

IAMU MUTUAL AID PROGRAM

★GAS
★ELECTRIC
★TELECOM



Revised January 2011

IOWA ASSOCIATION OF MUNICIPAL UTILITIES

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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 telecommunication 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. Telecommunication utilities should call a Telecom Coordinator for specific telecom 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.
3. Other sources of help already contacted such as neighboring utilities or private contractors.

Indicate:

1. Where crews should report when they arrive in your city.
2. Estimated time (hours, days) they will be needed

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 _____

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 weekends 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. 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.

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.

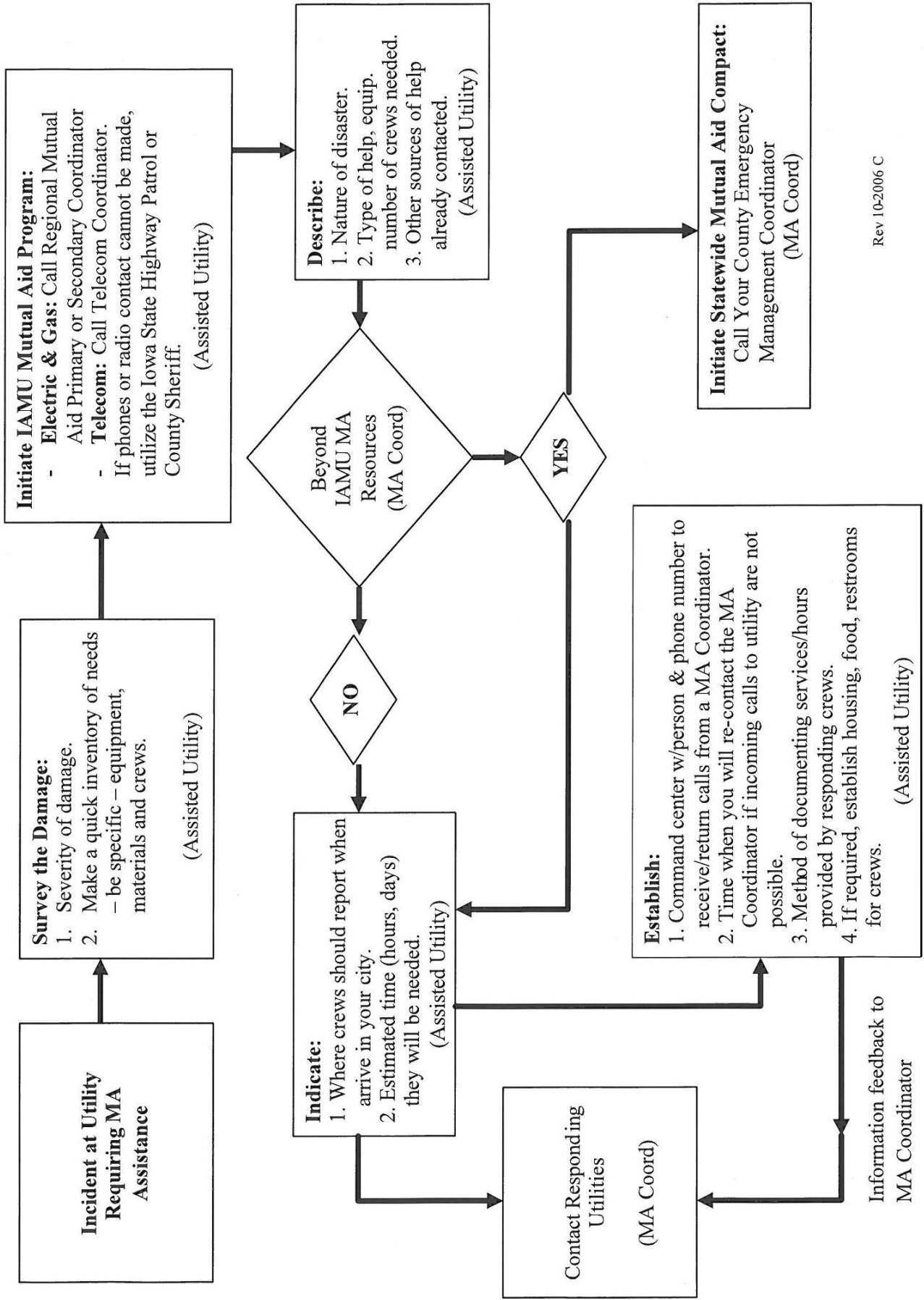
8. Report to Command Center

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

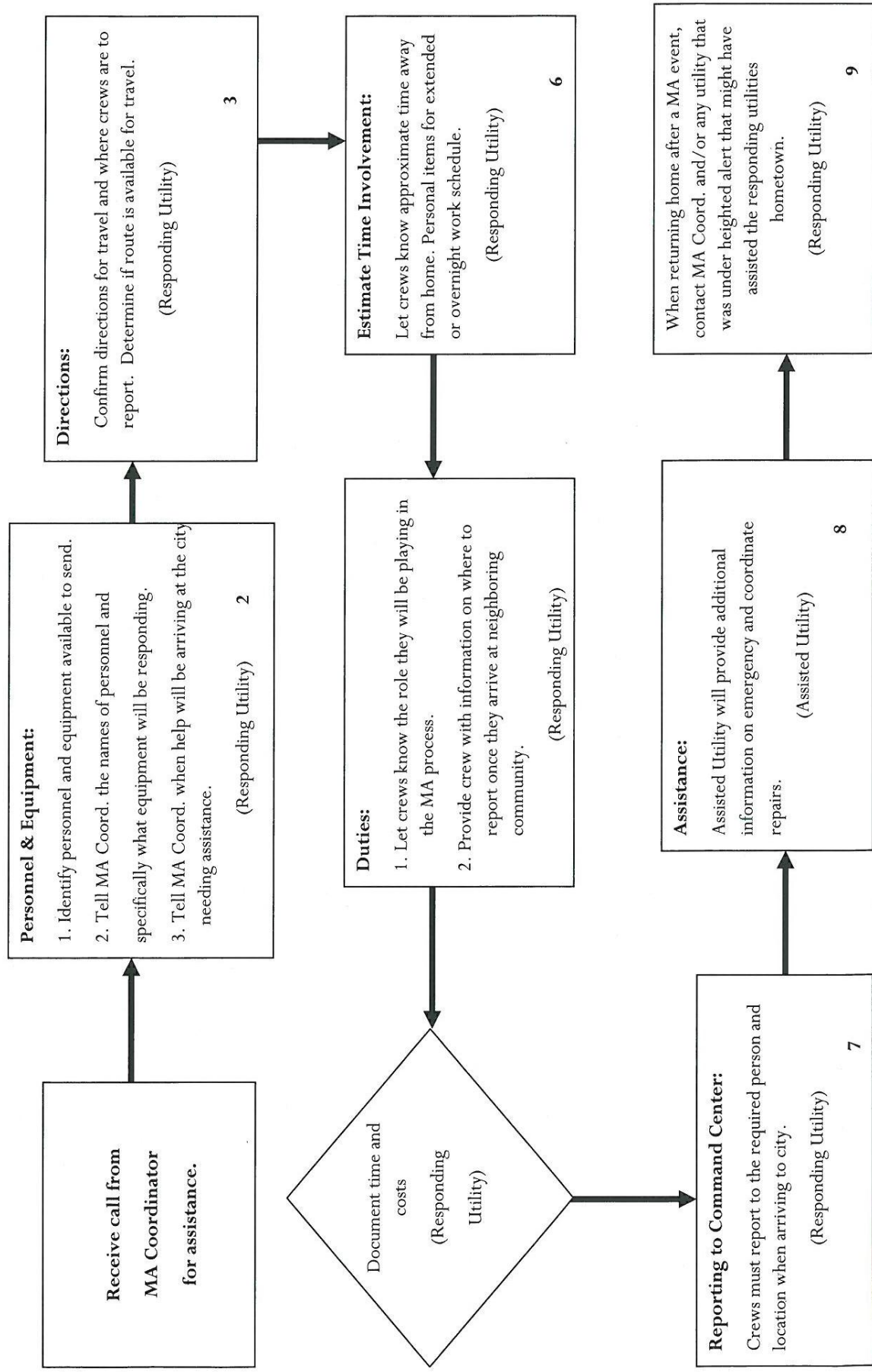
9. Returning Home

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 DISASTER STRIKES



IAMU MUTUAL AID PROGRAM STANDARD CHARGES

Labor Charges

As stated in the IAMU Mutual Aid agreement form, 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.

Equipment and Materials

Charges for use of aerial baskets, digger derricks, backhoes, trenchers, tractors, dump trucks with chippers, boring equipment and other similar equipment are not to exceed **\$30 per hour**. Charges for pickups, autos, air compressors, pumps, chippers, welders and other similar equipment are not to exceed **\$10 per hour**. 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 without additional markup for overhead.

Insurance Coverage

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.

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 telecommunications.

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.

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: 451.1000

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	

REGION 2

Primary Coordinator: Dan Wilson, Ogden

(515) 275-2437 (answered 24 hours)

Radio Frequency: 158.145

Secondary Coordinator: Rory Weis, Denison

(712) 563-4154 (office hours only)

(712) 563-3046 (answered 24 hours)

Cell: (712) 269-0554

Radio Frequency: 107.845

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

REGION 3

Primary Coordinator: Allen Bonderman, Atlantic

(712) 243-1395 (answered 24 hours)

Cell: (712) 249-3238

Radio Frequency: 153.470

Secondary Coordinator: Floyd Taber, Villisca

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

Cell: (515) 681-3458

Radio Frequency: 155.055

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

REGION 4

Primary Coordinator: Dan Goetz, Cedar Falls

(319) 268-5293 (office hours only) (319) 266-1761 (24-hour emergency)

Radio Frequency: 153.470 or (319) 266-1612 Cell: (319) 404-2106

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	LaPorte 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: Larry Peterson, Pella

(641) 628-2581 (office hours only) Cell: (641) 230-0078

Radio Frequency: 451.25 , 456.25

Bloomfield	Carlisle	Keosauqua	Pella
Brooklyn	Indianola	Montezuma	

REGION 6

Primary Coordinator: Kevin Sidles, Independence

(319) 332-0100 (auto answer after hours) Cell: (319) 327-3000

Radio Frequency: 155.775

Secondary Coordinator: Joel Yanda, Maquoketa

(563) 652-5455 (answer machine after hours) Cell: (563) 528-1220

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

REGION 7

Primary Coordinator: Doug Boldt, Tipton

(563) 886-6187 (auto answer after hours) Cell: (319) 480-5734

Cell: (319) 480-4784 (Mayor) Radio Frequency: 155.100

Secondary Coordinator: Daryl Behrens, Muscatine

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

Control Center: (563) 262-3377 Company Cell: (563) 571-0118

Home Cell: (563) 260-3804 Radio Frequency: 451.225, 456.225

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: 154.9650

Secondary Coordinator: Tom Kane, Hawarden

(712) 551-2565 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) 655-2500 (auto answer after hours) Cell # not available

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

REGION 3

Primary Coordinator: Travis Jeanes, Lamoni

(641) 784-6911 (answered 24 hours)

Cell: (641) 442-5012

Radio Frequency: 153.62

Secondary Coordinator: Kenny Spencer, Bedford

(712) 523-2210 (office hours only)

Cell: (712) 621-5325

Radio Frequency: 464.175, 469.175

Bedford	Corning	Lenox
Clearfield	Lamoni	Lorimor

REGION 4

Primary Coordinator: Dennis Fannin, Osage

(641) 832-3731 (auto answer after hours)

Cell: (641) 832-8407

Radio Frequency: 153.470

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
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REGION 5

Primary Coordinator: Barry Leichty, Wayland

(319) 256-3276 (office hours only)

Cell: (319) 750-6124

Radio Frequency: 154.100

Secondary Coordinator: Eldon Snook, Montezuma

(641) 623-2238 (office hours only)

Cell: (641) 990-5006

Bloomfield	Montezuma	Tipton	Winfield
Brighton	Morning Sun	Wayland	
Brooklyn	Moulton	Wellman	

<p style="text-align: center;">IAMU MUTUAL AID COORDINATORS Telecommunication Utilities</p>

For assistance contact the closest coordinator listed below:

Jeff Rezabek, 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

Bill Runge, Independence

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

Cell: (319) 533-1187

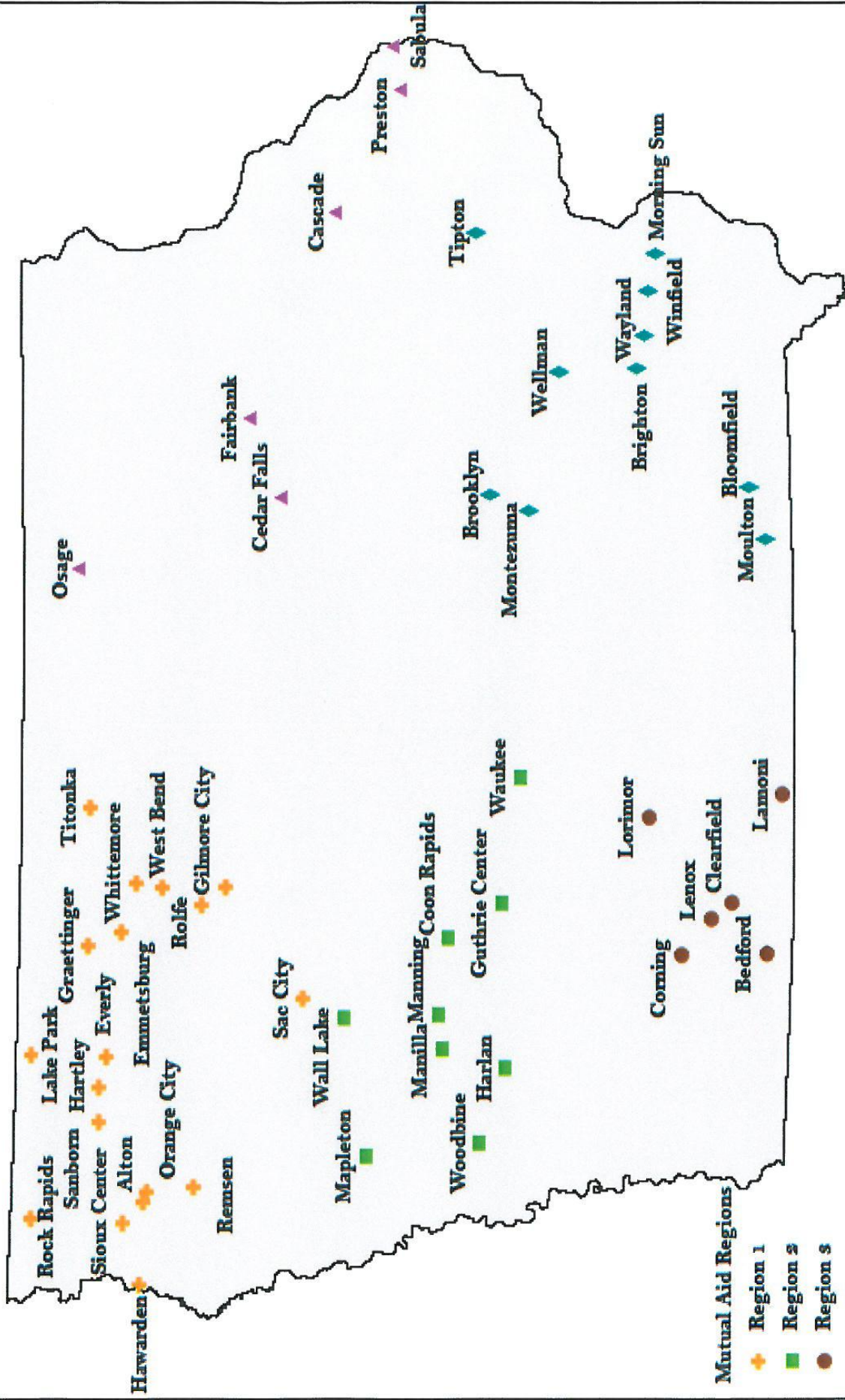
David Fyffe, Muscatine

(563) 263-2631 (auto answer after hours)

Cell: (563) 506-3882

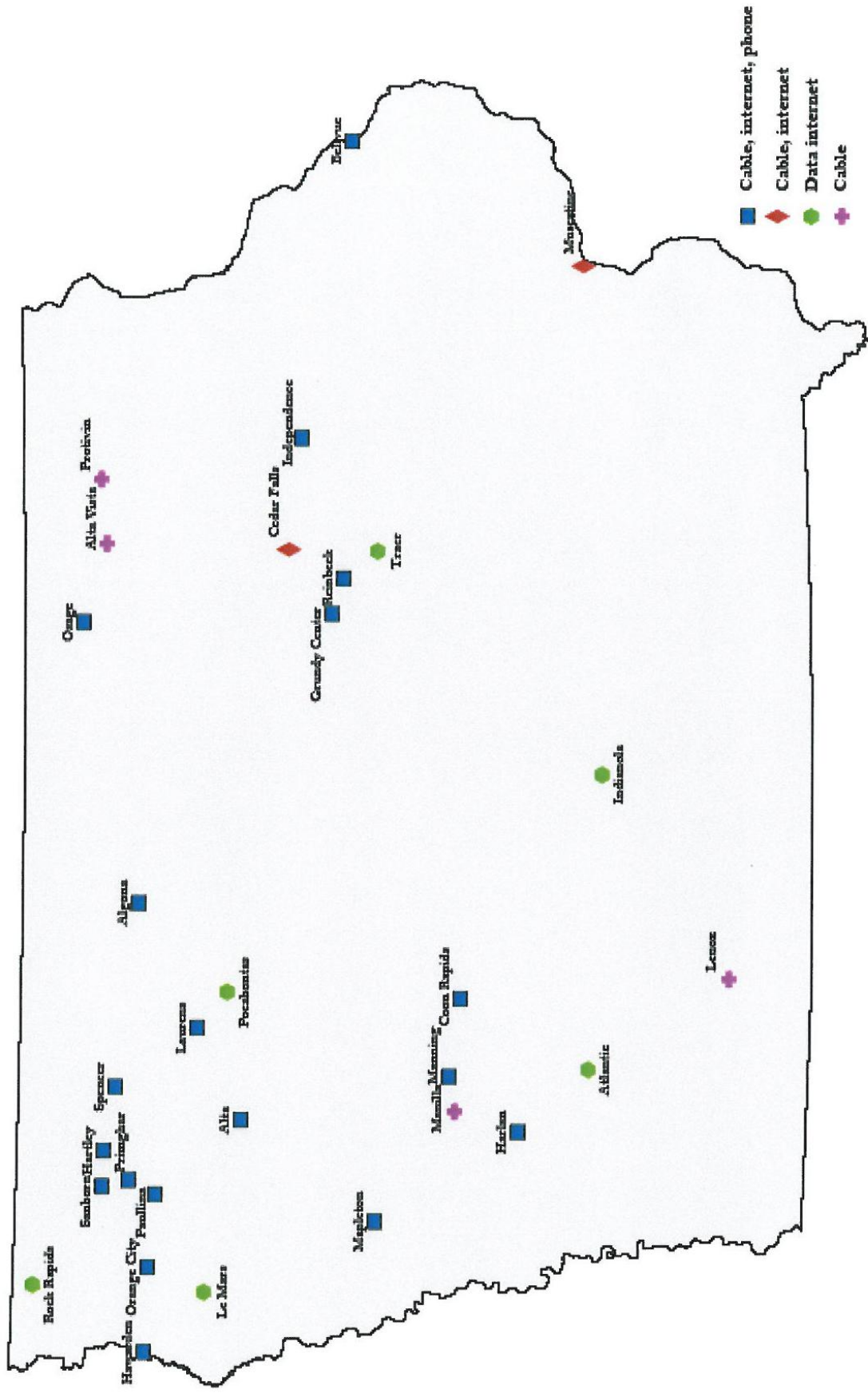
IAMU Gas Utilities

Mutual Aid Regions



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

Iowa Municipal Telecommunication Utilities



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.

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

Rod Parcel (Gas)
Cell: (515)291-7727
Email: rodparcel@iamu.org

Rudy Parcel (Gas)
Cell: (515) 971-7281
Email: rparcel@iamu.org

Thomas Erickson (Electric)
Cell # (515)971-8481
Email: terickson@iamu.org

Dave Hraha
(Gas, Electric, Telecom)
Cell: (515) 210-8567
Email: dhraha@iamu.org

IUB CONTACT INFORMATION

Iowa Utilities Board
1375 E. Court Ave Rm 69
Des Moines, IA 50319-0069
www.iub.iowa.gov

Donald Stursma, Manager
(Gas and Electric)
Safety/Engineering Section
Office: 515-725-7352
Home: 641-932-7071
don.stursma@iub.iowa.gov

Safety and Engineering Staff (Gas):

Jeffrey O'Neal
Utility Regulation Engineer
Office 515-725-7341
Cell: 515-681-2820
Home: 515-274-6959
jeffrey.oneal@iub.iowa.gov

John Bloome
Utility Regulation Inspector
Cell: 515-681-2087
john.bloome@iub.iowa.gov

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

Larry Sorensen
Utility Regulation Inspector
Cell: 319-404-1211
larry.sorensen@iub.iowa.gov

Dan Herber
Utility Regulation Inspector
Cell: 515-681-5665
dan.herber@iub.iowa.gov

Mark Shill
Utility Regulation Inspector
Cell: 515-681-2819
mark.shill@iub.iowa.gov

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

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.

New incident reporting rules in IAC 199 Chapters 19 (Gas), 20 (Electric), 21 (Water), 22 (Telecom), and 25 (Electric Safety Code) to become effective March 5, 2008.

Each utility must provide 24 hour contact for outage and incident information per Chapter 19.2(5)"i", Chapter 20.2(5)"k", Chapter 22.2 (6) "a", and Chapter 25.5(1).

NATURAL GAS

Chapter 19.17 Emergency incidents – prompt reporting to IUB as soon as practical of any incident involving release of gas, failure of equipment, or interruption of facility operations resulting in any of the following:

- Death or personal injury resulting in in-patient hospitalization
- Estimated property damage of \$15,000 or more to utility or others
- Emergency shutdown of LNG facility
- Interruption of service to 50 or more customers
- Any other incident considered significant by utility (will the media report it?)

Notify Board Duty Officer by telephone at 515-745-2332, if your 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 IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number. Initial report to provide following information:

- 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
- Summary of significant information available to utility as to cause and 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 written report.

Written Incident Reports filed with IUB within 30 days to include:

- Location of incident
- Time of incident
- If any, the number of persons dead or injured and extent of injuries
- Initial damage estimate
- Number of services interrupted
- Summary of significant information available to utility as to cause and damages
- Copies of any written reports concerning an incident or safety related condition filed with or submitted to the U. S. DOT or the National Transportation Safety Board.
- If additional information becomes available at a later date, a supplemental report shall be filed.

ELECTRICITY

Chapter 20.19 – WHAT TO REPORT

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

Substantially all of an incorporated city or town (75%)

Utilities with 50,000 or more customers

-Loss of 20 percent of established zone

Utilities with 4,000 to 50,000 customers

-Loss of service to 25 percent or more of total customers

Any Major Event as defined in 20.18(4)

-Extensive physical damage due to unusually severe or abnormal weather or event

-Wind speeds in excess of 90 mph

-One-half inch of ice is present and wind speed exceeds 40 mph

-Ten percent of the affected area total customer count is incurring a loss of service for five hours or more

-20,000 metropolitan area customers out for five hours or more

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.

Email to: iubdutyofficer@iub.iowa.gov or Phone: 515-745-2332

NOTES

1) 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.

2) 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 1:58 or 2:01 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)

Location

-If a town is out – town name

-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

-Don't need detailed description of location unless you are asking for help

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

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, no seconds)

Best estimate for time of repair or restoration (Please don't 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 us 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 INCIDENT REPORTING RULES

· Provide board with 24 X 7 point of contact

Notify Board of following:

-Any human electric contact resulting in death or hospitalization

-Any property damage estimated to be \$15,000 or more

-Any other incident utility considers significant (likely newsworthy)

Notify IUB Duty Officer ***immediately***. Provide following information:

- ◆ 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 covering oral report information in greater detail. Subsequent update written reports may be filed as needed.

HOW TO CONTACT IUB DUTY OFFICER, ANY HOUR OF THE DAY OR NIGHT, ANY DAY OF THE WEEK

Email to: iubdutyofficer@iub.iowa.gov or Phone: 515-745-2332

IUB DUTY OFFICER: Blackberry cell phone 1-515-745-2332 (if your call goes to Voicemail; leave a call-back number). Or email: IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number. With notification to duty officer, full email including graphics and attachments can also be sent to this same e-mail address.

TELECOMMUNICATIONS

Chapter 22.2(8) – All communications providers included in 47 CFR § 4.3 (a), (c), (f), and (g) shall provide notification, outage reports, and current 24 X 7 contact information.

-For outages reportable under 47 CFR Part 4 call the IUB Duty Officer cell phone at 1-515-745-2332 (if your call goes to Voicemail; leave a call-back number) The other option is to report by e-mail to IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number.

-As soon as reasonably possible after discovering outage, but no later than just after submitting required electronic report to FCC

*After notifying IUB Duty Officer as above 1-Send electronic copy of FCC filing to IUBDutyOfficer@iub.iowa.gov, or 2-file a paper copy with the IUB.

-Immediately after submitting any **initial** communications outage report to FCC, electronic or paper copy shall be filed with the IUB as outlined above.

-Immediately after submitting any **final** communications outage report to FCC, electronic or paper copy shall be filed with the IUB as outlined above.

-In its annual report filing with the IUB every communications provider shall provide a current list of 24 X 7 contacts to be used whenever a service outage occurs.

*The named contacts shall be knowledgeable about: a) technical aspects of service outage, b) the estimated duration of the outage, c) impact to customers, d) probable cause.

*Contact information shall be promptly updated whenever a change occurs.

-The information contained in FCC notifications and reports required to be filed pursuant to 22.2(8) "a"-“c” shall be held confidential pursuant to FCC order. The IUB may provide general information or aggregate information from these reports when necessary for the public safety and welfare.

IUB DUTY OFFICER: Blackberry cell phone 1-515-745-2332 (if your call goes to Voicemail; leave a call-back number). Or email: IUBDutyOfficer@iub.iowa.gov be sure to include a call back contact number. With notification to duty officer, full email including graphics and attachments can also be sent to this same e-mail address.

04-08-08

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