

CONSUMER SERVICES UNIT:

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

In 2016, the Commission received over 10,000 customer-related contacts including complaints, inquiries regarding rules and regulations, information requests, non-jurisdictional requests and public comments related to pending utility cases. Often, CSU receives calls and letters regarding billing and service related issues.

CSU's primary focus is to ensure that Commission rules, regulations and Commission-approved tariffs are being followed by the regulated utilities and that the utility companies are applying them to customers in a just and reasonable manner.

Each telephone call received within the CSU is recorded with several being monitored on a monthly basis for quality purposes. In an effort to further monitor quality of service, CSU conducted a customer service survey in June 2016. This mail survey was designed to help determine consumer perception of the services provided by the CSU.

Customers were asked various multiple choice questions including: how they learned about the MPSC; handling time of issues; politeness of CSU staff; satisfaction with findings on issues; CSU staff

knowledge; and overall satisfaction with the service(s) provided. The survey also provided space for any additional comments the consumer would like to provide.

According to the survey results, a majority of the customers indicated they contacted the MPSC based upon information received from the Internet, utility company or legislative contact.

CSU is not only charged with making sure regulated utilities are in compliance with Commission rules, regulations and tariffs but to also provide consumer education. CSU Staff are often called upon to explain difficult and complex utility issues in a manner that can be easily understood.

CSU Staff can investigate an inquiry or dispute 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.

CSU Staff can also provide additional information to customers related to energy assistance and consumer fraud involving utility rates. However, the MPSC and CSU do not regulate and cannot handle disputes regarding cellphones, Internet providers, cable television rates or service, trash pick-up service, retail telecommunications services, or rates of municipally-owned utilities, rural electric cooperatives or public water and sewer districts.

If you have a question or are uncertain about an issue or topic, it is always best to ask. 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.



HOW TO CONTACT THE CONSUMER SERVICES UNIT

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

MAKING A DIFFERENCE

What consumers are saying

Of those customers who responded to the survey:

93% felt their matter was handled by CSU in a very timely manner.

98% stated that the person they talked to was very polite.

74% stated that they were either very satisfied or satisfied with their complaint resolution. The remaining 26% indicated they were not satisfied because the Missouri Public Service Commission did not have jurisdiction over their particular issue.

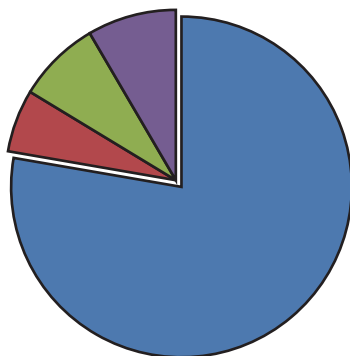
100% felt that the CSU representative understood their complaint or questions very well and that they would contact the MPSC again if they experience another problem or have additional problems.

93% felt that their complaint or question was handled thoroughly.

62% responded that they felt their complaint or questions were resolved in their favor.

93% stated that they would rate the overall service they received as excellent or good.

FY2016 SAVINGS
\$382,529



\$30,204	1st Qtr
\$32,268	2nd Qtr
\$297,292	3rd Qtr
\$22,765	4th Qtr

CONSUMER SERVICES UNIT
Betsy Huhn, Consumer Services Specialist II,
assists a caller with questions.

