The following

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

- 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.
- 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 twelve (12) days before service is to be shut off. This notice must include the reason for disconnection.
- 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 forty-five (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 (350 Maple Street, Des Moines, Iowa 50319-0069, toll-free 1-877-565-4450), disconnection may be further postponed, should the Board request the extension.

For residential customers only

Disconnection for nonpayment may occur only after we have sent a written notice of disconnection by regular mail postmarked at least twelve (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.

Questions and Answers about disconnection

1. What can I do if I receive a notice from the utility that says my gas and/or electric will be shut off because I have a past due bill?

a. Pay the bill in full; or
b. Enter into a reasonable payment plan with the utility (see #2 below); or
c. Apply for and become eligible for low-income energy assistance (see #3 below); or
d. Give the utility a written statement from a doctor or public health official stating that shutting off your gas and/or electric service would pose an "especial" health danger for a person living at the residence (see #4 below); or
e. Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).

2. How do I go about making a reasonable payment plan? (Residential customer only)

a. Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility may offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation.
b. If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions.
c. If you do not make the payments you promise, the utility may shut off your utility service on one day's notice unless all the money you owe the utility is paid or you enter into another payment agreement.

3. How do I apply for low-income energy assistance? (Residential customer only)

a. Contact the local community action agency in your area (see attached list); or
b. Contact the Division of Community Action Agencies at the Iowa Department of Human Rights, Lucas State Office Building, Des Moines, Iowa 50319; telephone (515) 281-0859. To prevent disconnection, you must contact the utility prior to disconnection of your service.
c. To avoid disconnection, you must apply for energy assistance before your service is shut off. Notify your utility that you may be eligible and have applied for energy assistance. Once your service has been disconnected, it will not be reconnected based on approval for energy assistance.
d. Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1.

4. What if someone living at the residence has a serious health condition? (Residential customer only)

Contact the utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your utility service would pose an especial health danger for a person living at your residence. The doctor or public health official must provide a written statement to the utility office within 5 days of when your doctor or public health official notifies the utility of the health condition; otherwise, your utility service may be shut off. If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days your service may be shut off if payment arrangements have not been made.

5. What should I do if I believe my bill is not correct?

You may dispute your utility bill. You must tell the utility that you dispute the bill. You must pay the part of the bill you think is correct. If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and the utility work out the dispute over the part of the bill you think is incorrect. You may ask the Iowa Utilities Board for assistance in resolving the dispute (see #9 below).

6. When can the utility shut off my utility service because I have not paid my bill?

a. Your utility can shut off service between the hours of 6 a.m. and 2 p.m. Monday through Friday.
b. The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill.
c. The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2).
d. The utility will not shut off your service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the following 24-hour period, including the day your service is scheduled to be shut off.
e. If you have qualified for low-income energy assistance, the utility cannot shut off your service from November 1 through April 1. However, you will still owe the utility for the service used during this time.
f. The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct.

7. How will I be told the utility is going to shut off my gas and/or electric service?

a. You must be given a written notice at least 12 days before the utility service can be shut off for nonpayment. This notice will include the reason for shutting off your service.
b. If you have not made payments required by an agreed-upon payment plan, you may be disconnected with only one day's notice.
c. The utility must also try to reach you by telephone or in person before it shuts off your service. From November 1 through April 1, if the utility cannot reach you by telephone or in person, the utility will put a written notice on the door of your residence to tell you that your utility service will be shut off.

8. If service is shut off, when will it be turned back on?

a. The utility will turn your service back on if you pay the whole amount you owe or agree to a reasonable payment plan (see #2).
b. If you make a payment during regular business hours, or by 7 p.m. for utilities permitting such payment or other arrangements after regular business hours the utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility must do it by 11 a.m. the next day.
c. The utility may charge you a fee to turn your service back on. Those fees may be higher in the evening or on weekends so you may ask that your service be turned on during normal utility business hours.

9. Is there any other help available besides my utility?

If the utility has not been able to help you with your problem, 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. Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid and may contact Legal Aid at 1-800-532-1275.

The following community action agencies are located in the Interstate Power and Light Company service area in Iowa:

Adair County Family Development Center -- MATURA Action Corporation
Greenfield, IA **PH:** 641-743-2424

Adams County Family Development Center -- MATURA Action Corporation
Corning, IA **PH:** 641-322-4096

Allamakee County Family Services -- Northeast Iowa Community Action Corporation
Waukon, IA **PH:** 563-568-4224

Appanoose County Resource Center -- Southern Iowa Economic Development Association
Centerville, IA **PH:** 641-856-8437

Audubon County Family Development Center -- Community Opportunities, Inc.
Audubon, IA **PH:** 712-563-3725

Benton County -- Hawkeye Area Community Action Program
No. Benton FRC - Vinton, IA **PH:** 319-472-4761

Black Hawk County Outreach -- Operation Threshold
Waterloo, IA **PH:** 319-235-6243

Boone County Center -- Red Rock Area Community Action Program
Boone, IA **PH:** 515-432-5052

Bremer County Family Services -- Northeast Iowa Community Action Corporation
Waverly, IA **PH:** 319-352-4532

Buchanan County/Operation Threshold -- Operation Threshold
Independence, IA **PH:** 319-334-6081

Buena Vista County Outreach Center -- Upper Des Moines Opportunity, Inc.
Storm Lake, IA **PH:** 712-732-1757

Butler County Outreach Center -- North Iowa Community Action Organization
Clarksville, IA **PH:** 319-278-4606, **TOLL FREE:** 800-873-1899

Calhoun County Family Development Center -- Community Opportunities, Inc.
Rockwell City, IA **PH:** 712-297-7721

Carroll County Family Development Center -- Community Opportunities, Inc.
Carroll, IA **PH:** 712-792-2832

Cass County Outreach Office -- West Central Development Corporation
Atlantic, IA **PH:** 712-243-5421

Cedar County -- Community Action of Eastern Iowa
Tipton, IA **PH:** 563-886-3191, **TOLL FREE:** 800-920-3191

Cerro Gordo County Family Resource Center -- North Iowa Community Action Organization
Mason City, IA **PH:** 641-423-7766, **TOLL FREE:** 800-873-1899

Cherokee County Outreach -- Mid-Sioux Opportunity, Inc.
Cherokee, IA **PH:** 712-225-3322

Chickasaw County Family Services -- Northeast Iowa Community Action Corporation
New Hampton, IA **PH:** 641-394-2007

Clarke County Outreach Center -- South Central Iowa Community Action Program
Osceola, IA **PH:** 641-342-2101

Clay County Outreach Center -- Upper Des Moines Opportunity, Inc.
Spencer, IA **PH:** 712-262-7409

Clayton County Family Services -- Northeast Iowa Community Action Corporation
Elkader, IA **PH:** 563-245-2452

Clinton County -- Community Action of Eastern Iowa
Rural - DeWitt, IA **PH:** 563-659-8492, **TOLL FREE:** 877-659-8492
Urban - Clinton, IA **PH:** 563-243-5220, **TOLL FREE:** 866-243-5220

Dallas County Family Development Center -- Community Opportunities, Inc.
Perry, IA **PH:** 515-465-5185

Davis County Resource Center -- Southern Iowa Economic Development Association
Bloomfield, IA **PH:** 641-664-1911

Decatur County Outreach Center -- South Central Iowa Community Action Program
Leon, IA **PH:** 641-446-4454

Delaware County Outreach -- Operation: New View-CAA
Manchester, IA **PH:** 563-927-4629

Des Moines County Outreach Center -- Community Action of Southeast Iowa
Burlington, IA **PH:** 319-753-2893

Dickinson County Outreach Center -- Upper Des Moines Opportunity, Inc.
Spirit Lake, IA **PH:** 712-336-1112

Dubuque County Outreach -- Operation: New View-CAA
Dubuque, IA **PH:** 563-556-5130

Emmet Co. Outreach Center -- Upper Des Moines Opportunity, Inc.
Estherville, IA **PH:** 712-362-2391

Fayette County Family Services -- Northeast Iowa Community Action Corporation
West Union, IA **PH:** 563-422-3354
Oelwein, IA **PH:** 319-283-2510

Floyd County Outreach Center -- North Iowa Community Action Organization
Charles City, IA **PH:** 641-228-2893, **TOLL FREE:** 800-873-1899

Franklin County Outreach Center -- North Iowa Community Action Organization
Hampton, IA **PH:** 641-456-3431, **TOLL FREE:** 800-873-1899

Greene County Family Development Center -- Community Opportunities, Inc.
Jefferson, IA **PH:** 515-386-2719

Grundy County/Operation Threshold -- Operation Threshold
Grundy Center, IA **PH:** 319-824-3460

Guthrie County Family Development Center -- Community Opportunities, Inc.
Guthrie Center, IA **PH:** 641-747-3845

Hamilton County Outreach Center -- Upper Des Moines Opportunity, Inc.
Webster City, IA **PH:** 515-832-6451

Hancock County Outreach Center -- North Iowa Community Action Organization
Garner, IA **PH:** 641-585-5863, **TOLL FREE:** 800-873-1899

Hardin County Resource Office -- Mid-Iowa Community Action, Inc.
Iowa Falls, IA **PH:** 641-648-5036, **TOLL FREE:** 877-290-5587

Henry County - Tolson Community Action -- Community Action of Southeast Iowa
Mt. Pleasant, IA **PH:** 319-385-2310

Howard County Family Services -- Northeast Iowa Community Action Corporation
Cresco, IA **PH:** 563-547-4413

Humboldt County Outreach Center -- Upper Des Moines Opportunity, Inc.
Dakota City, IA **PH:** 515-332-3631

Iowa County - IA River Valley FRC -- Hawkeye Area Community Action Program
Marengo, IA **PH:** 319-642-7361

Jackson County Outreach -- Operation: New View-CAA
Maquoketa, IA **PH:** 563-652-5197

Jasper County Center -- Red Rock Area Community Action Program
Newton, IA PH: 641-792-3008

Jefferson County Resource Center -- Southern Iowa Economic Development Association
Fairfield, IA **PH:** 641-472-6140

Johnson Co. -- Hawkeye Area Community Action Program
Coralridge FRC - Coralville, IA **PH:** 319-351-1214
Iowa City FRC - Iowa City, IA **PH:** 319-339-0632
Waterfront FRC - Iowa City, IA **PH:** 319-337-5765
First Christian Church Coralville, IA

Jones County FRC -- Hawkeye Area Community Action Program
Anamosa, IA **PH:** 319-462-4343

Keokuk County Resource Center -- Southern Iowa Economic Development Association
Sigourney, IA **PH:** 641-622-3443

Kossuth County Outreach Center -- North Iowa Community Action Organization
Algona, IA **PH:** 515-295-2531, **TOLL FREE:** 800-873-1899

Lee County -- Community Action of Southeast Iowa
Eichacker Center - Fort Madison, IA **PH:** 319-372-4471
Marie Tallarico Neighborhood Center - Keokuk, IA **PH:** 319-524-6383

Linn County -- Hawkeye Area Community Action Program
Olivet Mission FRC - Cedar Rapids, IA **PH:** 319-221-1484
Inn Circle FRC - Cedar Rapids, IA **PH:** 319-366-7631
Marion FRC - Marion, IA **PH:** 319-447-5816
Smith Center @ Four Oaks -Cedar Rapids, IA **PH:** 319-365-8050
Urban FRC - Cedar Rapids, IA **PH:** 319-366-7632

Louisa County Center -- Community Action of Southeast Iowa
Columbus Junction, IA **PH:** 319-728-2314

Lucas County Outreach Center -- South Central Iowa Community Action Program
Chariton, IA **PH:** 641-774-5323

Lyon County Outreach -- Mid-Sioux Opportunity, Inc.
Rock Rapids, IA **PH:** 712-472-3746

Madison County Multi-Purpose Center -- MATURA Action Corporation
Winterset, IA **PH:** 515-462-4704

Mahaska County Resource Center -- Southern Iowa Economic Development Association
Oskaloosa, IA **PH:** 641-673-8758

Marion County Center -- Red Rock Area Community Action Program
Knoxville, IA **PH:** 641-842-6571

Marshall County Mid-Iowa Community Action Center -- Mid-Iowa Community Action, Inc.
Marshalltown, IA **PH:** 641-753-5523

Mitchell County Outreach Center -- North Iowa Community Action Organization
Osage, IA **PH:** 641-732-5383, **TOLL FREE:** 800-873-1899

Monroe County Outreach Center -- South Central Iowa Community Action Program
Albia, IA **PH:** 641-932-5107

Montgomery County -- West Central Development Corporation
Red Oak, IA **PH:** 712-623-2339

Muscatine County -- Community Action of Eastern Iowa
Muscatine, IA **PH:** 563-263-9290, **TOLL FREE:** 866-263-9290

O'Brien County Outreach Center -- Upper Des Moines Opportunity, Inc.
Primghar, IA **PH:** 712-957-1023

Osceola County Outreach Center -- Upper Des Moines Opportunity, Inc.
Sibley, IA **PH:** 712-754-2573

Page County -- West Central Development Corporation
Shenandoah, IA **PH:** 712-246-2585

Palo Alto County Outreach Center -- Upper Des Moines Opportunity, Inc.
Emmetsburg, IA **PH:** 712-852-3482

Pocahontas County Outreach Center -- Upper Des Moines Opportunity, Inc.
Pocahontas, IA **PH:** 712-335-3335

Polk County -- Red Rock Area Community Action Program
West Des Moines Human Services -
West Des Moines, IA **PH:** 515-222-3660
Polk County Center - Ankeny, IA **PH:** 515-965-0433

Poweshiek County MICA, Inc -- Mid-Iowa Community Action, Inc.
Grinnell, IA **PH:** 641-236-3923

Ringgold County Family Development Center -- MATURA Action Corporation
Mt. Ayr, IA **PH:** 641-464-2401

Sac County Family Development Center -- Community Opportunities, Inc.
Sac City, IA **PH:** 712-662-3236

Scott County -- Community Action of Eastern Iowa
Davenport, IA 52803 **PH:** 563-324-3236, **TOLL FREE:** 866-324-3236

Sioux County Outreach -- Mid-Sioux Opportunity, Inc.
Sioux Center, IA **PH:** 712-722-3611

Story County Mid-Iowa Community Action, Inc. -- Mid-Iowa Community Action, Inc.
Ames, IA **PH:** 515-956-3333

Tama County Family Development Center -- Mid-Iowa Community Action, Inc.
Tama, IA **PH:** 641-484-4713

Taylor County Family Development Center -- MATURA Action Corporation
Lenox, IA **PH:** 641-333-4442
Bedford, IA **PH:** 712-523-3144

Union County Family Development Center -- MATURA Action Corporation
Creston, IA **PH:** 641-782-3346

Van Buren County Resource Center -- Southern Iowa Economic Development Association
Keosauqua, IA **PH:** 319-293-3722

Wapello County Resource Center -- Southern Iowa Economic Development Association
Ottumwa, IA **PH:** 641-682-8741, **EXT.:** 269 or 272,

Warren County Center -- Red Rock Area Community Action Program
Indianola, IA **PH:** 515-961-2543

Washington County - Old Main FRC -- Hawkeye Area Community Action Prog.
Washington, IA **PH:** 319-653-7275

Wayne County Outreach Center -- South Central Iowa Community Action Program
Corydon, IA **PH:** 641-872-1282

UDMO Webster County Outreach Center -Trolley Center
Fort Dodge, IA **PH:** 515-576-7774

Winnebago County Outreach Center -- North Iowa Community Action Organization
Forest City, IA **PH:** 641-585-5863, **TOLL FREE:** 800-873-1899

Winneshiek County Family Services -- Northeast Iowa Community Action Corporation
Decorah, IA **PH:** 563-382-8436, **EXT.:** 150

Worth County Outreach Center -- North Iowa Community Action Organization
Manly, IA **PH:** 641-454-3220, **TOLL FREE:** 800-873-1899

Wright County Outreach Center -- Upper Des Moines Opportunity, Inc.
Eagle Grove, IA **PH:** 515-448-3704

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IOWA RESIDENTIAL CUSTOMERS

Rights and Responsibilities to Avoid Shutoff of Gas and/or Electric Service for Nonpayment

ALLIANT ENERGY.
Interstate Power and Light

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