

January 20, 2016

IOWA UTILITIES BOARD

STATE OF IOWA
DEPARTMENT OF COMMERCE
BEFORE THE IOWA UTILITIES BOARD

IN RE: COMPLAINT OF HORN MEMORIAL HOSPITAL	DOCKET NO. FCU-2014-0014 (C-2014-0072)
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RESPONSE TO ORDER

In Response to the Order issued by the Administrative Law Judge on January 7, 2016, the Office of Consumer Advocate (“OCA”) reports as follows:

1. OCA contacted Michelle Weber at Horn Memorial (“Horn”) Hospital to investigate whether Horn continues to have problems with call completion. Ms. Weber reported that Horn continues to have call completion problems with respect to incoming calls.
2. With respect to outgoing calls, Ms. Weber reported that Horn has not had any problems since filing the initial complaint in this docket. Ms. Weber reported that they are satisfied with the resolution of the previous problems with outgoing calls.

Respectfully submitted,

Mark R. Schuling
Consumer Advocate

/s/ Anna K. Ryon
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OFFICE OF CONSUMER ADVOCATE