

STATE OF IOWA  
DEPARTMENT OF COMMERCE  
BEFORE THE IOWA UTILITIES BOARD

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IN RE:

ENCARTELE, INC.

DOCKET NO. TF-2019-0270

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**COMMENTS**

The Office of Consumer Advocate (OCA), a division of the Iowa Department of Justice, has no objection to the proposed revised tariff filed by Encartele, Inc. (Encartele) on February 9, 2021. OCA suggests that the tariff be approved subject to complaint and investigation and that the following issue merits ongoing attention.

Section 2.6.2 of the previous proposed tariff, filed October 9, 2020, provided that unused funds in an account are returned “when the Inmate is released” or when the account holder closes the account. This provision is changed in section 2.6.2 of the currently proposed tariff, which removes the quoted provision and adds a provision that unused funds are “held for an indefinite period of time.” There is no provision that Encartele will inform the account holder of the need to request a refund. The difficulty with the revision is that account holders may not be aware of the fact that there is an unused balance and hence that the revision will work a forfeiture. Either the quoted provision should be restored or, at the very least, a provision should be added stating that the account holder will be informed of the need to request a refund.

WHEREFORE, OCA suggests that the foregoing issue merits further attention.

Respectfully submitted,

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OFFICE OF CONSUMER ADVOCATE