



Iowa Utilities Board

NEWS

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Iowa Utilities Board – 211 Iowa partner to resolve 2-1-1 dialing issues

(Des Moines) — The Iowa Utilities Board (IUB) and 211 Iowa are partnering to address concerns that some Iowa residents are experiencing difficulty in connecting with 211 Iowa services. [211 Iowa](http://211iowa.gov) is a free, comprehensive information and referral system linking Iowa residents to health and human service programs, community services, disaster services and governmental programs. The 211 service is also providing 211 Vaccine Navigator services to assist qualified Iowans seeking to schedule a COVID-19 vaccine appointment.

Some residents in Marion County and the 319 area code have reported issues when dialing 211 from their landline phone. Calls have failed to connect or result in an automated message that the number has been disconnected. Although the cause of the issue is still being investigated, it may be associated with local phone carriers and the IUB is working to identify the source of the issue.

Residents who are experiencing difficulties connecting to 211 Iowa are encouraged to contact the IUB Customer Service toll-free at 877-565-4450. IUB Customer Service staff is available to assist Monday through Friday from 8:00 a.m. to 4:30 p.m.

The IUB will seek customer information to track down the issue with the customer's phone carrier and connect the customer to 211. Any Iowa resident can also call 211 Iowa's toll-free line at 800-244-7431 to speak with a trained and certified 211 operator and access any of the services provided by 211.

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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