

Iowa Utilities Board			
YTD STATEMENT - JANUARY 2022			
	Budget	January	FY22 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
Miscellaneous Receipts	-	-	250
Direct Assessments	-	891	219,112
Remainder Assessments	-	57,720	5,388,187
SUBTOTAL	9,411,486	58,611	5,607,548
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	816,020	-	-
204 - Intra-State Transfer Receipts	773,042	-	596,104
234 - Gov Transfer In Other Agencies	8,000	-	-
401 - Fees, Licenses & Permits Receipts	50,000	-	11,250
704 - Other Receipts	5,000	-	-
SUBTOTAL	1,652,063	-	607,354
TOTAL REVENUES	11,063,549		6,214,903
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	417,666	38,610	249,792
Administrative Law Judge	10,000	-	-
Utilities Board	2,809,073	40,596	1,370,225
IUB Building Projects	185,000	173,439	173,439
IUB Clearing Account	1	-	-
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,105,574	112,445	590,035
Debt Service	590,365	147,591	295,183
Regulatory Analysis	1,735,168	118,828	857,744
Regulatory Law	1,787,644	145,237	913,036
Safety And Engineering	1,775,516	147,146	940,034
SUBTOTAL	11,063,549	923,892	5,390,542
TOTAL EXPENDITURES	11,063,549		5,390,542
NET POSITION - YEAR TO DATE			824,360

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

Line #		Revenue/ Expenditure #	Authorized FY 22 Budget*	Collected/ Spent as of 01/31/2022	Budget Balance	% of Budget Spent
1	Revenue Collected	401	\$ 1,328,823	<u>398</u>		
	Expenditures					
	Relay Iowa:					
2	Service Compensation	405	\$ 491,991	\$ 57,656	\$ 434,335	11.7%
3	DPRC Expenses--					
4	Personal Services	101*	167,468	94,460	\$ 73,008	56.4% *
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	2,873	\$ 7,128	28.7%
9	ITD Reimbursements	416	-	561	\$ (561)	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	450	\$ 1,430	23.9%
13	Conference Travel	205	8,000	-	\$ 8,000	0.0%
14	Total Relay		\$ 731,722	\$ 156,000	\$ 575,722	21.3%
15	Equipment Distribution Program:					
16	Administration	405**	\$ 256,800	107,000	149,800	41.7% **
17	Reimb. To Other Agency	414	\$ -	39	(39)	0.0%
18	IT Outside Services	418	\$ 40,300	234	40,066	na
19	Other Expenses & Obligations	602	\$ -	444	(444)	0.0%
20	Refunds-Other	705	\$ 1	-	1	na
21	Equipment	803	\$ 300,000	106,288	193,712	35.4%
22	Total EDP		\$ 597,101	214,005	383,096	35.8%
23	Total Relay & EDP		<u>\$ 1,328,823</u>	<u>\$ 370,005</u>	<u>\$ 958,818</u>	<u>27.84%</u>
24	(Under)/Overcollection			<u>\$ (369,607)</u>		

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 1/31/2022	Total Year To Date 1/31/2022	FY 2022 Annual Budget	BALANCE 1/31/2022	Percentage 1/31/2022
01B	Balance Brought Forward			1,489,971.00			
Revenue Collected							
401	Fees, Licenses & Permits	398.01	0.00	398.01	1,357,937.00	1,357,538.99	0.03%
Total Revenue Collected:		398.01	0.00	398.01	1,357,937.00	1,357,538.99	0.03%
Expenditures							
101	Personal Services	81,608.34	12,851.83	94,460.17	167,468.00	73,007.83	56.40%
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	0.00	450.00	1,880.00	1,430.00	23.94%
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	167,528.58	0.00	167,528.58	758,791.00	591,262.42	22.08%
	<i>Deaf Services (Admin)</i>	<i>107,000.00</i>	<i>0.00</i>	<i>107,000.00</i>		<i>(107,000.00)</i>	
	<i>Hamilton CAPTEL</i>	<i>14,127.11</i>	<i>0.00</i>	<i>14,127.11</i>		<i>(14,127.11)</i>	
	<i>Hamilton Relay SVS</i>	<i>43,528.97</i>	<i>0.00</i>	<i>43,528.97</i>		<i>(43,528.97)</i>	
	<i>Interpreters and Education</i>	<i>2,872.50</i>	<i>0.00</i>	<i>2,872.50</i>		<i>(2,872.50)</i>	
414	Reimbursements To Other Agency	31.50	7.50	39.00	0.00	(39.00)	0.00%
416	ITD Reimbursements	465.94	95.00	560.94	0.00	(560.94)	0.00%
418	IT Outside Services	140.46	93.64	234.10	40,300.00	40,065.90	0.58%
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	400.89	42.79	443.68	0.00	(443.68)	0.00%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	93,437.76	12,850.30	106,288.06	300,000.00	193,711.94	35.43%
	<i>iPad</i>	<i>78,674.04</i>	<i>7,260.79</i>	<i>85,934.83</i>			
	<i>Amplified/other</i>	<i>14,763.72</i>	<i>5,589.51</i>	<i>20,353.23</i>			
Total Expenditures:		344,063.47	25,941.06	370,004.53	1,328,823.00	958,818.47	27.84%

Iowa Relay Weekly Customer Care Report
12/01/2021 to 12/31/2021

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
0000269816	12/01/2021 10:27 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/01/2021 10:27 AM	Customer Care explained that they reached Relay. Customer understood.
0000269894	12/01/2021 05:12 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/01/2021 05:13 PM	Customer Care explained that they reached Relay. Customer understood.
0000269979	12/02/2021 03:08 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/02/2021 03:08 PM	Customer Care explained that they reached Relay. Customer understood.
0000269984	12/02/2021 03:49 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/02/2021 03:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000270033	12/02/2021 10:00 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	12/02/2021 10:01 PM	Customer Care explained that they reached Relay. Customer understood.
0000270040	12/03/2021 09:49 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	12/03/2021 09:49 AM	Customer Care explained that they reached Relay. Customer understood.
0000270085	12/03/2021 01:52 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/03/2021 01:53 PM	Customer Care explained that they reached Relay. Customer understood.
0000270104	12/03/2021 03:20 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	12/03/2021 03:20 PM	Customer Care explained that they reached Relay. Customer understood.
0000270421	12/05/2021 01:08 PM	General Information	Wrong Number/Hang Up		Voice	Jennifer	Jennifer	Call was transferred to Customer Care with no response.	12/05/2021 01:08 PM	Customer Care disconnected.
0000270423	12/05/2021 01:17 PM	External Complaints			VCO	Jennifer	Jennifer	Customer stated they are having problems with their phone line and it doesn't sound clear.	12/05/2021 01:17 PM	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.
0000270434	12/05/2021 06:43 PM	General Information	Wrong Number/Hang Up		VCO	Donald	Donald	Call was transferred to Customer Care with no response.	12/05/2021 06:47 PM	Customer Care disconnected.
0000270458	12/06/2021 11:27 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/06/2021 11:27 AM	Customer Care explained that they reached Relay. Customer understood.
0000270475	12/06/2021 12:35 PM	General Information	Consumer Education		Voice	Mary	Mary	Customer requested general information regarding Relay Iowa.	12/06/2021 12:35 PM	Customer Care provided information on Relay Iowa services. Customer was satisfied.
0000270803	12/09/2021 11:36 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/09/2021 11:36 AM	Customer Care explained that they reached Relay. Customer understood.
0000270911	12/10/2021 01:20 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/10/2021 01:20 PM	Customer Care explained that they reached Relay. Customer understood.
0000270967	12/11/2021 11:16 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/11/2021 11:17 AM	Customer Care explained that they reached Relay. Customer understood.
0000271010	12/12/2021 01:08 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/12/2021 01:08 PM	Customer Care explained that they reached Relay. Customer understood.
0000271033	12/13/2021 11:01 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/13/2021 11:01 AM	Customer Care explained that they reached Relay. Customer understood.
0000271035	12/13/2021 11:14 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/13/2021 11:15 AM	Customer Care explained that they reached Relay. Customer understood.
0000271075	12/13/2021 03:10 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/13/2021 03:11 PM	Customer Care explained that they reached Relay. Customer understood.

0000271082	12/13/2021 03:50 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	12/13/2021 03:51 PM	Customer Care explained that they reached Relay. Customer understood.
0000271115	12/14/2021 11:41 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	12/14/2021 11:42 AM	Customer Care explained that they reached Relay. Customer understood.
0000271133	12/14/2021 01:16 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	12/14/2021 01:23 PM	Customer Care explained that they reached Relay. Customer understood.
0000271212	12/15/2021 12:43 PM	General Information	Consumer Education		Voice	Donald	Donald	Customer requested information for enabling the TTY function on their iPhone.	12/15/2021 12:45 PM	Customer Care provided instructions for enabling the TTY function on their iPhone. Customer was satisfied.
0000271382	12/17/2021 04:45 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/17/2021 04:46 PM	Customer Care explained that they reached Relay. Customer understood.
0000274604	12/22/2021 03:42 PM	General Information	Wrong Number/Hang Up		VCO	Mary	Mary	Call was transferred to Customer Care with no response.	12/22/2021 03:47 PM	Customer Care disconnected.
0000274652	12/23/2021 01:07 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/23/2021 01:08 PM	Customer Care explained that they reached Relay. Customer understood.
0000274736	12/24/2021 02:51 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Call was transferred to Customer Care with no response.	12/24/2021 02:51 PM	Customer Care disconnected.
0000275410	12/26/2021 01:28 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	12/26/2021 01:31 PM	Customer Care explained that they reached Relay. Customer understood.
0000275413	12/26/2021 02:09 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	12/26/2021 02:10 PM	Customer Care explained that they reached Relay. Customer understood.
0000275430	12/27/2021 10:24 AM	Equipment	User Equipment		Voice	Mary	Mary	Customer requested information about assistive equipment available for someone deaf/hard of hearing/with speech difficulties.	12/30/2021 10:22 AM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
0000275443	12/27/2021 11:47 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	12/27/2021 11:47 AM	Customer Care explained that they reached Relay. Customer understood.
0000275475	12/27/2021 10:30 AM	Equipment	User Equipment		VCO	Lesly	Mary	Customer requested information about assistive equipment available for someone deaf/hard of hearing/with speech difficulties.	12/27/2021 11:31 AM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.

Call Breakdown

Category	SubCategory	Count of Inquiry ID
Equipment	User Equipment	2
Equipment Total		2
External Complaints		1
External Complaints Total		1
General Information	Consumer Education	2
General Information	Wrong Number/Hang Up	28
General Information Total		30
Grand Total		33

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
VCO	4
Voice	29
Grand Total	33

CapTel Report

Iowa
December 2021

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1234462	12/13/2021 08:49am	Phone	Setup	N/A	Customer's husband reported a blank screen on the CapTel 840 in 1-Line Mode.	CSR's investigation revealed the power cord for the CapTel was not securely connected to an electrical outlet. Upon reseating the power cord in the electrical outlet, customer's husband confirmed the CapTel screen is now successfully powering on.	12/13/2021 09:08am	Within 24 Hours	SS

	<u>Number</u>	<u>Percent</u>
Total Number of Contacts	1	
Phone calls	1	100.00%
Captel call	0	0.00%
Email	0	0.00%
Mail	0	0.00%
Chat	0	0.00%
NA	0	0.00%
Support Type		
Service	0	0.00%
Technical	0	0.00%
Product	0	0.00%
Billing	0	0.00%
Setup	1	100.00%
Info/Referral/Ed	0	0.00%
Other	0	0.00%
Resolution		
Within 24 hours	1	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%