

## Frequently Asked Questions Regarding Customer Contribution Fund Reporting

### **Q1: Am I required to submit this form?**

A1: Yes, pursuant to Iowa Code [§ 476.66](#), if your utility provides gas and/or electric service for consumption in the state of Iowa. This includes all investor-owned, municipal and rural electric cooperative utilities.

### **Q2: Where can I download the 2022 CCF Form?**

A2: The form can be found on the [IUB Forms and Applications](#) webpage.

### **Q3: What should I do if I cannot provide the report by September 30, 2022?**

A3: Please contact IT Support in advance at [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) or 515-725-7300.

### **Q4: How is this report different then the annual report that is due April 1 every year?**

A4: The customer contribution report is based on contributions for the previous fiscal year. The information provided by the utility relates to low-income customers with weatherization measures to improve energy efficiency in winter and summer months. This report is completed yearly by September 30.

### **Q5: Who can view my report?**

A5: The final report is submitted to the general assembly on the first day of the session. Individual utility reports may be found at by searching [efs.iowa.gov](#) under Docket No. CCF-2022-0001.

### **Q6: Why is my form blank after filing it out?**

A6: The most common reason a form is submitted blank is because the form was filled out in your internet browser. Staff recommends downloading the form to your computer, then opening the form on your computer in Adobe. If you require additional assistance, please call 515-725-7300.

### **Q7: Can my submission be rejected?**

A7: Yes. The submission can be rejected for a number of reasons. Please see below for the most common reasons.

#### **Reasons the form may be rejected:**

- **Blank or missing fields**
  - Fields with a 0 are acceptable
- **Fields with a negative amount**
- **Missing company number**
- **Incorrect year**
  - Only the current year's form should be used
- **Form is blank**
  - Most common reason is the company filled out the form online rather than downloading first