

Iowa Utilities Board			
YTD STATEMENT - FEBRUARY 2022			
	Budget	February	FY22 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
Miscellaneous Receipts	-	-	250
Direct Assessments	-	242,328	461,439
Remainder Assessments	-	6,276	5,394,463
SUBTOTAL	9,411,486	248,604	5,856,152
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	816,020	100,000	100,000
204 - Intra-State Transfer Receipts	773,042	-	596,104
234 - Gov Transfer In Other Agencies	8,000	-	-
401 - Fees, Licenses & Permits Receipts	50,000	16,650	27,900
704 - Other Receipts	5,000	-	-
SUBTOTAL	1,652,063	116,650	724,004
TOTAL REVENUES	11,063,549		6,580,156
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	417,666	33,145	282,937
Administrative Law Judge	10,000	-	-
Utilities Board	2,809,073	280,177	1,650,402
IUB Building Projects	185,000	-	173,439
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,105,574	63,350	653,385
Debt Service	590,365	-	295,183
Regulatory Analysis	1,735,168	117,498	975,242
Regulatory Law	1,787,644	155,117	1,068,153
Safety And Engineering	1,775,516	130,734	1,070,768
SUBTOTAL	11,063,549	786,045	6,176,587
TOTAL EXPENDITURES	11,063,549		6,176,587
NET POSITION - YEAR TO DATE			403,570

2022 Fiscal Year Budget-Relay Iowa & Equipment Distribution Program
Through February 28, 2022

Line #		Revenue/ Expenditure #	Authorized FY 22 Budget*	Collected/ Spent as of 02/28/2022	Budget Balance	% of Budget Spent
1	Revenue Collected	401	\$ 1,328,823	<u>398</u>		
	Expenditures					
	Relay Iowa:					
2	Service Compensation	405	\$ 491,991	\$ 86,784	\$ 405,207	17.6%
3	DPRC Expenses--					
4	Personal Services	101*	167,468	107,312	\$ 60,156	64.1% *
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	-	658	\$ (658)	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	\$ 198,076	\$ 533,646	27.1%
15	Equipment Distribution Program:					
16	Administration	405**	\$ 256,800	149,800	107,000	58.3% **
17	Reimb. To Other Agency	414	\$ -	49	(49)	0.0%
18	IT Outside Services	418	\$ 40,300	234	40,066	na
19	Other Expenses & Obligations	602	\$ -	437	(437)	0.0%
20	Refunds-Other	705	\$ 1	-	1	na
21	Equipment	803	\$ 300,000	129,563	170,437	43.2%
22	Total EDP		\$ 597,101	280,084	317,017	46.9%
23	Total Relay & EDP		\$ 1,328,823	\$ 478,160	\$ 850,663	35.98%
24	(Under)/Overcollection			\$ (477,762)		

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 02/28/2022	Total Year To Date 02/28/2022	FY 2022 Annual Budget	BALANCE 02/28/2022	Percentage 02/28/2022
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	94,460.17	12,851.85	107,312.02	167,468.00	60,155.98	64.08%
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	71,928.03	239,456.61	758,791.00	519,334.39	31.56%
	<i>Deaf Services (Admin)</i>	<i>107,000.00</i>	<i>42,800.00</i>	<i>149,800.00</i>		<i>(149,800.00)</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>29,128.03</i>	<i>72,657.00</i>		<i>(72,657.00)</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	39.00	10.45	49.45	0.00	(49.45)	0.00%
416	ITD Reimbursements	560.94	96.57	657.51	0.00	(657.51)	0.00%
418	IT Outside Services	234.10	0.00	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	443.68	(6.25)	437.43	0.00	(437.43)	0.00%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	106,288.06	23,275.12	129,563.18	300,000.00	170,436.82	43.19%
	<i>iPad</i>	<i>85,934.83</i>	<i>20,561.30</i>	<i>106,496.13</i>			
	<i>Amplified/other</i>	<i>20,353.23</i>	<i>2,713.82</i>	<i>23,067.05</i>			
Total Expenditures:		370,004.53	108,155.77	478,160.30	1,328,823.00	850,662.70	35.98%

Iowa Relay Monthly Customer Care Report
01/01/2022 to 01/31/2022

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
0000276612	01/04/2022 04:48 PM	General Information	How to Place/Receive a Call		Voice	William	William	Customer inquired how to place/receive a Relay call.	01/04/2022 04:50 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
0000276872	01/08/2022 10:33 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	01/08/2022 10:36 AM	Customer Care explained that they reached Relay. Customer understood.
0000276887	01/08/2022 03:57 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Call was transferred to Customer Care with no response.	01/08/2022 03:59 PM	Customer Care disconnected.
0000276996	01/11/2022 12:36 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	01/11/2022 12:36 PM	Customer Care explained that they reached Relay. Customer understood.
0000277090	01/12/2022 05:09 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	01/12/2022 05:11 PM	Customer Care explained that they reached Relay. Customer understood.
0000277118	01/13/2022 12:06 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Call was transferred to Customer Care with no response.	01/13/2022 12:06 PM	Customer Care disconnected.
0000277119	01/13/2022 12:17 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Call was transferred to Customer Care with no response.	01/13/2022 12:17 PM	Customer Care disconnected.
0000277223	01/14/2022 03:48 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	01/14/2022 03:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000277262	01/15/2022 08:23 PM	General Information	Wrong Number/Hang Up		Voice	Jennifer	Jennifer	Customer inadvertently dialed the wrong number.	01/15/2022 08:25 PM	Customer Care explained that they reached Relay. Customer understood.
0000277320	01/17/2022 02:48 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	01/17/2022 02:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000277325	01/17/2022 03:48 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	01/17/2022 03:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000277326	01/17/2022 03:49 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	01/17/2022 03:51 PM	Customer Care explained that they reached Relay. Customer understood.
0000277328	01/17/2022 03:58 PM	General Information	Consumer Education		Voice	Mary	Mary	Customer requested general information regarding Relay Iowa.	01/17/2022 03:58 PM	Customer Care provided information on Relay Iowa services. Customer was satisfied.
0000277331	01/17/2022 05:25 PM	Equipment	User Equipment		VCO	William	William	Customer requested information about assistive equipment available for someone deaf/hard of hearing/with speech difficulties.	01/17/2022 05:34 PM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
0000277542	01/20/2022 06:15 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	01/20/2022 06:17 PM	Customer Care explained that they reached Relay. Customer understood.
0000277601	01/21/2022 05:46 PM	General Information	Wrong Number/Hang Up		VCO	Mary	Mary	Call was transferred to Customer Care with no response.	01/21/2022 05:53 PM	Customer Care disconnected.
0000279456	01/24/2022 02:17 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	01/24/2022 02:17 PM	Customer Care explained that they reached Relay. Customer understood.
0000279616	01/27/2022 09:44 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	01/27/2022 09:46 AM	Customer Care explained that they reached Relay. Customer understood.
0000279628	01/27/2022 12:41 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	01/27/2022 12:41 PM	Customer Care explained that they reached Relay. Customer understood.

0000281572	01/31/2022 01:02 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	01/31/2022 01:02 PM	Customer Care explained that they reached Relay. Customer understood.
0000281575	01/31/2022 01:49 PM	General Information	Wrong Number/Hang Up		Voice	Donald	Donald	Customer inadvertently dialed the wrong number.	01/31/2022 01:49 PM	Customer Care explained that they reached Relay. Customer understood.

Call Breakdown

Category	SubCategory	Count of Inquiry ID
Equipment	User Equipment	1
Equipment Total		1
General Information	Consumer Education	1
General Information	How to Place/Receive a Call	1
General Information	Wrong Number/Hang Up	18
General Information Total		20
Grand Total		21

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
VCO	2
Voice	19
Grand Total	21