



Consumer Services Department

A Publication Of The Missouri Public Service Commission

Consumers have certain rights to receive safe and adequate utility service, and the right to know the cost of the service that is being provided. The Missouri Public Service Commission's Consumer Services staff is available to answer questions re-



garding utility service. Consumers should first attempt to resolve the complaint with their utility provider. If that contact does not resolve the issue, please call the PSC Consumer Services Department at 1-800-392-4211. Consumer Services staff will work to help resolve any utility issues and provide assistance or other resources.

How Consumer Services Can Help You

STAFF CAN INVESTIGATE AN INQUIRY OR DISPUTE IF THE CONCERN PERTAINS TO:

- ◆ Rates or charges
- ◆ Installations or disconnections (Recent or proposed or recent)
- ◆ Responsibility for a bill
- ◆ A request for a deposit
- ◆ Refusal of service by a utility
- ◆ The quality and type of utility service
- ◆ A utility's policies and procedures

CONSUMER SERVICES CAN 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.

What A Consumer Should Do

A consumer should always first contact the utility to see if the company can help solve the problem. If unable to resolve the complaint with the utility, the PSC will contact the utility to see if there is a solution to the problem.

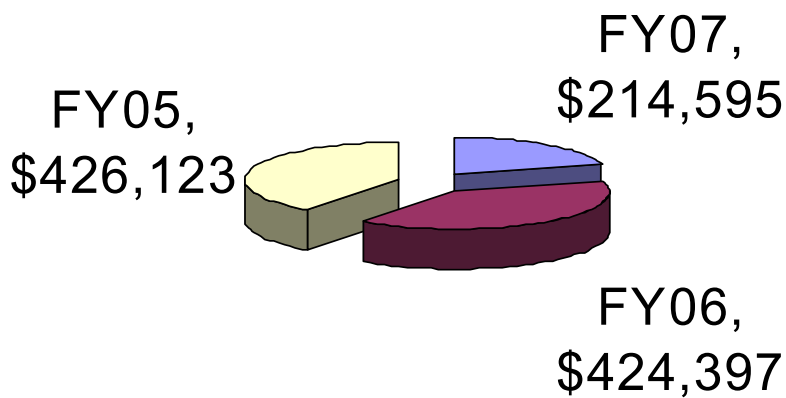


Complaints may be submitted by telephone, fax, letter, e-mail or in person. Depending on the complexity of the complaint, a written summary of the dispute and supporting documents may need to be included.

Missouri Public Service Commission
PO Box 360
Jefferson City, MO 65102
Attention: Consumer Services Department
1-800-392-4211
1-573-526-1500 (FAX)
<http://www.psc.mo.gov/info-con-complaint-form.asp>

(More Information On Other Side)

Consumer Savings



What Consumer Services Cannot Do*

Consumer Services staff cannot help with inquiries or disputes concerning:

- ◆ Complaints related to cable television or satellite TV service
- ◆ Complaints related to cellular, high-speed data services or internet service providers
- ◆ Complaints regarding rural cooperatives, water and sewer districts or municipally-owned utilities (except for natural gas pipeline safety issues)
- ◆ Complaints concerning bottled propane or oil companies
- ◆ Complaints against landlords concerning high bills or disconnection of service
- ◆ Trash collection
- ◆ Merchandise sold to you by a public utility

* The Missouri Public Service Commission does not regulate wireless telephone, cable television, or high-speed internet. The PSC also does not regulate the rates of municipally-owned utilities, rural cooperatives or water and sewer districts.

For more information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**