

**PUBLIC NOTICE FROM YOUR  
WEST LIBERTY MUNICIPAL ELECTRIC UTILITY  
RESOLVING CUSTOMER COMPLAINTS**

All of us at West Liberty Municipal Electric Utility do our best to make sure your utility service is as good as it can be. If you have a complaint, we'd like to resolve it as quickly as possible. Persons desiring to request information from or register complaints with West Liberty Municipal Utility may do so by contacting:

Mayra Esquivel, Deputy City Clerk  
at the Waldo C. Myers Municipal Building/City Hall  
409 N. Calhoun Street  
West Liberty, Iowa 52776  
319-627-2418

EMAIL: [mesquivel@cityofwestlibertyia.org](mailto:mesquivel@cityofwestlibertyia.org)

If your complaint is related to service disconnection, safety, or renewable energy and West Liberty Municipal Electric Utility does not resolve your complaint, you may request assistance from 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, IA 50319-0069, or by E-mail at [iubcustomer@iub.state.ia.us](mailto:iubcustomer@iub.state.ia.us).

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Boxed Notice – 2 x 3