

# When to Call the PSC

The Public Service Commission regulates investor-owned electric, natural gas, steam, water and sewer utilities. The Public Service Commission has limited jurisdiction over telephone providers in the state. If you have a problem with billing issues or the service quality provided by your utility company, contact the company and explain your problem. Make sure to provide all the facts necessary to support your concerns. If you do not hear from the utility within a reasonable time, or if you are not satisfied with the utility's action, you may contact the Missouri Public Service Commission. **The Commission does not have authority to regulate the rates set or service provided by municipal utilities or electric cooperatives. However, it does have jurisdiction regarding safety issues.**

## What Types of Calls are Handled

Consumer Services Specialists handle thousands of calls each year and can help you with the following types of issues:

- Rates or charges
- Installations or disconnections
- Responsibility for a bill
- Request for a deposit
- Refusal of service by a utility
- The quality and type of utility service
- A utility's policies and procedures

## How Can you Help?

Before your complaint can be investigated, Consumer Services staff will need the following information:

- Your name, street address/or box number, city, county, and zip code
- The name of the utility and your account number
- The complete facts of your complaint
- The action the utility took on your complaint

The PSC staff will review your complaint and discuss the problem with you. Not every problem can be resolved to the customer's satisfaction, but every effort is made to see that it is handled fairly. Most problems are resolved in an informal manner through discussions involving the customer, the utility and the PSC staff. However, if these efforts are not satisfactory, the customer has the option to file a formal complaint.

## Public Service Commission

Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360  
1-800-392-4211

## Office of the Public Counsel

The state agency representing the interests of residential and small business ratepayers before the Public Service Commission:

Governor Office Building  
Suite 650  
200 Madison Street  
PO Box 2230  
Jefferson City, MO 65102-2230  
1-866-922-2959



## Missouri Public Service Commission

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