

COMPLAINT PROCEDURE

Effective May 22, 1991, the Iowa Utilities Board passed a ruling requiring all non-rate regulated utilities to post the following notice to its memberships:

If a member has a question or concern regarding his/her electric service, please write or call Franklin Rural Electric Cooperative at 1560 Highway 65, PO Box 437, Hampton, Iowa, 50441-0437 or 641-456-2557. Office hours are 7:00 a.m. to 4:00 p.m., Monday through Friday.

If your complaint is related to Franklin Rural Electric Cooperative's service rather than its rates, and Franklin Rural Electric Cooperative does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 515-725-7321 or toll-free 877-565-4450; by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa, 50319-0069; or by email to customer@iub.iowa.gov.



**FRANKLIN RURAL
ELECTRIC COOPERATIVE**

Your Touchstone Energy® Cooperative 

Sept. 2021 bill insert