

Standard Customer Notice Forms for Rate Increase Requests

Iowa Utilities Board (IUB) rules at 199 IAC 26.4 apply to the Standard Customer Notice to be sent to customers when a utility files a request for approval of a rate increase with the IUB. Some of the provisions of the rule are:

- The written notice shall be mailed or delivered before the application for increase is filed, but *not more than 62 days prior* to filing the application for increase with the Iowa Utilities Board.
- The utility may send one notice to customers who receive service from a utility for two different types of service.
- If the standard notice is used to provide notice to customers of a general rate increase, the utility shall file the standard notice, with the rates that are being proposed, with the Iowa Utilities Board at least *five days prior* to sending the notice to customers.
- A utility that uses the standard customer notice form shall issue a press release and post notice on the utility's website of the application for a general rate increase when the utility sends the notice to customers.
- A utility that uses the standard customer notice form shall be required to send separate notice to customers with the dates, times, and locations of any consumer comment meetings scheduled by the Iowa Utilities Board.
- The second notice may be sent to customers as a bill insert if the customers receive *at least 20 days of notice prior* to the first consumer comment meeting. The utility shall issue a press release about the consumer comment meetings and put the dates, times, and locations of the meetings on the utility's website.

See below for the "Notice of Rate Increase Request" and "Notice of Consumer Comment Meetings" forms.

Notice of Rate Increase Request

[No separate message from the utility]

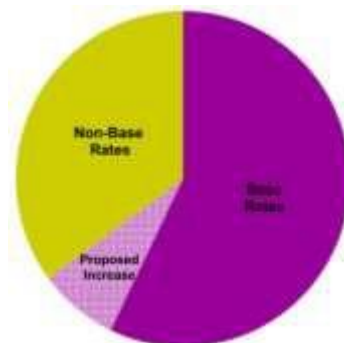
Dear Customer:

[Company Name] is asking the Iowa Utilities Board for an increase in [electric, natural gas, water, sanitary sewage, storm water drainage] utility rates [and charges] with a proposed effective date of [date].

[Overview of the drivers for the proposed rate increase. Filled in by utility.]

The requested increase in annual revenues for all customer classes combined is approximately \$XX.X million, or X.X%. The increase includes [Company Name's] estimated rate case expense.

The rates [Company Name] proposes to increase in this notice are base rates. [Company Name's] base rates account for approximately X% of a residential [natural gas, electric, water, sanitary sewage, storm water drainage] bill. The rates on your bill that are considered base rates include [list the applicable rates]. The rates on your bill applicable to the remaining X% of the bill include [list the applicable rates]. The pie chart to the right shows the breakdown between base and non-base rates including the requested increase for residential customers for the annual period prior to this proposed rate increase.¹



[If rate case will be based on a historic test year, include the following:]

The Iowa Utilities Board will approve rates based on consideration of actual, historical costs and expense data of the utility.

[If rate case will be based on a future test year, include the following:]

In this proceeding, the Iowa Utilities Board will consider projected costs and revenues of the utility when setting rates. In a subsequent proceeding, the Iowa Utilities Board will consider whether [Company Name's] actual costs and revenues are reasonably consistent with the projected costs and revenues used to set final rates and shall adjust the rates accordingly.

Riders. [Provide an overview of any proposed revisions to existing riders that have been approved by the Iowa Utilities Board. The overview should provide a description of the revisions that are being proposed. If new riders are being proposed, a non-standard notice is required to be filed for Iowa Utilities Board approval.]

¹ This information is available from [Company Name] for the other customer classes upon request.

Non-Recurring Charges. [Provide an overview of any proposed changes to non-recurring charges such as a service reconnection charge. If new non-recurring charges are being proposed, a non-standard notice is required to be filed for Iowa Utilities Board approval.]

Non-Recurring Charge	Current Charge	Proposed Charge	Proposed Percent Increase
	\$0.00	\$0.00	0.00%

[If allowed by statute.] Temporary Rates. The company will implement a temporary rate increase of approximately \$XX.X million, or X.X%, effective [date]. Temporary rates are included as part of, but not in addition to, the proposed final increase in rates. Temporary rate increases are subject to refund, plus interest, after the Iowa Utilities Board issues a final decision on the request.

Estimated Billing Impacts. The table below shows proposed base rate increases and total typical monthly bill amounts based on temporary [if applicable] and proposed final rates for each customer class. The highlighted row in the table represents the customer class listed for your account. The individual effect of the proposed change on your bill will vary depending on your customer type, actual usage level, non-base rates in effect, and the final rates approved by the Iowa Utilities Board. [Company Name] anticipates filing its request with the Iowa Utilities Board on [date].

[If implementing a temporary rate increase, use Table A below; if no temporary increase will be implemented, use Table B.]

**Table A
(Temporary & Final Rates)**

Customer Class [List Primary Customer Classes]	Typical Monthly Bill from [Prior CY] ²	Proposed Monthly TEMPORARY Base Rate Changes (YYYY [Current CY])				Proposed Monthly FINAL Base Rates Changes (YYYY [Next CY] Forward)			
		Base Rate Increase	Base Rate Increase %	Typical Monthly Bill ³	Typical Overall Change %	Base Rate Increase	Base Rate Increase %	Typical Monthly Bill ³	Typical Overall Change %
Residential (Assumes typical usage of X [units] per month.) ¹	\$0.00	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%	\$0.00	0.00%

1. Includes a proposed increase in the monthly basic service charge from \$00.00 to \$00.00 for temporary rates and from \$00.00 to \$00.00 for final rates effective in YYYY [Next CY].
2. Based on base rates and non-base rates effective in YYYY [Prior CY].
3. Based on applicable proposed base rate increase and non-base rates effective in YYYY [Prior CY].

**Table B
(Final Rates Only; No Temporary Rates)**

Customer Class [List Primary Customer Classes]	Typical Monthly Bill from [Prior CY] ²	Proposed Monthly FINAL Base Rates Changes (YYYY [Next CY] Forward)			
		Base Rate Increase	Base Rate Increase %	Typical Monthly Bill ³	Typical Overall Change %
Residential (Assumes typical usage of X [units] per month.) ¹	\$0.00	\$0.00	0.00%	\$0.00	0.00%

1. Includes a proposed increase in the monthly basic service charge from \$00.00 to \$00.00 for final rates effective in YYYY [Next CY].
2. Based on base rates and non-base rates effective in YYYY [Prior CY].
3. Based on applicable proposed base rate increase and non-base rates effective in YYYY [Prior CY].

The Process. The Iowa Utilities Board may docket the company’s proposed rate increase for investigation, which suspends the effective date of the proposed rates. After a thorough review of [Company Name’s] request, which will be completed within 10 months as required by law, the Iowa Utilities Board will establish final rates, which may be different than the rates proposed by the company. In addition to setting rates, the Iowa Utilities Board will also determine when final rates will become effective. If final rates are lower than temporary rates, [Company Name] may be required to refund the difference to customers with interest once a refund plan is approved by the Iowa Utilities Board.

Customer Rights. The company sends this notice to all applicable existing customers and to customers who begin service while this case is pending. Customers have the right to file a written objection to this proposed increase with the Iowa Utilities Board and to request a public hearing. All comments are a matter of public record. Written objections or requests can be mailed, emailed, or submitted online to the Iowa Utilities Board as follows:

Online:	Email:	Mail:
<u>Online Comment Form²</u> or efs.iowa.gov	customer@iub.iowa.gov	Iowa Utilities Board 1375 E. Court Avenue Des Moines, IA 50319-0069

Customers should provide the Iowa Utilities Board with any facts that would assist it in determining the justness and reasonableness of this requested increase. This information will be available to the Office of Consumer Advocate, who represents the

² <https://efs.iowa.gov/submit/comment>

public interest in rate cases before the Iowa Utilities Board. Comments may be filed at any time while the case is pending.

Consumer Comment Meetings. As part of this process, the Iowa Utilities Board will host consumer comment meetings to allow customers to make oral comments about the proposed increase. The consumer comment meetings may be in person or virtual. The Iowa Utilities Board encourages customers of [Company Name] to participate in a consumer comment meeting. A consumer comment meeting is the best opportunity to provide feedback directly to the Iowa Utilities Board and other parties involved in the rate case. The consumer comment meetings will be scheduled by the Iowa Utilities Board and a separate notice will be sent to customers with the date, time, and location of the consumer comment meetings.

One of the meetings may be accessible using a Web conferencing service. Details about participating online will be available on the Iowa Utilities Board's website at *iub.iowa.gov*.

Understanding Your Rates. Customers with questions regarding the rate increase proposal may contact [Company Name's] customer support representatives at [toll free phone number] or [email address]. Written explanations of all current and proposed rate schedules are available upon request and will be sent to you at no charge. The current and proposed rate schedules, along with other information, are also available at [link to utility website].

Notice of Consumer Comment Meetings

[Utility name]

Notice of Consumer Comment Meetings for Rate Increase Request

Dear Customer:

The recent notice of a proposed rate increase you received from [Company Name] indicated that you would receive a separate notice once the Iowa Utilities Board scheduled consumer comment meetings applicable to the rate increase request. Consumer comment meetings allow customers and other consumers the opportunity to make oral comments about the proposed increase. A consumer comment meeting is the best opportunity to provide feedback directly to the Iowa Utilities Board and other parties involved in the rate case. The consumer comment meetings concerning this proposal have been scheduled for:

[List of Meetings by Date, Time, and City]

[When schedule includes virtual meetings] Details about participating online in the virtual consumer comment meeting will be available on the Iowa Utilities Board's website at iub.iowa.gov. Additional consumer comment meetings may be scheduled by the Iowa Utilities Board, if necessary.

If you are unable to participate during a scheduled meeting, written comments may be submitted or filed via the Iowa Utilities Board's website.