



Iowa Utilities Board

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The IUB Spectrum

April 2023

Issue No. 8

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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The Iowa Utilities Board newsletter is produced by IUB staff and provides information to Iowans and utility industry stakeholders about various dockets, programs, and functions of the IUB. The IUB newsletter is published quarterly.

Winter Moratorium on Utility Service Disconnection has Ended

Iowa's annual winter moratorium regarding utility service disconnection ended April 1, 2023. Since April 1 was a Saturday, service shutoffs could begin on April 3. The end of the moratorium on disconnection of service for nonpayment often brings inquiries from customers who have been unable to keep up with their utility bills. To avoid disconnection, the IUB encourages customers to review their utility's disconnection policies and procedures and contact their utility immediately to avoid natural gas or electric service shutoff and make payment arrangements.

The Low-Income Home Energy Assistance (LIHEAP) program assists thousands of Iowans with a portion of their heating bills every year. LIHEAP qualified customers are also protected from utility service disconnection from November 1 through April 1 annually. The end of the winter moratorium period can be stressful for customers. To assist customers during this time of the year, remember:

- Consumers can apply for LIHEAP through **April 30, 2023**.
- [Local community action agencies](#) may have additional resources.
- [211 Iowa](#) is a resource for assistance with utility payments, housing, and other information that may provide financial relief to customers.

When can utility service be disconnected?

- For nonpayment of a bill, all Iowa utilities must provide written notice to a customer at least 12 days prior to disconnection. (Customers who have defaulted on a

payment agreement may be disconnected with 24 hours' notice.)

- Notice must include the reason for disconnection and the final date payment is due.
- Notice must include the "Customer Rights and Responsibilities" language from 199 of the Iowa Administrative Code.
 - [199 IAC 19.4\(15\) Service Supplied by Gas Utilities](#)
 - [199 IAC 20.4\(15\) Service Supplied by Rate-Regulated Electric Utilities](#)
 - [199 IAC 27.4\(2\) Regulation of Electric Cooperatives and Municipal Electric Utilities](#)
- If a customer's rental unit is subject to disconnect the utility must attempt to contact the landlord at least two days prior to the disconnection.

Can customers arrange a payment agreement with their utility?

- A utility must offer a reasonable payment agreement if the customer is not in default of a previous payment agreement.
- At a minimum, utilities must give the option of spreading payments evenly over at least 12 months. The first payment agreement may not ask for a down payment, but the second agreement can require the customer to pay the first month's payment up front.
- A utility must grant the customer at least one late payment that is four days or less beyond the due date for payment.

Questions can be directed to customer@iub.iowa.gov.

Reminder: Utility Annual Reports Delinquent after April 3

The annual filing deadline is April 1 for all companies required to submit utility annual reports to the IUB. Because April 1, 2023, fell on a Saturday, annual reports will be accepted on Monday, April 3. Companies that have not filed are encouraged to do so as soon as possible. The utility annual reports covering calendar year 2022 are available to review in IUB 24/7 in the company's profile. The company administrators and annual report submitters are able to see and edit the annual report information and should have received notifications that the reports are available.

Utility companies with questions about the annual reports covering calendar year 2022 or their company information in IUB 24/7 should contact IUB customer service at ITsupport@iub.iowa.gov or 877.565.4450 during regular business hours, 8 a.m. to 4:30 p.m. Monday through Friday.

Tentative Public Hearing Dates Discussed for Summit Carbon Solutions' Proposed Carbon Capture Pipeline

On February 17, 2023, a majority of the Iowa Utilities Board issued an [order](#) setting the procedural schedule for the proposed carbon capture pipeline by Summit Carbon Solutions, LLC, in Docket No. [HLP-2021-0001](#). The order also scheduled a technical

conference for March 15, 2023, to allow the parties and those who have filed for intervention a chance to better understand the procedural schedule and to allow the IUB to provide information about how it envisions the hearing being conducted. At the IUB's March 15 technical conference, dates for the public hearing and public comment hearings were discussed.

At the evidentiary hearing, the IUB will hear evidence in favor of or opposing the proposed pipeline. Following the hearing, the IUB will consider all information presented, including comments and objections filed in the docket, [HLP-2021-0001](#), before issuing a final decision and order.

Summit Carbon is proposing to build a new carbon capture and storage project called the "Midwest Carbon Express," which would capture carbon dioxide (CO₂) emissions from ethanol plants, compress the captured emissions into a liquid, and transport it through a pipeline to North Dakota, where it will be permanently stored underground.

Procedural Schedule, Public Hearing Dates Set for Proposed SOO Green Underground Electric Transmission Line

On February 9, 2023, SOO Green HVDC Link ProjectCo, LLC (SOO Green), amended its petition to construct an underground electric transmission line and seek eminent domain over certain parcels in Dubuque and Clayton counties. The filing for eminent domain mooted the need for the IUB to address certain jurisdictional questions argued before the IUB on December 20, 2022.

On February 24, 2023, the IUB issued an order establishing a procedural schedule and establishing a briefing schedule and two-day public hearing on July 11-12, 2023, at Johnson's Family Restaurant and Reception Hall in Elkader, Iowa.

At the hearing, the IUB will hear evidence in favor of or opposing the proposed electric transmission line. Following the hearing, the IUB will consider all information presented, including comments and objections filed in [Docket No. E-22436](#), before issuing a final decision and order.

SOO Green filed a petition (application) for an underground electric transmission line franchise with the IUB on September 24, 2020, under Iowa Code [chapter 478](#). If the franchise is granted, the company would be allowed to build the +/- 525 kilovolt underground high voltage direct current electric transmission line through Allamakee, Cerro Gordo, Chickasaw, Clayton, Dubuque, Floyd, Jackson, and Winneshiek counties.

IUB Website Transitioning to New Design

The IUB's [website](#) is undergoing a digital upgrade and redesign that will launch soon. The website will continue to include many of the same features and information on the utility industries under IUB jurisdiction, plus helpful consumer "how-to" information, including finding or filing comments in a docket, filing a complaint about utility service, learning about consumer assistance programs, participating in an IUB proceeding, and finding details about events, meetings, or docket proceedings of the IUB. The website will continue to include links to the IUB's [electronic filing system](#) and [IUB 24/7](#) web applications. For questions or to provide feedback on the IUB's current website [contact us](#).

The goal of the new design is to improve the digital experience to ensure lowans and others can more easily engage with the IUB online to find the information and services they need.



IUB Office Closed Monday, May 29 for Memorial Day Holiday

The Iowa Utilities Board and Consumer Advocate offices will be closed on Monday, May 29, 2023, in observance of the Memorial Day holiday. However, the IUB's electronic filing system (EFS) and IUB 24/7 will be available and EFS filings made outside of business hours will be processed by staff on Tuesday, May 30. The IUB's normal office hours are 8 a.m. to 4:30 p.m. Monday through Friday. IUB offices are closed Saturdays and Sundays and official [State holidays](#).

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.)

- April 11
- May 9
- June 6

Public Hearings are scheduled in the following dockets:

- [GCU-2022-0003](#): Interstate Power and Light Company – 9 a.m. April 13, Quality Inn and Suites, Fort Madison, IA
- [E-22440](#): MidAmerican Energy Company – 11 a.m., April 13, Knoxville Public Library
- [NOI-2022-0001](#): Workshop: EV Charging – 9 a.m., April 27, IUB Hearing Room
- [TF-2023-0001](#): Black Hills Energy – 9 a.m., May 16, IUB Hearing Room
- [RPU-2022-0002](#), [TF-2022-0271](#): Iowa-American Water Company – 9 a.m., June 7, IUB Hearing Room
- [EEP-2022-0150](#): Interstate Power and Light Company – 9 a.m., June 8, IUB Hearing Room