

T is a summary of your rights and remedies under the rules of the Iowa Utilities Board to avoid disconnection of utility service.

- n Disconnection can be avoided by paying the past amount due or by making arrangements to pay the past due amount on or before the date listed on the notice.
- n Disconnection of service to a customer for nonpayment may occur only after we have sent a written notice of disconnection by regular mail postmarked at least 12 days before service is to be shut off. This notice must include the reason for disconnection.
- n If you disagree with the accuracy of the utility bill, you may pay the undisputed portion and notify us of the disagreement. Disconnection will be delayed for up to 45 days from the date the bill was mailed so that the disagreement may be settled. If you file a written complaint with the Iowa Utilities Board (1375 E. Court Avenue, Des Moines, Iowa 50319-0069, toll-free 1-877-565-4450), disconnection may be further postponed, should the Board request the extension.

Disconnection of service may occur only after we have sent a written notice of disconnection by regular mail postmarked at least 12 days before service is to be shut off. This notice must include the reason for disconnection.

We must try to contact you by phone or in person prior to disconnection. If disconnection is scheduled between November 1 and April 1, and it has not been possible to contact you by phone or in person, a notice must be placed on the door of the home at least one day before service is disconnected.

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1. **a.** Pay the bill in full; or
b. Enter into a reasonable payment arrangement with the utility.

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