



# Iowa Utilities Board

- Mission/Vision
- Organizational Structure
- What We Regulate
- Who We Regulate
- Customer Service
- Management Efficiency Efforts
- Budget
- IUB/OCA LEED Platinum Building



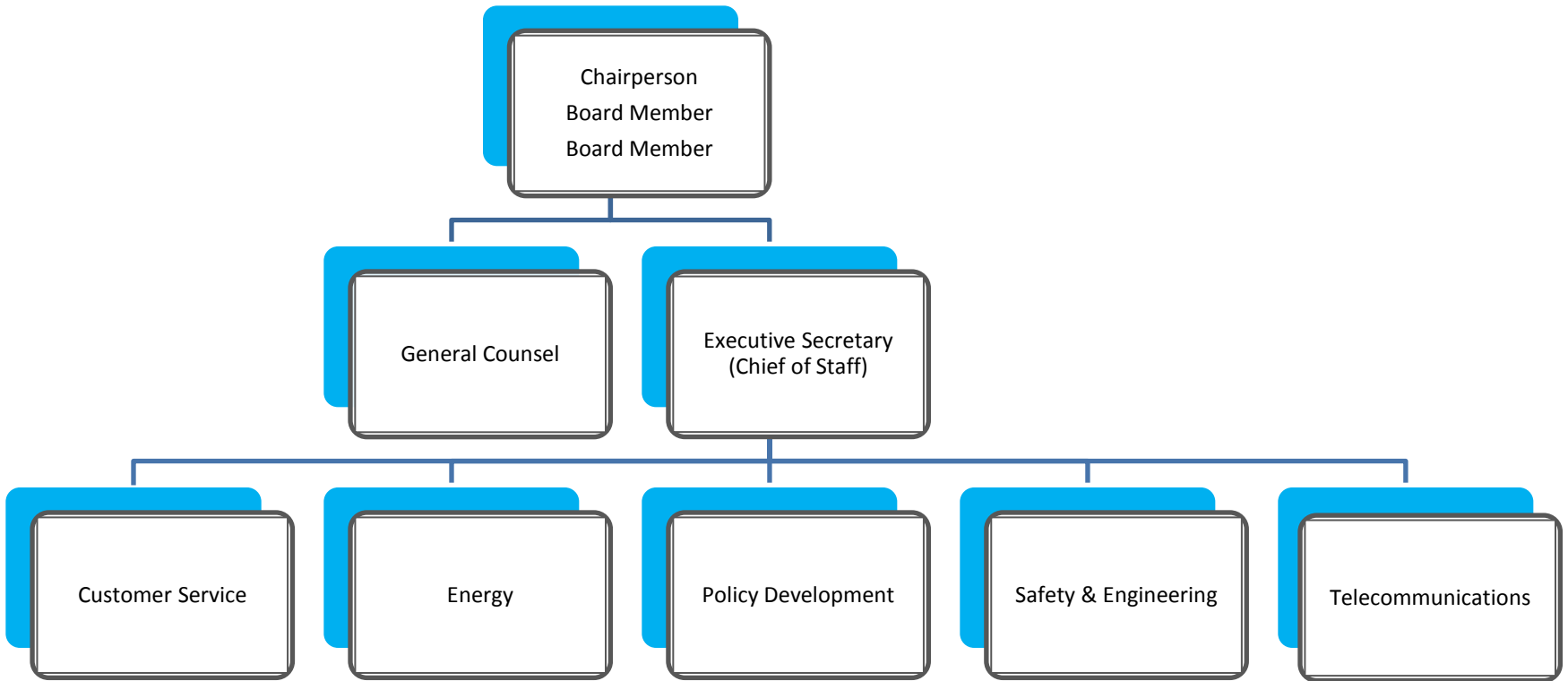
# Mission/Vision

**Mission:** The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

**Vision:** The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner in electric, natural gas, and telecommunications issues.



# Iowa Utilities Board





# What We Regulate

- Electricity
  - IOUs for rates, service, safety, and disconnection
  - RECs for service, safety, and disconnection
  - Municipal utilities for safety and disconnection
  - Certify electric power generation (>25MW)
  - Grant electric transmission franchises (>69kV)
- Gas
  - IOUs for rates, service, safety and engineering standards, and disconnection
  - RECs for service, safety, and disconnection
  - Municipal utilities for safety and disconnection
  - Permitting and safety of intrastate pipelines
- Telecommunications
  - All local exchange carriers for local exchange service quality and intrastate access services
  - Long distance and wireless carriers not regulated
- Water
  - One investor-owned water utility for rates and service



# Who We Regulate (Gas, Electric, Water, Telephone)

- 2 Investor-Owned Electric Utilities
- 136 Municipal Electric Utilities
- 45 Rural Electric Cooperatives
- 4 Investor-Owned Natural Gas Utilities
- 51 Municipal Gas Utilities
- 3 Large Local Exchange Carriers of Telecom Services
- 260 Independent and Competitive Local Exchange Service Providers of Telecom Services
- 1 Investor-Owned Water Utility



# Customer Service

- About 4,500 customer initiated contacts in 2011
  - Includes about 500 written complaints, whether web-based, emailed, or mailed
- We can help with
  - Billing disputes
  - Slamming and cramming complaints
  - Nonpayment of bills
  - Disconnection
  - Deceptive practices
  - Winter moratorium and low-income assistance



# IUB Management Efficiency

- 2009 Transmission Kaizen
  - 2011 Awardee – Iowa Business Council's Iowa Partners in Efficiency Award
- 2010 Customer Service Kaizen
  - Reduced steps in complaint handling by 36 percent
- Moving to electronic payment system for assessments



# Budget and Staffing FY2008 - FY2013

|         | Appropriation<br>(Millions) | FTEs |
|---------|-----------------------------|------|
| FY 2008 | \$7.57                      | 70   |
| FY 2009 | \$7.79                      | 68   |
| FY 2010 | \$7.79                      | 67   |
| FY 2011 | \$8.17                      | 68   |
| FY 2012 | \$8.17                      | 64   |
| FY 2013 | \$8.17                      | 64   |

Note: IUB budget is not a General Fund appropriation



# IUB/OCA LEED Platinum Building



# IUB/OCA LEED Platinum Building

- Project was constructed on budget of \$9.8M.
- The State of Iowa has an asset at no General Fund cost. The Iowa Utilities Board and Office of Consumer Advocate pay the debt service cost instead of rent.

# IUB/OCA LEED Platinum Building

- Energy Savings exceed aggressive goal.  
Compared to building built to code:
  - 68% overall reduction in energy consumption
  - With 43.2 KW photovoltaic array, 71% reduction in purchased power
- At Iowa's average commercial rate of 8.37 cents/kWh, energy savings would add up to \$54,200 annually

# IUB/OCA LEED Platinum Building

- Numerous awards, including:
  - 2012 Top Ten Green Building Award – American Institute of Architects (AIA) Committee on the Environment (COTE)
  - AIA Central States Region Merit Award
  - AIA Iowa Merit Award
  - AIA Kansas Merit Award
  - AIA Kansas City Merit Award
  - Built Environment Award – Des Moines' Environmental Impact Awards

# IUB/OCA LEED Platinum Building

- IUB PV array has out-performed ratings, producing at 14.7% capacity factor, providing 18% of building energy
  - Panels were rated at 11.1% capacity factor, goal was to provide 12.0% of building energy.
- Inflation-adjusted payback at state average electricity rate is 20 years, including Federal grant.