



Iowa Utilities Commission

Operational Plan for Fiscal Year 2026

Table of Contents

Iowa Utilities Commission Operational Plan for FY 2026	2
Strategic Plan Initiatives	2
Enterprise Priorities Supported	2
Operational Goals to Achieve in FY 2026	2
Programs Provided	3
Rates and Services of Certain Utilities (476)	3
Electric Power Generation (476A)	3
Energy Tax Credits (476B and 476C)	4
Cable/Video Franchises (477A)	4
Dual Party Relay Service (477C)	4
Supervision of Electric Transmission Lines (478)	5
Supervision of Pipelines and Underground Gas Storage (479, 479A, 479B)	5
IUC Administration	6
Organizational Structure	7

Iowa Utilities Commission Operational Plan for FY 2026

The purpose of the Operational Plan is to provide an organized description of agency programs, associated operational goals, and specific action steps to describe efforts to achieve positive outcomes on behalf of stakeholders.

Strategic Plan Initiatives

Strategic Initiative #1: Deliver Exceptional Customer Experience

Strategic Initiative #2: Build Employee Excellence

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

Enterprise Priorities Supported

In FY2026, Iowa Utilities Commission will support the following enterprise priorities through the execution of this plan:

- Energy
- Government Efficiency

Operational Goals to Achieve in FY 2026

Deliver Exceptional Customer Experience

Goal 1: Resolve inquiries courteously and promptly

Goal 2: Process invoices in a timely manner

Build Employee Excellence

Goal 3: Encourage employees to grow in their respective disciplines

Goal 4: Increase employee satisfaction

Pursue an Efficient and Effective Regulatory Environment

Goal 5: Decrease case processing time

Goal 6: Implement administrative rules review

Goal 7: Conduct safe and efficient inspection programs

Programs Provided

Rates and Services of Certain Utilities (476)

Program Description: Regulation of rates and/or services of certain public utilities

Operational Goal(s) supported:

- Resolve inquiries courteously and promptly
- Process invoices in a timely manner

Action Items for FY2026:

- Implement new case management system.
- Send agency invoices to industry members within 30 days of the end of each quarter.
- Follow established invoicing procedure according to timeline.

Outcome measure: Average Time Complaint (C-File) Resolution within 80 Days

Measure Code: 219_61200_001

Numeric FY target: 80

Outcome measure: Percentage of Invoices Sent within 30 Days of End of Period

Measure code: 219_61200_002

Numeric FY target: 100

Outcome measure: Percentage of Late Payments Acted on within 30 Days of Past Due Invoice

Measure code: 219_61200_003

Numeric FY target: 100

Electric Power Generation (476A)

Program Description: Certification of certain electric power generating facilities

Operational Goal(s) supported:

- Decrease case processing time

Action Items for FY2026:

- Establish definitions and date calculations.
- Implement new case management system and transfer tracking.
- Observe upcoming due dates and adhere to established timelines.

Outcome measure: Percentage of GCU Application Determination Orders Issued in 45 Days

Measure code: 219_61201_001

Numeric FY target: 100

Energy Tax Credits (476B and 476C)

Program Description: Review of certain energy tax credit applications

Operational Goal(s) supported:

- Resolve inquiries courteously and promptly

Action Items for FY2026:

- Review current P&P and tracking mechanism, make needed updates.
- Provide training to applicable employee(s).
- Observe upcoming due dates and adhere to established timelines.
- Review any changes to tax code or software with IDR.

Outcome measure: Average Number of Days for Initial Tax Credit Review

Measure code: 219_61202_001

Numeric FY target: 10

Cable/Video Franchises (477A)

Program Description: Franchising of certain video/cable providers

Operational Goal(s) supported:

- Decrease case processing time

Action Items for FY2026:

- Implement new case management system and transfer tracking.
- Provide training to applicable employee(s).
- Observe upcoming due dates and adhere to established timelines.

Outcome measure: Percentage of Completed VCA Applications Acted on within 30 Days

Measure code: 219_61203_001

Numeric FY target: 100

Dual Party Relay Service (477C)

Program Description: Administration of relay service and equipment distribution programs

Operational Goal(s) supported:

- Process invoices in a timely manner

Action Items for FY2026:

- Establish definitions and date calculations.

- Onboard Electronic Voucher Application system.
- Provide training to applicable employee(s).
- Set report to pull information on monthly basis.
- Observe upcoming due dates and adhere to established timelines.

Outcome measure: Percentage of Vendor Payment Request Determinations Made in 11 Days

Measure code: 219_61204_001

Numeric FY target: 100

Supervision of Electric Transmission Lines (478)

Program Description: Franchising, siting, and inspections of certain electric transmission facilities

Operational Goal(s) supported:

- Conduct safe and efficient inspection programs

Action Items for FY2026:

- Assign to appropriate staff within one working day of receipt.
- Schedule inspections on an annual basis with contingency planning.
- Observe upcoming due dates and adhere to established timelines.

Outcome measure: Percentage of New Construction Petitions Processed Timely

Measure code: 219_61205_001

Numeric FY target: 100

Outcome measure: Percentage of Scheduled Electric Facilities Inspected Timely

Measure code: 219_61205_002

Numeric FY target: 100

Supervision of Pipelines and Underground Gas Storage (479, 479A, 479B)

Program Description: Permitting, siting, and inspections of certain pipeline and underground storage facilities

Operational Goal(s) supported:

- Conduct safe and efficient inspection programs

Action Items for FY2026:

- Continue to comply with PHMSA program guidelines and incorporate recommendations from the PHMSA program auditor.
- Schedule inspections on an annual basis with contingency planning.

Outcome measure: Annual Evaluation Score in Pipeline Safety Program by PHMSA
Measure code: 219_61206_001
Numeric FY target: 90

Outcome measure: Percentage of Scheduled Natural Gas Facilities Inspected Timely
Measure code: 219_61206_002
Numeric FY target: 100

IUC Administration

Program Description: General IUC agency administration

Operational Goal(s) supported:

- Process invoices in a timely manner
- Encourage employees to grow in their respective disciplines
- Increase employee satisfaction
- Decrease case processing time
- Implement administrative rules review

Action Items for FY2026:

- Continue to incorporate development goal into all employee Individual Performance Plans.
- Engage in continuous communication with staff in order to address areas of opportunity.
- Utilize Esper Software to monitor target dates and deadlines for agency rule review.
- Implement new case management system.
- Identify statutory deadline within seven days of docket assignment
- Observe upcoming due dates and adhere to established timelines.
- Utilize accounts payable process for review and reminders of upcoming payments to vendors.

Outcome measure: Number of Annual Training Sessions in which Employees Participate
Measure code: 219_67110_009
Numeric FY target: 100

Outcome measure: IUC Engagement Index Divided by State Average
Measure code: 219_67110_011
Numeric FY target: 100

Outcome measure: Percentage of Administrative Rules Reviewed
Measure code: 219_61100_002 219_67110_012
Numeric FY target: 100

Outcome measure: Percentage of Orders Issued on or before Statutory Deadline
Measure code: 219_61100_005 219_67110_013
Numeric FY target: 100

Outcome measure: Percentage of Invoices Paid within 60 Days

Measure code: 219_61100_023 219_67110_014

Numeric FY target: 100

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