

# IAMU MUTUAL AID Program



Electric



Gas



Broadband



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IOWA  
ASSOCIATION OF MUNICIPAL  
UTILITIES

1735 NE 70th Ave. ♦ Ankeny, IA ♦ 50021  
515.289.1999 ♦ [www.iamu.org](http://www.iamu.org)

Revised May 2017

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## IAMU MUTUAL AID PROGRAM

In the true spirit of cooperation, IAMU members participate in the Association's Mutual Aid Program providing disaster assistance to any member community in need of emergency support. Participating IAMU electric, gas and broadband utilities stand ready with backup equipment, materials and personnel to ensure the continuation of service to customers during the most adverse conditions.

### CALLING FOR HELP WHEN DISASTER STRIKES

#### 1. Survey the damage:

Survey location and severity of damage to your system BEFORE calling your Mutual Aid Coordinator to request help.

#### 2. Make a quick inventory of needs -- be specific

Put together a short list of specific personnel, equipment and materials you'll need before you place the call for help. This will save response time. Identify areas of need (e.g. substation, transformer banks, distribution, service connections, pressure regulating stations, etc.) and the specific jobs for which you need assistance.

#### 3. Call your Mutual Aid Coordinator

Electric and gas utilities should call either their Primary or Secondary Regional Coordinator. Broadband utilities should call a Broadband Coordinator for specific broadband utility needs or their region's Primary or Secondary Electric Coordinator for general utility needs. If telephone or normal radio contacts cannot be made, utilize the Iowa State Highway Patrol or County Sheriff in requesting help.

#### Describe:

1. Nature of disaster.
2. Type of help, equipment and number of crews needed.
  - ◆Do you need a manager to assist?      ◆What are system voltages, pressures, enviro. concerns?
  - ◆Electric: FR clothing required.      ◆Any safety work restrictions?
3. Other sources of help already contacted such as neighboring utilities or private contractors.

#### Indicate:

1. Where crews should report when crews arrive in your city.
2. Estimated time (hours, days) they will be needed .
3. Share emergency personnel contact information with crews.
4. Extra system maps for responding crews.

#### Establish:

1. A command center with a person and phone number to receive and return calls from a Mutual Aid Coordinator.
2. Time when you will re-contact the Mutual Aid Coordinator if incoming calls to your utility are not possible.
3. Method of documenting services provided and hours worked by outside utility crews.
4. If required, establish housing, food, and restrooms for crews.

*If the Mutual Aid Coordinator determines that the emergency is beyond IAMU Mutual Aid resources, they will need to contact the **County Emergency Management Coordinator**.*

Insert Phone Number \_\_\_\_\_

Major—Regional electric outage events call IAMU's Dave Hraha (515) 210-8567 or Dan Llewellyn (515) 971-8481, they will initiate the APPA Mutual Aid Playbook.

## RESPONDING WITH HELP WHEN YOUR UTILITY IS ASKED TO ASSIST

### 1. Receiving a call from a Mutual Aid Coordinator

A utility representative should be designated to receive calls as part of the IAMU Mutual Aid program. Both a primary and back-up representative should be identified in the event help is needed on week-ends or after regular working hours.

### 2. Identify personnel and equipment available

Take an inventory of the personnel and equipment your utility could send for emergency assistance without jeopardizing your own operation.

### 3. Determine which personnel and equipment will be sent

Give the Mutual Aid Coordinator the names of utility personnel that will be sent to assist a neighboring community. Be specific. Also, explain in detail what equipment will be taken, e.g. aerial device, digger derricks, poles, transformers, backhoes, welders, etc. Tell the Mutual Aid Coordinator when help will be arriving at the city needing assistance.

### 4. Confirm directions for travel and where crews are to report

In the event main roads into a community are closed, determine what route is available for travel, or is a DOT waiver required. Also, find out specifically where crews are to report for service assignments.

### 5. Estimate time involved for your utility personnel

Your utility's crew will need to know the approximate time they will be away from home. If an overnight stay is anticipated, workers should plan appropriately and include personal items for an extended work schedule. (Electric: FR Clothing Requirement) Crews will also need a credit card and cash.

### 6. Share information with your utility personnel before they depart

Don't assume your workers understand the nature of their roles in the Mutual Aid process. Explain your utility's involvement in the program and specifically what duties your workers will be expected to perform. Provide them with information on where to report once they arrive for assistance.

### 7. Document time and costs

Mutual Aid assistance is provided according to the schedule of standard charges listed on page 4. Document time and materials used by your utility personnel so reimbursement can be made by the assisted utility.

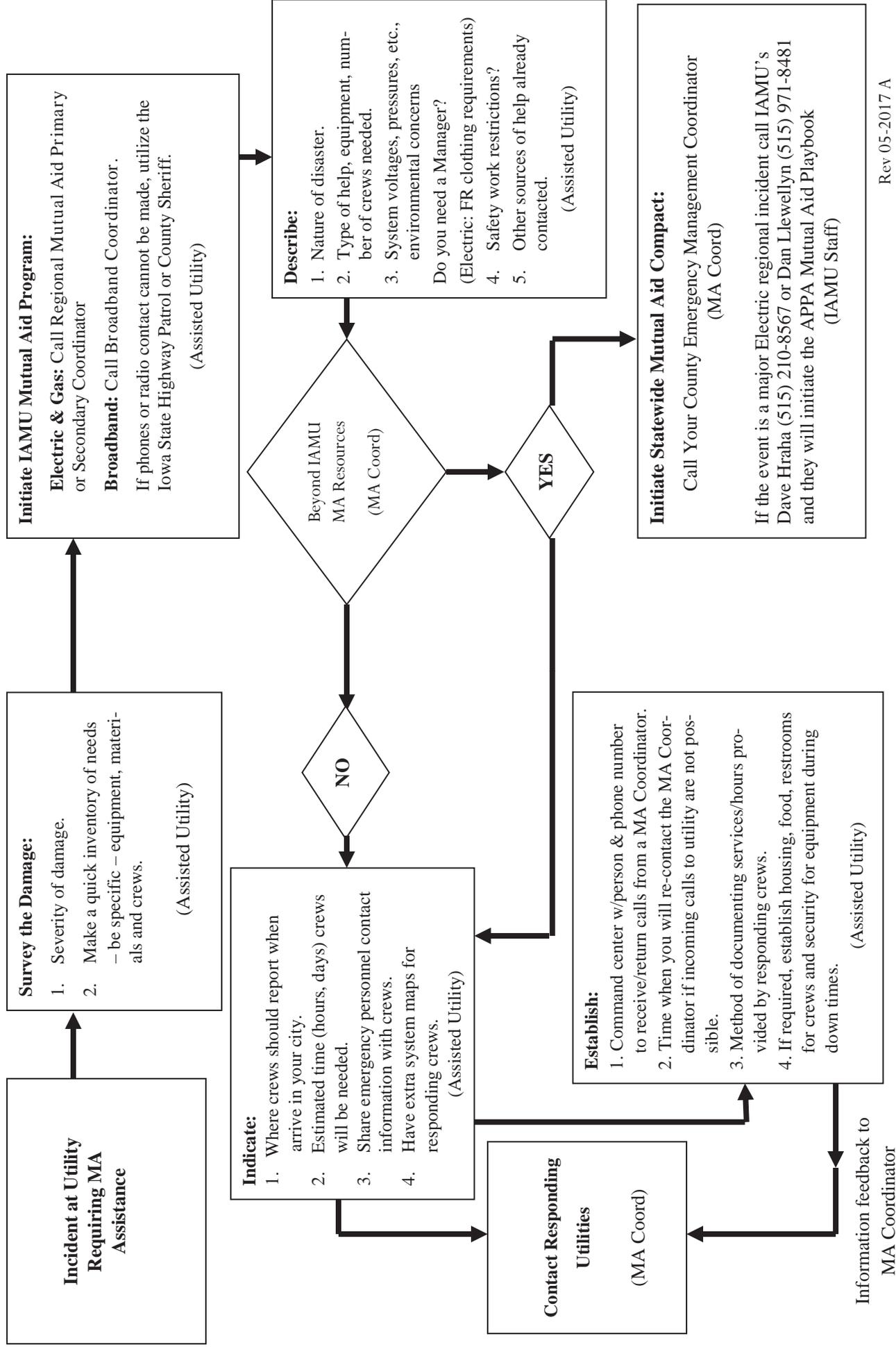
### 8. Report to Command Center

Crews must report to the required person and location when arriving for assistance.

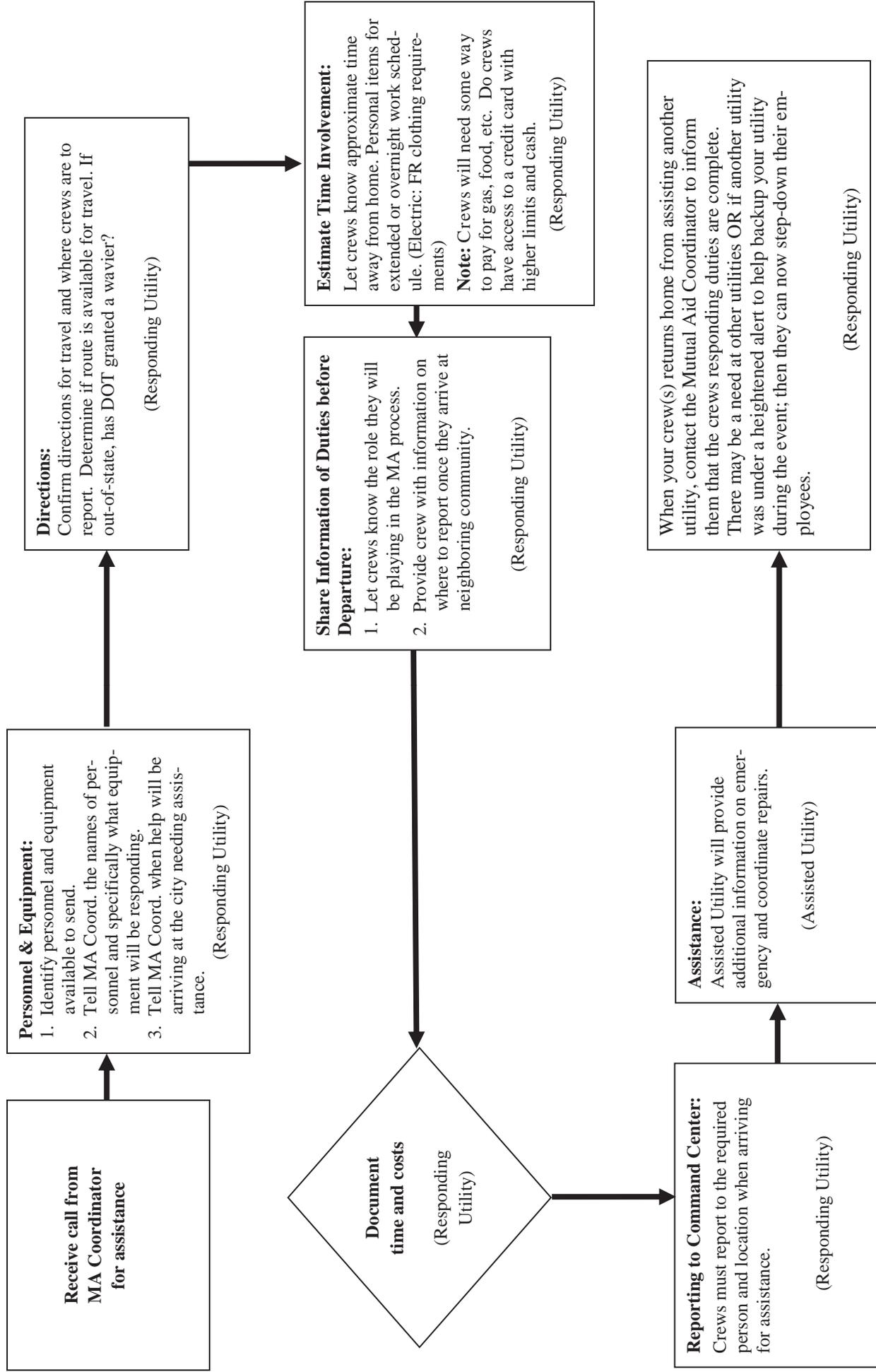
### 9. Returning Home

When your crew(s) return home from assisting another utility, contact the Mutual Aid Coordinator to inform them that the crews responding duties are complete. There may be a need at other utilities OR if another utility was under a heightened alert to help backup your utility during the event; then they can now step-down their employees.

# IAMU MUTUAL AID PROGRAM: CALLING FOR HELP WHEN DISASTER STRIKES



# IAMU MUTUAL AID PROGRAM: RESPONDING WITH HELP WHEN YOUR UTILITY IS ASKED TO ASSIST



## REIMBURSABLE EXPENSES

**Personnel:** During the period of assistance, the Responding Utility and/or Coordinating Entity shall continue to pay its employees according to its then prevailing rules and regulations, including overtime, including payroll-related overhead not to exceed 35%. The Requesting Utility shall reimburse the Responding Utility and/or Coordinating Entity for all standard payroll costs and expenses incurred during the period of assistance

**Equipment:** The Responding Utility and/or Coordinating Entity shall be reimbursed for the use of its equipment during the Period of Assistance according to the SCHEDULE OF EQUIPMENT RATES established and published by FEMA <https://www.fema.gov/schedule-equipment-rates>. If a Responding Utility uses an alternate basis of rates for equipment listed on the FEMA Schedule of Equipment Rates, it shall provide such rates to the Requesting Utility prior to providing assistance. Rates for equipment not referenced on the FEMA Schedule of Equipment Rates shall be developed based on actual recovery of costs. Reimbursement for the loss of or damage to any equipment caused by the Requesting utility or by its personnel or contractors shall be the replacement cost of the equipment lost or damaged unless such damage is caused by negligence of the Responding Utility or Coordinating Entity's personnel. In the alternative, the Responding Utility and/or Coordinating Entity may determine that the Requesting Utility will replace, with like kind and condition, the equipment lost or damaged.

**Materials and Supplies:** The Responding Utility and/or Coordinating Entity shall be reimbursed for all materials and supplies furnished by it and used or damaged during the period of assistance, unless such damage is caused by negligence of the Responding Utility's and/or Coordinating Entity's personnel. The measure of reimbursement shall be the replacement cost of the materials and supplies used or damaged plus handling charges, without additional markup for overhead. In the alternative, the parties may agree that the Requesting Utility will replace, with a like kind and quality, as determined by the effected Responding Utility and/or Coordinating Entity, the materials and supplies used or damaged.

**Transportation:** The Responding Utility and/or Coordinating Entity shall transport needed personnel and equipment by reasonable and customary means and shall charge reasonable and customary rates for such transportation. For equipment that is driven, time charged includes travel time. A fuel tank "fill- up" will also be provided by the assisted utility for trucks returning home after providing assistance.

For equipment that is hauled, time charged is based on hours of actual use in the assisted community.

**Meals, Lodging and Other Related Expenses:** Charges for meals, lodging and other expenses related to the provision of aid pursuant to this Agreement shall be the reasonable and actual costs incurred by the Responding Utility and/or Coordinating Entity.

*While these are the allowable charges stated in the IAMU Mutual Aid agreement form, the decision regarding billing for services is left to the discretion of the utility providing assistance. Many IAMU members routinely provide gratis assistance when employees are available, believing that at some point the aid may be returned in-kind. Other utilities charge for assistance at the rates described above. There is no IAMU policy for this issue. However, there should be no cross-subsidization between different types of utilities, such as electric and broadband.*

## PAYMENT, INDEMNIFICATION, INSURANCE

**Payment:** Unless mutually agreed otherwise, the Responding Utility and/or Coordinating Entity should bill the Requesting Utility for all expenses not later than ninety (90) days following the Period of Assistance. The Responding Utility may request additional periods of time within which to submit the itemized bill and the Requesting Utility will not unreasonably withhold consent to such request. The Requesting Utility shall pay the bill in full not later than forty-five (45) days following the billing date. The Requesting Utility may request additional periods of time within which to pay the itemized bill, and the Responding Utility will not unreasonably withhold consent to such request. This is provided, however, that all payment shall occur not later than one year after the date a final itemized bill is submitted to the Requesting Member unless the Requesting Utility has claims for reimbursement pending from third parties. If claims are pending, the Requesting Utility may request extensions until 90 days after resolution of a pending claim.

**Indemnification:** The Requesting Utility shall assume the defense of, fully indemnify and hold harmless, the Responding Utility, its officers and employees, from all claims, loss, damage, injury, and liability of every kind, nature, and description, directly or indirectly arising from Responding Utility's work during a specified period of assistance. The scope of the Requesting Utility's duty to indemnify includes, but is not limited to, suits arising from, or related to, negligent or wrongful use of equipment or supplies on loan to the Requesting Utility, or faulty workmanship or other negligent acts, errors, or omissions by Requesting Utility or the Responding Utility and/or Coordinating Entity personnel.

**Signatory Indemnification:** In the event of a liability, claim, demand, action, or proceeding of whatever kind or nature arising out of a specified period of assistance, the Coordinating Entities and the Participating Utilities who receive and provide assistance shall have a duty to defend, indemnify, save and hold harmless all non-responding Participating Utilities and Coordinating Entities, their officers, agents and employees from any liability, claim, demand, action, or proceeding of whatever kind or nature arising out of a period of assistance.

**Insurance:** For cities participating in IAMU's safety group insurance program, insurance coverage continues for employees working outside their home city -- as long as that individual is working as an agent of his or her city and not in a free lance capacity. In the event of an accident, insurance deductibles on vehicles are paid, up to a maximum of \$1,000, by the utility receiving services. These deductibles vary by policy. There is no deductible for liability claims under the IAMU insurance program for either vehicle-caused damage or damage when an employee is at fault.

The Participating Utilities and Coordinating Entities shall each bear the risk of its own actions, as it does with its day-to-day operations, and determine for itself what kinds of insurance, and in what amounts, it should carry. Nothing herein shall act or be construed as a waiver of any sovereign immunity or other exemption or limitation on liability that either Participating Utilities or the Coordinating Entities or any Requesting or Responding Utility may enjoy. The Participating Utilities and Coordinating Entities should maintain appropriate insurance for: 1. Any equipment, which may be used in providing assistance to a Requesting Utility, 2. Employees faulty workmanship and other negligent acts, errors, or omissions, 3. meeting the indemnity conditions, and 4. Workers' compensation coverage.

*Liability, Workers' Compensation, and Disputes are covered in the IAMU MA Program Agreement*

NOTES

## DUTIES OF MUTUAL AID COORDINATORS

The Mutual Aid Coordinator receiving any call for assistance will attempt to learn:

1. The nature and severity of the emergency.
2. What has been done.
3. Who has been contacted.
4. What help the municipal utility needs.
5. The priority of equipment and material needed.
6. Follow flow charts.

The person receiving the original message will immediately enlist appropriate help.

Communication will be maintained periodically between the Mutual Aid Coordinator and the distressed municipal utility.

## IAMU MUTUAL AID COORDINATORS—ELECTRIC UTILITY REGIONS

### REGION 1

**Primary Coordinator: Spencer Municipal Utilities**

(712) 580-5800 (answered 24 hours)

(712) 580-5833 (control center)

Radio Frequency: 153.4700

**Secondary Coordinator: John Bilsten, Algona**

(515)295-3584 (answered 24 hours)

Cell: (515) 341-3584

Radio Frequency: 451.100

Akron	Forest City	Marathon	Sibley
Algona	Graettinger	Milford	Sioux Center
Alta	Hartley	Orange City	Spencer
Alton	Hawarden	Paullina	Webster City
Aurelia	Hinton	Pocahontas	West Bend
Bancroft	Lake Mills	Primghar	Westfield
Burt	Lake Park	Remsen	Whittemore
Corwith	Larchwood	Renwick	Woolstock
Estherville	Laurens	Rock Rapids	
Fonda	Livermore	Sanborn	

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## **REGION 2**

### **Primary Coordinator: Rory Weis, Denison**

(712) 263-4154 (office hours only)

(712) 263-3046 (answered 24 hours)

Radio Frequency: 107.845

Cell: (712) 269-0551

### **Secondary Coordinator: Brandon Craighton, Ogden**

(515) 275-2437 (answered 24 hours)

Cell: (641) 485-4786

Radio Frequency: 158.145

Ames	Ellsworth	Lehigh	Sergeant Bluff
Anthon	Farnhamville	Manilla	Shelby
Auburn	Glidden	Manning	Stanhope
Breda	Gowrie	Mapleton	Story City
Callender	Grand Junction	Ogden	Stratford
Coon Rapids	Harlan	Onawa	Stuart
Dayton	Kimballton	Panora	Wall Lake
Denison	Lake View	Paton	Woodbine

## **REGION 3**

### **Primary Coordinator: Greg Smith, Atlantic**

(712) 243-1395 (answered 24 hours)

Cell: (712) 249-8862

Radio Frequency: 153.470

### **Secondary Coordinator: Kyle Yates, Villisca**

(712) 826-3192 (rolls to on-call staff after hours)

Cell: (712) 621-4137

Radio Frequency: 155.055

Afton	Greenfield	Stanton
Anita	Lamoni	Villisca
Atlantic	Lenox	Winterset
Corning	Neola	
Fontanelle	Orient	

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**REGION 4**

**Primary Coordinator: John Osterhaus, Cedar Falls**

(319) 268-5298 (office hours only)

(319) 268-5307 (24-hour emergency)

Radio Frequency: 153.470

Cell: (319) 404-2104

**Secondary Coordinator: Dave Ryan, Fairbank**

(319) 635-2869 (answering machine after hours)

Cell: (319) 240-7818

Radio Frequency: 153.740

Alta Vista	Fredericksburg	Osage	Waverly
Aplington	Grafton	Readlyn	
Cedar Falls	Grundy Center	Rockford	
Denver	Hudson	State Center	
Dike	La Porte City	Sumner	
Dysart	Lawler	Traer	
Fairbank	New Hampton	Vinton	

**REGION 5**

**Primary Coordinator: Kevin Kudart, Montezuma**

(641) 623-5102 (rolls to cell after hours)

Cell: (515) 372-0062

Radio Frequency: 155.040

**Secondary Coordinator: Nate Spurgeon, Pella**

(641) 628-2581 (office hours only)

Cell: (641) 629-0205

Radio Frequency: 456.250

Bloomfield	Carlisle	Keosauqua	Pella
Brooklyn	Indianola	Montezuma	

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**REGION 6**

**Primary Coordinator: Tim Tudor, Independence**

(319) 332-0100 (auto answer after hours)                      Cell: (319) 327-3003

Radio Frequency: 155.775

**Secondary Coordinator: Bob Ploessl, Bellevue**

Radio Frequency: 155.115    Cell: (563) 495-3980

Bellevue	Guttenberg	McGregor
Cascade	Hopkinton	Preston
Coggon	Independence	Sabula
Earlville	Maquoketa	Strawberry Point

**REGION 7**

**Primary Coordinator: Daryl Behrens, Muscatine**

Office Direct: (563) 262-3487 (office direct)                      Office: (563) 263-2631 (office hours only)

Control Center: (563) 262-3377    Cell: (563) 571-0111

Radio Frequency: 451.225.456.225

**Secondary Coordinator: Jack Hedgecock, Mt. Pleasant**

(319) 385-2121 (answered 24 hours)                                      Cell: (319) 931-8785

Radio Frequency: 153.575

Buffalo	Long Grove	Tipton
Danville	Mount Pleasant	West Liberty
Durant	Muscatine	West Point
Eldridge	New London	Wilton

## IAMU MUTUAL AID COORDINATORS-GAS UTILITY REGIONS

### REGION 1

**Primary Coordinator: John Bird, Emmetsburg**

(712) 852-2550 (auto answer after hours)                      Cell: (712) 298-1112

Radio Frequency: 154.965

**Secondary Coordinator: Tom Kane, Hawarden**

(712) 551-2565 (auto answer after hours)                      Cell: (712) 551-6233

Alton	Hawarden	Sac City
Emmetsburg	Lake Park	Sanborn
Everly	Orange City	Sioux Center
Gilmore City	Remsen	Titonka
Graettinger	Rock Rapids	West Bend
Hartley	Rolfe	Whittemore

### REGION 2

**Primary Coordinator: Ken Spies, Manning**

(712) 655-3905 (auto answer after hours)                      Cell: (712) 210-3751

Radio Frequency: 154.085

**Secondary Coordinator: Brad Honold, Coon Rapids**

(712) 999-2225 (auto answer after hours)                      Cell: (712) 210-1477

Radio Frequency: 153.665

Coon Rapids	Manilla	Wall Lake
Guthrie Center	Manning	Waukee
Harlan	Mapleton	Woodbine

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### REGION 3

**Primary Coordinator: Tim Larsen, Corning**

(641) 662-3920 (office hours only) Cell: (712) 590-0067

After hours: Adams Co. Dispatch (641) 322-4444

**Secondary Coordinator: Kenny Spencer, Bedford**

(712) 523-2210 (office hours only) Cell: (712) 621-5325

Bedford Clearfield Corning Lamoni Lenox Lorimor

### REGION 4

**Primary Coordinator: Joe Bruns, Cedar Falls**

(319) 268-5339 (office hours only) Cell: (319) 404-2112

Radio Frequency: 451.100

**Secondary Coordinator: Dave Ryan, Fairbank**

(319) 635-2869 (answering machine after hours) Cell: (319) 240-7818

Radio Frequency: 153.740

Cascade Cedar Falls Fairbank Osage Preston Sabula

### REGION 5

**Primary Coordinator: Barry Leichty, Wayland**

(319) 256-3276 (office hours only) Cell: (319) 750-6124

Radio Frequency: 154.100

**Secondary Coordinator: Troy Meldrem, Brooklyn**

(641) 522-7711 (answered 24 hours) Cell: (641) 990-1185

Bloomfield Montezuma Tipton Winfield  
Brighton Morning Sun Wayland  
Brooklyn Moulton Wellman

**IAMU MUTUAL AID COORDINATORS — BROADBAND UTILITIES**

For assistance contact the closest coordinator listed below:

**Mark Baedke, Spencer**

(712) 580-5800 (answered 24 hours)

(712) 580-5833 (control center)

**Brad Honold, Coon Rapids**

(712) 999-2225 (auto answer after hours)

Cell: (712) 210-1477

**Josh Vandenburg, Independence**

(319) 332-0100 (auto answer after hours)

Cell: (319) 360-7941

**Beecher Sykes, Muscatine**

(563) 262-3340 (auto answer after hours)

Cell: (309) 509-2768

Ackley

Grundy Center

Lenox

Reinbeck

Algona

Harlan

Manning

Spencer

Alta

Hawarden

Mapleton

The Community Agency

Bellevue

Independence

Muscatine

Traer

Cedar Falls

Indianola

Osage

Waverly

Coon Rapids

Laurens

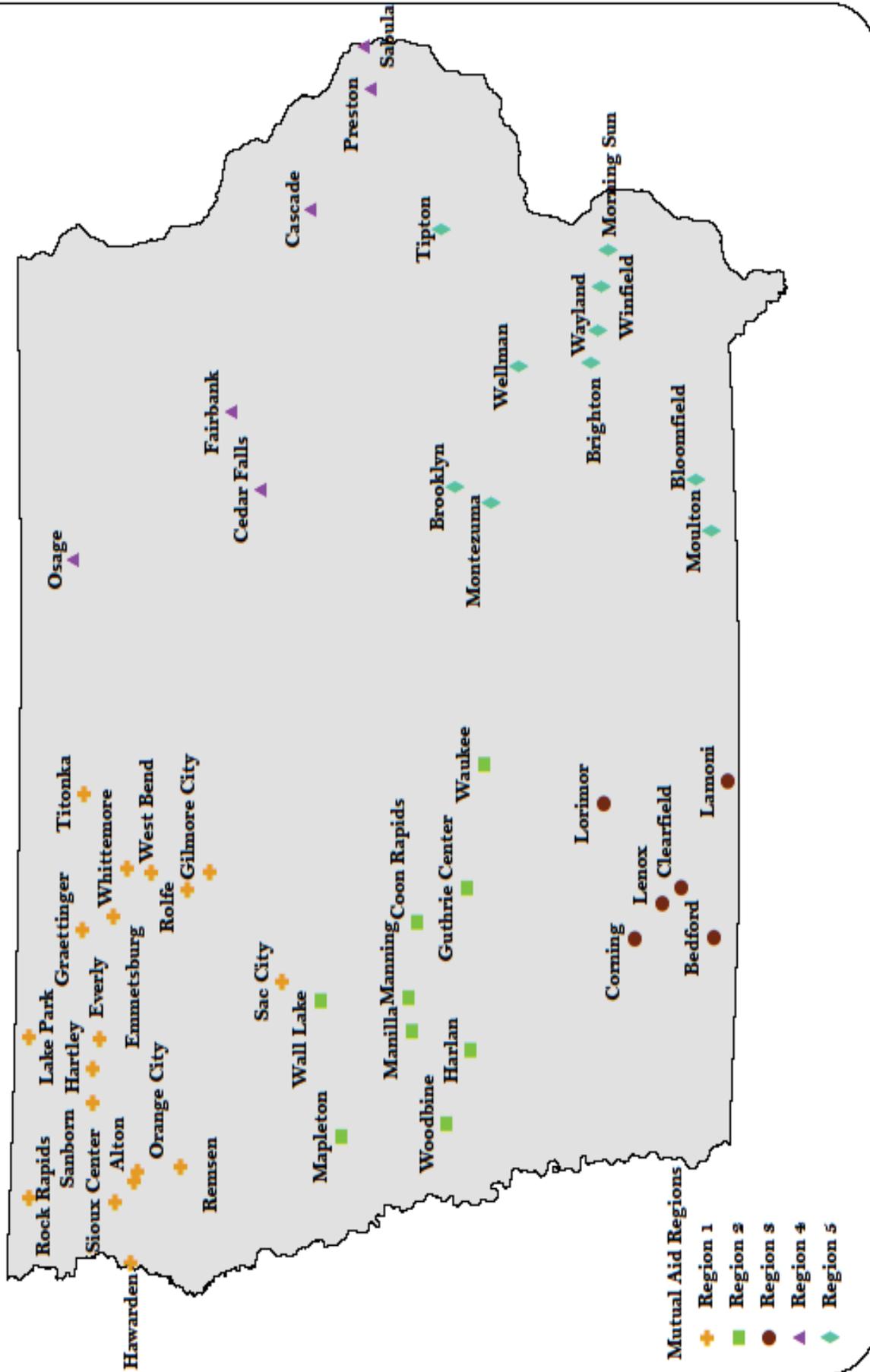
Pocahontas

Webster City



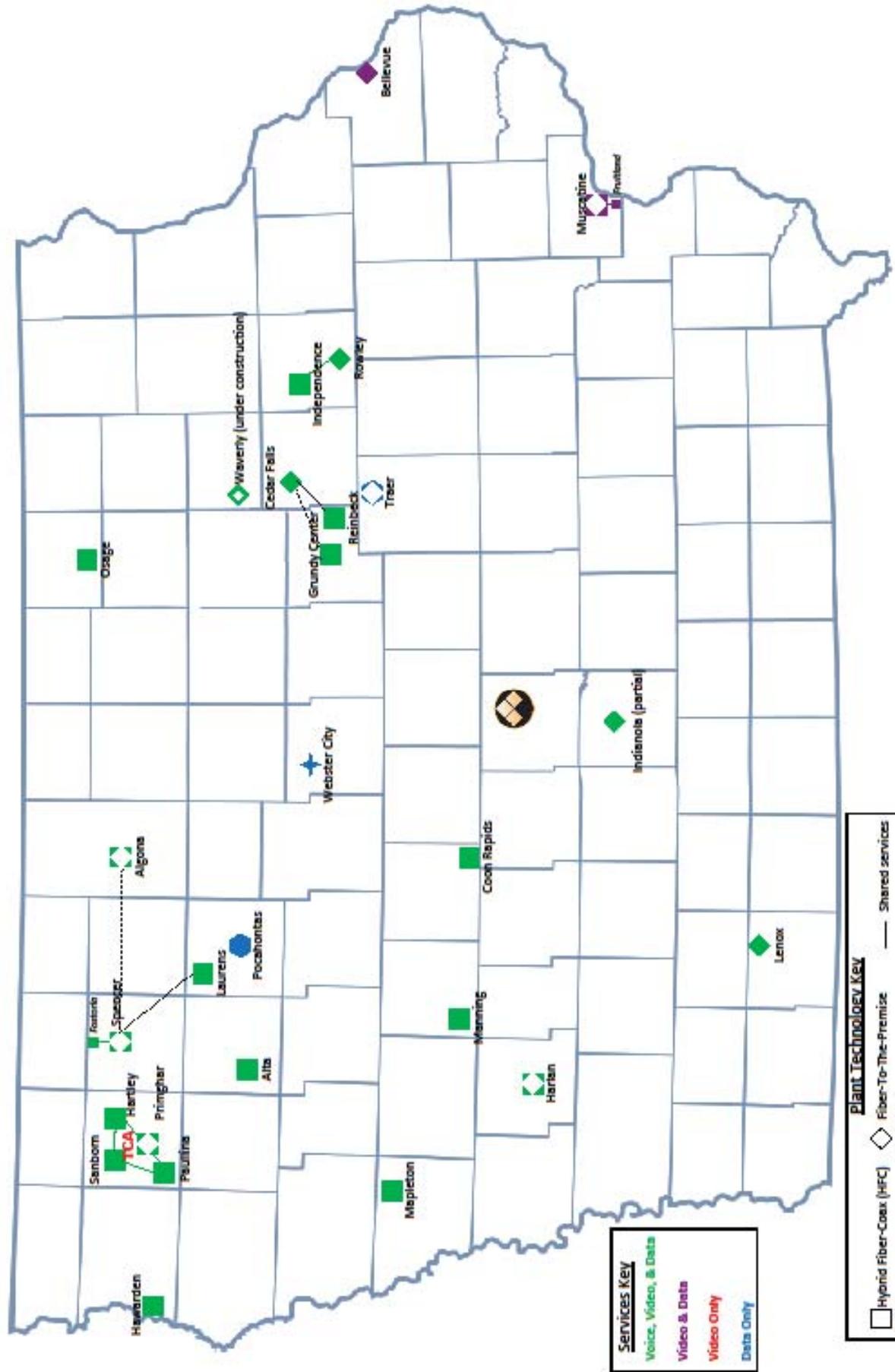
# IAMU Gas Utilities

## Mutual Aid Regions



- Mutual Aid Regions
- Region 1
  - Region 2
  - Region 3
  - Region 4
  - Region 5

# Iowa Broadband Utilities Mutual Aid



updated January 2016

## IAMU MUTUAL AID PROGRAM AGREEMENT

### Article I. Purpose

The Iowa Association of Municipal Utilities (IAMU) Mutual Aid Program is intended as the primary mutual aid program for participating utilities.

### Article II. No obligation to respond

Acceptance of this agreement does not obligate a participating utility to respond to a mutual aid request.

### Article III. Coordination of mutual aid efforts

IAMU Mutual Aid Program identifies Mutual Aid Coordinators for the different types of utilities and/or geographic regions. Mutual Aid Coordinators coordinate mutual aid efforts between participating utilities needing assistance and those offering assistance; and between regions when required.

### Article IV. Standard charges

#### *1. Labor charges:*

The participating utility giving assistance will bill labor charges at actual cost, including payroll-related overhead not to exceed 35%. Meals and lodging for workers, if required, will be provided by the utility requesting assistance.

#### *2. Equipment and materials:*

Charges for use of utility equipment shall not exceed the rates published by IAMU . Fuel and oil used by equipment in the recovery process will be supplied by the assisted utility. A fuel tank "fill- up" will also be provided by the assisted utility for trucks returning home after providing assistance.

For equipment that is driven, time charged includes travel time. For equipment that is hauled, time charged is based on hours of actual use in the assisted community. All other materials supplied by the city providing assistance will be billed at replacement cost for a comparable item without additional markup for overhead. In the event of an accident, insurance deductibles are paid, up to a maximum of \$1,000, by the assisted utility.

### Article V. Liability

Officers or employees of a participating utility rendering aid in another participating utility jurisdiction pursuant to the IAMU Mutual Aid Agreement shall be considered agents of the assisted utility for tort liability and immunity purposes and a participating utility or its officers or employees rendering aid in another jurisdiction pursuant to this Agreement shall not be liable on account of any act or omission in good faith on the part of the forces while so engaged or on account of the maintenance or use of any equipment or supplies in connection with the aid. Good faith in this article shall not include willful misconduct, gross negligence, or recklessness.

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**Article VI. Workers' compensation**

Each participating utility shall provide for the payment of workers' compensation and death benefits to injured members of the emergency forces of that participating utility and representatives of deceased members of the emergency forces in case the members sustain injuries or are killed while rendering aid pursuant to this Agreement, in the same manner and on the same terms as if the injury or death were sustained within their own jurisdiction.

**Article VII. Disputes**

Disputes between two or more participating utilities arising from participation in this Agreement, which cannot be settled through negotiation shall be submitted to arbitration before a panel of three persons chosen from the members of this Mutual Aid Agreement who are participating utilities, excluding those members that are parties to the dispute. Each party to the dispute shall choose one panel member and those panel members shall agree on one additional panel member. The panel shall adopt rules of procedure and evidence, shall determine all issues in dispute by majority vote and shall assess damages. Parties participating in this Agreement shall agree to use arbitration as a forum to resolve their disputes, and hereby agree to comply with the decisions of the arbitration panel.

**Article VIII. Right to withdraw**

A Participating Utility shall have the right to withdraw from this agreement upon notification in writing to Iowa Association of Municipal Utilities. Withdrawal shall not affect obligations for mutual aid provided or received prior to the notice.

NOW, THEREFORE, in consideration of the covenants and obligations contained herein, the participating utility listed herein, as a Participating Utility, duly executes this IAMU Mutual Aid Agreement this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Name of Utility: \_\_\_\_\_

By: \_\_\_\_\_

Name & Title: \_\_\_\_\_ Date: \_\_\_\_\_

*Footnote for IAMU members who have signed the Statewide Mutual Aid Compact (SMAC) created in Iowa Code section 29C.22: This agreement shall be deemed to be a supplementary agreement, as described in the SMAC documents.*

## IAMU CONTACT INFORMATION

**IAMU** (office hours only)  
(515) 289-1999  
(800) 810-4268

After hours call one of the  
following cell numbers

**Rod Parcel** (Gas)  
Cell: (515) 291-7727  
Email: [rparcel@iamu.org](mailto:rparcel@iamu.org)

**Nick Vandegriff** (Gas)  
Cell: (641) 919-8411  
Email: [nvandegriff@iamu.org](mailto:nvandegriff@iamu.org)

**Dan Llewellyn** (Electric)  
Cell # (515) 971-8481  
Email: [dlewellyn@iamu.org](mailto:dlewellyn@iamu.org)

**Dave Hraha**  
(Gas, Electric, Broadband)  
Cell: (515) 210-8567  
Email: [dhraha@iamu.org](mailto:dhraha@iamu.org)

## IUB CONTACT INFORMATION

**Iowa Utilities Board**  
1375 E. Court Ave Rm 69  
Des Moines, IA 50319-0069  
[www.iub.iowa.gov](http://www.iub.iowa.gov)

Donald Stursma, Manager  
(Gas and Electric)  
Safety/Engineering Section  
Office: 515-725-7352  
Home: (641) 295-0895  
[don.stursma@iub.iowa.gov](mailto:don.stursma@iub.iowa.gov)

Duty Officer  
Cell: (515) 745-2332  
[dutyofficer@iub.iowa.gov](mailto:dutyofficer@iub.iowa.gov)

**Safety and Engineering  
Staff (Gas):**

Monte Flaherty  
Utility Regulation Engineer  
Office: (515) 725-7346  
Cell: (515) 350-3348  
[monte.flaherty@iub.iowa.gov](mailto:monte.flaherty@iub.iowa.gov)

Cynthia Munyon  
Utility Specialist/Paralegal  
Office: (515) 725-7338  
Home: (515) 276-8900  
[cynthia.munyon@iub.iowa.gov](mailto:cynthia.munyon@iub.iowa.gov)

Mike McGehee  
Utility Regulation Inspector  
Cell: (515) 681-5665  
[mike.mcgehee@iub.iowa.gov](mailto:mike.mcgehee@iub.iowa.gov)

Dan O'Connor  
Utility Regulation Inspector  
Cell: (563) 219-3500  
[dan.oconnor@iub.iowa.gov](mailto:dan.oconnor@iub.iowa.gov)

Dave McCann  
Utility Regulation Inspector  
Cell: (515) 681-4110  
Cell: (515) 330-0538  
[dave.mccann@iub.iowa.gov](mailto:dave.mccann@iub.iowa.gov)

Jim Brimm  
Utility Regulation Inspector  
Cell: (515) 979-3889  
[james.brimm@iub.iowa.gov](mailto:james.brimm@iub.iowa.gov)

Gabe Tucker  
Utility Regulation Inspector  
Cell: (515) 314-1452  
[gabe.tucker@iub.iowa.gov](mailto:gabe.tucker@iub.iowa.gov)

**IOWA UTILITIES BOARD  
INCIDENT REPORTING REQUIREMENTS  
GAS, ELECTRIC and BROADBAND**

**NOTE:** This is a summary reference for revised incident reporting rules and does not replace the actual text or meaning of the rules published in the Iowa Administrative Code.

Reporting rules in IAC 199 Chapters 19 (Gas), 20 (Electric), 22 (Telecom) and 25 (Electric Safety Code). Electric and gas utilities must provide 24 hour contact for outage and incident information per Chapter 19.2(5)"i", Chapter 20.2(5)"k", and Chapter 25.5(1).

**NATURAL GAS—Chapter 19.17(1)(2)**

**Telephonic Reports to IUB** shall be given notice immediately, or as soon as practical (preferably within 1 hour of discovery), and also file additional telephonic reports if there are significant changes in the number of fatalities, injuries, product release estimates, or the extent of damages by phone of any event reportable to US DOT and any other event involving release of gas, failure of equipment, or interruption of facility operations which results in the following:

- A death or personal injury requiring in-patient hospitalization;
- Estimated property damage of \$15,000 or more to the property of the utility or others including the cost of gas lost;
- Emergency shutdown of liquefied natural gas (LNG) facility;
- Any interruption of service which extinguishes the pilot lights of fifty or more customers in one segment of a distribution system; or
- Any interruption of service which extinguishes the pilot lights of fifty or more customers in one segment of a distribution system; or
- Any other incident considered being significant by utility (will the media report it?) This includes exceeding the MAOP on distribution lines.

**Notify the Board Duty Officer by telephone at 515-745-2332.** If the call goes to voicemail, leave a call-back number for a person who is knowledgeable about the incident. The other option is to report by e-mail to [dutyofficer@iub.iowa.gov](mailto:dutyofficer@iub.iowa.gov) The caller shall leave a call-back number for a person who can provide the following information:

- The name of the utility, the name and telephone number of the person making
- the report, and the name and telephone number of a contact person
- knowledgeable about the incident.
- Location and time of incident.
- If any, the number of persons dead or injured and extent of injuries.
- Initial damage estimate.
- Number of services interrupted.
- A summary of the significant information available to the utility regarding the probable cause of the incident and extent of damages.
- Any oral or written report required by the U. S. Department of Transportation and the name of the person who made the oral or prepared the written report.

**Written Report to IUB** -- The IUB must be sent a written report within 30 days of the incident. The written report will include:

- The information required for telephone notice.
- The probable cause as determined by the utility.
- The number and cause of any deaths or personal injuries requiring in-patient hospitalization.
- A detailed description of property damage and the amount of monetary damages.
- If significant additional information becomes available at a later date, a supplemental report shall be filed.
- If you submit reports to PHMSA or NTSB also send copy of reports to IUB. All IUB reports in EFS system.

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## ELECTRIC

Chapter 20.19 – WHAT TO REPORT at the earliest possible time after it is determined the event may be reportable.

Any Outage That May Last Longer than Six Hours (Applies as noted below)

- For all utilities, loss of service for more than six hours, substantially all (75% or more) of a municipality including the surrounding area of service area;
- Utilities with 50,000 or more customers, loss of 20% or more of established zone.
- Utilities with 4,000 to 50,000 customers, loss of service to 25 percent or more of utility's customers.
- Any Major Event as defined in 20.18(4); or
- Wind speeds in excess of 90 mph for the affected area; or
- One-half inch of ice is present and wind speed exceeds 40 mph for the affected area; or
- 10% of the affected area total customer count is incurring a loss of service for a length of time to exceed five hours; or
- 20,000 metropolitan area customers incurring a loss of service for a length of time to exceed five hours; or
- Any other outage considered significant by the utility = An unusual event that attracts news media attention, creates unusual damage to utility facilities, utility facilities create unusual damage to adjacent properties, causes loss or problem for high profile public facilities.

Notify the Board Duty Officer by telephone at 515-745-2332. If the call goes to voicemail, leave a call-back number for a person who is knowledgeable about the incident. The other option is to report by e-mail to [dutyofficer@iub.iowa.gov](mailto:dutyofficer@iub.iowa.gov)

### NOTES

- Customer numbers can be based on the last available year end number as reported to the IUB annually, OR can be based on the best available guesstimate. Nobody is going to count noses or split hairs. Ball park it, better safe than sorry.
- As soon as you get a feel for a situation and think it might fall into above criteria report it.
  - ◆ Please do not wait until 5:58 or 6:01 to report it to the IUB.
  - ◆ Experience, instinct, feeling in your gut, the sooner the IUB knows the better.

**TELL IUB THE FOLLOWING** (Using the simplest descriptions and terms)

- The general nature or cause of the outage;
- Location, if a town is out – town name;
- Approximate number of customers out;
- If percentage of a zone – name of zone, very brief general location if not obvious (County names work fine). If unique or narrow significant situation, nearest major intersection is fine.
- Estimated time of restoration;

Best Available Brief General Description of Problem (a few words, not sentences)

- Substation failure.
- Lines and/or poles down.
- Transmission source lost or transmission line down.

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Possible/probable cause

- Weather related – act of God (if you know high winds, tornado, ice, flood, say so).
- Equipment failure/malfunction (Simple generic name of equipment if known).
- Vandalism or terrorism – act of man.

Time Outage began or was first reported (hours and approximate minutes fine).

- Best estimate for time of repair or restoration. Please do not pad to cover yourself. if you take up to an hour longer – oh well!
- If see that it may take more than an hour longer than estimate, tell IUB right away.
- Knowing potential duration is important to emergency managers so they can do planning as may be needed to assist the public.

#### **Chapter 25.5 - ACCIDENT REPORTING RULES**

- Provide board with 24-hour point of contact.

#### **Notify Board of following:**

- An employee or other person coming in contact with energized electrical facilities which results in death or personal injury necessitating in-patient hospitalization Any human electric contact resulting in death or hospitalization.
- Estimated property damage of \$15,000 or more to the property of the utility and others.
- Any other incident utility considers significant (likely newsworthy).

**Notify IUB Duty Officer *immediately, or as soon as practical.*** Provide following information:

- Utility name and contact information of reporting person.
- Location and time of incident.
- Number of deaths or hospitalized injured and nature of injuries.
- Initial damage estimate in dollars.
- Summary of significant information available regarding probable cause.
- Notification of any reports made to federal agencies and name and phone number of person making that report.

Written incident reports. Within 30 days of the date of the incident, the owner or operator shall file a written report with the board. The report shall include the information required for telephone notice in subrule 25.5(3), the probable cause as determined by the company, the number and cause of any deaths or personal injuries requiring in-patient hospitalization, and a detailed description of property damage and the amount of monetary damages. If significant additional information becomes available at a later date, a supplemental report shall be filed. Duplicate copies of any written reports filed with or submitted to a federal agency concerning the incident shall also be provided to the board.

**HOW TO CONTACT IUB DUTY OFFICER, ANY HOUR OF THE DAY OR NIGHT, ANY DAY OF THE WEEK** Phone: (515) 745-2332

**IUB DUTY OFFICER:** Notify the Board Duty Officer by telephone at 515-745-2332. If the call goes to voicemail, leave a call-back number for a person who is knowledgeable about the incident. The other option is to report by e-mail to [dutyofficer@iub.iowa.gov](mailto:dutyofficer@iub.iowa.gov)

With notification to duty officer, full email including graphics and attachments can also be sent to this same e-mail address.

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## **BROADBAND**

Only outage reporting required at this time is with the FCC. For the criteria go to the IAMU website under Services / Broadband / FCC Telephone Outage Requirements

[http://members.iamu.org/?page=FCC\\_Outage](http://members.iamu.org/?page=FCC_Outage)

## **NOTES**

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## NOTES

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## NOTES

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## NOTES

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IOWA ASSOCIATION OF MUNICIPAL UTILITIES

1735 NE 70th Avenue  
Ankeny, Iowa 50021

Phone: 515-289-1999

Fax: 515-289-2499

*“To support and strengthen  
Iowa’s municipal utilities”*