

**199—20.19(476,478) Notification and reporting of outages.**

**20.19(1) Notification.** Each electric utility shall notify the board of any outage that results, or is expected to result, in the following:

- a. Loss of service for more than two hours to substantially all of a municipality, including the surrounding area served by the same utility;
- b. Loss of service for more than two hours to 20 percent of the customers in a utility's established zone or area;
- c. Loss of service for more than two hours to more than 3,600 customers in a metropolitan area;
- d. A major event as defined in subrule 20.18(4); or
- e. Any other outage considered significant by the electric utility.

**20.19(2) Information required.**

a. Notice shall be provided as soon as the utility learns of the outage, or as soon as practical thereafter, by calling the board duty officer at 515-745-2332. The caller shall leave a call-back number for a person who can provide the following information:

- (1) The nature or cause of the outage;
- (2) The area affected;
- (3) The number of customers that have experienced a loss of electric service as a result of the outage;
- (4) The estimated time until service will be restored; and
- (5) 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 outage.

b. The electric utility shall provide updates to the board as new or additional information becomes available until all service is restored.

**20.19(3) Outage report.** Each electric utility shall submit a report to the board within 30 days after the customers affected by the outage reported under subrule 20.19(1) have regained service. The report shall include the following:

- a. A description of the circumstances that caused the outage;
- b. The total number of customers out of service during the outage;
- c. The longest customer interruption;
- d. The damage cost estimates to the electric utility's facilities; and
- e. The number of people used to restore service.