

# Changing Utility Service When Moving

When you move, notify all of the utility companies that provide you service as soon as possible. This will ensure service to your new residence will not be disrupted.

## What to do if you are Moving or Changing Service

- Call your electric, natural gas, sewer, water, local and long distance telephone companies and tell them where and when the service should be stopped. Keep a record of the date, time and person(s) you talked to at the company. While it is not required, you may want to contact the company several weeks before you move.
- Call the electric, natural gas, water and sewer companies and request a final reading of your meter(s) to make sure your final bill(s) is based on an actual, not estimated, meter reading. You should provide the utility company your forwarding address.
- Before you move in, contact the companies that serve that location and make sure a final meter reading was taken for the previous occupant. Deposits, plus interest, are generally applied to the final bill so any credit balance remaining is refunded to the customer.

## If a Bill is in Your Name, it's Your Responsibility

- Do not rely on others to take utility service out of your name. You will be responsible for an account that has not been closed. Don't forget to contact all utility companies that provide you service.



## For More Information

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



## Missouri Public Service Commission

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