

# REGULATORY ASSISTANCE

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Iowa Department of Economic Development Business Development Division

## ► FINDING REGULATORY ASSISTANCE

The Iowa Business and Regulatory Assistance Network ensures access and responsiveness to inquiries and requests for assistance from citizens, small business, industry and local governments. Facilitated by the Iowa Department of Economic Development (IDED), Business Assistance Coordinators in agencies across state government coordinate regulatory response and service. You may contact IDED or any of the agency contacts listed in this publication for assistance.

**Below you will find a brief description of agency functions and a contact for assistance:**

### **Iowa Department of Economic Development (IDED), Regulatory Assistance Team**

— confidential, non-regulatory consultation for assistance with regulatory topics and issues and working and communicating with regulatory agencies.

#### **Regulatory Assistance Coordinator:**

Sherry Timmins

sherry.timmins@iowalifechanging.com

515.242.4901

<http://regassist.iowa.gov>

### **Business License Information Center, (IDED)**

The Business License Information Center at IDED informs entrepreneurs and business start-ups and expansions on applicable rules, regulations and resources. BLIC maintains comprehensive information on registrations, certifications, licenses or other regulatory requirements that may apply to your business or licensed occupation.

#### **Business License Information Center Manager:**

Christine Cavil

christine.cavil@iowalifechanging.com

515.242.4755

1.800.532.1216

<http://www.iowalifechanging.com/business/blic.html>

**Featured Links** Visit <http://regassist.iowa.gov> to connect to these featured Web links:

Iowa's Regulatory Response Network <http://regassist.iowa.gov/index.html>

Environmental Business Assistance [http://regassist.iowa.gov/business\\_resources/envIRON\\_assistance/index.html](http://regassist.iowa.gov/business_resources/envIRON_assistance/index.html)

Iowa Department of Economic Development <http://www.iowalifechanging.com/>



## **Iowa Department of Agriculture & Land Stewardship (IDALS)**

— administers consumer protection and agriculture promotion programs regulating meat processing, commercial feed and fertilizer, pesticide application, and dairy production and processing.

The Division of Consumer Protection and Industry Services ensures buyers and sellers are treated fairly at the gas pump, grocery store or grain elevator. The Division of Soil Conservation assists in implementing practices that preserve soil, prevent erosion and protect waterways. The State Climatologist, Entomologist and Veterinarian are also part of IDALS. Other areas include Agriculture Statistics and the Horse and Dog Breeding program.

### **Regulatory Assistance Coordinator:**

Margaret Thomson  
margaret.thomson@iowaagriculture.gov  
515.281.5322  
<http://www.iowaagriculture.gov/>

## **Iowa Department of Commerce, Division of Credit Unions**

— provides the supervision and regulation of Iowa state-chartered credit unions.

### **Regulatory Assistance Coordinator:**

Rebecca Behrens  
rebecca.behrens@iowa.gov  
515.281.6516  
[www.iacudiv.state.ia.us](http://www.iacudiv.state.ia.us)

## **Iowa Department of Commerce, Iowa Insurance Division (IID)**

— supervises all insurance business transacted in Iowa, grants permission to companies wishing to sell insurance in Iowa and has general control over all aspects of their business. The Iowa Insurance Division is comprised of the following bureaus: Company Regulation, Fraud Bureau, Market Regulation, Regulated Industries and the Senior Health Insurance Information Program (SHIIP). IID serves as the administrator of the securities act which involves the licensing of brokerage firms and their agents, examining new securities offerings and investigating investment fraud cases.

IID also regulates motor vehicle service contracts, prearranged funeral services and merchandise, residential service contracts, congregate care and continuing care retirement facilities, cemetery merchandise and cemeteries.

### **Regulatory Assistance Coordinator:**

Jim Armstrong  
jim.armstrong@iid.iowa.gov  
515.281.5705  
<http://www.iid.state.ia.us/index.asp>

## **Iowa Department of Commerce, Iowa Utilities Board (IUB)**

— regulates investor-owned electric utilities for rates, service, safety and disconnection; rural electric cooperatives for service, safety and disconnection; and municipal utilities for safety and disconnection. The IUB issues electric power generating certificates and electric transmission franchises. It also reviews utility energy efficiency plans and emissions control plans. The agency regulates certain aspects of natural gas service in Iowa, grants intrastate pipeline permits, supervises intrastate pipelines and protects against environmental damage from natural gas and hazardous liquid pipelines.

Local telephone exchange service is deregulated in Iowa; however, the IUB has jurisdiction over service quality for all local exchange carriers. The agency issues telephone certificates and statewide cable franchises. It resolves disputes between telephone competitors and administers the dual party relay service and equipment distribution program.

The IUB reviews customer complaints for many utility services including slamming and cramming, billing disputes, non-payment and disconnection and deceptive practices.

### **Regulatory Assistance Coordinator:**

Joan Conrad  
joan.conrad@iowa.gov  
515.281.4874  
For complaints against utility service providers' contact:  
iubcustomer@iub.state.ia.us  
515.281.3839 Toll free

## **Iowa Department of Commerce, Professional Licensing Bureau (PLB)**

— coordinates seven professional licensing boards regulating: accountants (CPA and LPA), architects, engineers and land surveyors, interior designers, landscape architects, real estate (broker, salesperson and firm) and real estate appraisers.

### **Regulatory Assistance Coordinator:**

Glenda Loving  
glenda.loving@iowa.gov  
515.281.7362  
[www.state.ia.us/government/com/prof/home.html](http://www.state.ia.us/government/com/prof/home.html)

**Iowa Department of Public Safety (IDPS)** — licenses or certifies electricians and electrical contractors, private investigative and private security businesses, commercial explosive operations, fire extinguishing system contractors, alarm system contractors and installers and manufactured housing dealers and installers; registers aboveground petroleum storage tanks; oversees weapons permitting; and approves ignition interlock devices and breath testing devices.

The State Fire Marshal establishes and enforces fire safety requirements for various specific occupancies as well as for storage, use and handling of explosives and of flammable and combustible liquids.

The Building Code Commissioner adopts the State Building Code, including accessibility requirements for persons with disabilities, energy conservation requirements for construction, sustainable design standards and requirements for minimum plumbing facilities in restaurants, pubs, lounges and places of public assembly.

**Regulatory Assistance Coordinator:**

Mike Coveyou  
regassist@dps.state.ia.us  
515.725.6185  
<http://www.dps.state.ia.us/>

**Iowa Department of Cultural Affairs (IDCA), State Historic Preservation Office (SHPO)** — advises federal and state agencies on impact of federal funding or permitting on historic properties and archeological review.

**Regulatory Assistance Coordinator:**

Daniel Higginbottom  
daniel.higginbottom@dca.state.ia.us  
515.281.8744  
<http://www.culturalaffairs.org/index.htm>

**Iowa Department of Human Service, Child Support Recovery Unit (CSRU)** — provides Iowa employers 24/7 online access for making child support payments, reporting hired or rehired employees and terminations. Employers may call toll-free 877.274.2580.  
[www.iowachildsupport.gov](http://www.iowachildsupport.gov)

**Iowa Department of Inspections and Appeals (IDIA)** — inspects, licenses, or certifies restaurants and grocery stores, social and charitable gaming operations, hotels and motels and barber and beauty shops.

The Health Facilities Division inspects and licenses under the Medicare and Medicaid programs more than 4,000 health care providers and suppliers in the state of Iowa and staffs the Hospital Licensing Board.

**Regulatory Assistance Coordinator:**

David Werning  
david.werning@dia.iowa.gov  
515.281.7376  
<http://www.dia.iowa.gov>

**Iowa Department of Natural Resources (IDNR)** — administers environmental protection programs for air, water, land quality; maintains state parks and forests and manages Iowa's natural resources.

**Regulatory Assistance Coordinator:**

Christine Spackman  
christine.spackman@dnr.iowa.gov  
515.281.7276  
<http://www.iowadnr.gov/>

**Iowa Department of Public Health (IDPH)** — administers six divisions including Acute Disease and Emergency Response, Behavioral Health, Environmental Health, Health Promotion and Chronic Disease Prevention, Tobacco Use Prevention and the Bureau of Professional Licensure. Professions regulated include: athletic trainers, barbers, behavioral science, chiropractic, dietetic, hearing aid dispenser, sign language interpreters, massage therapy, mortuary science, nursing home administrator, optometry, physician assistant, podiatry, psychology, respiratory care practitioners, social work and speech pathology and audiology.

**Regulatory Assistance Coordinator:**

Dean Austin  
daustin@idph.state.ia.us  
515.242.6514  
<http://www.idph.state.ia.us>

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200 East Grand Avenue  
Des Moines, Iowa 50309-1819 U.S.A.

International: +1.515.242.4896  
Domestic: 1.800.245.4692

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**Iowa Department of Revenue (IDR)** — administers Iowa's tax laws, including sales and use, motor fuel, cigarette and tobacco, individual and corporation income and inheritance taxes. Business tax permits are issued by IDR. The department also provides Iowa tax publications and forms, information on tax laws, administrative rules, and tax policy and assists local governments in making property tax assessments fair and in compliance with the law.

**Regulatory Assistance Coordinator:**

Victoria Daniels  
victoria.daniels@iowa.gov  
515.281.8450  
<http://www.state.ia.us/tax/index.html>

**IDR help desk:**

idr@iowa.gov  
1.800.367.3388

**Iowa Secretary of State (ISOS)** — assists business to incorporate (to transact business as a corporation in Iowa), register as a foreign corporation (a business organized under the laws of a state other than Iowa), reserve the exclusive right of a corporate name in Iowa and registering trademarks.

**Regulatory Assistance Coordinator:**

Harry Davis  
harry.davis@sos.state.ia.us  
515.281.6560  
<http://www.sos.state.ia.us/>

**Iowa Department of Transportation (IDOT)** — regulates and authorizes access locations to primary highways, utility occupancy of highway right of way and use of highway right of way by others. The IDOT is made up of five divisions: Highway; Motor Vehicle; Planning, Programming, and Modal; Information Technology; and Operations and Finance.

**Regulatory Assistance Coordinator:**

Craig Markley  
ladot.bac@dot.iowa.gov  
515.239.1027  
[http://www.dot.state.ia.us/bus\\_reg\\_assist.htm](http://www.dot.state.ia.us/bus_reg_assist.htm)

**Iowa Workforce Development (IWD)** — administers Workforce Development Centers, Workers Compensation and Unemployment Insurance. The Division of Labor Services manages occupational safety and health; construction contractor registration; child labor, wage payment and minimum wage; asbestos abatement and elevator, escalator, boiler, pressure vessel and amusement ride safety.

**Regulatory Assistance Coordinator:**

Kathleen Uehling  
kathleen.uehling@iwd.iowa.gov  
515.281.5915  
<http://www.iowaworkforce.org/>

**Office of Citizens' Aide/Ombudsman** — serves as an independent and impartial agency to which citizens can air their grievances about government. This office also facilitates communications between citizens and government and makes recommendations to improve administrative practices and procedures and responsiveness. It also has authority to investigate complaints about Iowa state and local government, with certain exceptions.

**Regulatory Assistance Coordinator:**

Kristie Hirschman  
kristie.hirschman@legis.state.ia.us  
515.281.3592  
<http://www.legis.state.ia.us/ombudsman/>



For more information on these and other programs, contact the Iowa Department of Economic Development (IDED)

1.800.245.IOWA  
+1.515.242.4896

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