

NOTICE TO ELECTRIC CONSUMERS OF NORTH WEST REC

As a customer of North West Rural Electric Cooperative, help is available to you in resolving possible complaints about your electric service. You can contact a cooperative representative at the following address and telephone number during regular office hours.

North West REC - 1505 Albany Place SE, PO Box 435 - Orange City, IA 51041-0435
712-707-4935 or 1-800-766-2099

If your complaint is related to service disconnection, safety or renewable energy and the North West REC does not resolve your complaint, you may request assistance from the Iowa Department of Commerce, Lucas State Office Bldg., Des Moines, IA 50319, (515) 281-5979.

If your complaint is related to the North West REC service rather than its rates, and North West REC does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 281-3839, or toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, RM 69, Des Moines, IA 50319, by e-mail to customer@iub.iowa.gov, or by fax (515) 725-7399.