.

Net Expenses – The final cost to the utility for administering, reporting, and advertising the CCF. This is total expenses minus reimbursed amounts.

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

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

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

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

Estimated Number of Families Assisted – Calculation of families assisted by the utility.

Average Amount of Assistance Received – The average amount of a family's assistance. This number is figured by dividing the Total Distribution amount by the estimated number of families assisted.