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.

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 the consumer is unable to resolve the issue 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 may need to be included.

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
- 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

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.