



Iowa Utilities Commission Strategic Plan FY2025-FY2029

Mission Statement

The Iowa Utilities Commission regulates utilities, as established by law, to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to Iowans.

Vision Statement

The Iowa Utilities Commission is engaged in continuous improvement activities in order to be a regulatory expert and solutions-oriented partner regarding current and emerging utility matters.

Our Guiding Principles

- Act with integrity
- Seek continuous improvement
- Encourage everyone to learn
- Value innovation
- Embrace ownership
- Practice open-communication and transparency
- Treat everyone with respect

Assessment

- Strengths
 - Combination of Long-Term Employees with Expertise & New Employees with Fresh Perspective
 - Public Service Orientation Amongst Staff
 - Established Utility Framework in the State
 - Modern Facility in Which to Work
- Weaknesses
 - Outdated Strategic Plan
 - Multiple Systems and Sources for Data
 - Balancing Judicial and Administrative Natures of the Agency
 - Potential for Differing Board Priorities
- Opportunities
 - Government Reorganization & Updating Iowa Energy Plan
 - Employee Training & Professional Development
 - Relationships with Utilities and Connection to Other Public Utility Commissions
 - Promotion of Communication Across Agency
- Threats
 - Private Sector Competition for Staff
 - Bureaucratic Processes for Human Resources and Procurement
 - Federal Involvement in State Decision Making Processes
 - Speed of Information Technology Advancement

Strategic Initiatives

All IUC Strategic Initiatives relate to Governor's Priority #5: Holding Government Accountable

1. Deliver Exceptional Customer Experience
2. Build Employee Excellence
3. Pursue an Efficient and Effective Regulatory Environment

Strategic Initiative #1: Deliver Exceptional Customer Experience

Goal 1 – Resolve inquiries courteously and promptly

Key Performance Indicator 1* – Resolve complaints within 70 days

Goal 2 – Process invoices in a timely manner

Key Performance Indicator 2* – Pay bills within 60 days of receipt

Key Performance Indicator 3 – Send all invoices within 30 days of end of billing period

Key Performance Indicator 4 – Check on late payments within 10 days of past due date

Strategic Initiative #2: Build Employee Excellence

Goal 3 – Encourage employees to grow in their respective disciplines

Key Performance Indicator 5 – n/a at this time (to be developed as part of action steps)

Goal 4 – Increase employee satisfaction

Key Performance Indicator 6 – Exceed state employee engagement survey average

Strategic Initiative #3: Pursue an Efficient and Effective Regulatory Environment

Goal 5 – Decrease case processing time

Key Performance Indicator 7 – n/a at this time (to be developed as part of action steps)

Goal 6 – Implement administrative rules review

Key Performance Indicator 8 – Review 20% administrative rules on annual basis

Goal 7 – Complete all scheduled natural gas inspections

Key Performance Indicator 9* – Complete 100% of scheduled inspections

*denotes reportable KPI to occur on regular basis