

Iowa Utilities Board			
YTD STATEMENT - August 2021			

	Budget	August	FY21 - YTD
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REVENUES

STAKEHOLDER RECEIPTS

UT01 - Miscellaneous Receipts	-	-	250
UT04 - Commerce Utilities	-	322,122	2,812,880
Industry Direct Assessments	-	-	5,058,864
SUBTOTAL	8,945,728	322,122	7,871,994

OTHER RECEIPTS

201 - Federal Receipts SE08 / OCG / DPG	890,967	-	701,701
204 - Intra-State Transfer Receipts	825,118	38,966	796,899
205 - Intra-State Reimbursements	2	-	-
234 - Gov Transfer In Other Agencies	-	2,003	8,251
401 - Fees, Licenses & Permits Receipts	70,001	-	95,849
704 - Other Receipts	5,000	-	7,736
SUBTOTAL	1,791,088	40,970	1,610,437

TOTAL REVENUES	10,736,816		9,482,432
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EXPENDITURES

EXPENDITURES

Accounting & Assessments	531,107	14,938	501,534
Administrative Law Judge	10,000	-	-
Utilities Board	2,743,694	506,099	2,615,563
IUB Building Projects	2	-	-
IUB Clearing Account	2	(22)	7,414
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	807,217	(2,340)	901,612
Debt Service	588,739	200,000	785,810
NARUC & NRRI	43,000	-	21,796
One Call Grant - Enforcement	25,448	2,430	13,516
One Call Grant - Education	750	-	410
Qwest Performance Assurance Plan	643,118	0.00	643,118
Regulatory Analysis	1,941,545	781	1,652,602
Regulatory Law	1,769,681	1,029	1,663,741
Safety And Engineering	1,627,513	(21,157)	1,508,887
SUBTOTAL	10,736,816	701,758	10,316,002

TOTAL EXPENDITURES	10,736,816		10,316,002
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NET POSITION - YEAR TO DATE			(833,570)
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Iowa Utilities Board			
YTD STATEMENT - August 2021			
	Budget	August	FY22 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
UT01 - Miscellaneous Receipts	-	250	250
UT04 - Commerce Utilities	-	-	-
Industry Direct Assessments	-	(125)	3,000,000
SUBTOTAL	9,411,486	125	3,000,250
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	816,020	0.00	-
204 - Intra-State Transfer Receipts	773,042	0.00	-
234 - Gov Transfer In Other Agencies	8,000	0.00	-
401 - Fees, Licenses & Permits Receipts	50,000	0.00	-
704 - Other Receipts	5,000	0.00	-
SUBTOTAL	1,652,063	-	-
TOTAL REVENUES	11,063,549		3,000,250
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	417,666	42,022	58,075
Administrative Law Judge	10,000	-	-
Utilities Board	2,809,073	422,569	523,871
IUB Building Projects	185,000	-	-
IUB Clearing Account	1	0.00	-
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,105,574	75,753	114,426
Debt Service	590,365	-	-
Regulatory Analysis	1,735,168	127,018	205,233
Regulatory Law	1,787,644	132,658	225,946
Safety And Engineering	1,775,516	140,837	212,894
SUBTOTAL	11,063,549	940,857	1,340,445
TOTAL EXPENDITURES	11,063,549		1,340,445
NET POSITION - YEAR TO DATE			1,659,805

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

Line #		Revenue/ Expenditure #	Authorized FY 21 Budget*	Collected/ Spent as of 08/31/2021	Budget Balance	% of Budget Spent	% of Fiscal Year Elapsed
1	Revenue Collected	401	\$ 1,380,738	1,330,943			
	Expenditures						
	Relay Iowa:						
2	Service Compensation	405	\$ 486,991	\$ 309,051	\$ 177,940	63.5%	
3	DPRC Expenses--						
4	Personal Services	101*	164,683	157,252	\$ 7,431	95.5% *	
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	10,733	\$ (733)	107.3%	
9	ePay/ITD Reimbursement	416	-	3,114	\$ -	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	\$ 480,530	\$ 243,407	66.4%	
15	Equipment Distribution Program:						
16	Administration	405**	\$ 256,800	256,800	-	100.0% **	
17	Reimbursements To Other Agency	414	\$ -	66	(66)	na	
18	IT Outside Services	418	\$ 100,000	533	99,467	na	
19	Other Expenses & Obligations	602	\$ -	(153)	153	na	
20	Refunds-Other	705	\$ 1	59,744	(59,743)	na	
21	Equipment	803	\$ 300,000	216,455	83,545	72.2%	
22	Total EDP		\$ 656,801	533,445	123,356	81.2%	
23	Total Relay & EDP		\$ 1,380,738	\$ 1,013,975	\$ 366,763	73.44%	100.0%
24	(Under)/Overcollection			\$ 316,967			

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 8/31/2021	Total Year To Date 8/31/2021	FY 2021 Annual Budget	BALANCE 8/31/2021	Percentage 8/31/2021
01B	Balance Brought Forward			1,159,756.00			
	Revenue Collected						
401	Fees, Licenses & Permits	1,323,647.27	7,295.28	1,330,942.55	1,357,937.00	26,994.45	98.01%
	Total Revenue Collected:	1,323,647.27	7,295.28	1,330,942.55	1,357,937.00	26,994.45	98.01%
	Expenditures						
101	Personal Services	157,252.03	0.00	157,252.03	164,683.00	7,430.97	95.49%
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	540,857.50	35,726.30	576,583.80	753,791.00	177,207.20	76.49%
	<i>Deaf Services (Admin)</i>	235,400.00	21,400.00	256,800.00		0.00	
	<i>Hamilton CAPTEL</i>	111,697.22	6,223.13	117,920.35		(117,920.35)	
	<i>Hamilton Relay SVS</i>	183,027.28	8,103.17	191,130.45		(191,130.45)	
	<i>Interpreters and Education</i>	10,733.00	0.00	10,733.00		(10,733.00)	
414	Reimbursements To Other Agency	66.00	0.00	66.00	0.00	(66.00)	0.00%
416	ITD Reimbursements	3,114.25	0.00	3,114.25	0.00	0.00	0.00%
418	IT Outside Services	491.26	42.21	533.47	100,000.00	99,466.53	0.53%
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	(145.94)	(7.10)	(153.04)	0.00	153.04	0.00%
705	Refunds-Other	59,744.09	0.00	59,744.09	1.00	(59,743.09)	5974409.00%
803	Aid To Individuals	187,812.81	28,641.85	216,454.66	300,000.00	83,545.34	72.15%
	<i>iPad</i>	136,507.19	24,579.92	161,087.11			
	<i>Amplified/other</i>	51,305.62	4,061.93	55,367.55			
Total Expenditures:		949,572.00	64,403.26	1,013,975.26	1,380,738.00	366,762.74	73.44%

**2022 Fiscal Year Budget-Relay Iowa & Equipment Distribution Program
Through August 31, 2021**

Line #		Revenue/ Expenditure #	Authorized FY 22 Budget*	Collected/ Spent as of 08/31/2021	Budget Balance	% of Budget Spent	% of Fiscal Year Elapsed
1	Revenue Collected	401	\$ 1,328,823	-			
	Expenditures						
	Relay Iowa:						
2	Service Compensation	405	\$ 491,991	\$ -	\$ 491,991	0.0%	
3	DPRC Expenses--						
4	Personal Services	101*	167,468	20,979	\$ 146,489	12.5% *	
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	1,436	\$ 8,564	14.4%	
9	ePay/ITD Reimbursement	416	-	23	\$ (23)	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	300	\$ 1,580	16.0%	
13	Conference Travel	205	8,000	-	\$ 8,000	0.0%	
14	Total Relay		\$ 731,722	\$ 22,738	\$ 708,984	3.1%	
15	Equipment Distribution Program:						
16	Administration	405**	\$ 256,800	21,400	235,400	8.3% **	
17	IT Outside Services	418	\$ 40,300	6	40,295	na	
18	Refunds-Other	705	\$ 1	-	1	na	
19	Equipment	803	\$ 300,000	10,423	289,577	3.5%	
20	Total EDP		\$ 597,101	31,829	565,272	5.3%	
21	Total Relay & EDP		\$ 1,328,823	\$ 54,567	\$ 1,274,256	4.11%	16.7%
22	(Under)/Overcollection			\$ (54,567)			

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 8/31/2021	Total Year To Date 8/31/2021	FY 2022 Annual Budget	BALANCE 8/31/2021	Percentage 8/31/2021
01B	Balance Brought Forward			1,159,756.00			
	Revenue Collected						
401	Fees, Licenses & Permits	0.00	0.00	0.00	1,357,937.00	1,357,937.00	0.00%
	Total Revenue Collected:	0.00	0.00	0.00	1,357,937.00	1,357,937.00	0.00%
	Expenditures						
101	Personal Services	8,210.26	12,768.80	20,979.06	167,468.00	146,488.94	12.53%
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	450.00	(150.00)	300.00	1,880.00	1,580.00	15.96%
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	0.00	22,836.25	22,836.25	758,791.00	735,954.75	3.01%
	<i>Deaf Services (Admin)</i>	-	21,400.00	21,400.00		0.00	
	<i>Hamilton CAPTEL</i>	-	0.00	0.00		0.00	
	<i>Hamilton Relay SVS</i>	-	0.00	0.00		0.00	
	<i>Interpreters and Education</i>	-	1,436.25	1,436.25		(1,436.25)	
414	Reimbursements To Other Agency	0.00	5.50	5.50	0.00	(5.50)	0.00%
416	ITD Reimbursements	0.00	23.08	23.08	0.00	(23.08)	0.00%
418	IT Outside Services	0.00	0.00	0.00	40,300.00	40,300.00	0.00%
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%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	0.00	10,423.36	10,423.36	300,000.00	289,576.64	3.47%
	<i>iPad</i>	-	8,828.93	8,828.93			
	<i>Amplified/other</i>	-	1,594.43	1,594.43			
Total Expenditures:		8,660.26	45,906.99	54,567.25	1,328,823.00	1,274,255.75	4.11%

Iowa Relay Monthly Customer Care Report
07/01/2021 to 07/31/2021

Inquiry ID	Date of Inquiry	Category	SubCategory	CA/Opr #	Call Type to CC	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution
0000253768	07/02/2021 01:20 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	07/02/2021 01:20 PM	Customer Care explained that they reached Relay. Customer understood.
0000253820	07/03/2021 11:04 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	07/03/2021 11:04 AM	Customer Care explained that they reached Relay. Customer understood.
0000254028	07/06/2021 03:13 PM	Equipment	User Equipment		Voice	Jacob	Jacob	Customer requested information about assistive equipment available for someone deaf/hard of hearing/with speech difficulties.	07/06/2021 03:28 PM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
0000254169	07/08/2021 10:00 AM	General Information	Wrong Number/Hang Up		Voice	Jennifer	Jennifer	Customer inquired how to place/receive a Relay call.	07/08/2021 10:02 AM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
0000254392	07/12/2021 10:43 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	07/12/2021 10:44 AM	Customer Care explained that they reached Relay. Customer understood.
0000254452	07/12/2021 05:11 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	07/12/2021 05:12 PM	Customer Care explained that they reached Relay. Customer understood.
0000254512	07/13/2021 01:02 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	07/13/2021 01:04 PM	Customer Care explained that they reached Relay. Customer understood.
0000254587	07/14/2021 12:14 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	07/14/2021 12:15 PM	Customer Care explained that they reached Relay. Customer understood.
0000254609	07/14/2021 02:34 PM	Equipment	Miscellaneous		VCO	Jennifer	Jennifer	Customer requested information about their name being on the display of their TTY.	07/14/2021 02:36 PM	Customer Care requested additional information but the customer said thank you and stated they would check with their telephone service provider. Customer was satisfied.
0000254713	07/15/2021 03:51 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	07/15/2021 03:55 PM	Customer Care explained that they reached Relay. Customer understood.
0000254723	07/15/2021 04:57 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	07/15/2021 04:58 PM	Customer Care explained that they reached Relay. Customer understood.
0000254763	07/16/2021 11:39 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	07/16/2021 11:56 AM	Customer Care explained that they reached Relay. Customer understood.
0000254805	07/16/2021 04:46 PM	General Information	How to Place/Receive a Call		Voice	Jennifer	Jennifer	Customer inquired how to place/receive a Relay call.	07/16/2021 04:47 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
0000255011	07/17/2021 12:58 PM	General Information	Consumer Education		Voice	William	William	Customer requested general information regarding Relay Iowa.	07/17/2021 02:39 PM	Customer Care provided information on Relay Iowa services. Customer was satisfied.
0000255021	07/17/2021 06:19 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	07/17/2021 06:21 PM	Customer Care explained that they reached Relay. Customer understood.
0000256049	07/19/2021 12:01 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	07/19/2021 12:04 PM	Customer Care explained that they reached Relay. Customer understood.
0000256301	07/22/2021 08:01 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	07/22/2021 08:03 AM	Customer Care explained that they reached Relay. Customer understood.
0000257229	07/26/2021 10:54 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	07/26/2021 10:54 AM	Customer Care explained that they reached Relay. Customer understood.
0000257257	07/26/2021 03:03 PM	General Information	Miscellaneous		Voice	Jacob	Jacob	Customer requested assistance from Customer Care.	07/26/2021 03:04 PM	Customer Care attempted to obtain information, which was unsuccessful. Customer was unable to hear and disconnected. There had been no further contact from the customer.
0000257384	07/28/2021 09:46 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	07/28/2021 09:48 AM	Customer Care explained that they reached Relay. Customer understood.
0000257503	07/29/2021 02:45 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	07/29/2021 02:47 PM	Customer Care explained that they reached Relay. Customer understood.

0000257547	07/30/2021 10:16 AM	General Information	Interpreter Requested		Voice	Jennifer	Jennifer	Customer requested information on how to schedule an interpreter.	07/30/2021 10:17 AM	Customer Care provided the requested information. Customer was satisfied.
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Call Breakdown

Category	SubCategory	Count of Inquiry ID
Equipment	Miscellaneous	1
Equipment	User Equipment	1
Equipment Total		2
General Information	Consumer Education	1
General Information	How to Place/Receive a Call	1
General Information	Interpreter Requested	1
General Information	Miscellaneous	1
General Information	Wrong Number/Hang Up	16
General Information Total		20
Grand Total		22

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
VCO	1
Voice	21
Grand Total	22