

PSC Consumer Services

Making a Difference for Missourians

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 the 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 Consumer Services Department received approximately 6,500 customer-related contacts in 2019. Contacts include complaints, inquiries regarding rules and regulations, information requests, 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.

Contacts Handled

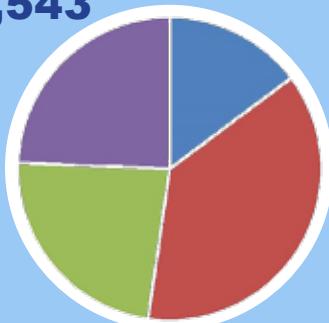
Complaints	1,266
Inquiries	471
Quick Hits	4,221
Public Comments	538
Total	6,496

Complaints & Inquiries by Utility*

Electric	969
Gas	483
Sewer	26
Telephone	125
Water	288

*Includes non-jurisdictional inquiries

2019 SAVINGS
\$148,543



■ 1 st Qtr	\$21,892
■ 2 nd Qtr	\$55,741
■ 3 rd Qtr	\$34,652
■ 4 th Qtr	\$36,258

How to contact the Consumer Services Department

Missouri Public Service Commission

ATTN: Consumer Services Department, P.O. Box 360, Jefferson City, Missouri 65102

1-800-392-4211 or email pscinfo@psc.mo.gov