



# Contact Information

*A Publication Of The Missouri Public Service Commission*

The Missouri Public Service Commission can assist you in many ways. However, please be aware that it cannot provide direct financial assistance. The Commission does not regulate providers of **cable, cellular, pagers, propane gas, heating oil, or internet service**; and does not have rate jurisdiction over **cooperatives or municipal utilities**. The following is a list of resources that may be able to answer additional questions.

**The Office of the Missouri Attorney General** directs all litigation to which the state, any agency or official is a party and represents the state's legal position at every level of trial and appellate courts.

**Missouri Attorney General's Office**  
Supreme Court Building  
207 W. High St., P.O. Box 899  
Jefferson City, MO 65102  
Consumer Protection: Toll-free 1-800-392-8222  
No-Call Team: Toll-free 1-866-662-2551 [www.ago.mo.gov](http://www.ago.mo.gov)

**Missouri One Call System**  
800-DIG-RITE or 811  
[www.mo1call.com](http://www.mo1call.com)

**Missouri One Call System (MOCS)** was established in 1986 and currently provides statewide services to utilities and excavators. MOCS was established as a means to protect underground facilities and assist excavators and utilities in complying with Missouri statutes and Occupational Safety and Health Administration Rules. A call center provides a single point of contact for notification through a statewide toll-free telephone number operating 24 hours a day, 7 days a week.

**The Association of Missouri Electric Cooperatives** is a statewide organization representing the state's 47 electric cooperatives, which serve approximately 500,000 residents in Missouri.

**Association of Missouri Electric Cooperatives**  
P.O. Box 1645, 2722 E. McCarty  
Jefferson City, MO 65102  
573-635-6857 [www.amec.org](http://www.amec.org)

**Missouri Cable Telecommunications Association**  
223 E. Capitol  
Jefferson City, MO 65101  
573-635-1915 [www.missouricabletv.com](http://www.missouricabletv.com)

**Missouri Cable Telecommunications Association (MCTA)** is a trade association that has been representing the cable/telecommunications industry throughout the state of Missouri for over 25 years. Its members offer cable/telecommunications services to more than 1.2 million households in Missouri.

**The Federal Communications Commission (FCC)** is an independent United States government agency, directly responsible to Congress. The FCC was established by the Communications Act of 1934 and is charged with regulating interstate and international communications by radio, television, wire, satellite and cable.

**Federal Communications Commission**  
445 12th Street, SW  
Washington, DC 20554  
1-888-225-5322 (1-888-CALL FCC)  
[www.fcc.gov](http://www.fcc.gov)

**Federal Trade Commission**  
600 Pennsylvania Ave  
Washington, DC 20580  
Consumer Hotline: 1-877-382-4357  
ID Theft: 1-877-438-4338  
No Call List: 1-888-382-1222 [www.ftc.gov](http://www.ftc.gov)

**The Federal Trade Commission (FTC)** enforces federal consumer protection laws that prevent fraud, deception and unfair business practices. The Commission also enforces federal antitrust laws that restrict competition and harm consumers.



# Contact Information

HELPFUL BUSINESSES/AGENCIES	PHONE NO.	WEBSITE ADDRESSES
Better Business Bureau	800-955-5100	<a href="http://www.bbb.org/">www.bbb.org/</a>
Missouri Lawyer Referral Service	573-636-3635	<a href="http://www.mobar.org">www.mobar.org</a>
Bar Assn. of Metro St. Louis Referral	314-621-6681	
Kansas City Metro Bar Assn. Referral	816-221-9472	
Springfield Metro Bar Assn. Referral	417-831-2783	
Community Action Organization	573-634-2969	<a href="http://www.communityaction.org">www.communityaction.org</a>
Missouri Propane Gas Association	800-601-9332	<a href="http://www.missouripropane.com">www.missouripropane.com</a>
U.S. Department of Energy	800-342-5363	<a href="http://www.energy.gov">www.energy.gov</a>
Consumer Sentinel		<a href="http://www.consumer.gov/sentinel/">www.consumer.gov/sentinel/</a>
Missouri Dept. of Natural Resources (Info. Hotline)	800-361-4827	<a href="http://www.dnr.mo.gov">www.dnr.mo.gov</a>
PSC Manufactured Housing Department	800-819-3180	<a href="http://www.psc.mo.gov">www.psc.mo.gov</a>

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Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at [www.psc.mo.gov](http://www.psc.mo.gov)