

The PSC Consumer Services Unit

If you have a complaint or question regarding the utility services you receive, customers are encouraged to contact their utility provider to see if they can work out a resolution to the issue. If you can't get the issue resolved, please contact the Consumer Services Unit (CSU) of the Missouri Public Service Commission (MPSC or Commission). Each year CSU handles thousands of calls and written contacts from consumers regarding various utility issues.

Staffed with a team of highly trained and talented call center specialists, our primary focus is to ensure that Commission rules, regulations and Commission approved tariffs are being followed by regulated utilities. CSU staff investigates inquiries or disputes regarding rates, charges, service installations or disconnection of service, deposits, billed line items, quality of service, utility refusal to provide service as well as compliance of a utility's policies and procedures with Commission rules and regulations. In addition, CSU provides consumer education and information related to energy assistance, energy efficiency and helpful tips on how consumers can better manage their utility service.

The Public Service Commission does not regulate municipally-owned utilities, rural electric cooperatives or public water and sewer districts. We are also unable to assist consumers with disputes regarding cellphones or telecommunication services, internet providers, cable television services or trash pick-up service.

Contact Us



Contact CSU any time if you have a question. If we are not able to help you, we will try to direct you to the person or agency that may be able to answer your question(s). We look forward to serving you.

Toll-free hotline: 1-800-392-4211

Fax: 1-573-526-1500

Email: pscinfo@psc.mo.gov

Mailing address: Missouri Public Service Commission
P.O. Box 360

Jefferson City, Missouri 65102
ATTN: Consumer Services Unit

DID YOU KNOW MISSOURI HAS A HOT WEATHER LAW?

Legislation creating a Hot Weather Law was sponsored by PSC Commissioner Maida Coleman when she served in the Missouri Senate.

The Hot Weather Law is in effect from June 1 through September 30, to protect all residential customers, including residential tenants of apartment buildings, from having their electric or gas service disconnected due to non-payment when electricity or natural gas is used as the source of cooling or to operate the only cooling equipment at the residence.

The utility company is prohibited from disconnecting service if the National Weather Service local forecast between 6:00 a.m. and 9:00 p.m. is predicting temperatures to rise above 95 degrees or the heat index is predicted to rise above 105 degrees.

To learn more about the Hot Weather Law, please contact your local utility company or the Missouri Public Service Commission's Consumer Services Department at 1-800-392-4211.

**Missouri's
Hot Weather Law
June 1 - September 30**