

The Iowa Utilities Board (IUB) has issued an [order](#) directed to utility disconnections. The IUB first applauds and thanks all utilities for the leadership they have shown by voluntarily ceasing customer disconnections prior to this point.

The order then goes on to make mandatory those practices that we've been voluntarily following up to this point. Specifically, the order restricts the disconnection of electric and natural gas customers of all municipal, cooperative, and investor-owned utilities. The order applies to all investor-owned water utilities for the duration of this public health emergency.

In addition to the required non-disconnection of electric and gas customers, the order finds that disconnection of water utility customers during this public emergency is not acceptable, and that it is in the public interest for customers to have access to water since personal hygiene is a critical part of limiting the spread of the COVID-19 virus.

Therefore, the IUB "strongly encourages and requests that all public water utilities allow customers to retain water service during this public health emergency and suspend disconnections for the same time frame as ordered for regulated utilities."

IAMU believes that both the Governor and the IUB are acting in the best interests of Iowans with these orders and therefore joins the IUB in encouraging our members to continue the voluntary practice of not disconnecting water service at this time.

[Read the full order here.](#)