



# Iowa Utilities Board

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The IUB Spectrum

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**Mission:** The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans. **Vision:** The Iowa Utilities Board is valued as the regulatory expert and solutions-oriented partner regarding utility issues.

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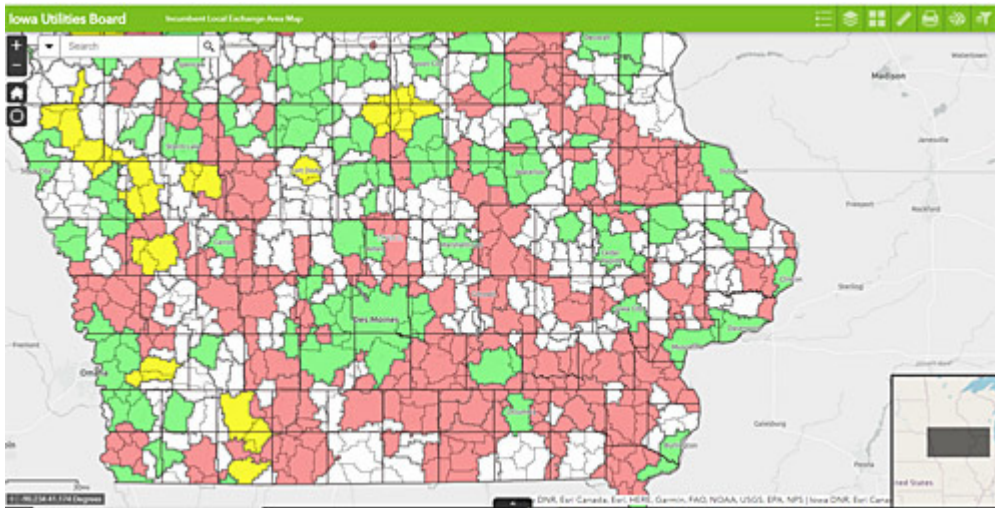
## IUB to Expand Online Mapping Tools with Statewide Local Telephone Exchange Boundaries Map

The IUB and the Office of the Chief Information Officer have collaborated to provide the public and utility stakeholders with an interactive map depicting incumbent local telephone exchange boundaries in Iowa. With the January 2022, launch, users will have the ability to access the [online mapping tool](#) located on the IUB's website. The electronic tool will offer a statewide geographic information system map with layers that detail Iowa's county boundaries, telephone area codes, incumbent local exchange areas, and telephone exchange boundaries. The map will provide an interactive viewer to browse the map's layers, with the ability to zoom in or out and to print the sections of interest.

The mapping tool will be the repository wherein utility stakeholders and the public may view up-to-date exchange boundary data that providers are required to submit to the IUB pursuant to 199 Iowa Administrative Code 22.7, the IUB's rules for service territories.

The new map can be accessed on the IUB website in the following locations:

- The "Quick Links" column on the homepage under "View a Utility Service Area Map."
- "Regulated Industries" on the navigation bar, under the "Telecommunications" submenu.
- "Online Services" on the navigation bar, under the "View a Utility Service Area Map" submenu.



Screenshot of the IUB's online local telephone exchange boundaries mapping tool.

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## Filing Requirements for 2021 Utility Annual Reports

The requirement for filing of utility annual reports covering calendar year 2021 will be completed in IUB 24/7 again this year. The IUB previously introduced annual reporting for the utility annual reports into IUB 24/7, a self-service portal for companies and utilities to maintain their company and contact information with the IUB.

The utility annual reports covering calendar year 2021 will be made available in IUB 24/7 in the company's record. The company administrators and annual report submitters will be able to review and edit the annual report information.

If you have any questions about the 2021 annual reports or your company record in IUB 24/7, please contact customer service at [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) or 877.565.4450 during regular business hours, 8 a.m. to 4:30 p.m. Monday through Friday.

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## Change to the IUB Dual Party Relay Service Assessment Reporting and Collection Method

The reporting and collection method for Dual Party Relay Service (DPRS) Assessments under [Iowa Code 477C](#), has changed from quarterly to annual.

Telecommunications companies will now report their revenue-producing telecommunications service phone numbers for the previous calendar year using [IUB 24/7](#), instead of via Google forms. The IUB will then invoice the company for the assessment amount owed.

The reporting in the first year will cover all 12 months of calendar year 2021. Companies that previously reported and paid for months in 2021 will be credited that amount, but it does not absolve the requirement to report all 12 months in their company record within IUB 24/7. If you are unsure whether your company has completed that assessment or any previous quarterly assessment, please contact [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov).

The goal of this change is to streamline and simplify the process for telecommunications companies entering the required information for the assessment. Line counts for each month of the prior calendar year will be reported between January 1 and April 1 of each year. This allows for a more accurate line count and eliminates the need for quarterly reporting and payment of the DPRS assessment.

The IUB encourages telecommunications companies that have not yet created a company profile in IUB 24/7 to do so prior to the April 1, 2022, reporting deadline. Instructions on creating a company profile in IUB 24/7 can be found [here](#). For additional information on the DPRS assessment, visit the IUB's [Dual Party Relay Service Assessment](#) webpage.

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## **IUB Urges Consumers to Plan Ahead for Phase Out of 3G Cellular Networks and Service**

The Federal Communications Commission (FCC) is [informing consumers](#) that if your mobile phone is more than a few years old, you may need to upgrade your device before your mobile provider shuts down its 3G network to avoid losing service.

The phaseout is slated to begin as early as January 1, 2022, though plans and timing to phase out 3G services will vary by company and may change.

The FCC explains that mobile carriers are shutting down their 3G networks, which rely on older technology, to make room for more advanced network services, including 5G. As a result, many older cell phones will be unable to make or receive call and texts, including calls to 911, or use data services. This will affect 3G mobile phones and certain older 4G mobile phones that do not support Voice over LTE (VoLTE or HD Voice).

Because the change impacts more than just mobile phones, consumers with other devices, such as certain medical devices, tablets, smart watches, vehicle SOS services, home security systems, and other connected products that may be using 3G network services, are encouraged to visit the FCC's website or reach out to the monitoring company or other service provider to learn more.

For more information on the plan for 3G retirement and how you can prepare, visit the [FCC's website](#) or contact your providers directly.



*Des Moines rooftop cellular tower.*

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## **IUB Receives Top Scores in Federal Evaluation of Natural Gas and Pipeline Safety Programs for 2020**

The IUB has received top scores from federal evaluators for its 2020 pipeline safety program activities. The evaluation was conducted in September 2021 by the federal Pipeline and Hazardous Materials Safety Administration (PHMSA), which is authorized by U.S. Code to monitor state pipeline safety.

The annual evaluation is designed to ensure compliance with the Pipeline Safety Act requirements and to provide information that will allow PHMSA to determine Iowa's total pipeline safety grant score for the upcoming year. PHMSA assesses the overall performance of a state's pipeline safety program by scoring information contained in the pipeline safety program progress report and by conducting a program evaluation.

The progress report contains information about PHMSA state requirements and accomplishments of the program during the previous calendar year (e.g., extent of jurisdiction, inspector qualifications, number of inspectors, number of inspection person-days, adoption of applicable federal regulations and attendance at federal/state meetings). The program evaluation is used primarily to determine performance of the state program (e.g., operating practices, quality of state agency inspections, investigations, compliance actions and adequacy of recordkeeping).

Over the past few years, the IUB has completed an overhaul of its state pipeline safety procedures, streamlined its inspection process, hired additional staff, conducted internal staff training in addition to external training with PHMSA, and created and updated its pipeline policies and procedures.

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## **IUB, Utilities Coordinated to Restore Power after December's Record-Setting Derecho**

On December 15, 2021, a severe storm generating multiple tornadoes traveled across Iowa causing widespread damage from thunderstorms and non-thunderstorm wind gusts. The IUB supported the all-out efforts by Iowa utility companies to quickly assess damage and safely restore power to Iowans throughout the state.

The National Weather Service classified the fast-moving storms as a serial derecho moving at 60-70 mph and tracking from Kansas through Iowa and into Wisconsin. The NWS stated the storms were so rare, "it was the first time since record keeping began in 1986 that our office had to issue both a severe thunderstorm and tornado warning during the month of December, with 6 and 8 issued respectively."

At the peak of the Iowa storms, severe wind gusts exceeded 70 mph, and multiple reports of 80 mph winds combined with thunderstorms led to approximately 150,000 utility customers losing power. Numerous tornadoes were also confirmed and resulted in extensive damage in several communities. Iowa's Emergency Operations Center was activated and IUB staff and the Board's Chair were involved in updating the Governor and Lt. Governor regarding power restoration efforts as well as coordinating those efforts with key state agencies and utility representatives to quickly assess damage and assist communities.

Utility companies responded in advance of the storms and quickly sent crews to areas reporting power outages. The IUB coordinated with the utilities and other state agencies to build statewide situational awareness when the storms and wind gusts resulted in downed power lines and extensive structure and tree damage in multiple counties. Reports to the IUB also indicated some areas were entirely without power, and backup generation was



implemented until power service was restored in the following days. The utilities kept the IUB and customers informed of estimated times for power service restoration, which ranged from a few hours to a few days in areas that sustained more damage.

In the event of an emergency, such as downed power lines, the IUB reminds customers to immediately leave the area and call 911 in addition to calling their utility company. Customers who are unable to reach their utility may call IUB Customer Service staff toll-free at 877-565-4450.

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## IUB One Call Law and Damage Prevention Survey

The IUB Safety and Engineering section recently sent out a Process Assessment and Learning Aid Survey regarding Iowa's One Call law, to excavators, operators, contractors, and other stakeholders regarding the Iowa One Call law. The survey is part of the IUB 2020 Damage Prevention Program and included 32 questions, which were broken into seven sections, and received more than 240 responses. The survey was conducted to gain a better understanding of the reasons for noncompliance with Iowa's One Call law, which protects underground utility infrastructure, and to provide educational resources to excavators, contractors, locators, and stakeholders regarding Iowa's One Call process.

The results of the survey demonstrated the respondents' awareness of the necessity to schedule and obtain a completed utility locate request by calling 811 in advance of any digging or excavation project, the responsibilities of each stakeholder group, and how to safely handle damages that may occur during excavation. Survey participants also provided suggestions on further updates to Call 811 public education and outreach, Iowa One Call website improvements, comments on investigations and enforcement actions by the IUB and Attorney General's Office, and current issues of timeliness and accuracy of utility locates for the excavation industry. A summary of the survey results can be reviewed on the IUB website [here](#).



*Iowa's One Call law requires marking of underground utility infrastructure at least 48 hours in advance of digging. A yellow locate flag indicates an underground natural gas pipeline.*

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## IUB Participates in Electric Grid Exercise

The IUB was an active participant in this year's GridEx VI exercise as part of a continued effort to test its emergency response plans and improve statewide resilience to energy emergencies in the future. GridEx VI was a multinational grid security exercise facilitated by the NERC Electric Information Sharing and Analysis Center on November 16-17.

As part of the exercise, the IUB followed the Iowa Energy Assurance Plan to notify other key state agencies and build statewide situational awareness as simulated disruptions to electric service occurred in Iowa. When the disruptions became significant enough to warrant activation of the State Emergency Operations Center (SEOC), the IUB followed the protocols in the assurance plan to activate the SEOC and ensure it would be appropriately staffed with representatives from key state agencies and utility stakeholders.

While at the SEOC, the IUB engaged with state agency partners and private utility stakeholders to restore service and build situational awareness throughout the first day, with a focus on coordinating public messaging with utilities, the Governor's office, and other state agencies. On the second day of the exercise, focus was shifted to public safety as the majority of customers' electric service had been restored. The IUB supported efforts at the SEOC to coordinate public safety missions at several critical infrastructure locations to safely secure those locations for utility stakeholders.

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## IUB-PHMSA 2022 Pipeline Safety Conference

The IUB and the Pipeline and Hazardous Materials Safety Administration's (PHMSA) Pipeline Safety Training and Qualification Division (TQ) are jointly hosting the 2022 Iowa TQ Pipeline Safety Conference February 8 and 9, 2022, in West Des Moines, Iowa.

This two-day conference is an opportunity for personnel from Iowa's investor-owned natural gas utilities, pipeline companies, municipalities, pipeline operators, gas industry workers, engineers, managers, gas system maintenance personnel, and local officials to receive updates on the latest state and federal pipeline safety regulations.

A preliminary conference agenda is available [here](#).

**Registration is now open.** Click [here](#) to register for the conference.

The conference will be held at Hilton Garden Inn, located at 205 S. 64th St., West Des Moines. Phone: 515.223.0571. A block of hotel rooms has been set aside at a negotiated rate of \$119 per night. The room block will be held until January 21, 2022. **Attendees are responsible for their own hotel reservations.**

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## IUB Public Informational Meetings Continue on Navigator's Proposed CO2 Pipeline

The public informational meetings for Navigator Heartland Greenway LLC (Navigator) continue this month and include five meetings rescheduled between Jan. 20 and 24 due to inclement weather. Navigator filed a request to hold a series of county public informational meetings with the Iowa Utilities Board on October 19 and 26, 2021, in Docket No. [HLP-2021-0003](#), regarding Navigator's proposal to construct a hazardous liquid pipeline under Iowa Code 479B. The IUB approved an informational meeting schedule with 36 meetings in affected counties and a virtual meeting option at 5:30 p.m. on January 19, 2022.

Registration information for that meeting is available [here](#).

Navigator is proposing to build a new carbon capture and storage project in Iowa called the “Heartland Greenway,” which would capture carbon dioxide (CO<sub>2</sub>) emissions from local facilities, compress the captured emissions into a liquid, and transport it through a pipeline to Illinois, where it will be permanently stored underground. The proposed pipeline will extend through 36 Iowa counties – and communities in Illinois, Minnesota, Nebraska, and South Dakota – and will be capable of capturing and storing up to 15 million tons of CO<sub>2</sub> emissions every year.

The informational meetings are the first step in the process before Navigator can file a petition (application) for a hazardous liquid pipeline permit under Iowa Code 479B and the IUB’s administrative rules in 199 IAC chapter 13. The purpose of informational meetings is to provide landowners with information about the proposed project and about the IUB’s procedures in order to educate landowners prior to easement negotiations, not for the IUB to receive evidence on the project’s merits.

Navigator cannot begin right-of-way (easement) negotiations with landowners in a county until an informational meeting has been conducted in that county. The company must wait at least 30 days after the final informational meeting to file a petition, then the IUB will review the petition and determine if it is substantially complete. At that time, the IUB will issue an order setting a scheduling conference to meet with company representatives; the Office of Consumer Advocate, which represents all consumers in proceedings before the IUB; and any other parties in the proceeding to determine deadlines for filing evidence and testimony and set a public hearing to evaluate the proposed pipeline.

Remaining public informational meetings scheduled in this docket can be found at the end of the newsletter.

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## **Learn About Pro Se Litigants and Contested Case Proceedings before the IUB**

Property owners or any affected person can become a party to open dockets that will proceed to a public hearing before the IUB regardless of whether they retain legal counsel. In legal terminology, a litigant is a person involved in a lawsuit. “Pro se” is Latin for “in one’s own behalf.” Therefore, a pro se litigant is an individual who is representing himself or herself in a docketed case without the assistance of an attorney.

A contested case proceeding before the IUB is a docket in which a person’s legal rights, duties, or privileges are to be determined after a public hearing, which is similar to a trial in Iowa district court. Examples of IUB dockets that may become a contested case proceeding are a rate increase request filed by rate-regulated utilities, requests for franchises to build electric transmission lines, petitions for natural gas or hazardous liquid pipeline permits, and formal customer complaints before the IUB.

Should a person wish to participate in such a proceeding, that person usually will file a petition, or a pleading, to intervene in the case (docket). Persons considering how to participate can review the IUB webpage titled [How to Participate in an IUB Proceeding](#) for additional information. Individuals may also attend the public hearing and ask to participate, but without filing a petition to intervene, the IUB will decide whether that individual may participate or not. Intervenors have the same rights and obligations as any

other party, giving them the ability to ask written questions of other parties, present testimony and cross-examine witnesses at a public hearing by the IUB.

## IUB Hearing and Meeting Calendar

**Monthly public Board meetings** may be attended in person or viewed via [livestream](#). (Board meetings begin at 9 a.m.)

- January 11, 2022
- February 8, 2022
- March 8, 2022

**Technical conference** in the following docket:

- [E-21340](#): Technical conference to discuss 199 Iowa Administrative Code 11.6(1)(b) and whether an amendment to a franchise is needed. 1 p.m. January 10, IUB Hearing Room and virtual. [Register](#).

**Public Informational Meetings** are scheduled in the following dockets:

- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 12 p.m. January 6, Gateway Hotel and Conference Center (Prairie Ballroom), Ames
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 6 p.m. January 6, DMACC Boone Campus (Auditorium), Boone
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 12 p.m. January 7, Iowa State Fairgrounds (Oman Family Youth Inn), Des Moines
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 5:30 p.m. January 19, IUB Virtual Meeting. Registration information is available [here](#).
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 12 p.m. January 20, Briggs Woods Conference Center, Webster City
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 6 p.m. January 20, Ellsworth Community College (auditorium), Iowa Falls
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 12 p.m. January 21, Franklin County Convention Center, Hampton
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 12 p.m. January 24, Floyd County Fairgrounds (Youth Enrichment Center), Charles City
- [HLP-2021-0003](#) Navigator Heartland Greenway, LLC: 6 p.m. January 24, Greene Community Center, Greene
- [E-22482](#): ITC Midwest LLC for Obsidian-Ralston 69 kV electric transmission line project: 12:30 p.m. March 9, Carroll County. Location information will be available [here](#).
- [E-22482](#): ITC Midwest LLC for Obsidian-Ralston 69 kV electric transmission line project: 5:30 p.m. March 9, Greene County. Location information will be available [here](#).