

## IUB 24/7 FAQ for Annual Reports

### **Q1. What is IUB 24/7? Where can I find it?**

A1. IUB 24/7 is our customer and company web application. The URL is: [https:// iub247.iowa.gov/](https://iub247.iowa.gov/). Please visit the [Information About IUB 24/7](#) for more information.

### **Q2. How can I find my IUB company number?**

A2. The IUB has assigned a company number to each company in its database. You can search IUB 24/7 to see if your company already exists by logging in and going to the Search Companies page in IUB 24/7. Public (no account) users can search companies by going to IUB247.iowa.gov and clicking Search Companies on the homepage. If you cannot find your company in IUB 24/7, the company record may not have been created yet. To learn more about creating a company in IUB 24/7, please see the [Information About IUB 24/7](#) webpage.

To find historical company numbers, run a Company Search from the IUB's electronic filing system (EFS) at [efs.iowa.gov](https://efs.iowa.gov). On the Company Search page, fill in the company name and click on search. If you are not sure how the company name appears in the IUB database, you may search by industry type to get a list of all the companies in that industry. If the search results return more than one company, click on Summary next to your company. The company summary page will include the company number as part of the information about the company.

### **Q3. Where can I find the telecommunications annual report and registration forms?**

A3. Telecommunications companies will no longer use an annual report or registration form separate from their company record. The company record will now contain information that was previously entered on the TC-1 form for annual report purposes and information filed in the REG docket for registration purposes. Updating the company's record will satisfy the company's annual report. Now, all companies will create a company profile in IUB 24/7 to interact with the IUB, and those that had to file two separate documents can now count the company record and annual update for both purposes.

### **Q4. How do I submit my monthly Dual Party Relay Services (DPRS) line counts?**

A4. As of January 2022, the DPRS line counts that were previously submitted via a link to an electronic form are now submitted within the IUB 24/7 company record. Companies will submit the line counts for each month of the previous calendar year for both wireline and wireless lines. After the company submits the counts, IUB will email the Company's Billing Contact an invoice for the annual DPRS amount owed. If a company reported and paid the DPRS fees in the first two quarters of 2021, the amount paid will be credited on the invoice.

### **Q5. How can I download the annual report/registration forms?**

A5. All utilities will now have to complete their company record using IUB 24/7 in order to access their annual report. If your company record has already been created in IUB 24/7, simply log in and view your company profile to complete your specific utility annual report by clicking the link to your company profile, scrolling down, and selecting Edit on the annual report. To create your company record and to submit your annual report information, please visit [IUB 24/7](#).

**Q6. How can I download a copy of my company record to evidence compliance with requirements to maintain a telecommunications service provider registration? Does this automatically update when a change is made to the company?**

A6. To print or download a copy of your telecommunications registration form, follow these steps:

1. Locate the company's record in IUB 24/7.
2. On the company's profile screen, click on the registration document under "Telecommunications Registration Document."
3. Save or print from your machine

The company's registration does not update automatically. In order to update your company's registration, locate the company's record in IUB 24/7, and on the company's profile screen, click on Overwrite Document under the Telecommunications Registration Document section.

**Q7. I am an independent consultant and need to fill out an annual report on behalf of a company. How can I do that?**

A7. You will need to have a user account in IUB 24/7, with permissions required to update a company's record, and you must be connected to the company record. After logging in to IUB 24/7, submit a company access request in IUB 24/7 or send the request to [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) to be connected to the applicable company. This will allow you to view and update the company record and annual report (telecom's annual report is a part of the company record).

**Q8. Can I enter information into the Company Record and save a draft of the record so that a representative from the company can go in and attest to the information submitted?**

A8. Once the Company Record is in Submitted status, the Draft status is no longer available, nor can edits to the record be saved. In order to keep the information in the annual report or DPRS report, you must attest to the record and submit the company record. If changes are needed following submission, the Company Administrator can edit the company record.

**Q9. What information is held confidential or encrypted in the annual report for telecommunications?**

A9. Line counts for telecommunications are confidential in the annual report information. Revenues are not held confidential.

**Q10. I submitted this information a year ago. Do I have to resubmit this information?**

A10. Yes. This is an annual report. The reports are due to the IUB by April 1 each year.

**Q11. I need extra time to complete my company's annual report. How do I request extra time?**

A11. In order to request additional time, the company will have to file a request in the company's M-docket in EFS. If you plan on filing a request for additional time, please contact [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) or call 515.725.7337.

**Q12. I am a certified natural gas provider. How do I submit my annual report with confidential materials?**

A12. Certain information can be designated confidential through the annual report in IUB 24/7 by checking the box requesting confidentiality in the Request for Confidential Treatment section of the annual report. IUB sub rule 1.9(5)(c) states that information listed in its subparagraphs is deemed to be automatically granted confidentiality by the IUB pursuant to Iowa Code §§ 22.7(3) or 22.7(6). Specifically, 199 IAC 1.9(5)(c)(17) states that the financial records, number of customers, and volumes filed by competitive natural gas providers in each company's annual report are deemed confidential and granted by the IUB, but the aggregate total sales volume is not granted confidential treatment by this subrule.