

# CUSTOMER COMPLAINTS

**WE WANT YOU TO BE SATISFIED WITH YOUR OVERALL EXPERIENCE THAT YOU REFER OTHERS TO US. IT IS OUR GOAL TO MAKE YOUR EXPERIENCE EXCEPTIONAL! IF THERE IS ANYTHING THAT WE CAN DO TO IMPROVE YOUR EXPERIENCE, PLEASE LET US KNOW.**

In accordance with Minnesota Administrative Rule 7820.0200/Customer Information, in the event that you wish to file a complaint you can do so:

**IN PERSON:** At our main office located at 705 East 4th Street, Winthrop, MN 55396 OR, Klossner Energy Office, 40339 State Hwy 105, Klossner, MN 56073

**BY PHONE:** Call us at 507-232-1048 or Toll Free at 888-832-5734

**BY EMAIL:** [darv.turbes@ufcmn.com](mailto:darv.turbes@ufcmn.com)

**WEBSITE:** [ufcmn.com](http://ufcmn.com)

**PLEASE DIRECT YOUR COMPLAINT TO:** Darv Turbes, VP of Energy

United Natural Gas is regulated by the Minnesota Public Utilities Commission (MPUC).

**Minnesota Public Utilities Commission**

**121 7th Place E, Suite 350**

**Saint Paul, MN 55101-2147**

**Call: 1-800-657-3782 or 651-296-0406**

**Email: [consumer.puc@state.mn.us](mailto:consumer.puc@state.mn.us)**

**[mn.gov/puc/consumers/help](http://mn.gov/puc/consumers/help)**



**TO REPORT ANY GAS RELATED EMERGENCY, PLEASE CALL 888-931-3411, 24 HOURS PER DAY / 7 DAYS PER WEEK.**

For a copy of our Rights & Rates, Please visit our website: [ufcmn.com](http://ufcmn.com) or request a copy by mail.



**UNITED  
NATURAL GAS**