

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 5,890 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

2022 Stats

- 1st Quarter
- 2nd Quarter
- 3rd Quarter
- 4th Quarter



Contacts Handled	}	Complaints	847
		Inquiries	156
		Quick Hits	3,532
		Public Comments	1,355
		Total	5,890

Complaints & Inquiries by Utility*	}	Electric	502
		Gas	236
		Sewer	12
		Telephone	85
		Water	166

*Includes non-jurisdictional inquiries

Making a Difference for Missourians