



NEWS & INFORMATION

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IUB implements Web-based electronic filing process

Today, the Iowa Utilities Board (IUB) implemented its new Internet Electronic Filing System (EFS). This new paperless process applies to filings made in IUB proceedings initiated on or after January 2, 2009. It enables the public to view most case documents filed in IUB proceedings from the EFS Web site, <http://efs.iowa.gov>, or from a link on the IUB home page, www.state.ia.us/iub.

This new system comes after many months of preparation. Working with a vendor, IUB staff designed and tested the EFS and trained internal and external users in how to use the EFS. As provided in the Board's new electronic filing rules, electronic filing is mandatory for all dockets, subject to the following exceptions: 1) persons excused by Board order because of special circumstances; 2) proceedings initiated before January 2, 2009; 3) payment of required fees; and 4) certain consumer and land owner comments (noted at the end of this release).

To become a registered user of this Web-based system, a person must complete a registration form, available on the EFS Web site, and obtain a user ID and password. Persons who make no more than two filings with the Board per year do not have to register to file using the EFS and can submit filings as a guest. Electronic filing is expected to be more convenient for the public, as electronic filings can be submitted and these public records can be viewed at any time (outside of maintenance periods).

For more specific information about how to file electronically, consult the user guides available on the Board's EFS Web site. It is not necessary to register to use the EFS to search for public records filed with or issued by the Board.

To report problems using the EFS or for more information, please contact the **EFS Help Desk:**

- Phone: (515) 281-5563
- E-mail: efshelpdesk@iub.state.ia.us

While the new EFS may be used for most filings, individuals should continue to file consumer complaints and comments about utility service by sending an email to iubcustomer@iub.state.ia.us, using the appropriate on-line form from the IUB Web site, or by using postal mail. Landowners and affected customers in electric transmission line franchise or pipeline permit proceedings may still send written comments by postal mail or use an online electronic objection form. For more information on EFS exceptions, please visit the IUB Web site (www.state.ia.us/iub) or call the IUB toll free at 1-877-565-4451.

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