

199—6.1(476) General inquiries. Any person may seek assistance from the Iowa utilities board by appearing in person at the board's office at 1375 E. Court Avenue, Des Moines, Iowa; by mailing an inquiry to the board's office; by placing a telephone call to the board's customer service center at (515)725-7321 or toll-free (877)565-4450; by sending an inquiry by electronic mail to customer@iub.iowa.gov; or by contacting the board through any other electronic means. Customer service staff shall obtain the information necessary to either answer the inquiry or direct the person to the appropriate staff person who can provide a response. If the inquiry is not resolved after customer service staff has obtained the additional information, the person making the inquiry may escalate the inquiry to a written complaint requesting an informal investigation pursuant to rule 199—6.2(476) and Iowa Code section 476.3.

[Editorial change: IAC Supplement 12/29/10; ARC 4253C, IAB 1/16/19, effective 2/20/19]