



Consumer Services Unit

A Publication Of The Missouri Public Service Commission

The Missouri Public Service Commission's Consumer Services Staff is available to answer questions regarding utility service. **Consumers should first attempt to resolve the complaint with their utility provider. If that contact does not resolve the issue, please call the PSC Consumer Services Unit at 800-392-4211.** Consumer Services Staff will work to help resolve utility issues and provide assistance or other resources.



How Consumer Services Can Help You

STAFF CAN INVESTIGATE AN INQUIRY OR DISPUTE REGARDING:

- ◆ Rates or charges.
- ◆ Service installation or disconnection.
- ◆ Responsibility for a bill.
- ◆ A request for a deposit.
- ◆ Utility's refusal to provide service
- ◆ The quality and type of utility service.
- ◆ Compliance of a utility's policies and procedures with Commission rules and regulations.

CONSUMER SERVICES CAN PROVIDE ADDITIONAL INFORMATION, RESOURCES

- ◆ Federal agencies can help resolve long distance issues ("slamming" and "cramming"); satellite TV; faxes; Internet; wireless communications; "800" and "900" number complaints; federally-mandated charges.
- ◆ Telemarketing and consumer fraud involving utility rates.
- ◆ Energy Assistance contacts.

The PSC DOES NOT Regulate:

- ◆ Cellphones
- ◆ Internet providers
- ◆ Paging services
- ◆ Cable television rates or service
- ◆ Trash pick-up service
- ◆ Financial Institutions
- ◆ Retail telecommunications services
- ◆ Rates of municipally-owned utilities, rural cooperatives or public water and sewer districts

What A Consumer Should Do

A consumer should always contact the utility company first to see if the company can help solve the problem. If unable to resolve the complaint with the utility call the PSC. The PSC will contact the utility to see if there is a solution to the problem.

Complaints may be submitted by telephone, fax, letter or e-mail. Depending on the complexity of the complaint, a written summary of the dispute and supporting documents you may have, may need to be included.

Contact Information

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102
Attention: Consumer Services Department
1-800-392-4211
1-573-526-1500 (FAX)
On-Line Complaint Form
www.efis.psc.mo.gov/mpsc/complaintform.asp