



PENNSYLVANIA

PUC

PUBLIC UTILITY COMMISSION

BUREAU OF CONSUMER SERVICES

The Informal
Complaint Process

The Informal Complaint Process:

- ▣ The informal complaint process is the process most typically used by residential and small commercial customers.
- ▣ It is intended to be informal (no hearing, attorneys not necessary, no transcript, etc.) and faster than a formal complaint.
- ▣ Usually initiated by a consumer calling our hotline (1-800-692-7380). Can also mail or email.

The Informal Complaint Process:

- ▣ The BCS interviewer will enter a complaint into our internal complaint tracking system. Complaint is assigned to an investigator.
- ▣ The company will be notified (electronically, by fax, or by email).
- ▣ To participate in our electronic notification system (web-based data exchange), contact us.
- ▣ Complaints can be opened involving multiple entities (supplier, utility, other suppliers, etc.).

The Informal Complaint Process:

- ▣ Utilities and suppliers are expected to respond to the complaint as soon as possible; no longer than 30 days (see 52 Pa Code 56.163).
- ▣ Questions about the complaint and how to respond: contact the investigator (name and contact info is on the complaint).
- ▣ Response should be in writing (electronic, email, fax, etc.).

EGS Response to Informal Complaints:

- ✓ EGS contacts (if any) with the complainant before and after the filing of the complaint.
- ✓ Explain what occurred, what was said, etc.
- ✓ Provide any supporting evidence and documentation (audio files, signed enrollment forms, disclosure statements, marketing materials, etc.).
- ✓ If complaint involves billing/payment – an account statement should be provided.
- ✓ The company's "final position" on the matter.

EGS Response to Informal Complaints:

The company has 2 primary objectives when responding to informal complaints:

1. Provide the BCS investigator with enough information to consider the matter and to work with the parties to resolve the dispute.
2. If allegations are made by the complainant - demonstrate compliance with the applicable rules.

Informal Complaints: Possible Resolutions

- Settlement.
- Provide complainant with information sufficient to satisfy their concerns.
- Binding informal decision issued (slamming, billing disputes, etc.).
- Referral to other agency or formal level if it is something BCS cannot address informally.
- Company will be notified of the closing of the informal complaint and the resolution (electronically, fax or email).

What Customers Complain about:

- ❑ Early termination fees.
- ❑ Termination fee assessed if customer mistimes their supplier switch.
- ❑ Renewal of contract; confusion; failed to act on notices, etc.
- ❑ Billed rate does not equal rate in disclosure or rate not bundled.
- ❑ Confusion/dissatisfaction with variable rate.
- ❑ Delay in switching / savings.

What Customers Complain about:

- ❑ Failure of the caller to identify themselves at the beginning of the call.
- ❑ Misrepresentation (claiming a relationship with the utility or another supplier or the PUC, etc., that does not exist).
- ❑ Repeated calls/contacts despite repeated requests not to be contacted.
- ❑ Not respecting the federal and/or state “Do Not Call” lists.
- ❑ Slamming.
- ❑ Obtaining account number under false pretenses (I need to see your account number/bill to make sure you are getting the discount you are entitled to).

BCS Contacts

- ▣ **Informal Complaints:** Contact the case investigator (name and contact info is at the bottom of the complaint).
Supervisor: Matt Hrivnak, 717-783-1678,
mhrivnak@pa.gov
- ▣ **Consumer Regulations:** Dan Mumford, 717-783-1957, dmumford@pa.gov