

Iowa Utilities Board			
YTD STATEMENT - MAY 2022			
	Budget	May	FY22 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
Miscellaneous Receipts	-	0.00	375
Direct Assessments	-	68,034	2,315,114
Remainder Assessments	-	996	5,430,371
SUBTOTAL	9,411,486	69,030	7,745,860
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	816,020	-	100,000
204 - Intra-State Transfer Receipts	773,042	24,364	694,089
234 - Gov Transfer In Other Agencies	8,000	-	-
401 - Fees, Licenses & Permits Receipts	50,000	-	27,900
704 - Other Receipts	5,000	-	-
SUBTOTAL	1,652,063	24,364.23	821,989
TOTAL REVENUES	11,063,549		8,567,849
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	417,666	56,754	409,298
Administrative Law Judge	10,000	-	-
Utilities Board	2,809,073	261,015	2,300,664
IUB Building Projects	185,000	-	154,962
IUB Clearing Account	1	-	-
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,105,574	149,763	1,014,431
Debt Service	590,365	-	442,774
Regulatory Analysis	1,735,168	190,174	1,397,678
Regulatory Law	1,787,644	180,363	1,512,462
Safety And Engineering	1,775,516	222,417	1,569,305
SUBTOTAL	11,063,549	1,060,486	8,808,652
TOTAL EXPENDITURES	11,063,549		8,808,652
NET POSITION - YEAR TO DATE			(240,803)

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

Line #		Revenue/ Expenditure #	Authorized FY 22 Budget*	Collected/ Spent as of 04/30/2022	Budget Balance	% of Budget Spent
1	Revenue Collected	401	\$ 1,328,823	79,881		
	Expenditures					
	Relay Iowa:					
2	Service Compensation	405	\$ 491,991	\$ 134,514	\$ 357,477	27.3%
3	DPRC Expenses--					
4	Personal Services	101*	167,468	152,267	\$ 15,201	90.9% *
5	In State Travel	202	1,800	780	\$ 1,020	43.3%
6	Other Supplies	308	1	-	\$ 1	0.0%
7	Communications	401	365	-	\$ 365	0.0%
8	Interpreters	405	10,000	4,564	\$ 5,436	45.6%
9	ITD Reimbursements	416	-	964	\$ (964)	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	\$ 293,538	\$ 438,184	40.1%
15	Equipment Distribution Program:					
16	Administration	405**	\$ 256,800	192,600	64,200	75.0% **
17	Reimb. To Other Agency	414	\$ -	81	(81)	0.0%
18	IT Outside Services	418	\$ 40,300	421	39,879	na
19	Other Expenses & Obligations	602	\$ -	1,242	(1,242)	0.0%
20	Refunds-Other	705	\$ 1	-	1	na
21	Equipment	803	\$ 300,000	183,207	116,793	61.1%
22	Total EDP		\$ 597,101	377,552	219,549	63.2%
23	Total Relay & EDP		\$ 1,328,823	\$ 671,090	\$ 657,733	50.50%
24	(Under)/Overcollection			\$ (591,209)		

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 05/31/2022	Total Year To Date 05/31/2022	FY 2022 Annual Budget	BALANCE 05/31/2022	Percentage 05/31/2022
01B	Balance Brought Forward			1,489,971.00			
	Revenue Collected						
401	Fees, Licenses & Permits	31,594.96	48,285.75	79,880.71	1,357,937.00	1,278,056.29	5.88%
	Total Revenue Collected:	31,594.96	48,285.75	79,880.71	1,357,937.00	1,278,056.29	5.88%
	Expenditures						
101	Personal Services	130,201.48	22,065.57	152,267.05	167,468.00	15,200.95	90.92%
202	In State Travel	30.00	750.00	780.00	1,800.00	1,020.00	43.33%
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	302,449.54	29,228.08	331,677.62	758,791.00	427,113.38	43.71%
	<i>Deaf Services (Admin)</i>	<i>192,600.00</i>	<i>0.00</i>	<i>192,600.00</i>		<i>(192,600.00)</i>	
	<i>Hamilton CAPTEL</i>	<i>14,127.11</i>	<i>7,445.10</i>	<i>21,572.21</i>		<i>(21,572.21)</i>	
	<i>Hamilton Relay SVS</i>	<i>91,158.68</i>	<i>21,782.98</i>	<i>112,941.66</i>		<i>(112,941.66)</i>	
	<i>Interpreters and Education</i>	<i>4,563.75</i>	<i>0.00</i>	<i>4,563.75</i>		<i>(4,563.75)</i>	
414	Reimbursements To Other Agency	70.15	10.62	80.77	0.00	(80.77)	0.00%
416	ITD Reimbursements	868.57	95.16	963.73	0.00	(963.73)	0.00%
418	IT Outside Services	327.74	93.64	421.38	40,300.00	39,878.62	1.05%
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	1,101.22	140.80	1,242.02	0.00	(1,242.02)	0.00%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	160,003.10	23,204.29	183,207.39	300,000.00	116,792.61	61.07%
	<i>iPad/iPhone</i>	<i>132,610.06</i>	<i>17,374.84</i>	<i>149,984.90</i>			
	<i>Amplified/other</i>	<i>27,393.04</i>	<i>5,829.45</i>	<i>33,222.49</i>			
Total Expenditures:		595,501.80	75,588.16	671,089.96	1,328,823.00	657,733.04	50.50%

Iowa Relay Monthly Customer Care Report 04/01/2022 to 04/30/2022

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
0000286656	04/05/2022 01:27 PM	External Complaints	Miscellaneous		Voice	Tyna	Tyna	Caller stated when placing a call to a Relay user the line just keeps ringing or fast busy.	04/05/2022 01:28 PM	Customer Care explained Relay and advised the caller that Relay does not have information regarding the user's service or have an alternative method to reach the user. Caller understood.
0000286800	04/07/2022 11:25 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	04/07/2022 11:25 AM	Customer Care explained that they reached Relay. Customer understood.
0000286891	04/08/2022 03:45 PM	Misuse Caller			Voice	Tyna	Tyna	Customer placed a call to Customer Care, which was identified as misuse of Relay.	04/08/2022 03:50 PM	Customer Care disconnected.
0000287041	04/12/2022 10:50 AM	Equipment	User Equipment		Voice	Tyna	Tyna	Customer requested information about assistive equipment available for someone deaf/hard of hearing and visually impaired.	04/12/2022 11:19 AM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
0000287197	04/14/2022 01:58 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	04/14/2022 02:00 PM	Customer Care explained that they reached Relay. Customer understood.
0000287622	04/18/2022 12:41 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Call was transferred to Customer Care with no response.	04/18/2022 12:43 PM	Customer Care disconnected.
0000287654	04/18/2022 04:48 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	04/18/2022 05:03 PM	Customer Care explained that they reached Relay. Customer understood.
0000287677	04/19/2022 09:19 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	04/19/2022 09:19 AM	Customer Care explained that they reached Relay. Customer understood.
0000287753	04/20/2022 05:48 AM	General Information	Consumer Education		Voice	Scott	Tyna	Customer requested information regarding Relay Iowa services.	04/25/2022 10:50 AM	Customer Care made multiple attempts to reach the customer, which were unsuccessful. There has been no further response from the customer.
0000287829	04/21/2022 02:06 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	04/21/2022 02:07 PM	Customer Care explained that they reached Relay. Customer understood.
0000287938	04/23/2022 02:34 PM	General Information	How to Place/Receive a Call		Voice	Jacob	Jacob	Customer inquired how to place/receive a Relay call.	04/23/2022 02:39 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.
0000288576	04/25/2022 11:49 AM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	04/25/2022 11:54 AM	Customer Care explained that they reached Relay. Customer understood.
0000288767	04/27/2022 07:16 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	04/27/2022 07:17 PM	Customer Care explained that they reached Relay. Customer understood.
0000288887	04/29/2022 03:02 PM	General Information	Consumer Education		Voice	Tyna	Tyna	Customer requested general information and the toll-free access numbers for Relay Iowa.	04/29/2022 03:03 PM	Customer Care provided general information and the toll-free access numbers for Relay Iowa Service. Customer was satisfied.
0000288891	04/29/2022 04:03 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	04/29/2022 04:04 PM	Customer Care explained that they reached Relay. Customer understood.
0000288903	04/29/2022 06:43 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	04/29/2022 06:43 PM	Customer Care explained that they reached Relay. Customer understood.

Call Breakdown

Category	SubCategory	Count of Inquiry ID
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Equipment	User Equipment	1
Equipment Total		1
External Complaints	Miscellaneous	1
External Complaints Total		1
General Information	Consumer Education	2
General Information	How to Place/Receive a Call	1
General Information	Wrong Number/Hang Up	10
General Information Total		13
Misuse Caller		1
Misuse Caller Total		1
Grand Total		16

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
Voice	16
Grand Total	16

CapTel Report

Iowa
April 2022

Ticket #	Date and Time Contacted	Contact Type	Complaint Type	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Resolved	Resolution Timeframe	Rep Initials
1257598	04/20/2022 01:19pm	Phone	Setup	N/A	Customer's assistant reported not connecting to captions on the CapTel 840.	CSR's investigation revealed that the customer is attempting to connect to captions using VOIP telephone service. Upon follow up, CSR advised customer that the CapTel 840 is not designed for VOIP use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	04/22/2022 09:33am	Within 48 Hours	HAE

	<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	0	0.00%
Within 48 hours	1	100.00%
Exceed 48 hours	0	0.00%