



# COMPLAINT PROCEDURES

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

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 Monday through Friday, 6:30 a.m. to 3:00 p.m. from Memorial Day to Labor Day and 7:00 a.m. to 3:30 p.m. Labor Day to Memorial Day.

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 Commission by calling 515-725-7300 or toll-free 877-565-4450; by writing to 1375 E. Court Ave, Room 69, Des Moines, Iowa, 50319-0069; or by email to [customer@iuc.iowa.gov](mailto:customer@iuc.iowa.gov).