

Iowa Utilities Board			
YTD STATEMENT - July 2022			
	Budget	July	FY22 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
Miscellaneous Receipts	-	-	375
Direct Assessments	-	506,856	2,997,835
Remainder Assessments	-	-	5,430,636
SUBTOTAL	9,411,486	506,856	8,428,846
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	816,020	-	688,745
204 - Intra-State Transfer Receipts	773,042	-	743,752
234 - Gov Transfer In Other Agencies	8,000	-	-
401 - Fees, Licenses & Permits Receipts	50,000	-	27,900
501 - Refunds & Reimbursements	1	-	-
704 - Other Receipts	5,000	-	(7,200)
SUBTOTAL	1,652,063	-	1,453,197
TOTAL REVENUES	11,063,549		9,882,043
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	417,666	6,370	451,323
Administrative Law Judge	10,000	-	-
Utilities Board	2,809,073	128,057	2,628,093
IUB Building Projects	185,000	-	154,962
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,105,574	104,096	1,293,339
Debt Service	590,365	-	590,365
Regulatory Analysis	1,735,168	38,019	1,581,529
Regulatory Law	1,787,644	29,742	1,664,077
Safety And Engineering	1,775,516	45,971	1,786,541
SUBTOTAL	11,063,549	353,201	10,159,541
TOTAL EXPENDITURES	11,063,549		10,159,541
NET POSITION - YEAR TO DATE			(277,498)

Iowa Utilities Board			
YTD STATEMENT - July 2022			
	Budget	July	FY23 - YTD
REVENUES			
STAKEHOLDER RECEIPTS			
Miscellaneous Receipts	-	-	-
Direct Assessments	-	-	-
Remainder Assessments	-	-	-
SUBTOTAL	9,305,840	-	-
OTHER RECEIPTS			
201 - Federal Receipts SE08 / OCG / DPG	800,000	-	-
204 - Intra-State Transfer Receipts	667,737	-	-
234 - Gov Transfer In Other Agencies	8,000	-	-
401 - Fees, Licenses & Permits Receipts	-	-	-
704 - Other Receipts	5,000	-	-
SUBTOTAL	1,480,738	-	-
TOTAL REVENUES	10,786,578	-	-
EXPENDITURES			
EXPENDITURES			
Accounting & Assessments	445,773	16,930	16,930
Administrative Law Judge	-	-	-
Utilities Board	2,644,207	90,083	90,083
IUB Building Projects	-	-	-
IUB Clearing Account	1	-	-
Civil Penalties-Consumer Educ.	5,000	-	-
Customer Service	1,257,784	40,346	40,346
Debt Service	590,844	-	-
Regulatory Analysis	1,739,432	93,599	93,599
Regulatory Law	1,633,717	76,301	76,301
Safety And Engineering	1,882,083	77,254	77,254
SUBTOTAL	10,841,383	394,513	394,513
TOTAL EXPENDITURES	10,841,383		394,513
NET POSITION - YEAR TO DATE			(394,513)

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

Line #		Revenue/ Expenditure #	Authorized FY 22 Budget*	Collected/ Spent as of 07/31/2022	Budget Balance	% of Budget Spent
1	Revenue Collected	401	\$ 1,328,823	<u>603,773</u>		
	Expenditures					
	Relay Iowa:					
2	Service Compensation	405	\$ 491,991	\$ 156,155	\$ 335,836	31.7%
3	DPRC Expenses--					
4	Personal Services	101*	167,468	169,343	\$ (1,875)	101.1% *
5	In State Travel	202	1,800	1,500	\$ 300	83.3%
6	Other Supplies	308	1	-	\$ 1	0.0%
7	Communications	401	365	-	\$ 365	0.0%
8	Interpreters	405	10,000	6,080	\$ 3,920	60.8%
9	ITD Reimbursements	416	-	1,280	\$ (1,280)	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	775	\$ 1,105	41.2%
13	Conference Travel	205	8,000	2,054	\$ 5,946	25.7%
14	Total Relay		\$ 731,722	\$ 337,187	\$ 394,535	46.1%
15	Equipment Distribution Program:					
16	Administration	405**	\$ 256,800	235,400	21,400	91.7% **
17	Reimb. To Other Agency	414	\$ -	103	(103)	0.0%
18	IT Outside Services	418	\$ 40,300	468	39,832	na
19	Other Expenses & Obligations	602	\$ -	1,301	(1,301)	0.0%
20	Refunds-Other	705	\$ 1	-	1	na
21	Equipment	803	\$ 300,000	239,882	60,118	80.0%
22	Total EDP		\$ 597,101	477,155	119,946	79.9%
23	Total Relay & EDP		\$ 1,328,823	\$ 814,342	\$ 514,481	61.28%
24	(Under)/Overcollection			\$ (210,569)		

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 07/31/2022	Total Year To Date 07/31/2022	FY 2022 Annual Budget	BALANCE 07/31/2022	Percentage 07/31/2022
01B	Balance Brought Forward			1,489,971.00			
	Revenue Collected						
401	Fees, Licenses & Permits	593,420.51	10,352.48	603,772.99	1,357,937.00	754,164.01	44.46%
	Total Revenue Collected:	593,420.51	10,352.48	603,772.99	1,357,937.00	754,164.01	44.46%
	Expenditures						
101	Personal Services	166,805.92	2,537.13	169,343.05	167,468.00	(1,875.05)	101.12%
202	In State Travel	1,500.00	0.00	1,500.00	1,800.00	300.00	83.33%
205	Out Of State Travel	0.00	2,054.04	2,054.04	8,000.00	5,945.96	25.68%
301	Office Supplies	775.00	0.00	775.00	1,880.00	1,105.00	41.22%
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	367,601.16	30,033.70	397,634.86	758,791.00	361,156.14	52.40%
	<i>Deaf Services (Admin)</i>	<i>214,000.00</i>	<i>21,400.00</i>	<i>235,400.00</i>		<i>(235,400.00)</i>	
	<i>Hamilton CAPTEL</i>	<i>42,607.33</i>	<i>0.00</i>	<i>42,607.33</i>		<i>(42,607.33)</i>	
	<i>Hamilton Relay SVS</i>	<i>104,913.83</i>	<i>8,633.70</i>	<i>113,547.53</i>		<i>(113,547.53)</i>	
	<i>Interpreters and Education</i>	<i>6,080.00</i>	<i>0.00</i>	<i>6,080.00</i>		<i>(6,080.00)</i>	
414	Reimbursements To Other Agency	91.77	11.00	102.77	0.00	(102.77)	0.00%
416	ITD Reimbursements	1,061.49	218.96	1,280.45	0.00	(1,280.45)	0.00%
418	IT Outside Services	468.20	0.00	468.20	40,300.00	39,831.80	1.16%
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	1,191.40	109.98	1,301.38	0.00	(1,301.38)	0.00%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	211,896.66	27,985.54	239,882.20	300,000.00	60,117.80	79.96%
	<i>iPad/iPhone</i>	<i>175,127.07</i>	<i>24,791.85</i>	<i>199,918.92</i>			
	<i>Amplified/other</i>	<i>36,769.59</i>	<i>3,193.69</i>	<i>39,963.28</i>			
Total Expenditures:		751,391.60	62,950.35	814,341.95	1,328,823.00	514,481.05	61.28%

2023 Fiscal Year Budget-Relay Iowa & Equipment Distribution Program
Through July 31, 2022

Line #		Revenue/ Expenditure #	Authorized FY 23 Budget*	Collected/ Spent as of 07/31/2022	Budget Balance	% of Budget Spent
1	Revenue Collected	401	\$ 1,357,937	-		
	Expenditures					
	Relay Iowa:					
2	Service Compensation	405	\$ 486,991	\$ -	\$ 486,991	0.0%
3	DPRC Expenses--					
4	Personal Services	101*	220,882	8,309	\$ 212,573	3.8% *
5	In State Travel	202	1,800	-	\$ 1,800	0.0%
6	Other Supplies	308	1	-	\$ 1	0.0%
7	Communications	401	365	948	\$ (583)	259.7%
8	Interpreters	405	15,000	-	\$ 15,000	0.0%
9	ITD Reimbursements	416	138,249	-	\$ 138,249	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	-	\$ 1,880	0.0%
13	Conference Travel	205	8,000	814	\$ 7,186	10.2%
14	Total Relay		\$ 923,385	\$ 10,072	\$ 913,313	1.1%
15	Equipment Distribution Program:					
16	Administration	405**	\$ 256,800	-	256,800	0.0% **
17	Reimb. To Other Agency	414	\$ -	-	-	0.0%
18	IT Outside Services	418	\$ -	-	-	na
19	Other Expenses & Obligations	602	\$ -	-	-	0.0%
20	Refunds-Other	705	\$ 1	-	1	na
21	Equipment	803	\$ 300,000	-	300,000	0.0%
22	Total EDP		\$ 556,801	-	556,801	0.0%
23	Total Relay & EDP		\$ 1,480,186	\$ 10,072	\$ 1,470,114	0.68%
24	(Under)/Overcollection			\$ (10,072)		

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 07/31/2022	Total Year To Date 07/31/2022	FY 2023 Annual Budget	BALANCE 07/31/2022	Percentage 07/31/2022
01B	Balance Brought Forward			568,547.00			
	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	0.00	8,309.32	8,309.32	220,882.00	212,572.68	3.76%
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	814.32	814.32	8,000.00	7,185.68	10.18%
301	Office Supplies	0.00	0.00	0.00	1,880.00	1,880.00	0.00%
308	Other Supplies	0.00	0.00	0.00	1.00	1.00	0.00%
401	Communications	0.00	948.00	948.00	365.00	(583.00)	259.73%
405	Prof & Scientific Services	0.00	0.00	0.00	758,791.00	758,791.00	0.00%
	<i>Deaf Services (Admin)</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>		<i>0.00</i>	
	<i>Hamilton CAPTEL</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>		<i>0.00</i>	
	<i>Hamilton Relay SVS</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>		<i>0.00</i>	
	<i>Interpreters and Education</i>	<i>0.00</i>	<i>0.00</i>	<i>0.00</i>		<i>0.00</i>	
414	Reimbursements To Other Agency	0.00	0.00	0.00	0.00	0.00	0.00%
416	ITD Reimbursements	0.00	0.00	0.00	138,249.00	138,249.00	0.00%
418	IT Outside Services	0.00	0.00	0.00	0.00	0.00	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%
602	Other Expenses & Obligations	0.00	0.00	0.00	0.00	0.00	0.00%
705	Refunds-Other	0.00	0.00	0.00	1.00	1.00	0.00%
803	Aid To Individuals	0.00	0.00	0.00	300,000.00	300,000.00	0.00%
	<i>iPad/iPhone</i>	<i>-</i>	<i>0.00</i>	<i>0.00</i>			
	<i>Amplified/other</i>	<i>-</i>	<i>0.00</i>	<i>0.00</i>			
Total Expenditures:		-	10,071.64	10,071.64	1,480,186.00	1,470,114.36	0.68%

Iowa Relay Weekly Customer Care Report
06/01/2022 to 06/30/2022

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
0000292029	06/01/2022 12:00 PM	Customer Profile	Profile Request		VCO	Jennifer	Jennifer	Customer requested an update to their profile.	06/01/2022 12:00 PM	Customer Care authenticated the customer. Profile was updated and customer was satisfied.
0000292046	06/01/2022 03:25 PM	General Information	Wrong Number/Hang Up		Voice	Tyna	Tyna	Customer inadvertently dialed the wrong number.	06/01/2022 03:25 PM	Customer Care explained that they reached Relay. Customer understood.
0000292082	06/02/2022 11:32 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/02/2022 11:33 AM	Customer Care explained that they reached Relay. Customer understood.
0000292089	06/02/2022 01:00 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/02/2022 01:01 PM	Customer Care explained that they reached Relay. Customer understood.
0000292328	06/07/2022 11:35 AM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/07/2022 11:35 AM	Customer Care explained that they reached Relay. Customer understood.
0000292373	06/07/2022 05:07 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/07/2022 05:07 PM	Customer Care explained that they reached Relay. Customer understood.
0000292444	06/08/2022 09:57 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	06/10/2022 08:19 PM	Customer Care explained that they reached Relay. Customer understood.
0000292478	06/09/2022 05:10 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/09/2022 05:11 PM	Customer Care explained that they reached Relay. Customer understood.
0000292542	06/10/2022 03:49 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/10/2022 03:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000292620	06/13/2022 02:11 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/13/2022 02:12 PM	Customer Care explained that they reached Relay. Customer understood.
0000292657	06/13/2022 06:59 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	06/13/2022 07:01 PM	Customer Care explained that they reached Relay. Customer understood.
0000292663	06/13/2022 09:10 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	06/13/2022 09:24 PM	Customer Care explained that they reached Relay. Customer understood.
0000292724	06/14/2022 03:48 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/14/2022 03:49 PM	Customer Care explained that they reached Relay. Customer understood.
0000292730	06/14/2022 04:37 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/14/2022 04:38 PM	Customer Care explained that they reached Relay. Customer understood.
0000292737	06/14/2022 05:29 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	06/14/2022 05:31 PM	Customer Care explained that they reached Relay. Customer understood.
0000292773	06/15/2022 01:56 PM	Equipment	User Equipment		Voice	Donald	Donald	Customer requested information about assistive equipment available for someone deaf/hard of hearing/with speech difficulties.	06/15/2022 01:58 PM	Customer Care referred the customer to Telecommunications Access Iowa and provided their telephone number. Customer was satisfied.
0000292789	06/15/2022 05:00 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/15/2022 05:06 PM	Customer Care explained that they reached Relay. Customer understood.
0000293159	06/23/2022 12:52 PM	General Information	Wrong Number/Hang Up		Voice	Mary	Mary	Customer inadvertently dialed the wrong number.	06/23/2022 12:54 PM	Customer Care explained that they reached Relay. Customer understood.
0000293303	06/27/2022 11:55 AM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/27/2022 11:56 AM	Customer Care explained that they reached Relay. Customer understood.

0000293396	06/28/2022 02:53 PM	General Information	Wrong Number/Hang Up		Voice	Jacob	Jacob	Customer inadvertently dialed the wrong number.	06/28/2022 02:53 PM	Customer Care explained that they reached Relay. Customer understood.
0000293404	06/28/2022 05:15 PM	General Information	Wrong Number/Hang Up		Voice	William	William	Customer inadvertently dialed the wrong number.	06/28/2022 05:17 PM	Customer Care explained that they reached Relay. Customer understood.
0000293496	06/30/2022 01:28 PM	General Information	How to Place/Receive a Call		Email	Mary	Mary	Customer inquired how to place/receive a Relay call.	07/05/2022 03:19 PM	Customer Care explained how to make and receive a Relay call. Customer was satisfied.

Call Breakdown

Category	SubCategory	Count of Inquiry ID
Customer Profile	Profile Request	1
Customer Profile Total		1
Equipment	User Equipment	1
Equipment Total		1
General Information	How to Place/Receive a Call	1
General Information	Wrong Number/Hang Up	19
General Information Total		20
Grand Total		22

Incidents by Call Type to CC

Call Type to CC	Count of Inquiry ID
Email	1
VCO	1
Voice	20
Grand Total	22

CapTel Report

Iowa
June 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
1268480	06/23/2022 10:25am	Phone	Setup	N/A	Customer's assistant reported occasional dropped calls while speaking on the CapTel 840 in 1-line mode.	CSR's investigation revealed that the customer is attempting to connect to captions using digital cable telephone service. CSR advised customer that the CapTel 840 is not designed for digital cable telephone service use and recommended obtaining an Internet model CapTel that would use the Internet to support the captions.	06/23/2022 10:40am	Within 24 Hours	CVF

	<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%