

From: [Finnegan, Karen \[OCA\]](#)
To: [Linda Friedrichsen](#)
Cc: [IowaOCA](#); [IUB Customer \[IUB\]](#)
Subject: RE: electricity
Date: Thursday, January 30, 2014 2:41:56 PM

Ms. Friedrichsen,

By this reply, I am forwarding your e-mail to the Iowa Utilities Board's Customer Services Division. For future reference, their website is <http://iub.iowa.gov>. This agency will be able to assist you with your concerns regarding Alliant Energy. Thank you.

Karen Finnegan

Secretary

Office of Consumer Advocate

1375 East Court Avenue

Des Moines, IA 50319-0063

Telephone: (515) 725-7203

E-mail: Karen.Finnegan@oca.iowa.gov

Website: http://www.iowa.gov/government/ag/protecting_utility/index.html

From: Linda Friedrichsen [mailto:nanasgang7@gmail.com]
Sent: Thursday, January 30, 2014 2:39 PM
To: IowaOCA
Subject: electricity

Dear Attorney General Miller:

I am hoping you can help me or direct me to someone who can.

In 2007, we, along with our son and his wife, purchased an acreage at 2238 I Ave., Bouton, IA for them to later build a home on. At that time they were living out of the state. A couple years later they asked Alliant Energy to come out to the property and tell them how much it would cost to get power there. They were told that it would cost between \$600 and \$700. Since they were still living out of the state, they decided to wait until they were ready to start building.

About a year ago when they were ready to start building, they were told it would cost **\$27,500** to get power. Alliant Energy (without speaking to any property owners and even though improvements to the property were evident, such as new roofs on the out-buildings, etc.) removed the poles from that section of road. How is it possible that the cost has **increased by forty times**? Isn't the power company responsible for providing power along the road and then the owner responsible for connecting from the road to the building site? As it stands now, the property is worthless and cannot even be sold with this unreasonable cost to get electricity!

My son and his wife are missionaries with CRU, formerly, Campus Crusade for Christ, on the Iowa State Campus and their entire income depends on the donations of supporters. They will never be able to afford this outrageous fee. Personally, I don't know how anyone could afford this and still be able to build a home.

Thank you for your assistance. Please advise as to how we should proceed.

Sincerely,

Linda Friedrichsen

Where will you be in five years if you keep doing what you're doing?

Linda Friedrichsen
Arbonne International
Independent Consultant
nanasgang7@gmail.com
515-201-8759

From: [Finnegan, Karen \[OCA\]](#)
To: [Linda Friedrichsen](#)
Cc: [IowaOCA](#); [IUB Customer \[IUB\]](#)
Subject: RE: electricity
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Karen Finnegan

Secretary

Office of Consumer Advocate

1375 East Court Avenue

Des Moines, IA 50319-0063

Telephone: (515) 725-7203

E-mail: Karen.Finnegan@oca.iowa.gov

Website: http://www.iowa.gov/government/ag/protecting_utility/index.html

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Thank you for your assistance. Please advise as to how we should proceed.

Sincerely,

Linda Friedrichsen

Where will you be in five years if you keep doing what you're doing?

Linda Friedrichsen
Arbonne International
Independent Consultant
nanasgang7@gmail.com
515-201-8759

Correspondence

C-File

Today's Date: **1/31/2014**

Analyst

Date Received: **1/30/2014**

Rosemary Tate

Company Name #1 **Interstate Power and Light Company**

Company Name #2

Company Name #3

First Name **Linda**

Last Name **Friedrichsen**

Customer Business Name

Service Street Address **2238 I Avenue**

City **Woodward**

State **IA**

Zip

Mailing Address (If Different)

nanasgang7@gmail.com

- Billing
- Cramming
- EAS
- Delayed Install
- Deposit
- Deregulated Services
- Directory Error
- Disconnect
- Info Only
- Comments
- Line Extension
- Meter Reading
- Payment Arrng
- Poor Cust Svc
- Rates/Charges
- Repair
- Slamming
- Service Problem
- Other Call Type If Other >>>

- Local Telephone
- Long Distance Telephone
- Electric
- Gas
- Water
- Cellular
- VOI
- Broadband

Other:



Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Elizabeth S. Jacobs, Chair
Nick Wagner, Board Member
Sheila K. Tipton, Board Member

February 13, 2014
File No. C-2014-0009

Kathy Harriott
Interstate Power and Light Company
P. O. Box 351
Cedar Rapids, IA 52406

Dear Ms. Harriott:

On January 30, 2014, the Iowa Utilities Board (Board) received the attached complaint from Linda Friedrichsen of Woodward, Iowa regarding the high and increased cost of new electric service that would be provided by Interstate Power and Light Company (Alliant/IPL) to a new home to be built in 22338 I Avenue in Woodward, Iowa.

In accordance with Iowa Code Section 476.3 "Public Utility Regulation," Alliant/IPL is required to investigate this complaint and provide a written response to Board staff no later than March 4, 2014. Alliant/IPL is asked to provide the following: The original cost estimate to provide electric service to this property and the current cost estimate, detailing all cost increases including the costs of materials or labor, the reason (s) for the cost increases, and any other information that may assist Board staff in resolving this complaint. Copies of your response must also be provided to the customer and to the Office of Consumer Advocate.

As soon as we receive your response, Board staff will consider the complaint, your response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from the utility or the customer to complete the evaluation. Once all of the information has been gathered and reviewed, staff will provide a letter of proposed resolution addressing the issues within the Board's jurisdiction. Thank you for your prompt attention to this matter.

Sincerely,

/s/
Rosemary Tate
Customer Service Utility Analyst

cc: Linda Friedrichsen
Office of Consumer Advocate, 1375 E. Court Ave., Rm. 63, Des Moines, IA
50319



Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Elizabeth S. Jacobs, Chair
Nick Wagner, Board Member
Sheila K. Tipton, Board Member

February 13, 2014
File No C-2014-0009

Linda Friedrichsen
2238 I Avenue
Woodward, IA 50276

Dear Ms. Friedrichsen:

Thank you for your complaint received by the Iowa Utilities Board (Board) regarding the high and increased cost of providing new electric service to 2238 I Avenue, Woodward, Iowa by the local electric service provider, Interstate Power and Light Company (Alliant/IPL).

In accordance with Iowa Code Section 476.3 "Public Utility Regulation," Board staff is forwarding your complaint to Alliant/IPL, which is required to investigate your complaint and may contact you to identify or resolve any issues. Alliant/IPL must provide a written response to Board staff no later than March 4, 2014, and provide a copy of the response to you and the Office of Consumer Advocate.

As soon as we receive the utility's response, Board staff will consider your complaint, the response, and any other relevant information including laws, rules, and tariffs. Staff may also request additional information from you or the utility to complete its evaluation. Once all of the information has been gathered and reviewed, Board staff will provide a letter of proposed resolution addressing the issues within the Board's jurisdiction.

We will make every effort to assist you in resolving your complaint. If you have questions about this process, you may contact our office at the telephone numbers listed at the bottom of this page.

Sincerely,

/s/
Rosemary Tate
Customer Service Utility Analyst
Enc.

cc: Alliant Energy Company, P.O. Box 351, Cedar Rapids, IA 52406
Office of Consumer Advocate, 1375 E. Court Ave., Rm. 63, Des Moines, IA 50319

Tate, Rosemary [IUB]

From: Tate, Rosemary [IUB]
Sent: Thursday, February 13, 2014 11:16 AM
To: 'nanasgang7@gmail.com'
Cc: Finnegan, Karen [OCA]
Subject: Complaint with Alliant Energy
Attachments: C-2014-0009 Initial Letter Customer.pdf

Attached please find correspondence in regards to your complaint with Alliant Energy. If you should have questions, please feel free to contact me at 1-877-565-4450. Thank you.

Tate, Rosemary [IUB]

From: Tate, Rosemary [IUB]
Sent: Thursday, February 13, 2014 11:15 AM
To: Harriott, Kathy (KathyHarriott@alliantenergy.com); 'Complaints'
Cc: Finnegan, Karen [OCA]
Subject: New Customer Complaint
Attachments: C-2014-0009 Initial Letter Company.pdf; C-2014-0009 Initial Letter Customer.pdf; Friedrichsen Linda 20140130.pdf

Attached please find customer complaint C-2014-0009. If you should have questions or concerns, please feel free to contact our office at 1-877-565-4450. Thanks

Rosemary Tate
Utility Analyst
Customer Service

4-29-13

Exhibit B

Estimate 109918 Worksheet - In Aid

Customer: ALLIANT ENERGY ESTIMATE ONLY

Customer Account: [REDACTED]

1284 XE PLACE
AMES, IA 50014

Invoice Status: Not Yet Invoiced

Description: 11 POLE PRIMARY EXTENSION NORTH OF BOUTON AT 2238 I AVE. WILL NEED NEW ESTIMATE IF CUSTOMER DECIDES TO DO THIS

Labor Expenses

Material Expenses

Total Bare Labor: \$5,437.13
 Total Labor Overhead: \$4,734.65
 Subtotal: \$10,171.77
 General and Administrative: \$417.04
 Total Labor Charge: \$10,588.82

Bare Materials: \$5,194.44
 Overhead total: \$2,784.22
 Subtotal: \$7,978.67
 Administrative and General: \$327.13
 Total Materials Cost: \$8,305.79

Vehicle Expenses

Total Bare Vehicle Cost: \$3,766.13
 Total Vehicle Overhead: \$0.00
 Burdened Subtotal: \$3,766.13
 Administrative and General: \$154.41
 Total Vehicles Cost: \$3,920.54

Summary

Total Labor: \$10,588.82
 Total Materials: \$8,305.81
 Total Vehicles: \$3,920.54
 Total Other: \$0.00
 Total Misc: \$0.00
 T&M Subtotal: \$22,815.17

In Aid Type: Advance		Tax Adder Used: 117.56%	
Total Cards:	\$0.00	Total T&M:	\$26,821.51
Less Future Revenue:	\$0.00	Less Future Revenue:	\$0.00
Less Deposit Amount:	\$0.00	Less Deposit Amount:	\$0.00
Cards Remainder:	\$0.00	T&M Remainder:	\$26,821.51

Taxes Paid By Alliant

Sales Tax on Materials: \$294.03
 State Tax on Other Services: \$0.00
 Other Tax on Other Services: \$0.00

2/17/14

Exhibit B

Estimate 111859 Worksheet - In Aid

Customer: ALLIANT ENERGY ESTIMATE ONLY

Customer Account: [REDACTED]

1284 XE PLACE
AMES, IA 50014

Invoice Status: Not Yet Invoiced

Description: WR 3933129 - ESTIMATE ONLY. ACCOUNT WILL NEED TO BE SET UP AND NEW NUBIES ESTIMATE WILL HAVE TO BE CREATED IF CUSTOMER DECIDES TO DO THIS WORK. 11 POLE EXTENSION FROM 320TH ST SOUTH AND

Labor Expenses

Total Bare Labor: \$5,586.00
 Total Labor Overhead: \$4,440.31
 Subtotal: \$10,026.31
 General and Administrative: \$411.08
 Total Labor Charge: \$10,437.39

Material Expenses

Bare Materials: \$5,749.88
 Overhead total: \$2,828.94
 Subtotal: \$8,578.82
 Administrative and General: \$351.73
 Total Materials Cost: \$8,930.55

Vehicle Expenses

Total Bare Vehicle Cost: \$3,996.00
 Total Vehicle Overhead: \$0.00
 Burdened Subtotal: \$3,996.00
 Administrative and General: \$163.84
 Total Vehicles Cost: \$4,159.84

Summary

Total Labor: \$10,437.39
 Total Materials: \$8,930.55
 Total Vehicles: \$4,159.85
 Total Other: \$0.00
 Total Misc: \$0.00
 T&M Subtotal: \$23,527.79

In Aid Type: Advance		Tax Adder Used: 133.46%	
Total Cards:	\$0.00	Total T&M:	\$31,400.19
Less Future Revenue:	\$0.00	Less Future Revenue:	\$0.00
Less Deposit Amount:	\$0.00	Less Deposit Amount:	\$0.00
Cards Remainder:	\$0.00	T&M Remainder:	\$31,400.19

Taxes Paid By Alliant
 Sales Tax on Materials: \$325.46
 State Tax on Other Services: \$0.00
 Other Tax on Other Services: \$0.00

Exhibit B

Estimate 109918 Worksheet - In Aid

Customer: ALLIANT ENERGY ESTIMATE ONLY

Customer Account: [REDACTED]

1284 XE PLACE
AMES, IA 50014

Invoice Status: Not Yet Invoiced

Description: 11 POLE PRIMARY EXTENSION NORTH OF BOUTON AT 2238 I AVE. WILL NEED NEW ESTIMATE IF CUSTOMER DECIDES TO DO THIS.

Labor Expenses

Material Expenses

Total Bare Labor: \$5,586.00
Total Labor Overhead: \$4,864.29
Subtotal: \$10,450.29
General and Administrative: \$428.46
Total Labor Charge: \$10,878.75

Bare Materials: \$5,160.26
Overhead total: \$2,765.90
Subtotal: \$7,926.16
Administrative and General: \$324.97
Total Materials Cost: \$8,251.14

Vehicle Expenses

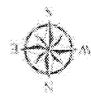
Total Bare Vehicle Cost: \$3,766.13
Total Vehicle Overhead: \$0.00
Burdened Subtotal: \$3,766.13
Administrative and General: \$154.41
Total Vehicles Cost: \$3,920.54

Summary

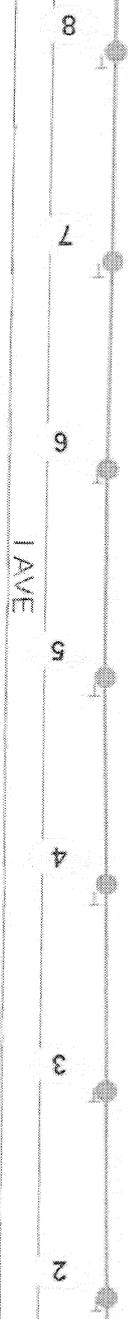
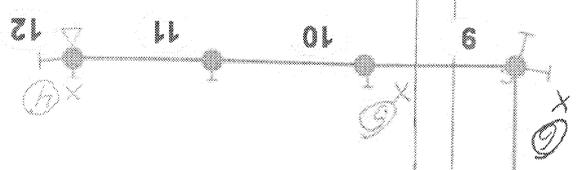
Total Labor: \$10,878.75
Total Materials: \$8,251.13
Total Vehicles: \$3,920.54
Total Other: \$0.00
Total Misc: \$0.00
T&M Subtotal: \$23,050.42

In Aid Type: Advance		Tax Adder Used: 117.56%	
Total Cards:	\$0.00	Total T&M:	\$27,098.07
Less Future Revenue:	\$0.00	Less Future Revenue:	\$0.00
Less Deposit Amount:	\$0.00	Less Deposit Amount:	\$0.00
Cards Remainder:	\$0.00	T&M Remainder:	\$27,098.07

Taxes Paid By Alliant
Sales Tax on Materials: \$292.09
State Tax on Other Services: \$0.00
Other Tax on Other Services: \$0.00

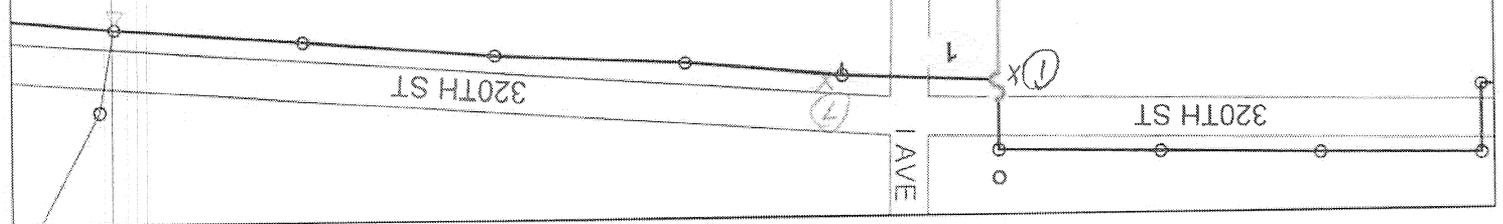


2238



1-6 = 2112'
 5-6 = 58'

4-5 = 393'
 5-7 = 2121'
 1-7 = 68'





Alliant Energy
200 First Street SE
P.O. Box 351
Cedar Rapids, IA 52406-0351

1-800-ALLIANT (1-800-255-4268)
alliantenergy.com

March 3, 2014

Ms. Rosemary Tate
Iowa Utilities Board
1375 E Court Ave Room 69
Des Moines, IA 50319-0069

RE: Iowa Utilities Board File No. C-2014-0009
REF: Linda Friedrichsen, 2238 I Ave, Woodward, IA

Dear Ms. Tate:

In response to Ms. Friedrichsen's complaint to the Iowa Utilities Board (Board) and your letter of February 13, 2014, Interstate Power and Light (IPL), an Alliant Energy Company, has researched the issue related to the expressed concerns. From your letter and Ms. Friedrichsen's feedback, IPL understands the issue to be as follows:

Issue – Ms. Friedrichsen is concerned with the cost for IPL to install new service at 2238 I Ave, Woodward, IA.

IPL would like to apologize to Ms. Friedrichsen for her recent unsatisfactory experience with IPL. IPL has researched the issue Ms. Friedrichsen presented to the Board and would like to share the following information:

Issue

Ms. Friedrichsen is concerned with the cost for IPL to install new service at 2238 I Ave, Woodward, IA.

IPL Response

Below is a history of IPL's contact with Mr. Tony Friedrichsen regarding services at 2238 I Ave, Woodward, IA.

- 4/17/2008 – Mr. Friedrichson contacted IPL and stated he was interested in re-establishing service to 2238 I Ave, Woodward, IA. Mr. Friedrichson also indicated to IPL the property had not had service for 20 years and had been vacant for 40 years.

- 4/28/2008 – Mr. Friedrichsen called requesting an estimate for establishing new service to the barn on the property, and that eventually he would be building a residential home on this property. No timeframe was given on when the construction would take place.

At this time the field engineer, who is no longer with IPL, gave an estimate for \$600 - \$700 to go from the transformation point to the point of service hook-up. Although there is no written proof on the quoted amount given by IPL, the distance for service would equate to the amount proposed back in 2008. IPL estimates are only good for 30 days. We do not guarantee them beyond this timeframe.

- In February 2011 IPL rebuilt its distribution lines around the Woodward and the Bouton areas, which included the area of 2238 I Ave. There was an old piece of overhead primary line approximately 2700 ft. long that fed the property at 2238 I Avenue only.

During the design period in 2010, for the construction to be done in 2011, it was discussed not to rebuild that section of line and to remove it due to continued maintenance and 20 years of it being idle.

- 4/24/2013- Mr. Friedrichsen contacted IPL and left a message stating he would like to install temporary or permanent service here for livestock and building a new house. Mr. Friedrichsen stated in his message the property had been vacant for 40 years.
- 4/29/13 IPL's Field Engineer spoke to Mr. Friedrichsen to confirm services needed, and advised him that he would calculate an estimate. Mr. Friedrichsen was contacted the same day & quoted \$26,821.51 for 11 poles and a single phase extension. A copy of this is attached, labeled "Friedrichsen Attachment 1". This quote would have been good for 30 days. Mr. Friedrichsen stated he did not wish to proceed with the installation of service.
- 8/27/13 IPL received a verbal Board complaint for Mr. Friedrichsen regarding the cost to provide services to 2238 I Ave, Woodward, Ia.
- 8/29/13 IPL calculated a current estimate of \$27,098.07. A copy of this is attached, labeled "Friedrichsen Attachment 2".

IPL has calculated a current estimate as of 2/17/14 for \$31,400.19. A copy of this is attached, labeled "Friedrichsen Attachment 3". For all three estimates, the same amount of labor, material and vehicles were used. The differences in cost between the 4/29/13 quote and the 8/29/13 quote, are loadings: the labor was more by (\$289.93) in 8/28/13, the vehicle costs stayed the same, and the material costs in 4/29/13 was more (\$54.65) both had the same tax adder used, 117.56%. The 2/17/14 quote reflects labor was less than the two previous estimates, the material was more, and vehicle expenses were more. The largest difference between the 2014 quote and the two prior was the increase in the tax adder used. The Tax Adder for 2014, 133.46%, is higher than the Tax Adder for 2013, 117.56%. I have also attached a copy of the map design used for all three estimates, labeled "Friedrichsen Attachment 4".

IPL is responsible for maintaining and reporting to all lines built. These lines are also subject to state inspections. There was no business need in 2011 to leave the overhead primary line. It was in poor

shape. There had been no history of active customers here in several years, so it was in IPL's best interest to remove the lines.

IPL is committed to serving our customers. The reason any customer would experience a cost to build a line extension is that IPL can't expect our rate base to pay for something they will not use or to ensure the customer benefitting from this work, assumes the cost, not all customers in general. IPL hopes The Friedrichsens choose to build and will become an IPL customer. There would be a \$3957.76, 3 year revenue allowance, as of February 2014. This revenue allowance can also be subjective to change along with the quotes for service. The revenue allowance would be increased if the customer chooses to install electric space heating such as geothermal. This revenue allowance would be deducted off the price quote for having services installed, prior to the Friedrichsens having to make their upfront payment.

IPL apologizes for the inconvenience this has caused Ms. Friedrichsen, and appreciates her feedback and the opportunity to review the situation. If there are further questions, please feel free to contact me at 641-437-5016.

Sincerely,

/s/ Dana Cassady

Dana Cassady

Customer Satisfaction Specialist

cc: Linda Friedrichsen
Office of Consumer Advocate

Tate, Rosemary [IUB]

From: Cassady, Dana <DanaCassady@alliantenergy.com>
Sent: Monday, March 03, 2014 12:43 PM
To: Tate, Rosemary [IUB]
Cc: nanasgang7@gmail.com; Finnegan, Karen [OCA]; Harriott, Kathy
Subject: Friedrichsen C-2014-0009
Attachments: Friedrichsen Attachment 1.pdf; Friedrichsen Attachment 3.pdf; Friedrichsen Attachment 4.pdf; Friedrichsen C-2014-0009 dc.pdf; Friedrichsen Attachment 2.pdf

Ms. Tate,

Please find attached IPL's response to Ms. Friedrichsen's complaint, C-2014-0009. Please let me know if you have any further questions.

Thank you,

Dana Cassady
Alliant Energy
Customer Satisfaction Specialist
641-437-5016

Tate, Rosemary [IUB]

From: Linda Friedrichsen <nanasgang7@gmail.com>
Sent: Wednesday, March 12, 2014 3:58 PM
To: Cassady, Dana
Cc: Tate, Rosemary [IUB]; Finnegan, Karen [OCA]; Harriott, Kathy; Clare Friedrichsen
Subject: Re: Friedrichsen C-2014-0009

Thank you for your response.

I'd like to reiterate our point. Your records show that we had intentions of building on that property, and that there were electrical poles there. You chose not to replace them without informing us. Had we been informed, we would have connected and become customers at that time. We, however, were not given that opportunity.

The Friedrichsens

On Mon, Mar 3, 2014 at 12:43 PM, Cassady, Dana <DanaCassady@alliantenergy.com> wrote:

Ms. Tate,

Please find attached IPL's response to Ms. Friedrichsen's complaint, C-2014-0009. Please let me know if you have any further questions.

Thank you,

Dana Cassady

Alliant Energy

Customer Satisfaction Specialist

[641-437-5016](tel:641-437-5016)



Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Elizabeth S. Jacobs, Chair
Nick Wagner, Board Member
Sheila K. Tipton, Board Member

April 9, 2014
C-2014-0009
Proposed Resolution

Linda Friedrichsen
2238 I Avenue
Woodward, IA 50276

Dear Ms. Friedrichsen:

On January 31, 2014, the Iowa Utilities Board (Board) received your complaint regarding the high and increased cost of providing new electric service to your property located at 2238 I Avenue, Woodward, Iowa by the local electric service provider, Interstate Power and Light Company (Alliant/IPL). Below is the summary of your complaint, Alliant/IPL's response and the Board staff findings.

Complaint:

Ms. Friedrichsen, in your original complaint, you stated that you along with your son and his wife purchased the acreage property at 2238 I Avenue, Woodward, Iowa, in 2007 so they could build a home at some later date. You go on to state that a couple of years later, your son asked Alliant/IPL to visit the property and provide an estimate to start electric service and at that time he was advised it would be \$600.00 to \$700.00. You stated that your son was living out of state at the time and decided to wait until he lived back in the area before trying to build. When your son inquired again about obtaining electric service about year ago, he was told by Alliant/IPL that it would now cost \$27,500.00. You were advised that Alliant/IPL removed the poles from that section of the road without checking with the property owners and you now contend that the property is now worthless. You noted that your son and his wife are missionaries and they are unable to afford the high estimated cost to put in the electric service.

Alliant/IPL Response:

According to Alliant/IPL in its March 3, 2014 response, its records show the following timeline for inquiries made about the property at 2238 I Avenue, Woodward, Iowa:

2008

April 17th - Tony Friedrichsen contacted Alliant/IPL and stated that he was interested in establishing electric service at 2238 I Avenue, Woodard, Iowa. At that time he also stated that there had been no service at the address for 20 years and that the residence had been vacant for 40 years.

April 28th - Tony Friedrichsen contacted Alliant/IPL again and requested an estimate for establishing new service for the barn and stated that he would eventually building a residential home on the property, but he didn't give a date or timeframe when the construction would take place. At this time the field engineer, who is no longer with Alliant/IPL, gave an estimate for \$600-\$700 to go from the transformation point to the point of service hook-up. Although there is no written proof on the quoted amount given by Alliant/IPL, and Alliant/IPL estimates are only good for 30 days with no guarantee beyond this timeframe.

2011

February – Alliant/IPL rebuilt it distribution lines around the Woodward and Bouton areas, which included the vicinity of the 2238 I Avenue address; there was an old piece of overhead primary line that was approximate 2,700 feet long that fed the 2218 I Avenue address only. When the design for the rebuilt lines was discussed internally by Alliant/IPL in 2010, a discussion took place about removing that section of the line and not replacing it due to continued maintenance and the line being idle for 20 years.

2013

April 24th - Mr. Friedrichsen contacted Alliant/IPL and left a message stating that he would like to install temporary or permanent service at the I Avenue address for livestock and for building a new home. Mr. Friedrich also stated in the message that the property had been vacant for 40 years.

April 29th – An Alliant/IPL field engineer spoke with Mr. Friedrichsen to confirm the new electric services need, and advised him that he would calculate an estimate for the cost. The engineer contacted Mr. Friedrichsen the same day and quoted the amount of \$26,821.51 for 11 poles and a single phase extension. This quote would have been good for 30 days. Mr. Friedrichsen stated that he did not wish to proceed with the installation of service.

Page 3

Mr. Friedrichsen

April 9, 2014

August 27th – Alliant/IPL received a verbal complaint from Board staff regarding Mr. Friedrichsen and the cost to provide service to 2238 I Avenue, Woodward, Iowa.

August 29th - Alliant/IPL calculated a current estimate of \$27,098.07.

Alliant/IPL has calculated a current estimate as of February 17, 2014, for \$31,400.19. For all three estimates, the same amount of labor, material and vehicles were used. The difference in cost between the April 29th, 2013 quote and the August 29, 2013 quote are loadings: the labor was \$289.93 more in the August quote, the vehicle costs stayed the same and the material costs in the April quote were \$54.65 higher, but both estimates used the same tax adder of 117.56 percent. The February 2014 quote reflects that the labor charges were less than the previous two estimates, the material was more, and the vehicle expenses were higher. The largest difference between the 2014 quote and the previous two was the tax adder used. The adder has increased to 133.46 percent from the tax adder in 2013 which was 117.56 percent

Alliant/IPL noted it is responsible for maintaining and reporting on all electric lines built. These lines are also subject to state inspections. Alliant/IPL stated that there was no business need in 2011 to leave the overhead primary line. It was in poor condition and there had been no history of active customers here in several years, so it was in Alliant/IPL's best interest to remove the lines.

Alliant/IPL also stated it is committed to serving its' customers. The reason any customer would experience a cost to build a line extension is that Alliant/IPL can't expect its rate base (all customers) to pay for something they will not use or for the customer benefitting from this work. Alliant/IPL further stated they hope the Friedrichsens choose to build and become an Alliant/IPL customer. Alliant/IPL stated there would be a \$3957.76, three-year revenue allowance, as of February 2014. This revenue allowance can also be subject to change along with the quotes for service. The revenue allowance would be increased if the customer chooses to install electric space heating such as geothermal. This revenue allowance would be deducted off the price quote for having services installed, prior to the Friedrichsens making an upfront payment. Alliant/IPL apologized for any inconvenience this matter has caused you and invited you to contact its Customer Satisfaction Specialist Dana Cassady with any additional questions.

Board Staff Findings:

Board staff has reviewed your original complaint as well as the verbal complaint information and the information provided by Alliant/IPL. Board staff agrees Alliant/IPL

Page 4
Mr. Friedrichsen
April 9, 2014

took the appropriate steps to protect the other electric service lines and equipment in the area, by removing the old, idle equipment. The length of time the property had been without service was a major factor in the steps that Alliant/IPL took to remove the remaining equipment at the property. Although I understand your frustration with the removal of equipment there wouldn't have been any way to ensure that the estimated cost you were quoted in 2008 would have been honored beyond the initial 30 days. If at that time you were not ready to build or start temporary service, then there would still have been a risk for a higher cost to start service. Board staff found Alliant/IPL followed Board rule requirements per 199 Iowa Administrative Code 20.3(13)c Electrical line extensions.

This is Board's staff proposed resolution. If you disagree with the proposed resolution, you may request a formal proceeding with the Board. To do so, you must make the request for formal proceeding within 14 days from the date of this letter of proposed resolution. Please send a copy of your request to our office, Alliant/IPL and the Office of consumer Advocate and refer to the C-file number listed at the top of this letter. If nothing is received within 14 days, this case will be closed.

Sincerely,

Rosemary Tate
Utility Analyst
Customer Service

cc: Alliant Energy, P.O. Box 351, Cedar Rapids, IA 52406-0351
Office of Consumer Advocate, 1375 E. Court Ave., Rm. 63, Des Moines, IA 50319

Tate, Rosemary [IUB]

From: Tate, Rosemary [IUB]
Sent: Wednesday, April 09, 2014 9:07 AM
To: nanasgang7@gmail.com; Cassady, Dana (DanaCassady@alliantenergy.com)
Cc: Finnegan, Karen [OCA]
Subject: Proposed Resolution C-2014-0009
Attachments: C-2014-0009 PR.pdf

Attached please find the proposed resolution for C-2014-0009. If you should have further questions please feel free to contact me at 1-877-565-4450. Thank you.



Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Elizabeth S. Jacobs, Chair
Nick Wagner, Board Member
Sheila K. Tipton, Board Member

April 29, 2014
C-2014-0009
General Correspondence

Linda Friedrichsen
2238 I Avenue
Woodward, IA 50276

Dear Ms. Friedrichsen:

The Iowa Utilities Board is in receipt of your request for a formal proceeding. Board staff has notified Interstate Power and Light Company (Alliant/IPL) and the Office of Consumer Advocate of your request. Staff has advised Alliant/IPL they have until May 19, 2014, to provide any additional information regarding this matter. After any additional information has been received, the information will be reviewed and you will be contacted about the formal proceeding.

If you should have any additional questions or concerns, please feel free to contact me at 1-877-565-4450. Thank you.

Sincerely,

Rosemary Tate
Utility Analyst
Customer Service



Governor Terry E. Branstad
Lt. Governor Kim Reynolds

Elizabeth S. Jacobs, Chair
Nick Wagner, Board Member
Sheila K. Tipton, Board Member

April 29, 2014
C-2014-0009
General correspondence

Dana Cassady
Interstate Power and Light Company
P.O. Box 351
Cedar Rapids, IA 52406-0351

Dear Ms. Cassady:

Attached please find Ms Friedrichsen's request for a formal proceeding in regards to her complaint C-2014-0009. Please review the request and provide any additional information no later than May 19, 2014. If you should have additional questions or concerns, please feel free to contact me at 515-725-7356. Thank you.

Sincerely,

Rosemary Tate
Utility Analyst
Customer Service

Tate, Rosemary [IUB]

From: Linda Friedrichsen <nanasgang7@gmail.com>
Sent: Monday, April 21, 2014 9:53 AM
To: Tate, Rosemary [IUB]; DanaCassady@alliantenergy.com
Cc: Finnegan, Karen [OCA]; Clare Friedrichsen
Subject: Re: Proposed Resolution C-2014-0009
Attachments: Alliant Request.docx

Attached please find the request for a formal proceeding for C-2014-0009. I am also mailing hard copies to Alliant Energy and Office of Consumer Advocate today. Thank you.

From: [Tate, Rosemary \[IUB\]](#)
Sent: Wednesday, April 09, 2014 9:07 AM
To: nanasgang7@gmail.com ; <mailto:DanaCassady@alliantenergy.com>
Cc: [Finnegan, Karen \[OCA\]](#)
Subject: Proposed Resolution C-2014-0009

Attached please find the proposed resolution for C-2014-0009. If you should have further questions please feel free to contact me at 1-877-565-4450. Thank you.

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From: [Tate, Rosemary \[IUB\]](#)
Sent: Wednesday, April 09, 2014 9:07 AM
To: nanasgang7@gmail.com ; <mailto:DanaCassady@alliantenergy.com>
Cc: [Finnegan, Karen \[OCA\]](#)
Subject: Proposed Resolution C-2014-0009

Attached please find the proposed resolution for C-2014-0009. If you should have further questions please feel free to contact me at 1-877-565-4450. Thank you.

April 21, 2014

C-2014-0009

Request for Formal Proceeding

Alliant Energy

P.O. Box 351

Cedar Rapids, IA 52406-0351

Office of Consumer Advocate

1375 E. Court Ave., Rm. 63

Des Moines, IA 50319

Dear Board:

We are hereby requesting a formal proceeding with the board regarding our complaint, C-2014-0009.

We purchased this acreage together with our son for him to build a home, so he and his wife could return to Iowa to raise their family. The price paid for the property reflected the ability to connect to the existing power lines. We had worked on the property making our intentions obvious. New roofs were put on the barn and other outbuildings, an orchard had been planted, and it was being mowed. We had been in touch with Alliant Energy and made our intention of becoming their customer in the future clear.

As consumers, we feel it is our right to be notified of such a change as your rebuilding of the distribution lines. This change led to the removal of the poles and lines that had previously supplied power to our property. We were not notified of this or given an option to become customers at the time of their removal. Alliant has stated that Alliant/IPL is committed to serving its' customers. We would have put a meter in and become customers in 2011 had we been notified. Now, the value of the property has been reduced by at least \$40,000 and is worth far less than what we paid for it.

We do not feel this is fair treatment and ask that you reconsider our situation. We want to have electricity at this site and expect to pay a reasonable price to get it. When we contacted Alliant in the past, before the rebuilding of the distribution lines, the cost to gain access to electricity was less than \$1000. Now the cost is over \$31,000. We have been unable to work out any sort of compromise with Alliant up to this point.

Respectfully,

The Friedrichsens