



Iowa Utilities Commission Operational Plan FY2025

1. Organizational Structure:

The Iowa Utilities Commission (IUC) is a State agency established pursuant to Iowa Code chapter 474. The Commission consists of three Commissioners appointed by the Governor and confirmed by the Senate in accordance with Iowa Code chapter 474. The Chairperson of the Commission is the administrator of the agency. The agency consists of a single Division. The Division is divided into Bureaus within the agency.

Iowa Utilities Commission Bureaus

Accounting	Provides financial and accounting support
Chair & Commission Staff	Manages and oversees the operations, human resources, and other administrative requirements of the agency
Customer Service	Processes and investigates customer complaints, manages information systems, and provides information technology support
Regulatory Analysis	Analyzes electric, natural gas, water, and telecommunication policies, procedures and rate cases for utilities operating in the state
Regulatory Law	Provides legal and policy advice. Represents the agency in judicial review proceedings and actions
Safety & Engineering	Conducts engineering reviews, inspects utility facilities, and performs investigations

2. Core Functions (CF) and Key Services, Products, and/or Activities (SPA)

CF 1: Regulation and Compliance
SPA1: Utility Regulation
CF 2: Resource Management
SPA2: IUC Administration

3. Operational Goals for the Next Fiscal Year

- Goal 1: Process written complaint files efficiently
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 1-1
- Goal 2: Receive high scores for OPS annual evaluation reflecting IUC's programming
 - Supports governor's priority 5
- Goal 3: Review all Administrative Rules required by schedule
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 3-2
- Goal 4: Conduct all scheduled inspections of Iowa natural gas facilities
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 3-3
- Goal 5: Pay bills within 60 days of receipt
 - Supports governor's priority 5
- Goal 6: Send all invoices within 30 days of end of billing period
 - Supports governor's priority 5
- Goal 7: Follow up promptly to industry late payments
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 1-2
- Goal 8: Issue all orders on or before statutory deadline
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 3-1
- Goal 9: Process new construction requests in a timely manner
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 3-1
- Goal 10: Attend value-added training sessions
 - Supports governor's priority 5
 - Supports agency's strategic plan goal 2-1
- Goal 11: Exceed state average for Employee Engagement Index
 - Supports governor's priority 5

4. Metrics and Measures Used to Monitor Operations

CF1: Regulation and Compliance

SPA1: Utility Regulation

Goal 1: Efficiently process written complaint files

Action Step: Reduce the timing for the window of initial review and analysis of company response from 14 days to 5 days of receipt date; review average numbers weekly.

SPA Measure Name: Average Time for Complaint Resolution

Measure: Average resolution time for written correspondence files

Target: Reduce resolution time to 85 days or less

Goal 2: Receive high scores for OPS annual evaluation reflecting IUC's programming

Action Step: Continue to comply with the PHMSA program guidelines and incorporate recommendations from the PHMSA program auditor.

SPA Measure Name: Iowa's Pipeline Safety OPS Score

Measure: Iowa's score in the annual evaluation of its pipeline safety program by PHMSA

Target Score: 90 or higher

Goal 3: Review all Administrative Rules required by schedule

Action step: Utilize Esper Software to monitor target dates and deadlines for our agency rules review.

SPA Measure Name: Percent of Administrative Rules Reviewed

Measure: Percent of administrative rules reviewed per the schedule established in 199 IAC 3.11(2)

Target: 100%

Goal 4: Conduct all scheduled inspections of Iowa natural gas facilities

Action Step: Schedule inspections on an annual basis and ensure contingency planning occurs for unexpected circumstances.

SPA Measure Name: Percent of Facility Inspections Completed

Measure: Percent of scheduled inspections of Iowa natural gas facilities completed within a year

Target: 100%

Goal 5: Pay bills within 60 days of receipt

Action Step: Establish process for review and reminders of upcoming payments to vendors.

SPA Measure Name: Percent of invoices paid within 60 days

Measure: Percent of Invoices Paid within 60 days

Target: 100%

Goal 6: Send all invoices within 30 days of end of billing period

Action Step: Send agency invoices to industry members within 30 days of the end of each quarter.

SPA Measure Name: Percent of invoices sent within 30 days of end of period

Measure: Percent of Invoices Sent within 30 Days of End of Period

Target: 100%

Goal 7: Follow up promptly to industry late payments

Action Step: Follow established invoicing procedure according to timeline.

SPA Measure Name: Percent of Late Payments Addressed in Timely Fashion

Measure: Percent of late payments followed up on within 30 days of past due invoice
Target: 100%

Goal 8: All orders issued on or before statutory deadline

Action Step: Onboard new case management system and utilize to track and ensure compliance with statutory deadlines.

SPA Measure Name: Percent of Orders Issued Before Statutory Deadline

Measure: Percentage of orders issued on or before statutory deadline

Target: 100%

Goal 9: Process new construction requests in a timely manner

Action Step: Assign to appropriate staff within one working day of receipt and progress through review within 30 days of initial filing.

SPA Measure Name: Percent of Petitions Timely Approved for E&P Dockets

Measure: Percentage of petitions for approval of new construction processed in a timely manner

Target: 100%

CF2: Resource Management

SPA2: IUC Administration

Goal 10: Employees attend value-added training sessions

Action Step: Continue to incorporate goal into all employee Individual Performance Plans.

SPA Measure Name: # of Annual Training Sessions in which Employees Participate

Measure: Annual number of training sessions in which employees participate

Target: 6 Sessions per employee per year for 100%

Goal 11: Exceed state average for Employee Engagement Index

Action Step: Engage in continuous communication with staff in order to address areas of opportunity.

SPA Measure Name: Engagement Index

Measure: IUC Engagement Index divided by State average of Engagement Index

Target: 100.1