

How to Establish Utility Service

If you own or rent your residence, you will need to establish utility service in your name before moving in unless utility service is included in your rent. Most utility companies take applications by telephone and some may accept applications electronically. Others may have public business offices where you may make application in person.

What Information Will I Need to Provide?

- Your Name and Proof of Identification (driver's license or birth certificate).
- The address where service is to be provided. (You will need to provide a mailing address if that address is different than the address where service is to be provided).
- A telephone number where you can be reached. (Sometimes a utility company will require verification of employment, so your employer's name and work phone number may also be needed).

Note: *Applicants for energy services (gas or electricity) should notify the utility company of the use of life-support equipment in the household. Residential customers applying for telephone service may qualify for reduced service monthly rates for local telephone service under the Lifeline Program, if eligibility requirements are met.*

Will I Have to Pay a Deposit?

Utility providers may require a deposit to begin service if you cannot meet certain credit standards. The amount of the security deposit varies from company to company. If you are unable to pay the full deposit, you may request to pay it in installments. In most cases, deposits are refunded once satisfactory credit has been established or if you close your account. Some companies accept a written guarantee of payment by an existing customer with good credit instead of a cash deposit.

Plan Ahead When Requesting Service

Some companies require you to request utility service at least 24 hours before you need it, while others may require several days notice. For example, applications for natural gas service should be made several days in advance to allow you and the utility company to schedule a time that you will be home as the service person must do a safety check and light the pilots on all gas appliances.

Some utility meters are located inside homes. Someone must be home to allow access to the meter so the service can be turned on.

Some utility companies charge service connection fees to establish service.

For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

200 Madison Street • P.O. Box 360 • Jefferson City, Missouri 65102-0360

Website: psc.mo.gov **Email:** pscinfo@psc.mo.gov **Phone:** 1-800-392-4211