



CONSUMER COMPLAINT OPTIONS AT THE PENNSYLVANIA PUBLIC UTILITY COMMISSION (PUC)



OPTIONS:

- Contacting Your Utility or Company
- Filing Informal Complaint with the PUC
- Filing Formal Complaint with the PUC
- Requesting Mediation by the PUC
- Filing Comment on Proposed Rate Increase with the PUC
- Filing Formal Complaint to Proposed Rate Increase with the PUC
- Contacting Other Agencies for Assistance

CONTACTING YOUR UTILITY OR COMPANY

- Consumers should always first contact the utility or company to give them to an opportunity to resolve the issue before filing a complaint with the PUC
- For some types of informal and formal complaints involving billing, service or termination, consumers are required by law to first contact the utility

FILING INFORMAL COMPLAINT

- Consumers may file informal complaints with the PUC about problems with a utility (such as billing or service) by:
 - Using the informal complaint form available on the website at www.puc.pa.gov
 - Calling the Bureau of Consumer Services (BCS) toll free at **1-800-692-7380**
 - Sending an informal complaint by mail to BCS at:
P.O. Box 3265
Harrisburg, PA 17105-3265
- Once BCS receives an informal complaint, an investigator will:
 - Investigate the complaint and work with the parties to resolve the complaint
 - Provide the outcome of the investigation, either by letter or verbally to the customer and utility or company
- The informal complaint process is simpler and less time-consuming than a formal complaint process and avoids the need for a legal proceeding
- Informal complaints are confidential and not available for public inspection

FILING FORMAL COMPLAINT

- Consumers may file formal complaints about problems with a utility (such as billing or service) with the PUC by either eFiling or mailing a form to the Secretary's Bureau at:
P.O. Box 3265
Harrisburg, PA 17105-3265
- A formal complaint form may be:
 - Downloaded by selecting Filing&Resources/Online Forms from the website at www.puc.pa.gov or
 - Received by mail by calling the toll-free complaint hotline at **1-800-692-7380**
- Filing a formal complaint begins a legal proceeding before a PUC administrative law judge who holds hearings, if necessary, to gather evidence and issues a decision
 - Participation in this proceeding is necessary to present evidence and prove facts and issues related to your formal complaint
 - Individuals are not required to have a lawyer to file a formal complaint, but the utility or company is required by law to be represented by a lawyer

(Please read the other side before deciding what to file or do)

REQUESTING MEDIATION

- Consumers filing formal complaints may request mediation, which is offered by the PUC
- If the request is granted, the consumer has a neutral mediator who tries to help resolve the dispute in a way that is agreeable to both parties
- Parties using the mediation process are not required to have a lawyer

FILING COMMENT ON PROPOSED RATE INCREASE

- Consumers may file comments about a utility's proposed rate increase by mailing a form to the Secretary's Bureau at
P.O. Box 3265
Harrisburg, PA 17105-3265
- A comment form may be:
 - Downloaded by selecting Filing&Resources/Online Forms from the website at www.puc.pa.gov or
 - Received by mail by calling the toll-free complaint hotline at **1-800-692-7380**
- Comments are placed in the document folder of the case for review by the presiding officer, the parties and PUC staff
- Submitting a comment does not make the consumer a party to the case

FILING FORMAL COMPLAINT TO PROPOSED RATE INCREASE

- Consumers may file formal complaints to a utility's proposed rate increase with the PUC by either eFiling or mailing a form to the Secretary's Bureau at:
P.O. Box 3265
Harrisburg, PA 17105-3265
- A formal complaint form may be:
 - Downloaded by selecting Filing&Resources/Online Forms from the website at www.puc.pa.gov
 - Received by mail by calling the toll free complaint hotline at **1-800-692-7380**
- Filing a formal complaint begins a legal proceeding before a PUC administrative law judge who holds hearings, if necessary, to gather evidence and issues a decision
 - Participation in this proceeding is necessary to present evidence and prove facts and issues related to your formal complaint
 - Individuals are not required to have a lawyer to file a formal complaint, but the utility is required by law to be represented by a lawyer

CONTACTING OTHER AGENCIES FOR ASSISTANCE

- Consumers may contact the Office of Consumer Advocate for assistance with utility problems by calling toll-free at 1-800-684-6560
- Small business consumers with less than 250 employees who receive utility service under a small business rate schedule (such as GS) may contact the Office of Small Business Advocate for assistance with utility problems by calling 717-783-2525

Note: Any questions about the PUC's filing requirements should be directed to the Secretary's Bureau by calling 717-772-7777