

Iowa Utilities Board		
YTD STATEMENT - March 2021		
	March	FY21 - YTD

APPROPRIATION AMOUNT

FY21 - Appropriation		8,945,728
UT01 - Miscellaneous Receipts		125
UT04 - Commerce Utilities	536,761	1,512,544
Industry Direct Assessments	566	5,033,067
Outstanding Assessments		-
	<u>537,327</u>	<u>6,545,736</u>

RECEIPT AMOUNTS

201 - Federal Receipts SE08 / OCG		43,901
204 - Intra-State Transfer Receipts		718,572
401 - Intra-State Transfers		75,876
205 - Intra-State Reimbursements		
234 - Gov Transfer In Other Agencies		1,950
704 - Other Receipts		4,840
UT01 - Miscellaneous Receipts		
Intra State Reimbursements		
	<u>-</u>	<u>845,140</u>

EXPENDITURES

Accounting & Assessments	43,029	353,941
Administrative Law Judge	-	-
Utilities Board	189,688	1,750,175
IUB Building Projects	-	-
IUB Clearing Account	-	4,540
Civil Penalties-Consumer Educ.	-	-
Customer Service	90,720	559,289
Debt Service	-	439,357
NARUC & NRRI	-	21,796
One Call Grant - Enforcement	-	5,102
One Call Grant - Education	-	294
Regulatory Analysis	118,534	1,186,349
Regulatory Law	127,473	1,138,089
Safety And Engineering	120,834	1,036,677
	<u>690,277</u>	<u>6,495,610</u>

NET POSITION - YEAR TO DATE

895,266

**2021 Fiscal Year Budget-Relay Iowa & Equipment Distribution Program
Through March 31, 2021**

Line #		Revenue/ Expenditure #	Authorized FY 21 Budget*	Collected/ Spent as of 03/31/2021	Budget Balance	% of Budget Spent	% of Fiscal Year Elapsed
1	Revenue Collected	401	\$ 1,380,738	672,375			
	Expenditures						
	Relay Iowa:						
2	Service Compensation	405	\$ 486,991	\$ 234,605	\$ 252,386	48.2%	
3	DPRC Expenses--						
4	Personal Services	101*	164,683	109,514	\$ 55,169	66.5% *	
5	In State Travel	202	1,800	-	\$ 1,800	0.0%	
6	Other Supplies	308	1	-	\$ 1	0.0%	
7	Communications	401	365	-	\$ 365	0.0%	
8	Interpreters	405	10,000	7,718	\$ 2,282	77.2%	
9	ePay/ITD Reimbursement	416	-	1,869	\$ -	0.0%	
10	Gov Fund Transfers	434	47,717	-	\$ 47,717	0.0%	
11	IT Equipment	510	2,500	-	\$ 2,500	0.0%	
12	Office Supplies	301	1,880	380	\$ 1,500	20.2%	
13	Conference Travel	205	8,000	-	\$ 8,000	0.0%	
14	Total Relay		\$ 723,937	\$ 354,086	\$ 369,851	48.9%	
15	Equipment Distribution Program:						
16	Administration	405**	\$ 256,800	171,200	85,600	66.7% **	
17	Reimbursements To Other Agency	414	\$ -	44	(44)	na	
18	IT Outside Services	418	\$ 100,000	357	99,643	na	
19	Other Expenses & Obligations	602	\$ -	30	(30)	na	
20	Refunds-Other	705	\$ 1	59,744	(59,743)	na	
21	Equipment	803	\$ 300,000	104,080	195,920	34.7%	
22	Total EDP		\$ 656,801	335,456	321,345	51.1%	
23	Total Relay & EDP		\$ 1,380,738	\$ 689,542	\$ 691,196	49.94%	75.0%
24	(Under)/Overcollection			\$ (17,167)			

Based on I/3 Report 219FMR331A

*Note: This includes IUB staff salary allocations

**Note: Although included in account #405 for purposes of I/3 reporting, EDP Admin costs are tracked separately to ensure expenses are within contract budget constraints

Fund: 0426 Dual Party Relay Service
 Appropriation 0000 Blank Appropriation

4260	Dual Party Relay Service	Prior Months	Current Month 3/31/2021	Total Year To Date 3/31/2021	FY 2021 Annual Budget	BALANCE 3/31/2021	Percentage 3/31/2021
01B	Balance Brought Forward			1,159,756.00			
	Revenue Collected						
401	Fees, Licenses & Permits	671,752.46	622.98	672,375.44	1,357,937.00	685,561.56	49.51%
	Total Revenue Collected:	671,752.46	622.98	672,375.44	1,357,937.00	685,561.56	49.51%
	Expenditures						
101	Personal Services	97,004.10	12,509.59	109,513.69	164,683.00	55,169.31	66.50%
202	In State Travel	0.00	0.00	0.00	1,800.00	1,800.00	0.00%
205	Out Of State Travel	0.00	0.00	0.00	8,000.00	8,000.00	0.00%
301	Office Supplies	380.00	0.00	380.00	1,880.00	1,500.00	20.21%
308	Other Supplies	0.00	0.00	0.00	1.00	1.00	0.00%
401	Communications	0.00	0.00	0.00	365.00	365.00	0.00%
405	Prof & Scientific Services	337,018.88	76,504.61	413,523.49	753,791.00	340,267.51	54.86%
	<i>Deaf Services (Admin)</i>	149,800.00	21,400.00	171,200.00		0.00	
	<i>Hamilton CAPTEL</i>	71,457.63	19,919.97	91,377.60		(91,377.60)	
	<i>Hamilton Relay SVS</i>	108,043.25	35,184.64	143,227.89		(143,227.89)	
	<i>Interpreters and Education</i>	7,718.00	0.00	7,718.00		(7,718.00)	
414	Reimbursements To Other Agency	38.50	5.50	44.00	0.00	(44.00)	0.00%
416	ITD Reimbursements	1,867.13	1.97	1,869.10	0.00	0.00	0.00%
418	IT Outside Services	267.96	89.32	357.28	100,000.00	99,642.72	0.36%
434	Gov Transfer Other Agencies	0.00	0.00	0.00	47,717.00	47,717.00	0.00%
510	IT Equipment & Software	0.00	0.00	0.00	2,500.00	2,500.00	0.00%
602	Other Expenses & Obligations	(28.84)	59.22	30.38	0.00	(30.38)	0.00%
705	Refunds-Other	59,600.42	143.67	59,744.09	1.00	(59,743.09)	5974409.00%
803	Aid To Individuals	88,147.49	15,932.60	104,080.09	300,000.00	195,919.91	34.69%
	<i>iPad</i>	56,813.06	15,778.99	72,592.05			
	<i>Amplified/other</i>	31,334.43	153.61	31,488.04			
Total Expenditures:		584,295.64	105,246.48	689,542.12	1,380,738.00	691,195.88	49.94%

Relay Iowa Customer Care Report

Feb-21

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
210201-000034	02/01/2021 12:15 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	02/01/2021 12:16 PM	Customer Care explained that they reached Relay. Customer understood.
210201-000045	02/01/2021 01:03 PM	General Information	Miscellaneous		VCO	Mary	Mary	Customer requested assistance from Customer Care.	02/01/2021 01:12 PM	Customer Care attempted to obtain information, but customer was unable to hear and disconnected. There has been no further contact from the customer.
210201-000088	02/01/2021 07:20 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	02/01/2021 07:20 PM	Customer Care explained that they reached Relay. Customer understood.
210203-000033	02/03/2021 01:06 PM	General Information	Transfer to STS Training Line		STS	Mary	Mary	Customer inquired about STS Relay and how to process a call.	02/03/2021 01:12 PM	Customer Care offered the STS training line to assist the customer. Customer stated they did not want to be transferred to the STS training line. Customer Care explained about STS Relay. Customer was satisfied.
210203-000066	02/03/2021 04:22 PM	General Information	Consumer Education		Voice	Donnie	Donnie	Customer requested general information regarding Iowa Relay.	02/03/2021 04:25 PM	Customer Care provided information on Iowa Relay services. Customer was satisfied.
210203-000072	02/03/2021 05:11 PM	General Information	Wrong Number/Hang Up		Voice	Donnie	Donnie	Customer inadvertently dialed the wrong number.	02/03/2021 05:12 PM	Customer Care explained that they reached Relay. Customer understood.
210204-000017	02/04/2021 12:14 PM	General Information	Wrong Number/Hang Up		Voice	Jenn	Jenn	Customer inadvertently dialed the wrong number.	02/04/2021 12:17 PM	Customer Care explained that they reached Relay. Customer understood.
210204-000071	02/04/2021 10:24 PM	General Information	Wrong Number/Hang Up		Voice	Bill	Bill	Customer inadvertently dialed the wrong number.	02/04/2021 10:24 PM	Customer Care explained that they reached Relay. Customer understood.
210205-000013	02/05/2021 10:37 AM	Technical Complaints	Miscellaneous		VCO	Jenn	Jenn	Customer stated they are experiencing technical issues with their TTY equipment.	02/05/2021 10:38 AM	Customer Care attempted to assist the customer, which was unsuccessful. The customer declined assistance and disconnected.
210205-000029	02/05/2021 12:36 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	02/05/2021 12:37 PM	Customer Care explained that they reached Relay. Customer understood.
210205-000055	02/05/2021 04:16 PM	General Information	Consumer Education		Chat	Mary	Mary	Customer requested general information regarding Hamilton Relay.	02/05/2021 05:07 PM	Customer Care provided information on Hamilton Relay services. Customer was satisfied.
210205-000056	02/05/2021 04:20 PM	General Information	Consumer Education		Chat	Donnie	Donnie	Customer requested general information regarding Relay Iowa.	02/05/2021 04:33 PM	Customer Care provided information on Relay Iowa services. Customer was satisfied.
210206-000002	02/06/2021 11:08 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	02/06/2021 11:09 AM	Customer Care explained that they reached Relay. Customer understood.

Relay Iowa Customer Care Report

Feb-21

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
210207-000010	02/07/2021 11:03 AM	General Information	Wrong Number/Hang Up		TTY	Tyna	Tyna	Call was transferred to Customer Care with no response.	02/07/2021 11:04 AM	Customer Care disconnected.
210208-000018	02/08/2021 11:07 AM	General Information	How to Place/Receive a Call		Voice	Mary	Mary	Customer inquired how to place/receive a Relay call.	02/08/2021 11:11 AM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
210208-000063	02/08/2021 03:10 PM	Equipment	User Equipment		VCO	Jenn	Jenn	Customer requested information about assistive equipment available for someone deaf/hard of hearing.	02/08/2021 03:10 PM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
210208-000071	02/08/2021 03:48 PM	Technical Complaints	Connection Issues		Voice	Mary	Mary	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	02/09/2021 03:19 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 76% within 10 seconds for the day.
210209-000023	02/09/2021 11:20 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	02/09/2021 11:20 AM	Customer Care explained that they reached Relay. Customer understood.
210211-000019	02/11/2021 01:03 PM	Technical Complaints	Connection Issues		Voice	Donnie	Donnie	Customer inquired about the source of a problem interrupting their outgoing calls from 5 years ago that was no longer present.	02/11/2021 01:12 PM	Customer Care explained that since the issue occurred 5 years ago, it was difficult to identify the original source of the problem, but to contact Customer Care if the problem ever occurred again. Customer understood.
210212-000026	02/12/2021 01:30 PM	General Information	Wrong Number/Hang Up		Voice	Donnie	Donnie	Customer inadvertently dialed the wrong number.	02/12/2021 01:31 PM	Customer Care explained that they reached Relay. Customer understood.
210216-000004	02/16/2021 10:17 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	02/16/2021 10:18 AM	Customer Care explained that they reached Relay. Customer understood.
210216-000012	02/16/2021 12:27 PM	General Information	Wrong Number/Hang Up		Voice	Jenn	Jenn	Customer inadvertently dialed the wrong number.	02/16/2021 12:28 PM	Customer Care explained that they reached Relay. Customer understood.
210216-000024	02/16/2021 02:00 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	02/16/2021 02:06 PM	Customer Care explained that they reached Relay. Customer understood.
210217-000058	02/17/2021 06:17 PM	General Information	How to Place/Receive a Call		Voice	Jacob	Jacob	Customer inquired how to place/receive a Relay call.	02/17/2021 06:20 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
210219-000041	02/19/2021 03:19 PM	General Information	Wrong Number/Hang Up		Voice	Donnie	Donnie	Customer inadvertently dialed the wrong number.	02/19/2021 03:20 PM	Customer Care explained that they reached Relay. Customer understood.

Relay Iowa Customer Care Report

Feb-21

Inquiry ID	Date of Inquiry	Category	Sub-Category	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
210222-000028	02/22/2021 12:08 PM	General Information	How to Place/Receive a Call		Voice	Jenn	Jenn	Customer inquired how to place/receive a Relay call.	02/22/2021 12:09 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
210222-000031	02/22/2021 12:30 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	02/22/2021 12:32 PM	Customer Care explained that they reached Relay. Customer understood.
210223-000056	02/23/2021 03:07 PM	General Information	Consumer Education		Email	Mary	Mary	Customer requested general information regarding Relay Iowa.	02/23/2021 06:00 PM	Customer Care provided information on Relay Iowa services. Customer was satisfied.
210224-000015	02/24/2021 12:51 PM	Equipment	User Equipment		VCO	Mary	Mary	Customer stated they were experiencing technical issues with their equipment.	02/24/2021 01:11 PM	Customer Care provided troubleshooting steps, which did not resolve the issue. Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
210224-000033	02/24/2021 02:32 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	02/24/2021 02:33 PM	Customer Care explained that they reached Relay. Customer understood.
210225-000013	02/25/2021 11:30 AM	General Information	Wrong Number/Hang Up		VCO	Mary	Mary	Call was transferred to Customer Care with no response.	02/25/2021 11:33 AM	Customer Care disconnected.
210225-000050	02/25/2021 05:18 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	02/25/2021 05:21 PM	Customer Care explained that they reached Relay. Customer understood.
210225-000053	02/25/2021 05:42 PM	General Information	Wrong Number/Hang Up		Voice	Donnie	Donnie	Customer inadvertently dialed the wrong number.	02/25/2021 05:43 PM	Customer Care explained that they reached Relay. Customer understood.
210226-000012	02/26/2021 09:57 AM	Outreach Requests			Chat	Tyna	Tyna	Customer requested Relay materials including pamphlets and hard copy brochures.	02/26/2021 02:55 PM	Customer Care obtained the customer's contact information and forwarded it to the Iowa Outreach Coordinator, who acknowledged its receipt and provided the requested materials. Customer was satisfied.

Relay Iowa Customer Care Report

Feb-21

Call Breakdown

Category	Sub- Category	# of Incidents
Equipment	User Equipment	2
Equipment Total		2
General Information	Consumer Education	4
General Information	How to Place/Receive a Call	3
General Information	Miscellaneous	1
General Information	Transfer to STS Training Line	1
General Information	Wrong Number/Hang Up	19
General Information Total		28
Outreach Requests		1
Outreach Requests Total		1
Technical Complaints	Connection Issues	2
Technical Complaints	Miscellaneous	1
Technical Complaints Total		3
Grand Total		34

Incidents by Call Type to CC

Call Type to CC	# of Incidents
Chat	3
Email	1
STS	1
TTY	1
VCO	5
Voice	23
Grand Total	34