

**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 East Court Avenue, Des Moines, Iowa 50319-0069; by mailing an inquiry to the board's office; by placing a telephone call to the board's customer service bureau at 515.725.7300 or toll-free at 877.565.4450; by sending an inquiry by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov); or by contacting the agency through any other means. If the inquiry is not resolved after board staff has obtained additional information, the person making the inquiry may escalate the inquiry to a written complaint by requesting an informal investigation pursuant to rule 199—6.2(476) and Iowa Code section 476.3.

[ARC 7635C, IAB 2/21/24, effective 3/27/24]