

Making Your Utility Complaint Count



Steps to Resolving a Problem

If a problem develops between you and your utility company, follow these steps:

- **Contact your utility**

First contact a utility customer representative. Calmly state the problem and what action you would like the utility to take. If this person cannot help you, ask to talk to a supervisor. Repeat the complaint. The utility will try to answer your questions and solve your problem. The utility should investigate your complaint promptly and report the results of the investigation to you.

- **If necessary, contact the PSC**

If you are not satisfied with the utility's response, contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at:

<http://psc.wi.gov/consumerInfo/complaints/index-complaints.htm>

PSC staff members oversee local telephone companies, natural gas, electric, and water utilities to ensure they are in compliance with PSC rules in their dealings with customers. A PSC staff member will request information relating to your problem, collect any necessary records, investigate the problem, and contact the utility to reach a solution that is reasonable and acceptable to both parties. While your problem is under investigation by the PSC and the utility; staff members may keep your service from being disconnected, if appropriate. You are required to pay on time all charges that are not in dispute. The staff member will request that a utility representative contact you to discuss your concerns promptly, usually within ten business days.

- **Be polite**

You will get better results if you avoid the temptation to take out your frustration on the person who may be able to help you. Remember, the person handling your complaint did not cause your problem, but may be able to provide a solution.

- **Keep good records**

Keep all copies of documents that support your complaint. If these documents are requested send copies, not originals. After filing your complaint, keep all records of correspondence between you and your utility, including dates, times, and the names of those you talked with.

You can file your complaint with the PSC in one of three ways:

1. **By Phone:** Reach a PSC staff member between 7:45 AM and 4:30 PM, Monday through Friday by calling 1-800-225-7729, or 608-266-2001 in Madison, or TTY at 608-267-1479. If you need to speak with a staff member concerning payment arrangements, you should select option 6 on our main menu. If you need to speak with a staff member regarding any other issue not highlighted in our menu, you should select option 7.
2. **By Letter:** You may send a letter to: Public Service Commission of Wisconsin, P.O. Box 7854, Madison, WI 53707-7854. A staff member will review your complaint and forward it to the utility for resolution.
3. **File Online:** <http://psc.wi.gov/apps40/Complaint/consumer/FileComplaint.aspx>

Additional Customer Services

The PSC regulates Wisconsin's local telephone companies, electric, natural gas, and water utilities. However, the PSC does not regulate electric cooperatives, cable television, sewer utilities, long distance telephone, the internet, fuel oil, propane, or gasoline.

If you have complaints about areas that the PSC does not regulate, the following agencies may be of assistance:

Department of Agriculture, Trade, and Consumer Protection

PO Box 8911

Madison, WI 53708-8911

Consumer Protection Hotline

1-800-422-7128

File a consumer complaint online:

http://datcp.wi.gov/Consumer/Consumer_Complaints/index.aspx

Electric Cooperative

Wisconsin Electric Cooperative Association

131 West Wilson Street, Suite 400

Madison, WI 53703

(608) 258-4400

<http://www.weca.coop/>

Cable Television

Contact your city clerk for information on your city or village cable TV board.

Water Quality

Wisconsin Department of Natural Resources

101 S Webster St
PO Box 7921
Madison, WI 53707
(608) 266-2621
<http://new.dnr.wi.gov/Home.aspx>

Propane Gas

Wisconsin Propane Gas Association
P.O Box 3175
La Crosse, WI 54602
(608) 782-1843
<http://www.wipga.org/>

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,100 Wisconsin public utilities that provide natural gas, electricity, heat, steam, water and telecommunications services.



Public Service Commission of Wisconsin

P.O. Box 7854
Madison, WI 53707-7854
Telephone: 608-266-5481
Toll free: 888-816-3831
Consumer affairs: 608-266-2001 / 800-225-7729
TTY: 608-267-1479 / 800-251-8345
Fax: 608-266-3957
Website: <http://psc.wi.gov>