

Interstate Power and Light Company

ELECTRIC TARIFF

Filed with the I. U. B.

First Revised Sheet No. 259

ORIGINAL TARIFF NO. 1

Canceling Original Sheet No. 259

GENERAL RULES AND REGULATIONS FOR ELECTRIC SERVICE CUSTOMER INFORMATION

SECTION 13

13.01 CUSTOMER INFORMATION: Company shall provide Customer with basic information required in accordance with the Rules of the Iowa Utilities Board and as more specifically covered in this Section 13.

13.02 LOCATION OF FACILITIES: Company shall maintain the map, plans or records of Company's entire transmission and distribution system, together with such other information as may be necessary to enable Company representatives to advise the prospective Customer, and others entitled to the information, of the facilities available in its service area. [199--20.4(1)]

13.03 RATE SCHEDULE INFORMATION: Company will assist Customer or prospective Customer in selecting the most economical rate schedule available for the proposed type of service pursuant to Paragraph 5.02. Rate schedules applicable to Customer's class of service will be made available upon request. Company shall notify Customers affected by a change in rate or a change in schedule classification in a manner provided for in the rules of practice and procedure before the Iowa Utilities Board. [199--20.4(1)]

13.04 POSTING WHERE RATE SCHEDULES ARE AVAILABLE: Company will post a notice in a conspicuous place in each of its business offices where applications for service are received and where Customer complaints and Customer payment for bills may be made, informing the public that copies of the rate schedules and rules relating to the service of Company as filed with the Iowa Utilities Board are available for inspection. Copies of rate schedules and rules related to service of the Company are also available on the internet at www.alliantenergy.com [199--20.4(1)]

13.05 INFORMATION ON METER READING: Upon request, Company's representative will inform Customer as to the method of reading meters and meter reading schedules. [199--20.4(1)]

13.06 BILLING INFORMATION: Upon request, Company's representative will inform Customer and aid Customer in interpreting any information found on Customer's bill and will help Customer perform any billing calculation required for Customer to calculate the bill in accordance with the appropriate rate schedule.

13.07 CUSTOMER COMPLAINT: Customer complaints shall be filed through the Company's customer service center toll free number 1-800-255-4268. Appropriate Company employees will be capable of receiving Customer phone calls and such employees will be instructed in the prompt handling of complaints to assure prompt reference of complaints to the person or department capable of effective handling of the complaint of and to alleviate the necessity of Customer's repetition of the entire complaint to employees lacking in ability and authority to take the appropriate action.

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13.07 CUSTOMER COMPLAINT (continued)

13.07A All such complaints received concerning the charges, practices, facilities or service of Company shall be investigated promptly and thoroughly. [199--20.4(2)]

13.07B If a complaint is unresolved, appropriate personnel shall report the circumstances to the next higher manager for resolution.

13.07C Company shall keep such records of Customer complaints as will enable Company to review and analyze its procedures and actions from time to time. [199--20.4(20)]

13.07D When a complaint is unresolved, Customer will also be informed of the proper address for a complaint to the Iowa Utilities Board. [199--20.4(20)]

13.08 ADDITIONAL REASONABLE INFORMATION: Upon request, Company's representative will also assist Customer with any additional reasonable request for information concerning the service. [199--20.4(1)]