

## 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 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 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 (1375 E. Court Avenue, 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 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?**

- Pay the bill in full; or
- Enter into a reasonable payment plan with the utility (see question 2 below); or
- Apply for and become eligible for low-income energy assistance (see question 3 below); or
- Give the utility a written statement from a doctor or public health official stating that shutting off your electric service would pose an especial health danger for a person living at the residence (see question 4 below); or
- 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 question 5 below).

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

- 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.
- 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.
- 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 customers only)**

- Contact the local community action agency in your area (see attached list) or visit https://humanrights.iowa.gov/dcaa/where-apply.
- To avoid disconnection, you must apply for energy assistance or weatherization 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.
- Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1.
- If you have additional questions, contact the Division of Community Action Agencies at the Iowa Department of Human Rights, Lucas State Office Building, Des Moines, Iowa 50319; telephone (515) 281-3861.

**4. What if someone living at the residence has a serious health condition? (Residential customers 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 five 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 question 9 below).

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

- Your utility can shut off service between the hours of 6 a.m. and 2 p.m. Monday through Friday.
- The utility will not shut off your service on nights, weekends or holidays for nonpayment of a bill.
- The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see question 2 above).
- 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.
- 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.
- 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.
- If one of the heads of household is a service member deployed for military service, utility service cannot be shut off during the deployment or within 90 days after the end of deployment. For this exception to disconnection to apply, the utility must be informed of the deployment prior to disconnection. However, you will still owe the utility for service used during this time.

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

- 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.
- If you have not made payments required by an agreed-upon payment plan, your service may be disconnected with only one day’s notice.
- 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 or another conspicuous place 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?**

- The utility will turn your service back on if you pay the whole amount you owe or agree to a reasonable payment plan (see question 2 above).
- If you make your 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.
- 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 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by email at *customer@iub.iowa.gov*. 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
354 Public Square, Greenfield, IA 50849
Phone: (641) 743-2424 Hours: M – F

Adams County Family Development Center – MATURA Action Corporation
1609 Quincy, Suite 3, Corning, IA 50841
Phone: (641) 322-4096 Hours: M, W, F, 9 a.m. – noon and 1 – 3:30 p.m.

Allamakee Co. Family Services – Northeast Iowa Community Action Corporation
134 W. Greene St., P.O. Box 1103, Postville, IA 52162
Phone: (563) 864-3363 Hours: Th. & F, 8 a.m. – noon other by appointment

Allamakee Co. Family Services – Northeast Iowa Community Action Corporation
953 Third Avenue NW, P.O. Box 173, Waukon, IA 52172
Phone: (563) 568-4224 Hours: M, W, F, 8 a.m. – noon and 1 – 3 p.m.; other times by appointment

Appanoose County Resource Center – Southern Iowa Economic Development Association
111 N. Main St., Suite 2, Centerville, IA 52544
Phone: (641) 856-8437 Hours: M – F, 8 a.m. – 4:30 p.m.

Audubon Co. Family Development Center – New Opportunities, Inc.
109 Tracy Street, Audubon, IA 50025
Phone: (712) 563-2777 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Benton Co. – No. Benton Center – Hawkeye Area Community Action Program
202 E. 4th St., Vinton, IA 52349-1803
Phone: (319) 472-4761 Toll-free: 1-800-332-5289
Hours: M – F, 8 a.m. – 4:30 p.m.

Black Hawk County – Operation Threshold
1535 Lafayette, St., P.O. Box 4120, Waterloo, IA 50704
Phone: (319) 291-2065 Hours: M – Th., 8 a.m. – 5:30 p.m. and F, 8 a.m. – noon

Boone County Center – MPACT Community Action Partnership
606 Greene St., Boone, IA 50036
Phone: (515) 432-5052 Hours: M – F, 8 a.m. – 4:30 p.m.

Bremer Co. Family Services – Northeast Iowa Community Action Corporation
117 West Bremer Avenue, Waverly, IA 50677
Phone: (319) 352-4532 Hours: M, 7 a.m. – noon & 1 – 3 p.m.; W & F, 7 a.m. – noon; other times by appt.

Buchanan County – Operation Threshold
1827 1st St. W., Independence, IA 50644-0204
Phone: (319) 334-6081 Hours: M – Th., 8 a.m. – 5:30 p.m.; F, 8 a.m. – noon

Buena Vista County Outreach Center – Upper Des Moines Opportunity, Inc.
620 Michigan Street, Storm Lake, IA 50588
Phone: (712) 732-1757 Hours: M – Th., 9 – 11:30 a.m. and 1 – 3:30 p.m.

Butler County Outreach Center – North Iowa Community Action Organization
219 N. Mather, P.O. Box 187, Clarksville, IA 50619
Phone: (319) 278-4606 Toll-free: 1-800-873-1899
Hours: Monday, Thursday and Friday

Calhoun Co. Family Development Center – New Opportunities, Inc.
334 Richmond St., Rockwell City, IA 50579
Phone: (712) 297-7721 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Carroll Co. Family Development Center – New Opportunities, Inc.
23751 Hwy 30 East, P.O. Box 427, Carroll, IA 51401
Phone: (712) 792-9266 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Cass County Outreach Office – West Central Community Action
304 Chestnut St., Atlantic, IA 50022
Phone: (712) 243-5421 Hours: M – F, 9 a.m. – 3 p.m.

Cedar County – Community Action of Eastern Iowa
101 Lynn Street, Tipton, IA 52772
Phone: (563) 886-3191 Toll-free: 1-800-920-3191
Hours: M, Tu., Th., F, 8 a.m. – 4:30 p.m., Wednesday by appointment

Cedar County – West Branch – Community Action of Eastern Iowa
110 N. Poplar St., West Branch, IA 52358
Phone: (563) 886-3191 Toll-free: 1-800-920-3191
Hours: Appointment only (call Tipton office to schedule)

Cerro Gordo County Family Resource Center – North Iowa Community Action Organization
1190 Briarstone Dr. SW, Mason City, IA 50401
Phone: (641) 423-7766 Toll-free: 1-800-873-1899
Hours: Monday through Friday

Cherokee Co. Outreach – Mid-Sioux Opportunity, Inc.
921 South 2nd Street, Cherokee, IA 51012
Phone: (712) 225-3322 Toll-free: 1-800-859-2025
Hours: M, W, F, 8 a.m. – 4:30 p.m.

Chickasaw Co. Family Services - Northeast Iowa Community Action Corporation
910 East Main, P.O. Box 205, New Hampton, IA 50659
Phone: (641) 394-2007 Hours: M, W, F

Clarke County Outreach Center – South Central Iowa Community Action Program
116 South Filmore, P.O. Box 142, Osceola, IA 50213
Phone: (641) 342-2101 Hours: M – F, 8 a.m. – noon

Clay County Outreach Center – Upper Des Moines Opportunity, Inc.
407 East 3rd St., Spencer, IA 51301
Phone: (712) 262-7409 Hours: M – Th. 9 a.m. – noon and 1 – 3:30 p.m.

Clayton Co. Family Services – Northeast Iowa Community Action Corporation
Clayton Co. Office Bldg., 600 Gunder Road NE, #11, Elkader, IA 52043
Phone: (563) 245-2452 Hours: M, W, F

Clinton County – Clinton Office – Community Action of Eastern Iowa
240 North Bluff, Suite 203, Clinton, IA 52732
Phone: (563) 243-5220 Toll-free: 1-866-243-5220
Hours: M, Tu., Th., F, 8 a.m. – 4:30 p.m., Wednesday by appointment

Clinton County – DeWitt Office – Community Action of Eastern Iowa
1415B 11 St., DeWitt, IA 52742-0498
Phone: (563) 659-8492 Toll-free: 1-877-659-8492
Hours: M, Tu., Th., F, 8 a.m. – 4:30 p.m., Wednesday in Wheatland (call DeWitt office)

Clinton County – Wheatland – Community Action of Eastern Iowa
102 W. Washington Street, Wheatland, IA 52777
Phone: (563) 374-1520 Hours: 1st & 3rd Wed. of each month 1 p.m. – 4 p.m. (walk-in only)

Crawford County Outreach Office – West Central Community Action
145 N 7th Street, Denison, IA 51442
Phone: (712) 263-3538 Hours: M – F, 9 a.m. – 3 p.m.

Dallas Co. Family Development Center – New Opportunities, Inc.
2814 1st Ave., Perry, IA 50220
Phone: (515) 465-5185 Hours: M – F, 9 a.m. – noon and 12:30 – 4 p.m.

Dallas Co. Family Development Center – New Opportunities, Inc.
1155 Southeast Boone Dr., Waukee, IA 50263
Phone: (515) 478-5509 Hours: M, W, F by appointment only

Davis County Resource Center – Southern Iowa Economic Development Association
203 S. Madison St., P.O. Box 14, Bloomfield, IA 52537
Phone: (641) 664-1911 Hours: Monday and Friday

Decatur County Outreach Center – South Central Iowa Community Action Program
306 North Main, Suite 1, Leon, IA 50144
Phone: (641) 446-4454 Hours: M – F, 8 a.m. – noon

Delaware Co. Outreach – Operation: New View-CAA
721 South 5th Street, Suite B, P.O. Box 443
Manchester, IA 52057
Phone: (563) 927-4629 Hours: M – F, 8 a.m. – 5 p.m.

Des Moines Co. Neighborhood Center – Community Action of Southeast Iowa
700 Jefferson St., Burlington, IA 52601
Phone: (319) 753-2893 Hours: M – F, 8 a.m. – 4:30 p.m.

Dickinson County Outreach Center – Upper Des Moines Opportunity, Inc.
1575 18th St., Spirit Lake, IA 51360
Phone: (712) 336-1112 Hours: M – Th., 10 a.m. – 3 p.m.

Dubuque Co. Outreach – Operation: New View-CAA
1473 Central Ave., Dubuque, IA 52001
Phone: (563) 556-5130 Hours: M – F, 8 a.m. – 5 p.m.

Emmet County Outreach Center – Upper Des Moines Opportunity, Inc.
508 S. 1st St., Estherville, IA 51334
Phone: (712) 362-2391 Hours: Tu. – Th., 9 a.m. – noon and 1 – 3:30 p.m.

# IOWA CUSTOMERS

# Rights and responsibilities to avoid shut-off of gas and/or electric service for nonpayment



Fayette Co. Family Services – Northeast Iowa Community Action Corporation  
Courthouse Basement, P.O. Box 481, West Union, IA 52175  
Phone: (563) 422-3354 Hours: M, W, 8 a.m. – noon; other times by appt.  
(call Oelwein office)

Fayette Co. Family Services – Northeast Iowa Community Action Corporation  
297 6th Ave. SW, P.O. Box 549, Oelwein, IA 50662  
Phone: (319) 283-2510 Hours: M, W, F

Floyd County Outreach Center – North Iowa Community Action Organization  
603 Beck Street, P.O. Box 473, Charles City, IA 50616  
Phone: (641) 228-2893 Toll-free: 1-800-873-1899  
Hours: Monday, Tuesday and Thursday

Franklin County Outreach Center – North Iowa Community Action Organization  
123 1st Ave. SW, P.O. Box 384, Hampton, IA 50441  
Phone: (641) 456-3431 Toll-free: 1-800-873-1899  
Hours: Tuesdays and Wednesdays

Fremont County Outreach Office – West Central Community Action  
910 Illinois, P.O. Box 518, Sidney, IA 51652  
Phone: (712) 374-3367 Hours: M – F, 9 a.m. – 3 p.m.

Greene Co. Family Development Center – New Opportunities, Inc.  
1401 N Elm St., Suite A, Jefferson, IA 50129  
Phone: (515) 386-2719 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Grundy County – Operation Threshold  
1606 G. Avenue, P.O. Box 41, Grundy Center, IA 50638  
Phone: (319) 824-3460 Hours: M – Th., 8 a.m. – 5:30 p.m.; F 8 a.m. – noon

Guthrie Co. Family Development Center –New Opportunities, Inc.  
2002 State Street, Ste. 2, Guthrie Center, IA 50115  
Phone: (641) 747-3845 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Hamilton County Outreach Center – Upper Des Moines Opportunity, Inc.  
711 Seneca St., Webster City, IA 50595  
Phone: (515) 832-6451 Hours: M – Th., 9 – 11:30 a.m. and 1 – 3 p.m.

Hancock County Outreach Center – North Iowa Community Action Organization  
416 State St., Garner Public Library, Garner, IA 50438  
Phone: (641) 423-7766 Toll-free: 1-800-873-1899 Hours: Friday only

Hardin County Resource Office – Mid-Iowa Community Action, Inc.  
637 South Oak Street, Iowa Falls, IA 50126  
Phone: (641) 648-5036 Toll-free: 1-877-290-5587  
Hours: Monday – Friday

Harrison County – West Central Community Action  
107 N. 4th Ave., Ste. 7, Logan, IA 51546  
Phone: (712) 644-3388 Hours: M – F, 9 a.m. – 3 p.m.

Henry Co. – Tolson Community Action –Community Action of Southeast Iowa  
1303 W. Washington, Mt. Pleasant, IA 52641  
Phone: (319) 385-2310 Hours: M – F, 8 a.m. – 4:30 p.m.

Howard Co. Family Services – Northeast Iowa Community Action Corporation  
204 2nd Ave. E., Cresco, IA 52136  
Phone: (563) 547-4413 Hours: M, W, F

Humboldt County Outreach Center – Upper Des Moines Opportunity, Inc.  
Humboldt County Courthouse, 203 Main, P.O. Box 100, Dakota City, IA 50529  
Phone: (515) 332-3631 Hours: M – Th., 9 – 11:30 a.m. and 1 – 3 p.m.

Ida Co. Outreach – Mid-Sioux Opportunity, Inc.  
401 Moorhead St., Ida Grove, IA 51445  
Phone: (712) 364-2175 Toll-free: 1-800-859-2025 Hours: Tu., Th., 9 a.m. – 4 p.m.

Iowa County – Marengo Public Library – Hawkeye Area Community Action Program  
235 E. Hilton St., Marengo, IA 52301  
Phone: (319) 739-0100 Toll-free: 1-800-332-5289 Hours: Tu., Th., 10 a.m. – 6 p.m.

Jackson Co. Outreach – Operation: New View-CAA  
904 East Quarry Street, Maquoketa, IA 52060  
Phone: (563) 652-5197 Hours: M – F, 8 a.m. – 5 p.m.

Jasper County Center – IMPACT Community Action Partnership  
115 N. 2nd Ave. E., Suite A, Newton, IA 50208  
Phone: (641) 792-3008 Hours: M – F, 8 a.m. – 4:30 p.m.

Jefferson County Resource Center – Southern Iowa Economic Development Association  
201 South 23rd Street, Fairfield, IA 52556  
Phone: (641) 472-6140 Hours: M – F, 8 a.m. – 4:30 p.m.

Johnson Co. – HACAP Waterfront Office – Hawkeye Area Community Action Program  
367 Southgate Ave., Iowa City, IA 52240  
Phone: (319) 337-5765 Toll-free: 1-800-332-5289 Hours: M – F, 8 a.m. – 4 p.m.

Jones Co. Resource Center – Hawkeye Area Community Action Program  
105 Broadway Place, Suite 17, Anamosa, IA 52205  
Phone: (319) 462-4343 Toll-free: 1-800-332-5289 Hours: M – F, 8 a.m. – 4 p.m.

Keokuk County Resource Center – Southern Iowa Economic Development Association  
114 W. Washington St., P.O. Box 228, Sigourney, IA 52591  
Phone: (641) 622-3443 Hours: Tu., Th. Contact: Carol Long

Kossuth County Outreach Center – North Iowa Community Action Organization  
117 East Call, P.O. Box 98, Algona, IA 50511  
Phone: (515) 295-2531 Toll-free: 1-800-873-1899  
Hours: Monday and Tuesday

Lee Co. – Eichacker Center – Community Action of Southeast Iowa  
3433 Avenue O, Fort Madison, IA 52627  
Phone: (319) 372-4471 Hours: M – F, 8 a.m. – 4:30 p.m.

Lee Co. – Marie Tallarico Neighborhood Center – Community Action of Southeast Iowa  
220 S. 22nd St., Keokuk, IA 52632  
Phone: (319) 524-6383 Hours: M – F, 8 a.m. – 4:30 p.m.

Linn Co. – Urban Center – Hawkeye Area Community Action Program  
1328 2nd Ave. SE, Cedar Rapids, IA 52403  
Phone: (319) 739-0100 Toll-free: 1-800-332-5289 Hours: M – F, 8 a.m. – noon and 1 – 4 p.m.

Linn County – HACAP Corporate Office – Hawkeye Area Community Action Program  
1515 Hawkeye Drive, P.O. Box 490, Hiawatha, IA 52233  
Phone: (319) 739-0100 Hours: M – F, 8 a.m. – 4 p.m.

Louisa Co. Center – Community Action of Southeast Iowa  
202 E. Access Road, Suite D, P.O. Box 29, Columbus Junction, IA 52738  
Phone: (319) 728-2314 Hours: M, Tu., Th., 8 a.m. – 4:30 p.m.

Lucas County Outreach Center – South Central Iowa Community Action Program  
117 South Grand, P.O. Box 276, Chariton, IA 50049  
Phone: (641) 774-5323 Hours: M – F, 8 a.m. – 4:30 p.m.

Lyon Co. Outreach – Mid-Sioux Opportunity, Inc.  
302 South Lincoln, Rock Rapids, IA 51246  
Phone: (712) 472-3746 Toll-free: 1-800-859-2025  
Hours: Wednesday 9 a.m. – 4 p.m.

Madison County Multi-Purpose Center – MATURA Action Corporation  
1724 N. John Wayne Dr., Winterset, IA 50273  
Phone: (515) 462-4704 Hours: M – F

Mahaska County Resource Center – Southern Iowa Economic Development Association  
114 N. Market St., P.O. Box 28, Oskaloosa, IA 52577  
Phone: (641) 673-8758 Hours: M – F, 8 a.m. – 4:30 p.m.

Marion County Center – IMPACT Community Action Partnership  
3014 E. Main Street, P.O. Box 719, Knoxville, IA 50138  
Phone: (641) 842-6571 Hours: M – F, 8 a.m. – 4:30 p.m.

Marshall County Mid-Iowa Community Action Center – Mid-Iowa Community Action, Inc.  
6 South 2nd Street, Marshalltown, IA 50158  
Phone: (641) 753-5523 Toll-free: 1-877-362-5029 Hours: Monday – Friday

Mills County – West Central Community Action  
313 Main St., P.O. Box 578, Malvern, IA 51551  
Phone: (712) 624-8172 Hours: M, W, F

Mitchell County Outreach Center – North Iowa Community Action Organization  
406 Main St., Osage Public Library, Osage, IA 50461  
Phone: (641) 228-2893 Toll-free: 1-800-873-1899 Hours: Friday only

Monona County – West Central Community Action  
801-B 10th Street, Onawa, IA 51040  
Phone: (712) 423-2603 Hours: M – F, 9 a.m. – 3 p.m.

Monroe County Outreach Center – South Central Iowa Community Action Program  
221 S. Clinton, Albia, IA 52531  
Phone: (641) 932-5107 Hours: M – F, 8 a.m. – noon

Montgomery County – West Central Community Action  
1109 Highland Ave., Red Oak, IA 51566  
Phone: (712) 623-2339

Muscatine County – Community Action of Eastern Iowa  
1903 Park Avenue, #18, Muscatine, IA 52761  
Phone: (563) 263-9290 Toll-free: 1-866-263-9290  
Hours: M, Tu., Th., F, 8 a.m. – 4:30 p.m., Wed. (by appointment)

Muscatine County - West Liberty – Community Action of Eastern Iowa  
405 N. Elm Street, West Liberty, IA 52776  
Phone: (563) 263-9290 Hours: Appointment Only (call Muscatine office to schedule)

O'Brien County Outreach Center – Upper Des Moines Opportunity, Inc.  
140 2nd St. SE, P.O. Box 462, Primghar, IA 51245  
Phone: (712) 957-1023 Hours: M – Th., 10 a.m. – 3 p.m.

Osceola County Outreach Center – Upper Des Moines Opportunity, Inc.  
1672 Northwest Blvd., Sibley, IA 51249  
Phone: (712) 754-2573 Hours: M, W, Th. 9 a.m. – 3 p.m.

Page County – West Central Community Action  
500 1/2 N. Broad, Shenandoah, IA 51601  
Phone: (712) 246-2585 Hours: M – F, 9 a.m. – 3 p.m.

Palo Alto County Outreach Center – Upper Des Moines Opportunity, Inc.  
2905 25th St., Emmetsburg, IA 50536  
Phone: (712) 852-3482 Hours: Tu. – Th., 9 a.m. – noon and 1 – 3:30 p.m.

Plymouth Co. Outreach – Mid-Sioux Opportunity, Inc.  
180 10th Street SE, P.O. Box 1, LeMars, IA 52501  
Phone: (712) 546-6603 Toll-free: 1-800-859-2025  
Hours: Tuesday and Thursday, 9 a.m. – 4 p.m.

Pocahontas County Outreach Center – Upper Des Moines Opportunity, Inc.  
406 N.W. 7th Street, Pocahontas, IA 50574  
Phone: (712) 335-3335 Hours: Tu. – Th., 9 a.m. – noon and 1 – 3:30 p.m.

Polk County – West Des Moines Human Services – IMPACT Community Action Partnership  
139 6th St., P.O. Box 65320, West Des Moines, IA 50265-0320  
Phone: (515) 222-3660 Hours: M – F, 8 a.m. – 4:30 p.m.

Polk County – Sixth Avenue Center – IMPACT Community Action Partnership  
1618 6th Avenue, Des Moines, IA 50314  
Phone: (515) 248-6216 Hours: M, W, F, Walk-in 8 a.m. – 5 p.m.;  
Tu., Th., Appt. 8 a.m. – 7 p.m.

Polk County – IMPACT Community Action Partnership  
3226 University Ave., Des Moines, IA 50311  
Phone: (515) 518-4770 Hours: M – F, 8 a.m. – 4:30 p.m.

Polk County Center – IMPACT Community Action Partnership  
2701 SE Convenience Blvd., Suite 2, Ankeny, IA 50023-3062  
Phone: (515) 965-0433 Hours: M – F, 8 a.m. – 4:30 p.m.

Pottawattamie County – West Central Community Action  
300 W. Bdwy, Suite 35, Omni Centre Business Park, Council Bluffs, IA 51503  
Phone: (712) 322-2621 Hours: M – F, 9 a.m. – 3 p.m.

Poweshiek County Family Development Center – Mid-Iowa Community Action, Inc.  
611 4th Ave., Grinnell, IA 50112  
Phone: (641) 236-3923 Toll-free: 1-877-289-4666 Hours: Monday – Friday

Ringgold County Family Development Center – MATURA Action Corporation  
202 N. Taylor St., Mt. Ayr, IA 50854  
Phone: (641) 464-2401 Hours: M – F

Sac Co. Family Development Center – New Opportunities, Inc.  
1708 West Main Street, Sac City, IA 50583  
Phone: (712) 662-3236 Hours: M – F, 9 a.m. – noon and 12:30 – 3 p.m.

Scott County – Community Action of Eastern Iowa  
500 East 59th Street, Davenport, IA 52807  
Phone: (563) 324-3236 Toll-free: 1-866-324-3236  
Hours: M, Th., F, 8 a.m. – 4:30 p.m.; Tu., 8 a.m. – 6 p.m.; W, 8 a.m. – 4:30 p.m.  
(by appointment only)

Shelby County – West Central Community Action  
1018 6th St., Harlan, IA 51537  
Phone: (712) 755-5602 Hours: M – F, 9 a.m. – 3 p.m.

Sioux Co. Outreach – Mid-Sioux Opportunity, Inc.  
618 14th St NE, Sioux Center, IA 51250  
Phone: (712) 722-3611 Toll-free: 1-800-859-2025  
Hours: M, Tu., Th., F, 8 a.m. – 4:30 p.m.

Story County Mid-Iowa Community Action, Inc. – Mid-Iowa Community Action, Inc.  
230 SE 16th St., Suite 100, Ames, IA 50010  
Phone: (515) 956-3333 Toll-free: 1-877-289-4668 Hours: Monday - Friday

Tama County Family Development Center – Mid-Iowa Community Action, Inc.  
105 South State Street, Tama, IA 52339  
Phone: (641) 484-4713 Toll-free: 1-877-362-5031 Hours: Monday – Friday

Taylor County Family Development – MATURA Action Corporation  
110 S. Main Street, Lenox, IA 50851  
Phone: (641) 536-4442 Hours: W & Th.

Taylor County Family Development Center – MATURA Action Corporation  
607 Madison Ave., Bedford, IA 50833  
Phone: (712) 523-3144 Hours: M – F

Union County Family Development Center – MATURA Action Corporation  
207B North Elm, Creston, IA 50801  
Phone: (641) 782-8431 Hours: M – F

Van Buren County Resource Center – Southern Iowa Economic Development Association  
906 Dodge, P.O. Box 57, Keosauqua, IA 52565  
Phone: (319) 293-3722 Hours: Tu. & W, 8 a.m. – 4:30 p.m.

Wapello Co. Resource Center – Southern Iowa Economic Development Association  
725 W. 2nd St., P.O. Box 658, Ottumwa, IA 52501  
Phone: (641) 682-8741 Ext: 269, 270 or 272 Hours: M – F, 8 a.m. – 4:30 p.m.

Warren County Center – IMPACT Community Action Partnership  
210 W. 2nd Ave., Suite B, Indianola, IA 50125  
Phone: (515) 961-2543 Hours: M – F, 8 a.m. – 4:30 p.m.

Washington Co. – Old Main Center – Hawkeye Area Community Action Program  
2175 Lexington Blvd, Building 1, Washington, IA 52353  
Phone: (319) 653-7275 Toll-free: 1-800-332-5289 Hours: M – F, 8 a.m. – 4 p.m.

Wayne County Outreach Center – South Central Iowa Community Action Program  
220 East Jefferson, P.O. Box 384, Corydon, IA 50060  
Phone: (641) 872-1282 Hours: M – F, 8 a.m. – noon

Webster Co. – UDMO – Upper Des Moines Opportunity, Inc.  
113 S. 10th St., (Basement of St. Mark's Church) Fort Dodge, IA 50501-1766  
Phone: (515) 576-7774 Hours: M – Th., 8:30 – 11 a.m. and 2 – 3:30 p.m.

Winneshiek County Outreach Center – North Iowa Community Action Organization  
135 School Street, P.O. Box 331, Forest City, IA 50436  
Phone: (641) 585-5863 Toll-free: 1-800-873-1899 Hours: Tuesday and Wednesday

Winneshiek Co. Family Services – Northeast Iowa Community Action Corporation  
305 Montgomery St., P.O. Box 487, Decorah, IA 52101  
Phone: (563) 382-8436, Ext: 150 Hours: M, W, F

Woodbury County – Community Action Agency of Siouxland  
2700 Leech Ave., Sioux City, IA 51106  
Phone: (712) 274-1610 Ext: 220 Toll-free: 1-800-352-3725  
Hours: M – F, 8:30 a.m. – 5 p.m.

Worth County Outreach Center – North Iowa Community Action Organization  
309 9th St. N. First Lutheran Church, Northwood, IA 50459  
Phone: (641) 423-9028 Toll-free: 1-800-873-1899  
Hours: Wednesday and Thursday Contact: Marcia Rozevink

Wright County Outreach Center – Upper Des Moines Opportunity, Inc.  
221 W. Broadway, Eagle Grove, IA 50533  
Phone: (515) 448-3704 Hours: M, Tu., Th., & F, 9 –11 a.m. and 1 – 3 p.m.