

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 5,400 customer-related contacts in 2020. 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

2020 Stats



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

Contacts Handled	}	Complaints	798
		Inquiries	468
		Quick Hits	3,574
		Public Comments	632
		Total	5,472

Complaints & Inquiries by Utility*	}	Electric	593
		Gas	203
		Sewer	38
		Telephone	156
		Water	250

*Includes non-jurisdictional inquiries

Making a Difference for Missourians