



What is IUB 24/7?

[IUB 24/7](#) is a new company and customer contact portal — an always-available web application that allows companies, utilities, and individuals that interact with the Iowa Utilities Board (IUB) to manage and update company information. Initially, companies will be able to create a profile and add their staff and grant access accordingly. These entries can be changed and updated in IUB 24/7 by the user, rather than submitting changes and updates to be made in the IUB's electronic filing system (EFS). EFS and IUB 24/7 are two applications that work together to provide utilities, customers, and interested parties additional information and resources.

What's Changed?

- There will be one login for EFS and IUB 24/7 and the new account will sync with the previous EFS account. Email addresses will now be used to log in to both applications.
- Company record information will be stored in IUB 24/7 and synced to the EFS.
- New user roles: Company administrators and company users will be able to update and view the company's profile in IUB 24/7.
- Updating company contact information is completed through IUB 24/7.
- Some dockets may go away due to information being transferred to IUB 24/7.
 - REG dockets – Telecom providers may now update their company's profile to register with the IUB.
 - M-dockets – Customers no longer need to file company contact updates in their M-dockets. (Reports and required filings are still accepted in this docket.)
 - For a complete list of docket updates, please see the [Docket Designations](#) page on the IUB website.

[See Frequently Asked Questions about IUB 24/7](#)

Where do I go?

Below, please find a quick reference of actions that are performed.

IUB 24/7

- Register or reset my password for access to file in EFS or login into IUB 24/7
- Create a company profile
- Add or request users be added to my company profile
- Update contact information
- Register or update company status
- Register or deactivate my telecommunications registration in Iowa
- Search for utilities that are registered with the IUB (*EFS company search will be available for a limited time at launch, until most companies have registered in IUB 24/7)

EFS

- Make a filing with the IUB
- Search for dockets, filings or reports
- View tariff books