

# Company Administrator's Guide to Entering the Company Record for Municipal Utilities

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## SUMMARY

The Company Record is used by the Iowa Utilities Board (IUB) to provide general information to the public, outline the services that are regulated by the IUB, and specify who to contact for emergencies, customer service, billing, and needs as required.



**TIP:** The purpose of the Company Record is to maintain an accurate record for the company or utility that has a regulatory relationship with the IUB. If your company or an affiliate of your company does not have a regulatory relationship with the IUB, you do not need to create a Company Record for your company or affiliate. If the IUB has or will issue an order impacting your operations; if your operation is subject to inspection, permit, certificate, franchise or registration; or if you are subject to assessment by the IUB under Iowa Administrative Code chapter 199 Chapter 17, you have a regulatory relationship with the IUB.

As the Regulatory Contact for your company or utility, you have been assigned the role of Company Administrator. The Company Administrator is responsible for maintaining an accurate record of the company's contact information within the IUB 24/7 web application and can add or remove user access to company information for related contacts. The Company Administrator also can submit the annual report, other reports, and compliance filings as the reports become available within the system.

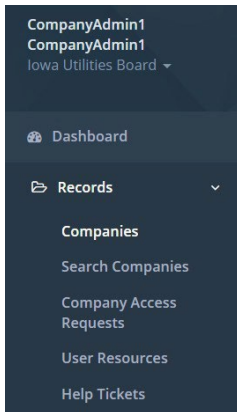
# INSTRUCTIONS

## Enter Your Initial Company Record

1. Log in to [iub247.iowa.gov](http://iub247.iowa.gov).

A required field in the record is designated with an asterisk (\*).

On the left side of the screen you will see your **navigation panel**. When you click on the Records down arrow, you will see three record types:



Clicking on **Companies** shows the Companies page. This page lists all of the companies that are associated with the registered user. If you are a consultant that performs administrative work on behalf of multiple companies, all of your associated companies will show on the Companies page.

Clicking on **Search Companies** allows you to see the public view of your company record. You will not be able to see the public view until your company record has been submitted and approved by IUB staff.

Clicking on **Company Access Requests** can be used to connect an existing IUB 24/7 user to a company profile. These requests can be submitted by:

- The Company Administrator requesting to add an existing IUB 24/7 user to their company record (Example: If one of your company contacts created an IUB 24/7 profile before you create your company record, you can submit a request to have the user associated with your company).
- Consultants and legal counsel requesting access to their client's profile to be able to update the company record, submit their telecom registration, or submit annual reports and other compliance reports on the company's behalf.
- Individual IUB 24/7 users that are requesting to be connected to their company in IUB 24/7. (Example: Individual registers in IUB 24/7 and sees in the company search that their company has been created and they would like to be added as a company contact and associated with their company.)

On the **Companies** view, you will see your company number listed under the **IUB Company Number** column. If this is not your IUB assigned company number, please call 877-565-4450 or email [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov).

- To the right of your company number, under the **Commands** column, click **Edit**.



The screenshot shows a table titled "Companies" with the following columns: IUB Company Number, Legal Name of Organization, Ownership Type, Industry Types, Company Status, Company Changes Status, and Commands. The first row contains the value "1234" in the IUB Company Number column. The Company Status column shows "In Draft" in a yellow box, and the Company Changes Status column shows "No Changes" in a green box. The Commands column contains an "Edit" button with a pencil icon. A green arrow points to the "Edit" button.

IUB Company Number	Legal Name of Organization	Ownership Type	Industry Types	Company Status	Company Changes Status	Commands
1234				In Draft	No Changes	Edit

- You are now on the **Editing Company** screen. The **Submission Type** is marked as **Initial**. The Initial submission type will only be used once – when the company record is created. After the company record has been submitted, when you enter the company record, the Company Administrator selects the submission type that describes what you are doing in the record.

**Review and Update My Company Record** is used to review and update the Company Record at least once every calendar year. The Annual Review should be completed at the same time that the Annual Report is submitted, after January 1 and prior to April 1 each calendar year.

**Update Info** is used to update, add, or remove any information within the Company Record, or to add or remove associated Company Contacts.

**Inactivate** is used when your company or utility is no longer doing business in Iowa under the current corporate structure, or will no longer be regulated by the IUB. Once approved, by the IUB, the Company Record will be made inactive. Changes in IUB 24/7 do not waive any legal filing requirements in the Electronic Filing System (EFS).

Submission is a result of: \*

Initial



The screenshot shows a dropdown menu with the text "Submission is a result of: \*" above it. The dropdown is open, and the word "Initial" is selected and highlighted with a blue border.

- The **IUB Company Number** is prefilled and cannot be modified. If this is not your IUB assigned company number, please call 877-565-4450 or email [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov).

5. Complete the **Company Information** for your organization.

Company Information

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

Investor Owned or Privately Held

Legal Name of Organization \* ⓘ

Use the field below to upload the company's Certificate of Existence from the Iowa Secretary of State.

Certificate of Existence \*

File:

Choose File No file chosen

Doing Business As (DBA)

Formerly Known As (FKA)

Add Another DBA

Add Another FKA

- a. Select the ownership structure of your company or utility from the dropdown list. The options are:

**Investor Owned or Privately Held, Municipal, Cooperative, or Trade Association.**



**TIP:** Select **Investor Owned or Privately Held** if your company or utility is not municipally or cooperatively owned.

- b. Enter the **Legal Name of Organization**. If investor-owned, privately held, or cooperative, the name should match the legal name of the organization shown on the company's Certificate of Existence filed with the Iowa Secretary of State. For a municipality, the Legal Name of the Organization is the city's name or the name of the governing board.
- c. If your company does business in Iowa under a name that differs from the Legal Name of Organization, enter the name that you are **Doing Business As (DBA)**. If you are doing business under more than one name in Iowa, click **Add Another DBA** and enter the alternative name.
- d. If your company was formerly known by another name in Iowa, enter the last name that your company was **Formerly Known As (FKA)**. If there was another name used in Iowa, click **Add Another FKA** and enter the prior name.



**TIP:** There are two entries allowed for Formerly Known As (FKA) in the company record. Enter those entities that were the most recent FKA. Utilities may have used more than one trade name or have had an ownership change. FKA names assist the IUB and the public when searching for a prior company name, for example, when searching EFS for related filings.

- e. Enter the **Company Mailing Address** and **Company Physical Address**. If the **Company Physical Address** is the same as the mailing address, you can check **Physical Address is same as the Mailing Address** and you do not need to complete the **Company Physical Address**.
- f. If the Company is in another country, please check **Company Located outside of the USA**.

**Company Mailing Address:**

Address Line 1

Address Line 2

City  State

Zip Code

Physical Address is the same as the Mailing Address

**Company Physical Address**

Address Line 1:


Address Line 2:

City:  State:

Zip Code:

Company Located outside of the USA

- g. Enter the **General Phone** number for the company. Check if this is an International Phone Number.

 **ALERT:** The General Phone number will be shown on the public view of the company record.

- h. Enter the **Fax Number**.
- i. Enter the **Website** address. This will also appear on the public view of the company record.

General Phone \*  Extension #   International Phone Number  Fax Number

Website

6. Enter the **Employer Identification Number (EIN)**. Only one EIN is allowed per company. If you have more than one EIN for subsidiaries within your company that have a regulatory relationship with the IUB, you will need to enter a company record for each company that has a different EIN. If other subsidiaries DO NOT have a regulatory relationship with the IUB, you do not need to create a separate company record. Only companies that have a regulatory relationship with the IUB need to enter a company record.



**TIP:** The Employer Identification Number is used by the Internal Revenue Service to identify a business entity. An EIN is a 9-digit number written in the form 00-0000000.

The EIN is treated as confidential information and only the Company Administrator, the IUB system administrator, and IUB Accounting personnel will have access to the EIN number.

Confidential Information

Employer Identification Number (EIN) ⓘ

7. In the **Regulatory Relationship with IUB** section, you will select all of the IUB regulated services that your company provides in Iowa. If you previously had more than one IUB Company Number in EFS and your organization only has one EIN number, your services have been combined under one Company Number.

The regulatory services that are listed are a result of the Ownership Structure that you selected in the Company Information section. When you click on a service type, additional sections will be populated.



If you store, distribute, or transport natural gas, you should select **Natural Gas**.  
If you have a pipeline that DOES NOT transport natural gas, you should select **Hazardous Liquid Pipeline (HLP)**.

For **Investor-Owned or Privately Held**, you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- Cable/Video
- Competitive Natural Gas Provider (CNGP)
- Electric
- Natural Gas ⓘ
- Hazardous Liquid Pipeline (HLP) ⓘ
- Sanitary Sewer
- Storm Water
- Telecommunication Services
- Water
- Other

For **Cooperatives**, you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- Cable/Video
- Electric
- Telecommunication Services
- Other

For **Municipalities**, you will see these options:

Regulatory Relationship with IUB

Provide information on your utility business interests that are regulated by the Iowa Utilities Board and have operations in Iowa.

What type of IUB regulated services do you provide? (Choose as many as apply)

- Electric
- Natural Gas ⓘ
- Telecommunication Services
- Other



8. For each **Regulatory Information** section, you will answer a series of questions about your company’s operations. See **Appendix A** for each of the Regulatory Information sections so that you have the complete information about your company before you start to complete the company record.

If you checked the following regulated services, there is no associated **Regulatory Information**

section: Cable/Video; Sanitary Sewer, Storm Water, Water, or

Other Here is a sample of the Regulatory Information section

for Natural Gas:

**Regulatory Information - Natural Gas**

Do you furnish Natural Gas by Piped Distribution to the public for compensation?

Do you have 2,000 or more Natural Gas customers?

What type of Natural Gas Facilities do you own and/or operate? (Choose as many as apply)

Interstate Gas Underground Storage Facility    
  Intrastate Gas Underground Storage Facility    
  Interstate Gas Transmission Pipeline    
  Intrastate Gas Transmission Pipeline

Distribution Natural Gas Pipeline    
  Other Natural Gas Facility

If (Other) is Selected, Please Specify

9. For each IUB regulated service that you selected, there is an accompanying section to provide the related **Company Contacts**. This replaces the contacts section that was previously provided in the annual report. The contacts have been removed from future annual reports but you will be asked to review and update your company record at the same time you submit your annual report.

- a. Each required contact will have an asterisk (\*) by the contact type. You will need to select a contact from the dropdown list or enter a new contact.
- b. If you enter a new contact, you will be required to enter the following fields: **First Name, Last Name, Email Address, Phone Number, and Company Mailing Address.**

Natural Gas Emergency Contact \*

Natural Gas Emergency Contact Phone Number

Natural Gas Emergency Contact Email Address TBD

- c. This is where you select the **Group** role that will be assigned to the IUB 24/7 user. More than one group can be assigned to a Company Contact. For additional information on this topic, find “Setting Access Roles for Your Company Contacts” in Resources in the Navigation Panel.

The **Company Administrator** can initiate, edit, and update the associated Company Record; add or remove associated user contacts; and view confidential information (EIN, telecom line counts).

The **Company Records Submitter** can submit, edit, and update reports and compliance filings; upload documents; and view all submitted reports and filings, including confidential ones.

The **Company Viewer** can view the non-public Company Record.

**No Company Access** can only access the public view of the Company Record.

- d. Click the **Invite User** box to send the contact an invitation to create an IUB 24/7 user account.
- e. To save the information submitted, click **Update Profile**. Now this user will be associated with your company record.

New Contact

External User Account Information

First name \*  Last name \*  Email \*

Invite user

Groups \*  Select All

- Company Admin
- Company Contact (View Only)
- No Company Access
- Submitter

Contact Information

Each contact who is entered will receive a notice to set up a User Profile. Each User must have a unique Email address that will be used as the User Name when setting up the Profile.

ID  1098 (tentative) First Name (from account)  Last Name (from account)  Title

Phone Number  Alternative Email

Email Address (from account) \*

Company Mailing Address:

Address Line 1 \*  Address Line 2

City \*  State \*  Zip Code \*

Physical Address is the same as the Mailing Address

Company Physical Address

Address Line 1:  Address Line 2:  City:  State:

Zip Code:  Contact Type  Have you ever been a Registered User in the IUB Electronic Filing System (EFS)?  Are you a Consultant or Representing Attorney?

Cancel

- f. To add a contact that is associated with your company, click on the down arrow in the **Please Select a Contact** field.

### Natural Gas Emergency Contact \*

Please Select a Contact ▲

Please Select a Contact

CompanyAdmin First Name CompanyAdmin  
Last Name Enter Title Here

New

- g. When you have selected the contact, their name, phone number, and email address will autofill into the contact fields.

Natural Gas Emergency Contact \*

CompanyAdmin First Name CompanyAdmin

New Edit

Natural Gas Emergency Contact Phone Number

(515) 725-7300

Natural Gas Emergency Contact Email Address

companyadmin3@test.com

- h. If you have entered the wrong contact, click Edit to select another contact or create a new contact.

10. Previously, railroad contacts were submitted through a form on the IUB website. Beginning in 2023, there is a new section in each **Company Record** called **Utility Railroad Emergency Contact Information**. IUB rules in 199 IAC 42.4(2) require each public utility with a facility crossing one or more railroad right-of-way, to file contact information for 24-hour emergency notifications. While up to three contacts can be listed, at least one is required. In addition to an after-hours and primary phone number (required), a mobile, cell, or pager number can also be provided for the railroad contact. A list of the emergency contact information for public utilities and railroads are available on the IUB website, [iub.iowa.gov](http://iub.iowa.gov), for 24-hour emergency notifications.

### Utility Railroad Emergency Contact Information

IUB rules in 199 Iowa Administrative Code 42.4(2) require each railroad, and each public utility with a facility crossing railroad right-of-way, to file contact information for 24-hour emergency notifications. More information can be found on the IUB's website ([iub.iowa.gov](http://iub.iowa.gov)) under Regulated Industries and Railroad & Utility Emergency Contact Information.

Does your company cross a railroad right of way? \*

Yes

#### 1ST RAILROAD CONTACT (Required)

1st Contact Name \*

1st Contact Primary Phone Number \*

1st Contact After-hours Phone \*

1st Contact Mobile/Cell

1st Contact Pager

1st Contact Other Information

- The last section to complete is the **Certification**. You are being asked to certify the information entered is true and correct, and that your company is responsible for submitting any change of information about your company, including Company Contact changes, within five business days of the change occurring.

### 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 \*

- Once you have completed the Certification, you can save a draft of the record as Save Draft Company or submit the company record by clicking on Update Company. You can save a draft of the company record at any time during the first time you are completing the record. When you save a draft, you will not receive any error messages for incomplete fields.

- Once you have completed the company record, click **Update Company**.

Cancel

Save Draft Company

Update Company

- When you click **Update Company**, you will view a pop-up that will ask “Are you sure?” Click **Yes, Submit**.
- If you did not complete a required field or section, you will receive a **list of errors** at the top of the company record.

## 9 errors prohibited this company from being saved:

- Legal name of organization is a required field.
- Certificate of existence is a required field.
- General phone is a required field.
- Telecom regulatory contact is a required field.
- Telecom customer relations and complaints contact is a required field.
- Telecom billing contact is a required field.
- Telecom engineering operations contact is a required field.
- Telecom railroad emergency contact is a required field.
- Typed signature is a required field.



**TIP:** If the Legal Name of Organization, EIN, and Regulatory Relationship type together match an existing company record, you will be directed to contact the IUB for assistance.

- For each error listed, the required field to correct is shown in the record in **red**.

Company Information	
<p>What is the ownership structure of your company or utility? * ?</p> <input type="text" value="Investor Owned or Privately Held"/>	<p><b>Legal Name of Organization * ?</b></p> <input type="text"/>

- Once all of the errors have been corrected, click **Update Company** and submit.
13. **CONGRATULATIONS!** Your company record has been submitted. You will receive a confirmation email that your company record is submitted. Once IUB staff have accepted your company record, you will receive an acceptance email from [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov).

## Appendix A

### Regulatory Information for Electric and Natural Gas Industry Types

Required	Data Requested	Notes
X	Electric	Do you furnish electricity to the public for compensation? Yes or No; If you respond Yes, you will be asked if you have 10,000 or more electric customers.
X	Electric	Electric Facilities: A dropdown will list three different options. Select all that your company owns and/or operates or you can check the box to select all. The options are: <b>Electric Distribution Lines, Electric Transmission Lines, or Electric Power Generating Facilities.</b>
X	Electric	If you select Electric Power Generating Facilities, you will be asked to select all types that apply: Coal, Gas, Nuclear, Wind, Hydroelectric, Solar, Storage, Other Renewable (you will be asked to enter type).
X	Natural Gas	Do you furnish natural gas to the public for compensation? Yes or No; If you respond Yes, you will be asked if you have 2,000 or more natural gas customers.
X	Natural Gas	Natural Gas Facilities: A dropdown will list six different options. Select all that your company owns and/or operates or you can check the box to select all. The options are: <b>Interstate Gas Underground Storage Facility, Intrastate Gas Underground Storage Facility, Interstate Gas Transmission Pipeline, Intrastate Gas Transmission Pipeline, Distribution Natural Gas Pipeline, Gathering Line(s), Other Natural Gas Facility</b> (you will be asked to describe).
X	Natural Gas	Do you have one or more natural gas pipeline permits? Yes or No.