



**FOR IMMEDIATE RELEASE:** August 28, 2020

Contact | Don Tormey, 515.725.7347, [don.tormey@iub.iowa.gov](mailto:don.tormey@iub.iowa.gov), and [iub.iowa.gov](http://iub.iowa.gov)

## **Iowa Utilities Board schedules customer comment hearings regarding Iowa-American Water's request to raise customer rates**

(Des Moines) – Iowa-American Water Company filed an [application](#) on August 28, 2020, with the Iowa Utilities Board (IUB) seeking an increase in its water utility rates and charges. Iowa-American provides water service to approximately 216,000 people in Clinton, Davenport, Dixon, Blue Grass, Bettendorf, LeClaire, Riverdale, Panorama Park, and surrounding parts of Scott County. The rate increase request was filed in Docket No. [RPU-2020-0001](#).

The IUB has scheduled three customer 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. As part of this process, the customer comment hearings will be held in Clinton and Davenport with the final hearing to be held virtually for those unable or not wishing to attend in person. Additional information is available on the IUB's website, [iub.iowa.gov](http://iub.iowa.gov).

The three customer comment hearings will be held at the following times:

- **Clinton** – 5:30 p.m. October 15, 2020, at Wild Rose Casino, 777 Wild Rose Drive
- **Davenport** – 5:30 p.m. October 21, 2020, at The River Center (South Building, Great Hall) 136 E. Third St.
- **Virtual Only** – 5:30 p.m. October 28, 2020 (Virtual meeting information will be provided closer to the event date and posted on the IUB website at [iub.iowa.gov](http://iub.iowa.gov))

For COVID-19 safety reasons, the IUB will require that attendees at the in-person customer comment hearings maintain six-foot social distancing with anyone outside their immediate family and wear masks or face shields. Masks, disinfectants, and gloves will be available.

In addition, the IUB website will provide updates and any modifications to the hearing schedule.

Any comments made during a public hearing become part of the permanent case record. The IUB is also accepting written comments in this rate case, with the most effective comments making specific points supporting or objecting to the rate request. Customers may provide comments using the IUB [electronic comment form](#), by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov), or by postal mail to the Iowa Utilities Board, Docket No. RPU-2020-0001, 1375 E. Court Ave., Des Moines, IA 50319-0069.

To review the documents in this rate case, click this link [RPU-2020-0001](#) to visit the IUB's Electronic Filing System (EFS). For assistance with electronic filing of comments, visit <https://iub.iowa.gov/how-to-make-filing> or call the EFS Help Desk at (515) 725-7337.

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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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