Iowa Utilities Board 2017 Update

Iowa Utilities Board

Mission and 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

The IUB is a quasi-judicial body that hears evidence in cases filed before it and makes decisions based on the evidence presented. The IUB is required by state statute to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

Geri Huser, Chair

Libby Jacobs, Board Member

Nick Wagner, Board Member

Iowa Utilities Board

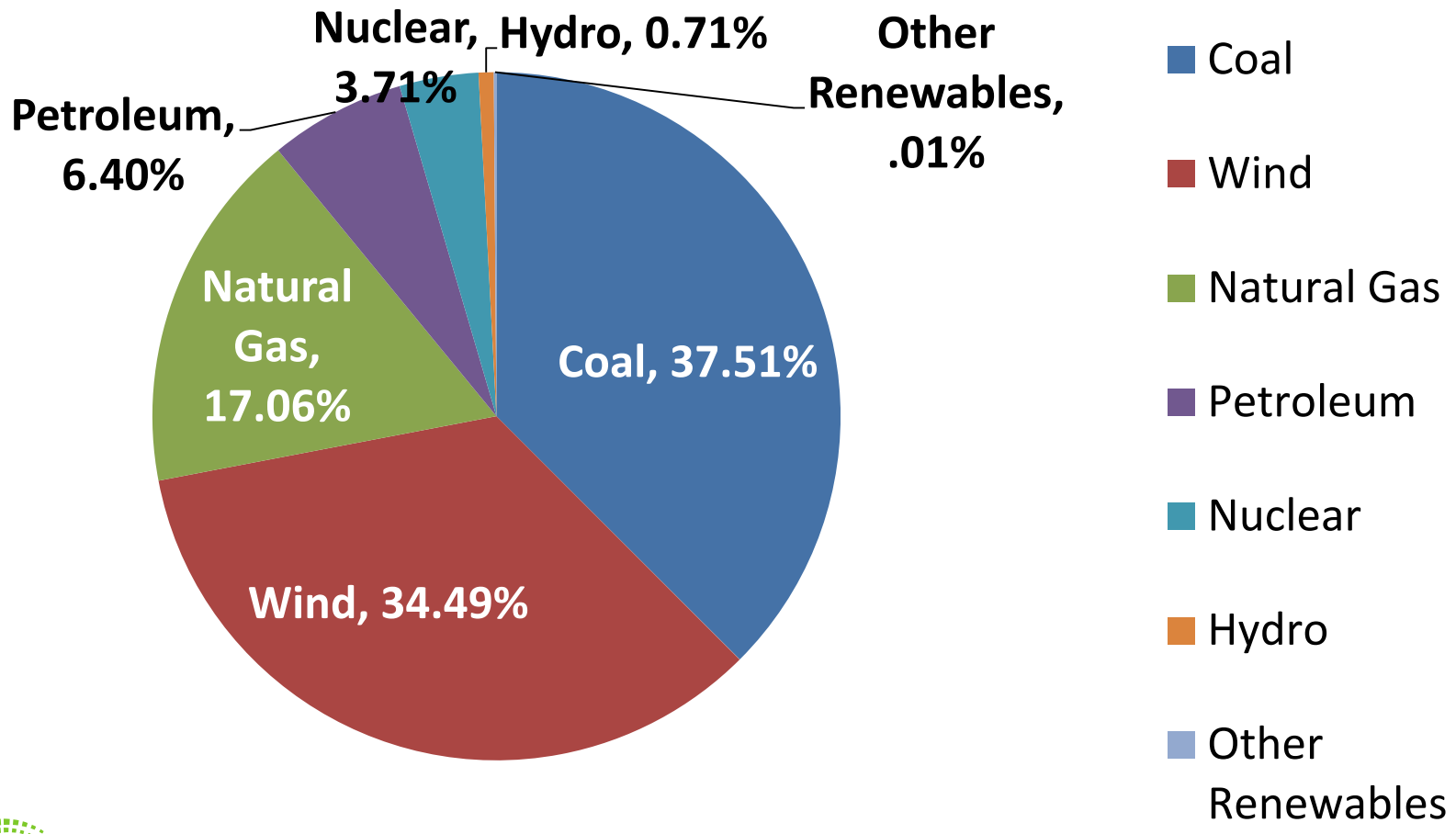
IUB Regulation – Electric/Pipelines

	Permitting/ Franchising	Siting/Physical Construction	Rates	Inspection	Service	Disconnection
Electric	✓	✓	✓	✓	✓	✓
Interstate Natural Gas	✗	✗	✗	✗	✗	✗
Intrastate Natural Gas	✓	✓	✓	✓	✓	✓
Hazardous Liquid	✓	✓	✗	✗	✗	✗

Board does not regulate | **Board regulates with limited capacity** | **Board Regulates**

Iowa's 2015 Electric Capacity

(Source EIA Final Data)



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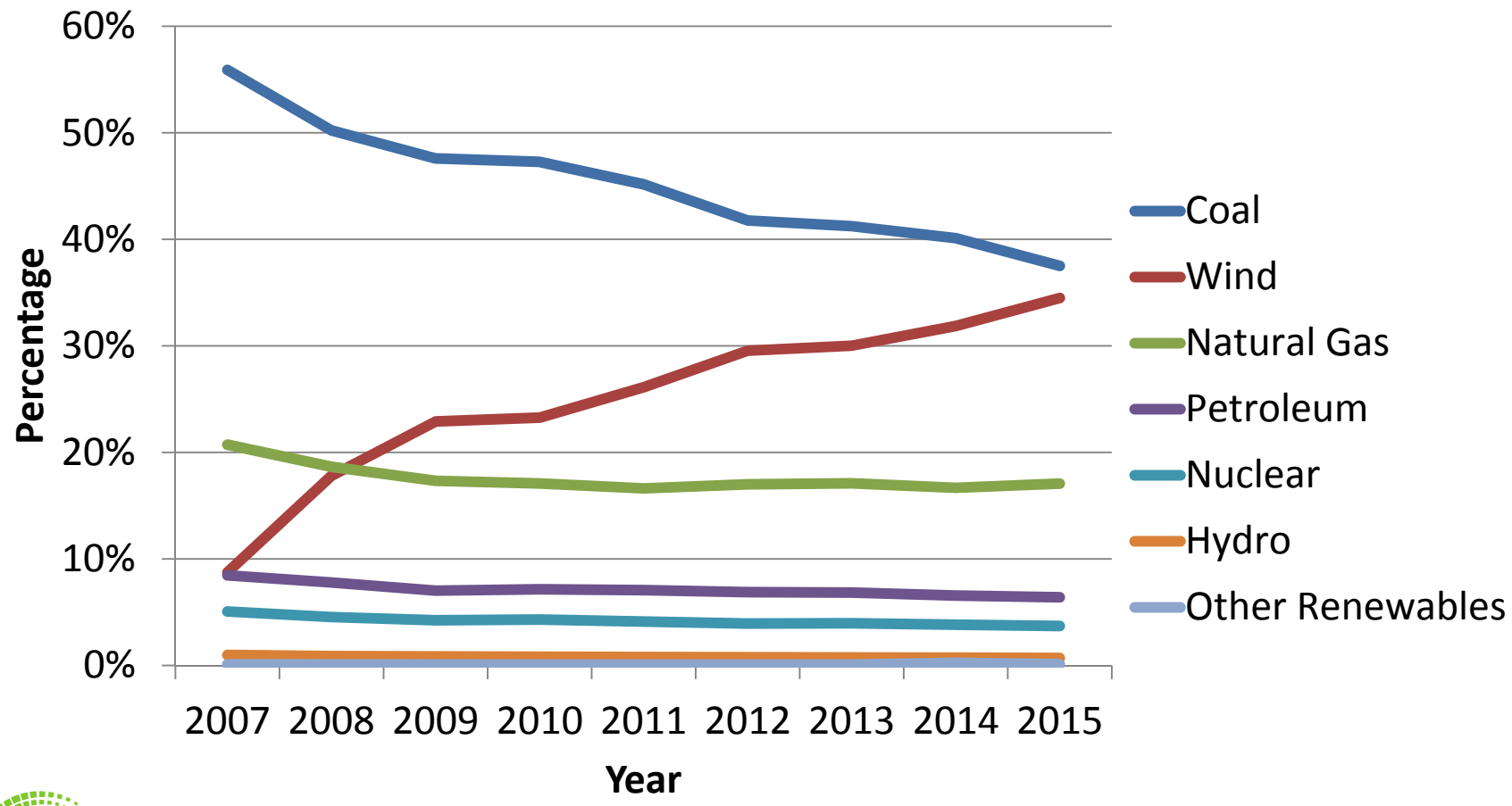
Iowa's 2007-2015 Electric Capacity

(Source EIA Final Data)



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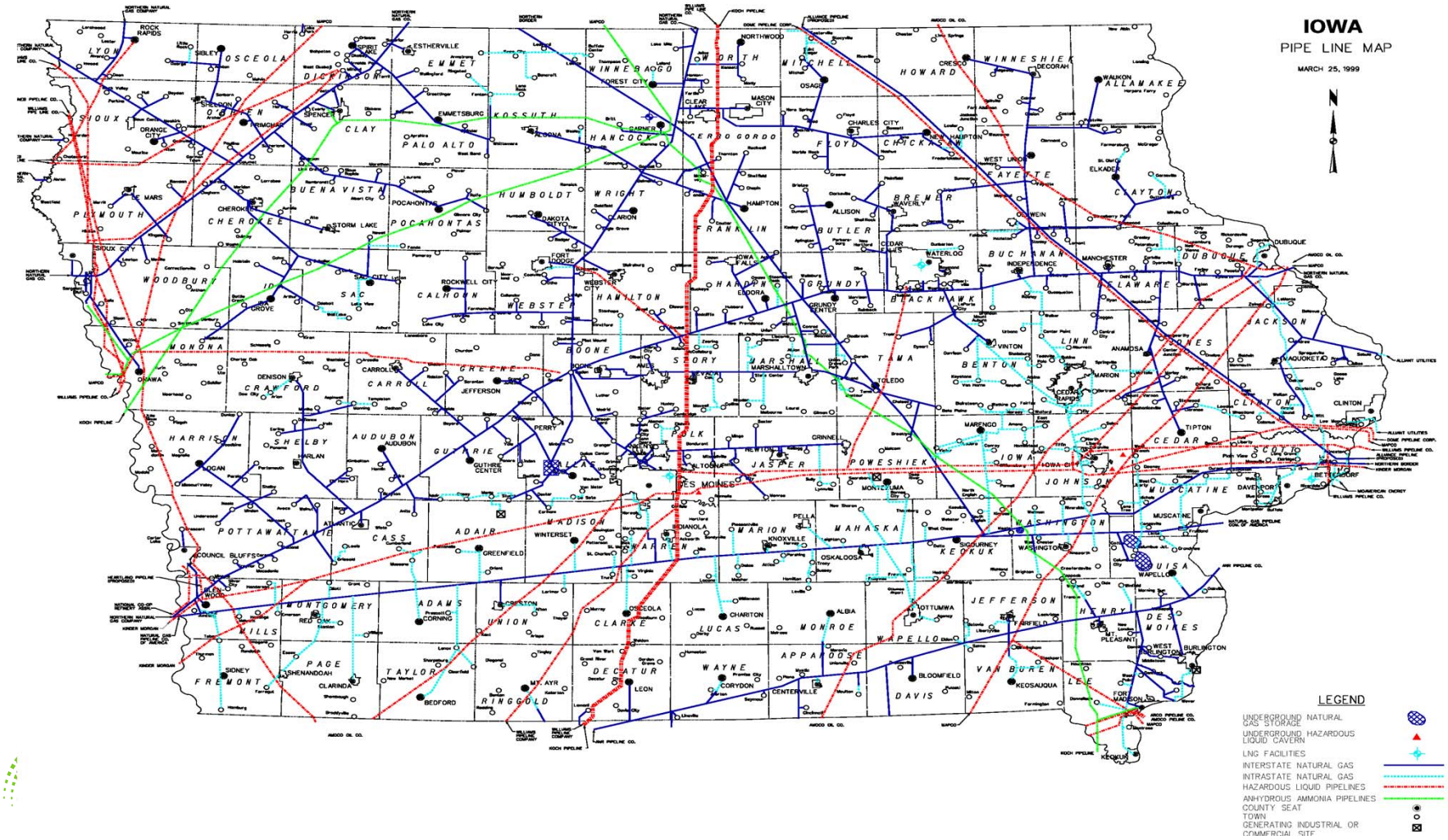
Iowa Pipeline Map



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Water

- The IUB regulates the rates and service of one investor-owned water utility - Iowa American Water.
- 2016 Legislation added Board jurisdiction over investor owned sanitary sewer and storm water drainage
- IUB **does not** regulate municipal or rural water systems. (Ex: Des Moines Water Works)

Telecommunications

- IUB regulates: All local exchange carriers (CenturyLink, Windstream, and Frontier, plus 267 rural and competitive carriers for a total of 270) for service quality and intrastate access services.

- IUB **does not** regulate long distance or wireless carriers, cable television, or broadband. (Example: Verizon, Mediacom internet)

- **Programs:** Lifeline, Link Up, Relay Iowa

Wireless and Wireline Subscribers in Iowa

Year	Total Access Lines	% Change from Prior Year	Total Wireless Subscribers	% Change from Prior Year
2009	1,463,000	**-6.2%**	2,190,054	**2.6%**
2010	1,372,818	**-6.2%**	2,463,472	**12.5%**
2011	1,298,543	**-5.6%**	2,566,895	**4.2%**
2012	1,225,186	**-3.4%**	2,590,873	**1.0%**
2013	1,152,323	**-5.9%**	2,686,785	**3.8%**
2014	1,114,667	**-3.3%**	2,704,625	**0.7%**
2015	1,095,658	**-1.7%**	2,744,707	**1.5%**

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Customer Service

- 6,982 customer-initiated contacts in 2016.
  - Includes 899 written complaints, whether filed online, by email, or postal mail.

- Customer Service complaints
  - Utility billing disputes.
  - Slamming and cramming; call completion issues.
  - Nonpayment of bills and payment agreements.
  - Utility disconnection.
  - Winter moratorium and low-income home energy assistance (LIHEAP).

Proposed IUB Legislation

- Request for Public Records Act Exception
  - Critical Infrastructure and Cyber Security Information
  - Applies to the IUB and Dept. of Homeland Security
- Temporary Utility Rates
- Hearing Examiner/Presiding Officer

Current Issues

- Farm Taps
- Telecommunications
- Alliant/IPL Billing Complaints
- Distributed Generation
- Dakota Access Pipeline
- Rate Cases

Farm Taps

- Issue brought by Black Hills Energy
- Safety concerns with lines connecting a natural gas pipeline to landowners that are maintained by landowner
- Hearing scheduled for February 2, 2017.

Telecommunications

- IUB Rules: Chapter 22
  - Updating customer service rules
  - Defining Voice over Internet Protocol (VoIP)

- INU-2016-0001
  - 476.1D: Deregulation of communication services
  - Consider whether retail local exchange service to business and residential customers throughout Iowa is subject to effective competition and should be deregulated

Alliant Billing Complaints

- Billing System Issue
  - 107 Formal Complaints
  - 417 Total Complaints

- Formal Complaint Proceedings
  - Settlement with OCA
  - Progress updates to be filed with the IUB

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Distributed Generation

- Docket opened due to public interest in solar, biomass, combined heat and power

- Focused on issues related to the Board's role in the distributed generation process.
  - Net Metering
  - Interconnection
  - Customer Awareness and Protection

- Tariffs filed by parties

Dakota Access Pipeline

- **12-2014** - Public Information Meetings
- **01-20-2015** - Dakota Access Files Petition
- **06-08-2015** - IUB Orders Procedural Schedule
- **11-12-2015** - 12 Day Hearing in Boone
- **03-10-2016** - Board Issues Order
- **04-08-2016** - Board Issues Permit
- **12-28-2016** - Latest Construction Update
- **Ongoing** - Litigation and Complaints

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Rate Cases

- Liberty Utilities (RPU-2016-0003)
- Iowa American Water Company (RPU-2016-0002)
- Interstate Power and Light Company (RPU-2017-0001)

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Board Meetings

- Monthly Board meetings scheduled the 3rd Tuesday of the month.
- Held at the Iowa Utilities Board Hearing Room, 1375 E. Court Ave, Des Moines.
- Live-streamed
- Hearing and meeting calendar: https://iub.iowa.gov/hearing-calendar
- Agenda: https://iub.iowa.gov/public-meeting-documents

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For questions or more information

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