

NOTICE OF COMPLAINT RESOLUTION

(Also available from the Iowa Utility Board online at)

http://www.state.ia.us/government/com/util/complaints/utility_complaints.html

- For MUNICIPAL:
- WATER & GAS &/OR ELECTRICITY Utilities Exercising Uniform Enforcement
 - WATER Utility Exercising Specialized Enforcement
 - GAS Utility Exercising Specialized Enforcement
 - ELECTRICITY Utility Exercising Specialized Enforcement

**NOTICE OF PROCEDURE
FOR
REQUESTING INFORMATION FROM
OR
REGISTERING COMPLAINTS WITH
PANORA MUNICIPAL ELECTRIC CONCERNING ELECTRIC
SERVICE**

Persons desiring to request information from or register complaints with Panora Municipal Electric CONCERNING ELECTRIC SERVICE may do so by contacting:

City of Panora
501 E. Market Street Panora, Ia. 50216
Phone: 641.755.2164 email: doug@cityofpanora.com

If the utility has not been able to help you with your problem concerning your gas or electricity service, you may contact the Iowa Utilities Board toll free at 1-877-565-4450. You may also write the Iowa Utilities Board at

350 Maple Street, Des Moines, Iowa 50319-0069, or by E-mail at iubcustomer@iub.state.ia.us.