



**OFFICE OF AUDITOR OF STATE**  
**STATE OF IOWA**

Rob Sand  
Auditor of State

State Capitol Building  
Des Moines, Iowa 50319-0004  
Telephone (515) 281-5834

July 14, 2025

Kristi Onstot  
Executive Council  
L O C A L

Subject: Damages to Backup Generator Caused by Winter Storm and Power Outages  
on March 5, 2025  
Iowa Communications Network (ICN)  
Claim dated May 15, 2025  
AOS Claim ID: 4018

In accordance with Executive Council policy, we have examined the claim for 29C.20 funds for the above-mentioned damage. It is our conclusion that the above-mentioned damage incurred by the Iowa Communications Network (ICN) is covered by Chapter 29C.20 of the Code of Iowa. The amount requested may include costs that will be covered by a monthly maintenance contract for technician services that are not additional expenses to ICN. The actual claim for reimbursement should only be for expenses that exceed the technician hours per the maintenance agreement.

Therefore, we recommend an Executive Council allocation for the requested amount of \$73,173.75, subject to audit of actual invoices and supporting documentation and demonstration that no costs covered by the maintenance contract have been included.

Sincerely,

A handwritten signature in dark ink, appearing to read "Brian R. Brustkern".

Brian R. Brustkern, CPA  
Deputy Auditor of State

cc: Ryan Mulhall, Executive Director, ICN  
Kammy McHone, Finance Division, ICN  
Dave Augspurger, Operations Division, ICN  
Heather Hackbarth, Department of Management



May 15, 2025

Ms. Kristi Onstot  
Executive Secretary  
Executive Council of Iowa  
State Capitol

Re: Emergency Allocations of Funds

Dear Ms. Onstot,

On or about March 5, 2025 the Iowa Communications Network (ICN) received physical damage to ICN Communications equipment in Des Moines, Iowa. An email was sent to the Office of the Auditor of State and the Executive Council. This letter represents a claim for \$73,173.75 in accordance with Chapter 29C.20 of the Code of Iowa for an emergency allocation of funds to repair damages sustained. Paid invoices will be included upon completion of repairs.

It was determined ICN equipment was damaged due to a critical network site lost commercial power and the backup generator would not start during a blizzard in Boone, IA in Boone County. Enclosed are the damage assessment and cost estimate to restore the damaged equipment to normal operating condition.

If you have any questions regarding this claim, please call my office at 515-725-4666.

Sincerely,

Ryan Mulhall  
Executive Director

cc: Office of Auditor of State (Tammy Hollingsworth)  
ICN Operations Division (Dave Augspurger)  
ICN Finance Division (Kammy McHone)

May 22, 2025

**BOONIAAO (SP125) 1308 U Ave, BOONIAAO (SP125), 1308 U Ave, Boone,  
IA 50036– Switch Point Batteries damaged during blizzard on 3/5/25  
Incident # INC0065113 (AOS Claim #4018):**

During the blizzard on 3/4/25 at 11:39pm, the critical network site lost commercial power. The site has a backup generator, but it did not start automatically. Technicians were unable to start the generator remotely. Due to safety concerns, ICN did not dispatch a technician until 3/5/25 6:36am, leaving the site on battery power only. The technician dispatched but was unable to reach the site due to road conditions. At 10:20am, technicians were finally able to remotely bring the generator online. Commercial power was restored shortly after.

After allowing ample time for the battery to recharge and normalize, a technician was sent on 3/27/25, to test the battery strings. The batteries did not pass. ICN received the testing results on 4/1/25. A second test was done on 4/2/25 with the same results.

ICN engaged our battery vendor who provided a procedure to try to restore the batteries. After the restoration process, the vendor tested the battery strings, but testing was stopped as batteries failed and the strings dropped below safe operating levels.

ICN is requesting the Estimated Costs

THE ESTIMATED COSTS FOR LABOR, TESTING, AND REPLACEMENT OF EQUIPMENT:

Vendor Battery Testing:	\$ 7,150.00
Replacement and installation of new batteries:	\$ 58,695.00
<u>ICN Technician Labor (112.75 hrs*\$65 rate)*</u>	<u>\$ 7,328.75</u>
TOTAL (Parts/Labor):	\$ 73,173.75

VICTORIA HARRIS  
TELECOMMUNICATIONS SPECIALIST SR.

DATE



McHone, Kammy &lt;kammy.mchone@iowa.gov&gt;

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**Storm Damage: 1308 U Ave, Boone IA, 50036**

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**Harris, Victoria** <victoria.harris@icn.state.ia.us>

Tue, Apr 1, 2025 at 4:01 PM

To: Executive Council group email &lt;ExecutiveCouncil@tos.iowa.gov&gt;, Dana Davis &lt;Dana.Davis@aos.iowa.gov&gt;, Tammy Hollingsworth &lt;Tammy.Hollingsworth@aos.iowa.gov&gt;

Cc: ICN Executive Council Notice &lt;icnexecutivecouncilnotice@iowa.gov&gt;, Greg Dorrell &lt;greg.dorrell@icn.state.ia.us&gt;, Connor Kuehl &lt;connor.kuehl@icn.state.ia.us&gt;

Good afternoon,

ICN would like to report to the Executive Council of a potential claim due to storm damage:

On March 5th, the State of Iowa had a snowstorm with high winds that caused power outages across most of the state. We had one of our critical sites BOONIAAO (SP125) [1308 U Ave, Boone IA, 50036](#) lose power. We received a call from our Network Operations Center (NOC) saying the Kohler generator onsite gave them a failure to acquire an alarm, meaning the generator failed to start. It was determined the site was on backup battery power running all the equipment. We dispatched a technician to investigate why the Kohler didn't start but he became stuck on I35 north for several hours due to the Interstate being shut down. The NOC was instructed eventually to tell the tech to turn back because of the severe weather conditions.

We were able to get a technician onsite the next day after the roads were clear and power was restored. The rectifiers were back online and had time to recharge the batteries. We had the NOC open a ticket to have the batteries tested to make sure they were okay on 3/6/25.

We received the battery test results back on 3/27/25 and just had a chance to review them today. The results we received are not good and the batteries are all at 40% or less. We decided to have the NOC retest the batteries with a different tester to ensure the batteries are truly bad.

V/r,

Vick Harris

**Vicki Harris****Telecom. Specialist Sr. | Facilities Lead**

Facilities

Iowa Communications Network

[400 East 14th Street Des Moines, IA 50319](#)

Office: 515-725-4722

**Iowa Communications  
Network**

If you are having a service issue, please contact the ICN Service Desk at 515-725-4400. To quickly open a Case with us (Question or Issue), login to the [ICN Customer Portal](#).

*Notice to Recipient: This e-mail is meant only for the intended recipient(s) of the transmission, and may be a communication that is privileged by law. If you receive this e-mail in error, any review, use, dissemination, distribution, copying, or storing of the e-mail or its contents is prohibited. Please notify me immediately of the error by return e-mail, and please delete this message from your system. Thank you in advance for your cooperation. Please consider the environment before printing this e-mail.*