



A message to our valued customers

It is our goal at Liberty to provide each customer with the best service at all times. However, we also recognize that the need may arise where you, as a customer, need to express a concern or complaint.

If this situation should occur, we want to assist in resolving the problem. The purpose of this message is to notify you of our phone number where a qualified company representative can be reached to help resolve any concern or complaint. You may reach a Liberty representative by calling toll-free **1-855-872-3242**. You may also go to our website, **www.libertyutilities.com**, and click Contact Us in the upper right-hand corner of the webpage to reach us by email.

If Liberty does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling toll-free **1-877-565-4450**; by writing to Customer Service - 1375 E. Court Avenue, RM69, Des Moines, Iowa 50319-0069; or by emailing **customer@iub.iowa.gov**.



Liberty™

Energy
and water
for life

Customer Support: 1-855-872-3242

Emergency Service: 1-855-644-8134

libertyutilities.com