

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 Consumer Services Unit (CSU) of the PSC. Each year, CSU handles thousands of calls and written contacts regarding various utility issues.

The PSC received over 13,000 customer-related contacts during the 2017 fiscal year which ended on June 30, 2017. Contacts include complaints, inquiries regarding rules and regulations, information requests, non-jurisdictional requests and public comments related to pending utility cases.

CSU'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.

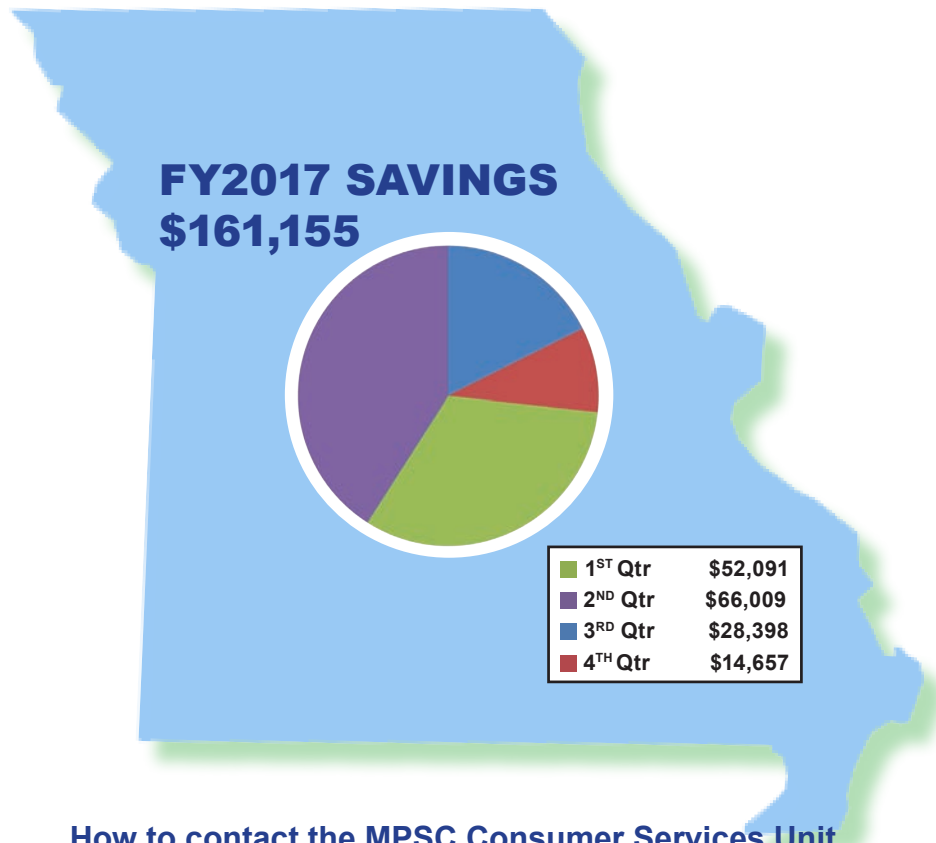
Contacts Handled

Complaints.....	1,590
Inquiries.....	434
Quick Hits.....	5,224
Public Comments.....	5,737
Total.....	12,985

Complaints & Inquiries by Utility*

Electric.....	1,239
Gas.....	489
Sewer.....	53
Telephone.....	214
Water.....	356

*Includes non-jurisdictional inquiries



How to contact the MPSC Consumer Services Unit

Missouri Public Service Commission
 ATTN: Consumer Services Unit, P.O. Box 360, Jefferson City, Missouri 65102
 1-800-392-4211 or email pscinfo@psc.mo.gov