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SPU-2020-0010: Power Restoration Report 09 20 2020

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Sun, Sep 20, 2020 at 11:38 AM

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IUB Duty Officer:

Interstate Power and Light Company (IPL), doing business as Alliant Energy, worked as quickly and safely as possible to restore power to Iowa customers following the severe weather system with hurricane-force winds of 140+ mph that moved across the state on Monday, August 10, causing extensive damage and outages. At its peak, the storm resulted in 256,441 IPL customers in 341 communities experiencing a loss of power.

On August 26, 2020, IPL restored the electrical system for all customers able to receive power and since that time has continued to work with customers who were unable to take service due to damage to customer-owned equipment. We are continuing to reconnect those customers as they are ready, as well as investigating issues at customer properties.

In response to the Iowa Utilities Board Order issued on August 28, 2020, as modified by the Order issued September 11, 2020, in Docket No. SPU-2020-0010 IPL provides the following information:

- a. The number of Interstate Power and Light Company customers that remain without electrical service due to the impact of the August 10 Derecho.

IPL Response: IPL has restored the electrical system for all customers able to receive power. The number of customers who were unable to take service due to damage to customer-owned equipment is as follows:

Residential: 416 meters are currently confirmed to be without electrical service, and IPL has confirmed the status of all residential meters. These include meters at single family residences, multifamily residences, and apartment buildings that have sustained serious damage from the storm. Some of these properties may not be rebuilt or repaired for a significant period of time after the storm, or may never be rebuilt.

Non-residential: 254 meters are currently confirmed to be without electrical service, and IPL is investigating 32 meters where the status is unknown. These include park pavilions, restrooms, billboards, etc.

Alliant Energy Corporation, IPL's corporate parent, has partnered with community organizations to create Project ReConnect, to provide financial assistance to eligible customers to cover the costs for a licensed electrician to make necessary repairs for those customers who were unable to take service due to damage to customer-owned equipment.

- b. The number of Interstate Power and Light Company customers for whom Interstate Power and Light Company is unaware of whether they have electrical service at the time of the report.

IPL Response: IPL initiated an outbound call and email campaign on August 25, 2020 and has contacted or attempted to contact every residential customer with an unresponsive meter at least twice. IPL has also sent a field representative to every residential premise with an unresponsive meter at least once. For a number of these properties, IPL's field representative was unable to access the meter due to locked fences or other issues at the property. These properties were previously identified as investigation pending. On September 11, 2020 we sent a field representative to these residential properties a second time and confirmed the status of the residential properties previously identified as investigation pending. IPL is currently investigating the non-residential meters where the status is unknown and where the customer has not contacted IPL for reconnection of service.

Residential: 0 meters.

Non-residential: 32 meters. These include businesses, park pavilions, restrooms, billboards, etc.

- c. If Interstate Power and Light Company is unaware of whether a customer has electrical service, an explanation of why Interstate Power and Light Company is unable to determine such status.

IPL Response: IPL has confirmed the status of all residential customers. IPL is currently investigating the non-residential meters where the status is unknown and where the customer has not contacted IPL for reconnection of service.

- d. The number of customers reported in the prior day's report as not having electrical service who have since had service restored.

IPL Response: Since the prior day's report, the following number of customers affected by the derecho have requested reconnection of service after making necessary repairs:

Residential: 0

Non-residential: 0

- e. The number of customers whose electrical service status was unknown by Interstate Power and Light Company at the time of the prior day's report and whose electrical service status has since been determined by Interstate Power and Light Company and the determined status.

IPL Response: IPL has confirmed the status of all residential customers.

On September 19, 2020, a total of 32 non-residential properties had an unresponsive meter where the status of the service was unknown. IPL continues to investigate the status of these 32 non-residential meters.

IPL remains committed to reconnecting customers as they are ready, as well as investigating issues at customer properties.

Sincerely,

Andrew Cardon

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