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Web site | <https://iub.iowa.gov>

Iowa Utilities Board notes current pipeline complaint and grievance procedures

(Des Moines) – The Iowa Utilities Board notes that it has two methods for landowners or other individuals to submit complaints or grievances relating to the construction of the Dakota Access pipeline. Complaints or grievances regarding the pipeline can be provided directly to the Board or through the process set forth in Iowa Code through county inspectors.

Iowa Utilities Board – Customer Service

The first method to submit a complaint or grievance is to contact the Iowa Utilities Board customer service section by any of the following ways:

- Phone: Toll Free at (877) 565-4450 or Des Moines local at (515) 725-2731
- Email: customer@iub.iowa.gov
- Website: <https://iub.iowa.gov/complaint-form>
- Letter: Iowa Utilities Board, 1375 East Court Avenue, Room 69, Des Moines, IA 50319
- Fax: (515) 725-7399
- In person: Iowa Utilities Board, 1375 East Court Avenue, Des Moines, IA 50319

Office hours for the Board are 8:00 a.m. to 4:30 p.m., Monday through Friday.

Upon taking the initial information, Board staff then investigates the claim by contacting the parties involved. An informal complaint or a formal complaint process may begin based on the information provided.

There have been four complaints officially filed with the Board related to the Dakota Access pipeline:

- FCU-2016-0006 [filed](#) by Erin Riley. The Board [dismissed](#) this complaint on July 19, 2016
- FCU-2016-0008 [filed](#) by Gary Verploegh. The Board [dismissed](#) this complaint on June 29, 2016

- FCU-2016-0009 [filed](#) by Stephen & George Benner. Board staff is currently reviewing the [response](#) from Dakota Access
- C-2016-0092 filed by Francis Goebel. This informal complaint is waiting for parties to consider Board staff's proposed resolution

There are three other contacts that have been made with the Board, and those are in the early stages of investigation by Board staff.

County Inspectors

The second method to submit a complaint or grievance is through a county inspector. Each county where the pipeline is being constructed has a county inspector who is responsible for overseeing pipeline construction within the county. Inspectors are selected directly by the County Board of Supervisors. Dakota Access is required to inform landowners of the name and contact information for the relevant county inspector(s) as part of the two week notice the landowners receive prior to construction commencing on their property.

Review the attached list of county inspectors and their respective contact information.

The county inspector is a requirement of Iowa Code [479B.20](#). An inspector is required to ensure construction is consistent with, Iowa law, land restoration standards, and independent agreements on land restoration. The inspector is to inspect the properties during construction and be present on the site at all times at each phase and separate activity of the opening of the pipeline trench, the restoration of underground improvements, and backfilling.

The pipeline company and its contractor is required to keep an inspector continually informed of the work schedule and any scheduled changes. If an individual believes the company or its contractor(s) is not complying with the correct standards, an individual is to contact the inspector. The inspector is to give oral notice, followed by written notice, to the pipeline company and the contractor operating for the pipeline company and order corrective action to be taken in compliance with the appropriate standards. If the directed action is not taken, the inspector is to notify the County Board of Supervisors for the applicable county who may then petition the Iowa Utilities Board for an order requiring corrective action be taken. The County Board of Supervisors can also file a complaint with the Utilities Board seeking imposition of civil penalties.

For more information, contact (515) 725-7334 or iub@iub.iowa.gov

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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DAKOTA ACCESS PIPELINE: LIST OF COUNTY INSPECTORS

<u>County</u>	<u>County Inspector</u>
Boone	<p><u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com</p>
Buena Vista	<p><u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com</p>
Calhoun	<p><u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com</p>
Cherokee	<p><u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com</p>
Jasper	<p><u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com</p>
Jefferson	<p><u>Heather A. Thomas, PE</u> French-Reneker-Associates, Inc. 1501 South Main Street PO Box 135 Fairfield, IA 52556 Telephone: (641) 472-5145 Email: heathert@french-reneker.com</p>

Keokuk	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
Lee	<u>Ryan Drenner, Chief Inspector</u> Chippewa Resources 1875 Lawrence Street Suite 875 Denver, CO 80202 Telephone: (970) 430-3937 Email: rdrenner@chippewaresources.com
Lyon	<u>DGR Engineering</u> 1302 South Union Street Rock Rapids, IA 51246 Telephone: (712) 472-2531 Email: dgr@dgr.com
Mahaska	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
O'Brien	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
Polk	<u>Jim Dress, Senior Engineering Technician</u> Polk County Public Works 5885 NE 14th Street Des Moines, IA 50313 Telephone: (515) 286-3705 Email: jim.dress@polkcountyiowa.gov
Sac	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com

Sioux	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
Story	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
Van Buren	<u>Heather A. Thomas, PE</u> French-Reneker-Associates, Inc. 1501 South Main Street PO Box 135 Fairfield, IA 52556 Telephone: (641) 472-5145 Email: heathert@french-reneker.com
Wapello	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com
Webster	<u>Evan Del Val, PE</u> I & S Group 510 East Locust Street, Suite 104 Des Moines, IA 50309 Telephone: (515) 518-7097 Email: evan.delval@is-grp.com