

Iowa Utilities Board Summary of Jurisdiction & Applicable Rules

Issue	Rate Regulated Utilities	Municipal Utilities	Rural Electric Cooperatives
New Customer	Board	Municipal	REC
Budget Billing	Board	Municipal	REC
Deposits	Board	Municipal	REC
Late Payment Fee	Board	Municipal	REC
Disconnection	Board	Board	Board
Reconnection	Board	Municipal	REC

IUB Rules are found in Iowa Administrative Code, Utilities Division [199] **Chapter 19** for natural gas service and Chapter 20 for electric service:

<https://www.legis.iowa.gov/docs/iac/chapter/04-11-2018.199.19.pdf>

<https://www.legis.iowa.gov/docs/iac/chapter/04-11-2018.199.20.pdf>

- 199 IAC 19.4(15) and 20.4(15) - Notice requirements before disconnection
- 199 IAC 19.4(15)(d)(9) and 20.4(15)(d)(10) - Winter energy assistance rules
- 199 IAC 19.4(15)(d)(7) and 20.4(15)(d)(8) - Severe cold weather rules
- 199 IAC 19.4(15)(d)(10) and 20.4(15)(d)(11) - Military head of household
- 199 IAC 19.4(15)(d)(8) and 20.4(15)(d)(9) - Health of a resident
- 199 IAC 19.4(11) and 20.4(11) - Payment Agreements for Disconnection



Questions? Contact IUB Customer Service Staff toll-free at 877-565-4450, or 515-725-7321, or by email at customer@iub.iowa.gov, or visit our website at <https://iub.iowa.gov>