

# 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.

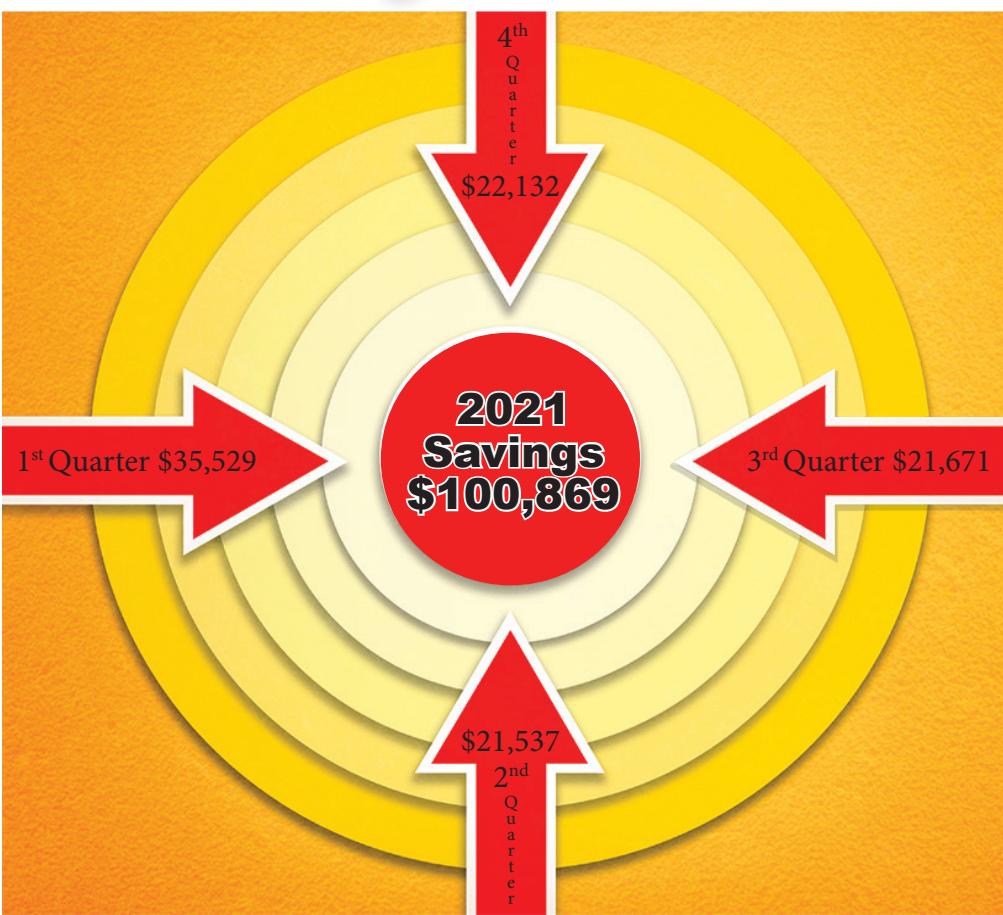
The CSD received approximately 5,540 customer-related contacts in 2021. Contacts and inquiries included: utility rates or charges; service installations or disconnections; a request for a deposit; a utility's refusal to provide service; responsibility for a bill; the quality and type of utility service; 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.

## How to contact 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)

## Making a Difference for Missourians



### Contacts Handled

Complaints	790
Inquiries	388
Quick Hits	3,278
<u>Public Comments</u>	<u>1,087</u>
<b>Total</b>	<b>5,543</b>

### Complaints & Inquiries by Utility \*

Electric	639
Gas	148
Sewer	20
Telephone	142
<u>Water</u>	<u>226</u>
<b>Total</b>	<b>1,175</b>

\*Includes non-jurisdictional inquiries