

Contacting Your Local Utilities Commission

State utilities commissions regulate services and rates for gas, electricity, and telephones in your state. In some states, the utility commissions regulate other services such as water, transportation, and the moving of household goods. Rates for utilities and services provided between states are regulated by the federal government.

Many utility commissions handle consumer complaints. Sometimes, if they receive a number of complaints about the same utility matter, they will conduct investigations.

Alabama**Public Service Commission**

PO Box 304260
Montgomery, AL 36130
334-242-5025
Toll-free: 1-800-392-8050 (AL)
(Complaint Hotline)
www.psc.state.al.us

Alaska**Regulatory Commission of Alaska**

Consumer Protection Department
701 W. 8th Ave., Suite 300
Anchorage, AK 99501-3469
907-276-6222
Toll-free: 1-800-390-2782
TTY: 907-276-4533
✉: rca.mail@alaska.gov
rca.alaska.gov

Arizona**Utilities Division**

Arizona Corporation Commission
Consumer Services Section
1200 W. Washington St.
Phoenix, AZ 85007-2996
602-542-4251
Toll-free: 1-800-222-7000 (AZ)
✉: mailmaster@azcc.gov
www.cc.state.az.us

Arkansas**Public Service Commission**

Consumer Services Division
1000 Center St.
PO Box 400
Little Rock, AR 72203-0400
501-682-2051
501-682-1718 (Complaints)
Toll-free: 1-800-482-1164 (AR)
TTY: 1-800-682-2698
✉: consumerissues@psc.state.ar.us
www.arkansas.gov/psc

California**Public Utilities Commission**

Consumer Affairs Branch
505 Van Ness Ave., Room 2250
San Francisco, CA 94102
415-703-2782
Toll-free: 1-800-649-7570 (CA)
TTY: 1-800-229-6846
✉: public.advisor@cpuc.ca.gov
www.cpuc.ca.gov

Colorado**Public Utilities Commission**

Consumer Protection Division
1560 Broadway, Suite 250
Denver, CO 80202
303-894-2070
Toll-free: 1-800-456-0858 (CO)
TTY: 303-894-2512
✉: puc@dora.state.co.us
www.dora.state.co.us/puc

Connecticut**Department of Public Utility Control**

10 Franklin Square
New Britain, CT 06051
860-827-1553
Toll-free: 1-800-382-4586 (CT)
TTY: 860-827-2837
www.state.ct.us/dpuc

Delaware**Public Service Commission**

861 Silver Lake Blvd.
Cannon Building, Suite 100
Dover, DE 19904
302-736-7500
Toll-free: 1-800-282-8574 (DE)
TTY: 302-736-7500
www.depsc.delaware.gov

District of Columbia**DC Public Service Commission**

Office of Consumer Services
1333 H St., NW
Room 600, East Tower
Washington, DC 20005
202-626-5120
www.dcpssc.org

Florida**Florida Public Service Commission**

2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6100
Toll-free: 1-800-342-3552 (FL)
TTY: 1-800-955-8771
✉: contact@psc.state.fl.us
www.floridapsc.com

Georgia**Public Service Commission**

Consumer Affairs Division
244 Washington St., SW
Atlanta, GA 30334
404-656-4501
Toll-free: 1-800-282-5813 (GA)
✉: gapscc@psc.state.ga.us
www.psc.state.ga.us

Hawaii**Public Utilities Commission**

465 S. King St., Room 103
Honolulu, HI 96813
808-586-2020
✉: Hawaii.PUC@hawaii.gov
www.hawaii.gov/budget/puc

Idaho

Public Utilities Commission
Consumer Assistance Section
PO Box 83720
Boise, ID 83720-0074
208-334-0369 (Complaint Line)
208-334-0300
Toll-free: 1-800-432-0369 (ID)
(Complaint Line)
TTY: 1-800-377-3529 (Toll-free)
www.puc.idaho.gov

Illinois

Commerce Commission
Consumer Affairs
527 E. Capitol Ave.
Springfield, IL 62701
217-782-2024
Toll-free: 1-800-524-0795 (IL)
TTY: 1-800-858-9277
www.icc.illinois.gov

Indiana

Utility Regulatory Commission
Consumer Affairs Division
101 W. Washington St.
Suite 1500E
Indianapolis, IN 46204
317-232-2712
Toll-free: 1-800-851-4268 (IN)
TTY: 317-232-8556
www.IN.gov/iurc

Iowa

Utilities Board
Customer Service Group
350 Maple St.
Des Moines, IA 50319-0069
515-281-3839
Toll-free: 1-877-565-4450 (IA)
✉: iubcustomer@iub.state.ia.us
www.state.ia.us/iub

Kansas

Corporation Commission
Office of Public Affairs and
Consumer Protection
1500 S.W. Arrowhead Rd.
Topeka, KS 66604
785-271-3140
Toll-free: 1-800-662-0027 (KS)
TTY: 1-800-766-3777
✉: public.affairs@kcc.ks.gov
www.kcc.state.ks.us

Kentucky

Public Service Commission
PO Box 615
211 Sower Blvd.
Frankfort, KY 40602
502-564-3940
Toll-free: 1-800-772-4636
(KY-Complaints)
TTY: 1-800-648-6056
www.psc.state.ky.us

Louisiana

Public Service Commission
602 N. Fifth St., Galvez Building
12th Floor
PO Box 91154
Baton Rouge, LA 70821-9154
225-342-4404
Toll-free: 1-800-256-2397 (LA)
www.lpsc.org

Maine

Public Utilities Commission
Consumer Assistance Division
18 State House Station
242 State St.
Augusta, ME 04333-0018
207-287-3831
Toll-free: 1-800-452-4699 (ME)
TTY: 1-800-437-1220
✉: maine.puc@maine.gov
www.state.me.us/mpuc

Maryland

Public Service Commission
Six Saint Paul St., 16th Floor
Baltimore, MD 21202-6806
410-767-8000
Toll-free: 1-800-492-0474
TTY: 1-800-201-7165
✉: mpsc@psc.state.md.us
www.psc.state.md.us

Massachusetts

**Department of
Telecommunications
and Cable**
1000 Washington St., Suite 820
Boston, MA 02118
617-305-3580
Toll-free: 1-800-392-6066
(Consumer Line)
TTY: 1-800-974-6006
www.mass.gov/dtc

Michigan

Public Service Commission
PO Box 30221
Lansing, MI 48909
517-241-6180
Toll-free: 1-800-292-9555 (MI)
✉: mpsc_commissioners@michigan.gov
www.michigan.gov/mpsc

Minnesota

Public Utilities Commission
Consumer Affairs Office
121 7th Pl. E, Suite 350
St. Paul, MN 55101-2147
651-296-0406
Toll-free: 1-800-657-3782
✉: consumer.puc@state.mn.us
www.puc.state.mn.us

Mississippi

Public Service Commission
PO Box 1174
Woolfolk Building
Jackson, MS 39215
601-961-5430 (Central District)
601-961-5450 (Chairman &
Northern District)
601-961-5440 (Southern District)
Toll-free: 1-800-356-6430
(Central District)
Toll-free: 1-800-356-6428
(Chairman & Northern District)
Toll-free: 1-800-356-6429 (Southern
District)
www.psc.state.ms.us

Missouri

Public Service Commission
Consumer Services Department
PO Box 360
200 Madison St.
Jefferson City, MO 65102
573-751-3234
Toll-free: 1-800-392-4211 (MO)
TTY: 573-22-9061 or 711
✉: pscinfo@psc.mo.gov
www.psc.mo.gov

Montana

Public Service Commission
PO Box 202601
Helena, MT 59620-2601
406-444-6199
Toll-free: 1-800-646-6150 (MT)
TTY: 406-444-6199
www.psc.mt.gov

Nebraska**Public Service Commission**

PO Box 94927
1200 N St., Suite 300
Lincoln, NE 68509-4927
402-471-3101
Toll-free: 1-800-526-0017 (NE)
TTY: 402-471-0213
www.psc.state.ne.us

Nevada**Public Utilities Commission**

Consumer Division
1150 E. William St.
Carson City, NV 89701-3109
775-684-6100
702-486-2600 (Las Vegas)
Toll-free: 1-800-992-0900,
ext. 46101 (NV)
pucweb1.state.nv.us/pucn

New Hampshire**Public Utilities Commission**

21 S. Fruit St., Suite 10
Concord, NH 03301-2429
603-271-2431
Toll-free: 1-800-852-3793 (NH)
TTY: 1-800-735-2964 (NH)
✉: puc@puc.nh.gov
www.puc.state.nh.us

New Jersey**Board of Public Utilities**

Division of Customer Assistance
Two Gateway Center, 8th Floor
Newark, NJ 07102
973-648-2350
Toll-free: 1-800-624-0241 (NJ)
Toll-free: 1-800-624-0331
(Cable Complaint)
www.bpu.state.nj.us

New Mexico**Utilities Division**

Public Regulation Commission
Consumer Relations Division
PO Box 1269
Santa Fe, NM 87504-1269
505-827-6940
Toll-free: 1-888-427-5772
TTY: 505-827-6911
✉: crd.complaints@state.nm.us
www.nmprc.state.nm.us

New York**Department of Public Service**

Office of Consumer Services
Three Empire State Plaza
Albany, NY 12223
518-474-7080
Toll-free: 1-800-342-3377 (NY -
General Complaints)
Toll-free: 1-888-697-7728
(Competition Information)
✉: secretary@dps.state.ny.us
www.askpsc.com

North Carolina**NC Utilities Commission**

Consumer Services
4325 Mail Service Center
Raleigh, NC 27699-4325
919-733-9277
Toll-free: 1-866-380-9816
✉: consumer.services@ncmail.net
www.ncuc.commerce.state.nc.us

North Dakota**Public Service Commission**

12th Floor
600 E. Boulevard Ave., Dept. 408
Bismarck, ND 58505-0480
701-328-2400
TTY: 1-800-366-6888 (ND)
✉: ndpsc@nd.gov
www.psc.state.nd.us

Ohio**Ohio Consumers' Counsel**

10 W. Broad St., 18th Floor
Suite 1800
Columbus, OH 43215
614-466-8574 (outside OH)
Toll-free: 1-877-742-5622
✉: occ@occ.state.oh.us
www.pickocc.org

Public Utilities Commission

180 E. Broad St.
Columbus, OH 43215
614-466-3292
Toll-free: 1-800-686-7826 (OH)
TTY: 1-800-686-1570 (OH)
www.puco.ohio.gov

Oklahoma**Corporation Commission**

PO Box 52000
Oklahoma City, OK 73152-2000
405-521-2211
Toll-free: 1-800-522-8154 (OK)
TTY: 405-521-3513
www.occeweb.com

Oregon**Public Utility Commission**

Consumer Services Division
PO Box 2148
550 Capitol St., NE, Suite 215
Salem, OR 97308-2148
503-378-6600 (Consumer Services)
503-378-8962 (Information Office)
Toll-free: 1-800-522-2404
(OR Consumer Services)
TTY: 1-800-648-3458 (OR)
✉: puc.consumer@state.or.us
www.puc.state.or.us

Pennsylvania**Pennsylvania Office of
Consumer Advocate**

Office of the Attorney General
5th Floor, Forum Place
555 Walnut St.
Harrisburg, PA 17101-1923
717-783-5048 (Utilities Only)
Toll-free: 1-800-684-6560 (PA)
✉: consumer@paoca.org
www.oca.state.pa.us

Public Utility Commission

Bureau of Consumer Services
PO Box 3265
Harrisburg, PA 17105-3265
717-783-7349
Toll-free: 1-800-782-1110 (Local
Phone Service Complaints)
Toll-free: 1-800-692-7380
(Customer Hotline)
www.puc.state.pa.us

Puerto Rico**Public Service Commission**

(Pda. 18-Santurce)
500 Ave. Roberto H. Todd
San Juan, PR 00907-3981
787-756-1919

Rhode Island

Public Utilities Commission

89 Jefferson Blvd.
Warwick, RI 02888
401-941-4500
TTY: 401-277-3500
✉: consumer.section@ripuc.org
www.ripuc.org

South Carolina

Consumer Services Division

Office of Regulatory Staff
1401 Main St., Suite 900
Columbia, SC 29201
803-737-5230
Toll-free: 1-800-922-1531 (SC)
TTY: 803-737-5175
TTY: 1-800-334-2217 (SC)
www.regulatorystaff.sc.gov

South Dakota

Public Utilities Commission

Consumer Affairs
500 E. Capitol Ave.
Pierre, SD 57501-5070
605-773-3201
Toll-free: 1-800-332-1782
(Consumer Affairs)
✉: PUCConsumerInfo@state.sd.us
www.puc.sd.gov

Tennessee

Tennessee Regulatory Authority

Consumer Services Division
460 James Robertson Pkwy.
Nashville, TN 37243-0505
615-741-2904
Toll-free: 1-800-342-8359
(Consumer Services)
TTY: 1-888-276-0677
www.state.tn.us/tra

Texas

Public Utility Commission

PO Box 13326
1701 N. Congress Ave.
Austin, TX 78711-3326
512-936-7000
Toll-free: 1-888-782-8477 (Hotline)
TTY: 512-936-7136
✉: customer@puc.state.tx.us
www.puc.state.tx.us

Utah

Public Service Commission

160 E. 300 S
Salt Lake City, UT 84114-6751
801-530-6652
801-530-6716
Toll-free: 1-800-874-0904 (UT)
TTY: 801-530-6769
✉: psccl@utah.gov
www.psc.utah.gov

Vermont

Public Service Board

112 State St., 4th Floor
Montpelier, VT 05620-2701
802-828-2358
TTY: 1-800-253-0191 (VT)
✉: psb.clerk@state.vt.us
www.psb.vermont.gov

Virginia

State Corporation Commission

Bureau of Public Utilities
PO Box 1197
Richmond, VA 23218
804-371-9420
Toll-free: 1-800-552-7945 (VA)
TTY: 804-371-9206
www.scc.virginia.gov

Washington

Utilities and Transportation Commission

PO Box 47250
1300 S. Evergreen Park Dr., SW
Olympia, WA 98504-7250
360-664-1160
TTY: 1-800-416-5289
✉: consumer@utc.wa.gov
www.utc.wa.gov

West Virginia

Public Service Commission

Customer Assistance
201 Brooks St.
PO Box 812
Charleston, WV 25323
304-340-0300
Toll-free: 1-800-642-8544
www.psc.state.wv.us

Consumer Advocate Division

723 Kanawha Blvd., E
Union Building, Suite 700
Charleston, WV 25301
304-558-0526
www.cad.state.wv.us

Wisconsin

Public Service Commission

Consumer Affairs Unit
PO Box 7854
Madison, WI 53707-7854
608-266-2001
Toll-free: 1-800-225-7729
TTY: 608-267-1479
psc.wi.gov

Wyoming

Public Service Commission

2515 Warren Ave., Suite 300
Cheyenne, WY 82002
307-777-7427
Toll-free: 1-888-570-9905 (WY)
TTY: 307-777-7427
✉: wpsc_complaints@state.wy.us
psc.state.wy.us