



## Having trouble with your Utility Services?

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Learn **when** and **how** to file a complaint with the **Public Utilities Commission**.



## When to bring a complaint to the PUC

A complaint may be brought to the PUC in regards to:

- Billing or metering problems
- Service disconnections
- Service quality or interruptions
- Installations or new connections
- Damages or safety concerns
- Utility practices and procedures
- Easements: right to use someone's property for utility infrastructure
- Right-of-way: type of easement that allows people or a vehicle to travel or pass through property that they don't own

Try to  
resolve it  
**FIRST.**

# Step 3: Filing a complaint with the PUC

## **STEP 1:**

Contact your service provider and try to resolve the issue directly.

## **STEP 2:**

### **Still Not Resolved?**

If you have exhausted the utility provider complaint procedure and the issue remains, you can declare a dispute. Either party (utility or consumer) can refer the case to the PUC.

All complaints should be referred to the Communications and Consumer Affairs Office

## **INFORMAL COMPLAINT PROCESS**

Call, email, send a letter or visit our offices to officially document the issue.

**Include:** contact info, service and issue details, and all pertinent documents such as bills, receipts or past communications.

### **What happens next?**

The PUC reviews and contacts the utility provider to try to resolve the issue before escalation to a "dispute".

An update or recommendation will be provided to you, and if the issue isn't resolved, you may file a formal complaint.

## **FORMAL COMPLAINT PROCESS**

### **Step 1: Fill out Dispute Form S2**

**Include:**

Your contact info and utility account number

Details of the complaint and your desired resolution

Copies of relevant communication

### **Step 2: Mediation**

PUC appoints a mediator to help both parties settle the dispute within 30 days.

If you agree, the decision is final and binding.

### **Step 3: Mediation Fails?**

You or your representative (e.g. lawyer, agent) can appear before the PUC. Form S-3 can be used to authorize a representative.