

Iowa Utilities Board Electronic Filing System

What is the EFS?

The Electronic Filing System (EFS) is the Web-based application used by the Iowa Utilities Board (Board or IUB) to receive electronic filings from external users and is the repository of most documents electronically filed with the Board and orders issued by the Board in proceedings initiated on or after January 2, 2009, the effective date of the Board's electronic filing requirement. The EFS makes Board orders and non-confidential documents available on the Board's Web site for public searching and download. The Board's rules governing electronic filing and identifying exceptions to the electronic filing requirement are found at [199 IAC 14](#).

Electronic filing

The EFS allows for electronic submission of [consumer complaints](#), applications, [comments and objections](#), petitions, motions, and other filings by guest users and registered users. The Board may require any user who will make regular or numerous filings with the Board to establish an account as a registered user. A user ID is helpful in filing but is not needed to access any public information filed with the IUB on or after January 2, 2009.

How is the EFS Organized?

The EFS organizes documents in dockets and filings.

- A [docket](#) is a set of one or more filings, each containing one or more documents pertinent to one proceeding. Docket types are intended to reflect the general content of the case and applicable procedural characteristics. A [list of docket types](#) is available on the Board's Web site.
- A [filing](#) is a set of one or more documents submitted together and related to a particular docket.
- [Documents](#) are the heart of the EFS. Documents may be PDF files, word processing files, spreadsheets, pictures, or other electronic file types. They are classified within EFS by document type reflective of the function of the document – motion, petition, testimony, exhibit, map, memo, etc. [A list of document types](#) is available.

There are several ways to find public documents and several ways to narrow the search, including by docket, filing, document title, submitting party, or document type.

The EFS also contains information about [utility companies](#), as well as electronic versions of the [tariff books](#) for regulated companies that are required to have tariff books on file with the IUB.

Searching for Information

Information is organized in the EFS by docket and filing and can be searched by anyone with a computer connection to the Internet. Confidential information is not available through the EFS.

Menu bars at the top of each page of the EFS Web site lead to searches for [dockets](#), [filings](#), [documents](#), [tariffs](#), and [companies](#). Within each search type, there are several ways to narrow the search and limit the results returned. [See above](#) for information on how the EFS is organized.

The [Summary of Filings and Orders](#) search will return a list of many of the filings made with the IUB as well as all the orders issued by the IUB by date for a day or a time period since January 2, 2009.

Most Board Orders issued between April 12, 1999 and January 1, 2009, are not available in EFS but, generally, [those orders](#) can be found on the Board's Web site. Board Orders prior to April 12, 1999, are not available electronically.

Exceptions to the Electronic Filing Requirement

As provided by 199 IAC 14.2, electronic filing is mandatory as of January 2, 2009, with the following exceptions: (1) Filings made by any person who has been excused from the requirement by board order; (2) Filings made in proceedings initiated before the effective date of the electronic filing requirement; (3) Informal consumer complaints; (4) Written objections to applications for electric transmission line franchises, pipeline permits, or hazardous liquid pipeline permits; (5) Comments from persons in any other proceeding in which comments from the public are permitted; (6) Payment of required fees. Any payment required at the time of filing of a document must be delivered to the board's records and information center in person or by first-class mail or other delivery service. (199 IAC 14.4(1) - 14.4(6))

Consumer Complaints

Consumer complaints may be filed in several ways and will not initially be published in EFS. File an informal complaint by:

- using the online [Customer Complaint Form](#);
- letter addressed to Executive Secretary, Iowa Utilities Board, 1375 E. Court RM 69, Des Moines, IA 50319-0069;
- email to customer@iub.iowa.gov; or
- telephone at 1-877-565-4450

If a formal complaint proceeding is initiated, information from the original informal customer complaint will become part of the record in the formal proceeding and information from the informal complaint may then be published in the EFS.

Comments and Objections

Comments and objections in certain dockets such as rate cases (RPU), generating certificate dockets (GCU), or others may be:

- filed using the EFS;
- filed using an online comment form created on the IUB Web site for the docket of interest; or,
- sent by letter referencing the appropriate docket number and addressed to Executive Secretary, Iowa Utilities Board, 1375 E. Court RM 69, Des Moines, IA 50319-0069;

Contact the EFS Help Desk

(515) 725-7337

efshelpdesk@iub.iowa.gov

Business and support hours:

Monday through Friday

8 am to 4:30 pm

except State Holidays