



# Iowa Utilities Board

<p style="text-align: center;"><b>Docket No. RPU-2016-0003</b> <b>Liberty Utilities (Midstates Natural Gas) Corp. – Utility Rate Increase</b></p>
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**Date Filed with the Board:** July 25, 2016

**Permanent Annual Revenue Increase Requested:** 61.3% or \$1,057,139

**Average Residential Monthly Bill Increase:** \$11.31 or 45.3% (Varies with usage)

**Average Commercial Monthly Bill Increase:** \$15.88 or 35.7% (Varies with usage)

**Temporary Revenue Increase** (Part of final rates): \$528,569.50 effective August 4, 2016

**Temporary Rates:** Under Iowa law a utility may put temporary rates in effect while the Board's decision on permanent rates is pending. Any temporary rates collected from customers by Liberty Utilities are subject to refund with interest if the temporary rates collected are higher than final rates approved by the Board.

**Final Decision Deadline:** Must be issued by May 25, 2017

**One public customer comment meeting is currently scheduled:**

- **Keokuk** - Thursday, September 15, 2016, 5:30 p.m., Hawthorne Elementary School, Keokuk, Iowa.

Liberty Utilities provides natural gas service to nearly 4,000 customers in Keokuk, Iowa and surrounding parts of Lee County, Iowa.

**About This Public Comment Meeting** - The Iowa Utilities Board presides over the meeting and a court reporter will transcribe comments for the record in this case. Liberty will make a presentation regarding its proposed increase. The Board will allow the Office of Consumer Advocate, a division of the Iowa Department of Justice, to make comments. A Board member will then open the meeting to comments from the audience. It may be necessary to impose time limits to allow everyone to speak. When speaking, state your first and last name and spell your last name for the court reporter.

Any comments or questions should be relevant to this rate request. If you have a question about your natural gas service, there will be a Utilities Board representative in the back of the room to assist you.

**The Iowa Utilities Board** is an independent quasi-judicial agency which regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

**Participants in a Rate Proceeding** include the Board Members, who will preside over the hearing in this case, the Office of Consumer Advocate, and the utility company requesting the rate change. There may also be intervenors in the case such as other utilities, or other public groups that have an interest. The Office of Consumer Advocate does not represent any individual customer or specific class of customers in rate cases, but examines the rate proposal to determine the justification of the request.

**The Obligation of the Board** under Iowa law is to ensure “the charge made by any public utility...for any service rendered...shall be reasonable and just, and every unjust or unreasonable charge for such service is prohibited...the Board shall consider all factors relating to value.”

**Public Access to Filed Documents in this Case:** All documents for this case can be found on the Board’s Electronic Filing System at <https://efs.iowa.gov/> and by searching under Docket No. RPU-2016-0003. For assistance, visit <https://iub.iowa.gov/how-to-make-filing> or call the EFS Help Desk at (515) 725-7337. Paper copies are also available (a fee applies).

**Making Public Comments in a Rate Case Proceeding.** Customers may provide rate case comments during a public comment meeting or by submitting written comments to the Board. Any comments made during a public meeting or submitted in writing become part of the permanent case record. To file a written comment in Docket No. RPU-2016-0003, you may use an online electronic form at <https://iub.iowa.gov/liberty-comment-form> or send by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov), or by postal mail to the Iowa Utilities Board at the address below.

**For problems with your utility service or questions about your utility bill:**

If you experience utility service issues or have questions, contact your local utility company. If the utility’s customer service staff cannot resolve your concerns, ask to speak to a supervisor.

**What to do if you cannot get the matter resolved by your utility company?**

If you have tried unsuccessfully to resolve the matter with your utility, contact the Iowa Utilities Board Customer Service staff and request assistance.

**How do I contact the Customer Service staff of the Iowa Utilities Board?**

By telephone call toll-free: 1-877-565-4450 (Local call dial 725-7321)

By Email: [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)

Web Site Complaint Form: <https://iub.iowa.gov/how-to-file-complaint>

Mail:                   Attention: Customer Service  
Iowa Utilities Board  
1375 E. Court Avenue, Rm. 69  
Des Moines, IA 50319-0069