NEWS & INFORMATION

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New IUB rules protect deployed soldiers from utility shut off – part of Department of Defense 10 in '10

Households of deployed military personnel are protected from gas and electric utility service disconnection under rules adopted today by the Iowa Utilities Board (IUB). The new rules implement legislation passed by the Legislature and signed by Governor Chet Culver addressing issues related to unemployment, housing, family services, and other legal protections for military families. The laws were in response to Department of Defense (DOD) recommendations that states adopt measures supporting military families in 2010. Iowa was the first state in the nation to adopt all ten DOD recommendations.

The IUB rules implementing the new Iowa law provide disconnection protection to any household where the head of household is militarily deployed. Natural gas or electric service cannot be disconnected for non-payment during the period of the military deployment and for up to 90 days afterwards. If facing disconnection, the military personnel must advise the utility of deployment status to obtain the protection. Ultimately, the household protected from disconnection is still responsible for payment of bills.

The 2010 law directed the IUB to implement the disconnection protection rules. The rules must be published and technically become effective October 27, 2010. Most Iowa energy utilities are already observing the intent of the new law and rules and are affording the protections.

For more information, military personnel or their representatives should contact the local energy utility providing their service or call the IUB toll free at 1-877-565-4450.

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