



# Iowa Utilities Board

<p style="text-align: center;"><b>Docket No. RPU-2020-0001</b> <b>Iowa-American Water Company - Utility Rate Increase Request</b></p>
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**Date Filed with the Iowa Utilities Board (IUB):** August 28, 2020

**Permanent Annual Revenue Increase Requested:** 9.5% or \$3.95 million

**Average Residential Monthly Bill Increase:** \$5.44 or 14.61% (Varies with usage)

**Average Commercial Monthly Bill Increase:** \$29.16 or 16.49% (Varies with usage)

**Temporary Revenue Increase:** No temporary rate increase requested

**Final Decision Date:** Final decision will be issued by April 30, 2021

**Iowa-American Water Company** serves approximately 216,000 people in Iowa.

**Consumer Comment Hearings:** The IUB has scheduled three consumer comment hearings for Iowa-American's customers to express their views about the upcoming rate case and the general quality of service provided by Iowa-American. The schedule of hearings includes:

- **Clinton** – Thursday, October 15, 2020, 5:30 p.m., at Wild Rose Casino, 777 Wild Rose Drive, Clinton, Iowa.
- **Davenport** – Wednesday, October 21, 2020, 5:30 p.m., at the River Center, (South Building, Great Hall) 136 E. Third Street, Davenport, Iowa.
- **Virtual Only** – Wednesday, October 28, 2020, 5:30 p.m. Webinar information will be available on the IUB website, [iub.iowa.gov](http://iub.iowa.gov), for those unable or not wishing to attend an in-person hearing. Interested persons should visit the [IUB online hearing and meeting calendar](#) closer to the date for information to register in advance.

**To ensure safety of those in attendance**, the IUB will require attendees at in-person consumer comment hearings to maintain six-foot social distancing with anyone outside their immediate family and wear masks or face shields. Masks, disinfectants, and gloves will be available.

**About Public Comment Hearings:** The IUB presides over the hearings and a court reporter will transcribe comments for the record in this case. A Board member will open the hearing 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.

**Water Service Questions:** If you have a question or comment about your water service, staff will be available on-site to assist you.

**The IUB** 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 (OCA), a division of the Iowa Attorney General's Office; 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 OCA 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 IUB** 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..."

**Public Access to Filed Documents in this Case:** All documents for this case can be found on the IUB's Electronic Filing System at [efs.iowa.gov](https://efs.iowa.gov) and by searching under Docket No. RPU-2020-0001. For more information, visit the IUB webpage "[How to Make a Filing with the Board](#)" or, for assistance, call the EFS Help Desk at (515) 725-7337.

**Making Public Comments in a Rate Case Proceeding:** Customers may provide rate case comments during a public comment hearing or by submitting written comments to the IUB. 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-2020-0001, you may use the form on the IUB's [Open Docket Comment Form](#) webpage, or comments may be emailed to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov) or mailed to the IUB 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, you may contact the IUB Customer Service staff and request assistance.

**How do I contact the Customer Service staff of the IUB?**

By telephone call toll-free: 877-565-4450 (Local call dial 515-725-7321)

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

Using the IUB website complaint form: [iub.iowa.gov/consumers/complaints-about-utility/online-complaint-form](https://iub.iowa.gov/consumers/complaints-about-utility/online-complaint-form)

By mail:           Attention: Customer Service  
                      Iowa Utilities Board  
                      1375 E. Court Ave.  
                      Des Moines, IA 50319-0069

