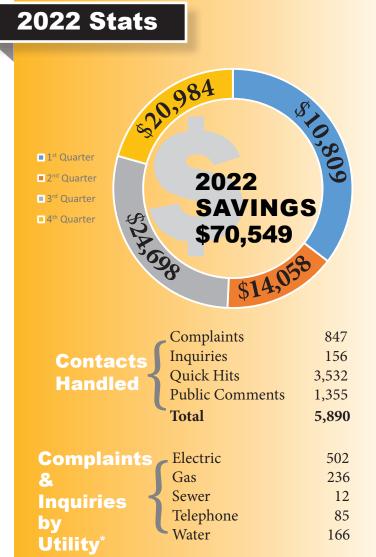
## PSC Consumer Services



\*Includes non-jurisdictional inquiries

## 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 5,890 customer-related contacts in 2022. 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

## **Making a Difference for Missourians**