

**AGENCY PERFORMANCE PLAN
FY 2022**

Name of Agency: Iowa Utilities Board				
Agency Mission: The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.				
Core Function 1	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Agency Strategic Plan goals (SP) or Governor's Priorities (GP) linked to measure
CF: Regulation and Compliance				Strategic Plan Goals 1 and 3
Desired Outcome(s):				Goal 1: Deliver Excellent Customer Service
Ensure compliance with relevant statutes, rules, orders, and other legal requirements.				
				Goal 3: Ensure Compliance with Legal Requirements without Unnecessary Regulatory Burden
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. Utility Regulation Unit# 219_61100				
Percent of Facility Inspections Completed [219_61100_001]	Percent of scheduled inspections of Iowa utility facilities completed within a year.	100.0%		Conduct all scheduled inspections to try to minimize the number of accidents or incidents caused by improper or maintenance of utility facilities.
Percent of Administrative Rules Reviewed 219_61100_002	Percent of administrative rules reviewed per the schedule established in 199 IAC 3.11(2).	100.0%		Assign 3.11(2) review to employee responsible for administrative rules tracking.
Percent of Late Payments Addressed in Timely Fashion 219_61100_003	Percent of late payments followed up on within targeted guidelines.	100.0%		Complete procedure to establish targeted guidelines regarding late payment follow-up and establish tracking system to ensure late payments are followed up on.
Percent of Late Annual Reports Addressed in Timely Fashion 219_61100_004	Percent of late annual report filings followed up on within targeted guidelines.	100.0%		Develop procedure to establish targeted guidelines regarding late annual report filing follow-up and establish tracking system to ensure

				late annual reports are followed up on.
Orders Issued Before Statutory Deadline [219_61100_005]	Percent of orders issued on or before statutory deadline.	100.0%		Create tracking system to establish whether Board Orders have been issued on or before statutory deadlines.
Percent of Petitions Timely Approved for E&P Dockets [219_61100_016]	Percentage of petitions for approval of new construction processed in a timely manner For projects proposing new construction, excluding exceptionally large projects or at petitioner request, a hearing or review letter is issued within 90 days of petition filing.	100.0%		Monitor progress on petition reviews and reassign staff resources as needed. Process petitions for electric franchises and pipeline permits.
Average Time for Complaint Resolution [219_61100_020]	Percentage of correspondence files processed per Board established guidelines.	100.0%		Review and update processes and procedures, provide staff training, and use data tracking to ensure goals are met. Publish Board established guidelines.
Iowa's Pipeline Safety OPS Score [219_61100_021]	Iowa's score in the annual evaluation of its pipeline safety program by PHMSA	Target: 90 or higher		Promptly respond to any criticisms in the OPS annual evaluation to preclude score reduction in subsequent evaluations.

Core Function 2	Performance Measure (Outcome)	Performance Target	Prior Year Actual	Link to Strategic Plan Goal(s)
CF: Resource Management				Strategic Plan Goals 2 and 4
Desired Outcome(s): Maximize employee effectiveness and ensure adequate staffing resources exist for agency.				Goal 2: Maximize Employee Effectiveness
				Goal 4: Adapt to Changes in External Environment
Services, Products, Activities	Performance Measures	Performance Target	Prior Year Actual	Strategies/Recommended Actions
1. IUB Administration Unit# 219_67110				
# of Annual Training Session in which Employees Participate 219_67110_009	Annual number of training sessions in which employees participate.	6 sessions per employee per year for 100.0%		Put in place training plans to ensure employees have knowledge and access to training opportunities.
Percent of Board Filings Processed Timely 219_67100_010	Time to process filings in EFS relative to Board established guidelines.	100.0%		Review and update processes and procedures, provide staff training, and use data tracking to ensure goals are met. Publish Board established guidelines.