

STATE OF IOWA
DEPARTMENT OF COMMERCE
UTILITIES BOARD

IN RE:	
INTERSTATE POWER AND LIGHT COMPANY	DOCKET NOS. RPU-2019-0001, RPU-2019-0002

ORDER REGARDING CUSTOMER COMMENT MEETING QUESTIONS

(Issued July 17, 2019)

On March 1, 2019, Interstate Power and Light Company (IPL) filed with the Utilities Board (Board) an application for revision of its electric rates and an application for revision of its natural gas rates. IPL's application for revision of its electric rates has been identified as Docket No. RPU-2019-0001. IPL's application for revision of its natural gas rates has been identified as Docket No. RPU-2019-0002.

The Board scheduled ten customer comment meetings throughout the state in April and May 2019. During the course of those meetings, customers asked many questions that either were not answered or were only partially answered by IPL. The Board has reviewed the transcripts of the customer comment meetings and compiled a list of unanswered questions that is attached to this order as Attachment A.

The attached list of questions does not include those questions from customers that, upon review, appeared to be rhetorical in nature. The attached list also does not include questions that were answered by IPL at the meetings. The

DOCKET NOS. RPU-2019-0001, RPU-2019-0002
PAGE 2

answers to such questions are available in the transcripts from the meetings, and those transcripts have been filed in these dockets and are publicly accessible through the Board's electronic filing system.

IPL shall respond to these questions within 21 days of the date of this order. IPL should file its responses in both dockets, and the Board will provide links to both this order providing the questions and IPL's answers on its website for ease of customer access.

IT IS THEREFORE ORDERED:

Within 21 days of the date of this order, Interstate Power and Light Company shall file its answers to the customer questions found in Attachment A to this order.

UTILITIES BOARD

/s/ Geri D. Huser

/s/ Nick Wagner

ATTEST:

/s/ Kelsie Vanderflute

/s/ Richard W. Lozier, Jr.

Dated at Des Moines, Iowa, this 17th day of July, 2019.

ATTACHMENT A

Unanswered Questions from Customer Comment Meetings

- 1) What percentage of eligible customers use the budget billing option and what percentage of those do not make their monthly payments on time?
- 2) What percentage of eligible customers are on payment agreements?
- 3) How many residential customers have all-electric homes?
- 4) Has IPL considered a separate residential rate for all-electric homes, particularly during winter months?
- 5) Are there extra costs associated with credit card payments, and, if so, are those costs paid solely by the customers using credit cards to pay their bills?
- 6) Will IPL seek another rate increase in ten years to cover the maintenance on wind turbines being built as part of this case?
- 7) What is the cost of the proposed renewable energy rider? Will the rider allow IPL to fix its costs and pass them on to customers?
- 8) What percentage of the rate increase is due to wind generation?
- 9) What percentage of the rate increase is due to AMI infrastructure investment?
- 10) How much do the wind turbines cost, and are they more expensive than other types of generation used by IPL?
- 11) Is IPL building new base load generation or just the wind farms?
- 12) What are the cut-in and cut-out wind speeds for the new turbines? What is the parasitic load of a turbine?
- 13) What is IPL's cost per kilowatt for its wind turbines?
- 14) Does the rate increase IPL is seeking already include the return on equity, or is the return on equity added on top of what IPL is seeking?
- 15) Is IPL required to provide the same level and quality of service to every customer in its territory?
- 16) Will IPL propose a standby rate that provides for non-firm backup service?
- 17) Will IPL allow an exemption from the energy efficiency rider for customers with load factors in excess of 85 percent?
- 18) How do you amortize your capital investments?
- 19) When did IPL know it would be requesting these rate increases? Was it before or after the Decorah municipalization vote?
- 20) How do Wisconsin Power and Light's rates compare with IPL's rates in Iowa?
- 21) Why is there so much disparity between IPL's rates and MidAmerican's rates?
- 22) Has IPL sent out information regarding possible health effects of AMI meters?
- 23) Do AMI meters give off radiation?
- 24) Have there been misreads or miscalculations from AMI meters? Have the AMI meters passed any testing?
- 25) Why doesn't IPL use its grid as a network to collect usage data like the Tennessee Valley Authority and associated utilities do?
- 26) How will IPL decommission solar panels and any related chemicals or toxins when the panels reach the end of their useful lives?
- 27) How much will the Cardinal-Hickory Creek transmission line cost IPL customers?

ATTACHMENT A

- 28) Has IPL looked into damage done near the Linn Grove Dam, and will it be making any efforts to repair any damage done to the road near the dam?
- 29) Could IPL use its profits to pay for upgrades rather than asking customers to pay higher rates?
- 30) What is IPL doing to give back to the community and citizens, especially those in need?
- 31) Since inflation is around 2 percent and customer usage is generally flat, how is IPL justifying this rate increase?
- 32) Why aren't replacements of aging infrastructure and maintenance already in IPL's rates and current budgets? Why do those require rate increases?
- 33) Why are there multiple rates on a single bill?
- 34) Is IPL allowed to use its unregulated affiliates to provide services to its regulated utilities? How are consumers protected in such situations?
- 35) If the rate increase isn't approved in full, what upgrades or services is IPL going to cut?
- 36) Could IPL have used fiber optic cable already in place from other companies instead of laying its own fiber?
- 37) What has IPL done to improve the grid?
- 38) Is the rate increase a one-year increase or an ongoing every year increase?
- 39) Has IPL studied any secondary effects of the rate increase, such as lost jobs, foreclosures, or similar impacts on affected customers? If so, what did the analysis show?
- 40) In the Decorah customer comment meeting, several people referred to a study performed by Concentric Energy Advisors on IPL's behalf that represented IPL's rates were projected to increase at a rate of 1% per year for the next six years. Please provide a copy of Concentric's study and any updates. How do you respond to your customers' comments regarding the Concentric study?