

Telecommunications

The IUB has general regulatory authority over two-way, landline telecommunications under Iowa Code chapter 476. The IUB regulates only the service, and not the rates, of local service providers in Iowa. Under Iowa Code 476 and the Federal Telecommunications Act of 1996, the IUB has authority to resolve disputes between competitors.

The IUB has jurisdiction to hear all complaints regarding any unauthorized change to a telecommunications customer's account, even if the service in question is deregulated. The IUB does not regulate cellular telephone, internet or cable television service, but does issue cable TV franchise agreements. In addition, under Iowa Code 477C, the IUB administers a dual party relay service to allow communication-impaired persons to use the telephone, and administers an equipment distribution program to provide telecommunications devices for the deaf to eligible persons.

Other Utilities

The IUB's jurisdiction also includes: certification of electric power generators (476A); safety and siting authority over electric transmission lines (478); safety and siting of intrastate natural gas pipelines (479); inspection of interstate natural gas pipelines on behalf of the Federal Department of Transportation's Pipeline and Hazardous Materials Safety Administration (479A); and the siting of hazardous liquids pipelines (479B). In addition to ratemaking and utility service regulation, the IUB has the authority to resolve customer complaints about utility services and disconnection; approve utilities' plans for energy efficiency programs; and review and approve plans for the recovery of costs to control emissions from generating facilities.



Contact the Iowa Utilities Board

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For questions about utility issues, call IUB Customer Service between 8:00 a.m., and 4:30 p.m., Monday through Friday toll-free at 877-565-4450, or by Email at: customer@iub.iowa.gov.
IUB Website: iub.iowa.gov





Iowa Utilities Board

General Information

The Iowa Utilities Board (IUB) is an independent state agency that regulates the rates and service of certain electric, natural gas, and water utilities, the services of communications utilities, and generally supervises all pipelines and the transmission, sale, and distribution of electrical current. The IUB is required by Iowa law to make decisions that balance the interests of all parties to ensure the utilities provide adequate and reliable service at reasonable prices.

Primary regulatory authority for the IUB is found in Iowa Code chapters 474 and 476 and under Division-199 of the Iowa Administrative Code.

Electric

The IUB regulates electricity under Iowa Code chapter 476 and regulates the rates and services of two investor-owned electric companies, MidAmerican Energy Company and Interstate Power and Light Company, a subsidiary of Alliant Energy. Together these companies serve more than one million electric customers in Iowa.



Iowa's municipal electric utilities are regulated for service by the IUB and only in matters specified by statute (Iowa Code).

Iowa's rural electric cooperatives (RECs) are regulated for service by the IUB and have the option of choosing to be regulated for rates.

Linn County is the only REC that has opted to have the IUB set its rates.



Natural Gas

The IUB has general jurisdiction over gas utilities furnishing natural gas by piped distribution under chapter 476, but does not regulate propane gas. The IUB regulates the rates and services of the following four investor-owned gas utilities: MidAmerican Energy, Alliant Energy-Interstate Power and Light Company, Black Hills Energy Company, and Liberty Utilities.

The IUB also regulates certain areas of gas service provided by municipal utilities.

Gas utilities having fewer than 2,000 customers are subject to separate rate and service regulations under Iowa Code 476.1C.



Water

The IUB regulates the rates and service of one investor-owned water utility, Iowa-American Water Company. The company serves about 63,000 water customers in its Davenport, Clinton, and Dixon districts. The IUB does not regulate small or municipally-owned waterworks.

Sewer and Wastewater

During the 2016 legislative session, the Legislature adopted and the Governor signed a bill granting the IUB authority over the rates and service of sewer and wastewater services provided by investor-owned utilities. The IUB will undertake a rulemaking to implement the new law.

