

# PSC CONSUMER SERVICES

What can you do if you have a complaint or question about the utility services you receive?

The Missouri Public Service Commission (PSC) encourages you to contact the utility provider to see if you can work out a resolution to your utility issue(s). If you can't get the issue resolved, please call the PSC Consumer Services Department (CSD). Each year, CSD handles thousands of calls and written contacts regarding various utility issues.

The CSD received approximately 5,400 customer-related contacts in 2023. Contacts and inquiries included: utility rates or charges; service installations or disconnections; a request for a deposit; a utility's refusal to provide service; responsibility for a bill; the quality and type of utility service; and compliance of a utility's policies and procedures with Commission rules and regulations. The CSD also received requests for information, non-jurisdictional requests and public comments related to pending utility cases.

CSD's primary focus is to ensure that Commission rules, regulations and Commission-approved tariffs are being followed by the regulated utilities and that utility companies are applying them in a just and reasonable manner.



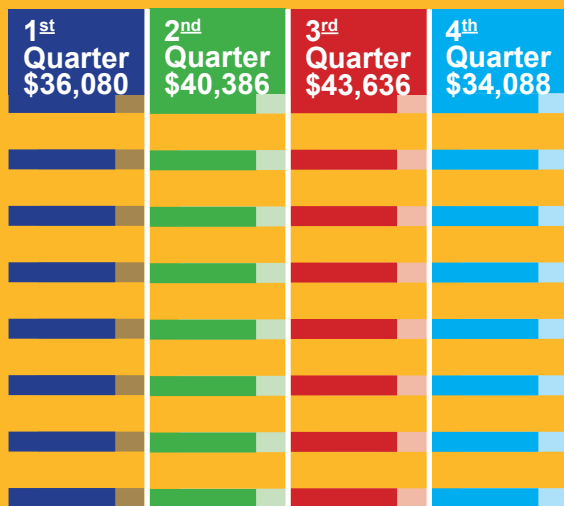
## Making a Difference for Missourians

### How to contact PSC Consumer Services

Missouri Public Service Commission  
ATTN: Consumer Services  
P.O. Box 360  
Jefferson City, Missouri 65102  
1-800-392-4211 or  
email [pscinfo@psc.mo.gov](mailto:pscinfo@psc.mo.gov)

## 2023 STATS

### 2023 SAVINGS \$154,190



### CONTACTS HANDLED

Complaints	1,082
Inquiries	112
Quick Hits	2,891
Public Comments	1,365
<b>Total</b>	<b>5,450</b>

### COMPLAINTS & INQUIRIES BY UTILITY\*

Electric	621
Gas	299
Sewer	9
Telephone	69
Water	196

\*Includes non-jurisdictional inquiries