

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
UTILITIES BOARD

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<p>IN RE:</p> <p>OFFICE OF CONSUMER ADVOCATE, Petitioner,</p> <p>v.</p> <p>INTERSTATE POWER AND LIGHT COMPANY, Respondent.</p>	<p>DOCKET NO. FCU-2016-0011</p>
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**ORDER GRANTING MOTION TO MODIFY PROCEDURAL SCHEDULE  
AND RESCHEDULING HEARING**

(Issued October 28, 2016)

On October 25, 2016, the Utilities Board (Board) issued an order commencing a formal proceeding in this docket and establishing a procedural schedule. Among other things, the Board set October 31, 2016, as the date for a technical conference to be attended by parties and Board staff. The order described that Interstate Power and Light Company (IPL) would make a presentation at the conference explaining the billing procedures that resulted in the estimated and trued-up bills, describing the actions IPL is taking to address customer complaints relating to those bills, and discussing actions IPL should take to ensure the same issues do not arise in the future. In addition, the Board set December 5, 2016, as the date for a hearing in this proceeding.

On October 26, 2016, IPL filed a “Motion to Modify Procedural Schedule” in two respects. First, IPL requests that the technical conference be rescheduled to a date in the week beginning November 7, 2016. First, IPL states that it is in the process of responding to two separate sets of data requests made by the Office of Consumer Advocate (OCA), a division of the Iowa Department of Justice, in this proceeding, including 28 data discrete requests, some of them with subparts. The response dates for these requests are October 27, 2016, and November 1, 2016. IPL suggests that moving the technical conference to the following week will facilitate the timely completion of its responses to these data requests. IPL further states that its personnel are actively engaged in responding to the consumer complaints related to this docket. The requested postponement of the technical conference will allow IPL to complete its responses to a greater number of complaints, which in turn will enhance the preparation for the technical conference.

Second, IPL requests an extension of the hearing date from December 5, 2016, to a date not earlier than December 14, 2016. IPL states that its key witness, Wendi Cigrand, will be unavailable from December 2 through December 12, 2016. Ms. Cigrand, as Senior Manager Customer Support, has been directly involved in the review and resolution of the estimated billing situation, and will be prepared to address pertinent matters including staffing, internal processes, the new billing system, interactions with customers, and complaint resolution efforts. According to IPL, Ms. Cigrand’s participation is crucial to provide a complete explanation of what

occurred. IPL therefore requests that the hearing be postponed until Ms. Cigrand is available, which will be on or after December 14, 2016. IPL states that it would not object to changes in the due dates for testimony to facilitate this request.

To allow IPL to complete its preparation for the technical conference, the Board will grant both schedule changes requested by IPL. The technical conference shall be rescheduled for November 8, 2016, and the hearing shall be rescheduled for December 14, 2016. If filing dates need to be changed due to the change in the hearing date, parties may request these changes.

**IT IS THEREFORE ORDERED:**

1. The technical conference scheduled in this proceeding for October 31, 2016, at 10 a.m., at the offices of the Utilities Board 1375 East Court Avenue, Des Moines, Iowa, is rescheduled for November 8, 2016, at 9 a.m. at the same location.

2. The hearing scheduled in this proceeding for 9 a.m. on December 5, 2016, in the Utilities Board's Hearing Room, 1375 East Court Avenue, Des Moines, Iowa, is rescheduled for December 14, 2016, at 9 a.m. at the same location. The parties shall appear thirty minutes before the start of the hearing to address procedural issues and to mark exhibits. Persons with disabilities requiring assistive services or devices to observe or participate should contact the Board at

(515) 725-7334 five days in advance of the scheduled date to request that appropriate arrangements be made.

**UTILITIES BOARD**

/s/ Geri D. Huser

/s/ Elizabeth S. Jacobs

ATTEST:

/s/ Trisha M. Quijano  
Executive Secretary, Designee

/s/ Nick Wagner

Dated at Des Moines, Iowa, this 28<sup>th</sup> day of October 2016.