

199—6.1(476) General inquiries. Any person may seek assistance from the Iowa utilities commission by appearing in person at the commission's office at 1375 East Court Avenue, Des Moines, Iowa 50319-0069; by mailing an inquiry to the commission's office; by placing a telephone call to the commission's customer service bureau at 515.725.7300 or toll-free at 877.565.4450; by sending an inquiry by email to customer@iuc.iowa.gov; or by contacting the agency through any other means. If the inquiry is not resolved after commission 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; Editorial change: IAC Supplement 7/24/24]