

Pennsylvania Public Utility Commission Formal Complaint Form

The formal complaint process involves a legal proceeding before a PUC administrative law judge, similar to a trial. This means that you and the utility must present facts on the issues raised in your complaint to a PUC administrative law judge. You must also be prepared to participate in pre-hearing conferences and hearings, respond to questions from the utility, file a written brief to summarize your position, and comply with the Commission's procedural rules.

However, you do have other options.

- **Informal Complaint.** If your problem relates to a billing dispute, service problem or payment arrangement, you can use the Commission's informal complaint process. You may also use the informal complaint process to provide the PUC with opinions or comments about utility matters. The Commission's Bureau of Consumer Services is authorized to investigate informal complaints and can help you to resolve the dispute. The informal complaint process is much less time-consuming than the formal complaint process because it avoids the need for a formal legal proceeding. You may write to the PUC or use the informal complaint form on the Commission's website. The Commission's website also contains specific forms for complaints involving motor carriers and railways. All complaint forms are on the Commission's website at the following link: <http://www.puc.state.pa.us/general/onlineforms.aspx>
- **Register Objection or Comment to Proposed Rate Increase.** If you wish to register your objection or comment to a proposed rate increase by your utility company, you may fill out an "Objection or Comment to Proposed Rate Increase Form." Your objections and comments to a proposed rate increase will be placed in the official document folder of the case for review by the presiding officer, the parties to the case and the Commission staff. [Objection or Comment to Proposed Rate Increase Form](#). In addition, a public input hearing may be scheduled in your area to give consumers an opportunity to tell the Commission in person what you think of the proposed rate increase.
- **Mediation.** Some disputes can be resolved by mediation. Mediation is a voluntary, confidential and non-binding process through which a neutral third-party, a Commission mediator, assists the parties in reaching a mutually acceptable resolution of their dispute. Mediation information is on the Commission's website at the following link: <http://www.puc.state.pa.us/general/mediation.aspx>
- **Additional Contact Information.**
OCA - Consumers may also receive assistance with utility problems by calling the Office of Consumer Advocate toll-free at 1-800-684-6560.
OSBA - The Office of Small Business Advocate may be able to assist your business with a utility problem if your business has fewer than 250 employees and receives utility service under a small business rate schedule (typically GS). You may reach OSBA by calling 717-783-2525.

If you believe that a formal complaint is your best option, please read and follow the attached instructions to make sure your formal complaint is properly filled out and mailed to the correct address.

Instructions

These instructions will help you fill out each section of the complaint form. Please print in ink or type your answers. Make sure you sign the form and mail it to the address shown in Section 10. Facsimiles and/or electronic filings of the complaint form will not be accepted.

1. **Your name, mailing address, county, daytime telephone number, e-mail address, utility account number, and service address.**

Print or type your name, mailing address (this must be the address where you receive your mail), county, phone number, utility account number, service address, and e-mail address. Complete the next section if your mailing address is different from the address where you receive utility service.

2. **Name of utility company your complaint concerns.**

Print the full name of the utility company that is the subject of your complaint. This is usually the company that bills you for service. The name of your company is located on your bill.

3. **Type of utility.**

Check the type of utility service about which you are complaining.

4. **What is your complaint?**

A. What kind of problem are you having with the company? Check the box that most accurately describes your complaint.

B. State the facts of your complaint. Try to be “to the point” when describing your complaint. Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges you believe are not correct.

5. **How do you want your complaint to be resolved?**

Some examples are:

“I want the PUC to order the company to give me a payment agreement where I will pay my budget amount plus \$50 each month until my balance is paid in full.”

or

“I want the PUC to order the company to fix the water leak at the corner of Main and First Streets.”

NOTE: The PUC can decide that a customer was over billed and can order billing refunds. The PUC can also fine a company for not providing the level of service required by law. You may also file a formal complaint to seek a refund for an over billing or to request that the company be ordered to correct a problem with your service. Under state

law, the PUC cannot decide whether companies should pay customers' damage claims. Damage claims may be sought in an appropriate civil court.

6. Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

Answer this question by checking "yes" or "no." You are required to answer this question only if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility and your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement. The Commission needs this information to determine how to process your complaint.

7. Have you spoken to a representative from the utility company about your complaint?

Answer by checking "yes" or "no."

Check "yes" if you are appealing from a Bureau of Consumer Services (BCS) determination on an informal complaint. You do not need to contact the company again if you are filing an appeal from a BCS determination.

You should speak to a company representative about your problem before you file a complaint. You must contact the company if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, an application for service problem, a termination of service problem or a request for a payment agreement.

However, you do not need to contact the company if your complaint is against a proposed utility rate increase or if you are not a residential service account customer. If you tried to, but could not speak to a utility company representative, please explain why.

8. If you are represented by a lawyer in this matter, you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

If you are filing a complaint as an individual, you are not required to have a lawyer. You may represent yourself at the hearing.

Corporations, associations, partnerships and political subdivisions are required to have a lawyer at a hearing and to file any motions, answers, briefs or other legal pleadings.

If naming a lawyer, please make sure the lawyer is aware of your complaint and is representing you in this matter. If you have a lawyer representing you in this matter, you and your lawyer must be present at your hearing.

9. You must sign your complaint.

In Section Nine (9) of the formal complaint, you **must** print or type your name in the space provided in the verification paragraph, and you **must** sign and date your formal complaint form on the lines in this Section. If a complainant is a corporation or association, the verification must be signed by an authorized officer or other authorized employee. If you do not sign the formal complaint form, the Commission will not accept it.

10. Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

Secretary Pennsylvania Public Utility Commission P.O. Box 3265 Harrisburg, PA 17105-3265	Secretary Pennsylvania Public Utility Commission 400 North Street Commonwealth Keystone Building, 2 nd Floor Harrisburg, Pennsylvania 17120
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Keep a copy of your complaint for your records.

Facsimiles and/or electronic filings of the complaint form will not be accepted.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint Form

Please print in ink or type.

1. CUSTOMER (COMPLAINANT) INFORMATION

Your name, mailing address, county, telephone number, utility account number and service address:

Name _____

Street/P.O. Box _____ Apt # _____

City _____ State _____ Zip _____

County _____

Daytime Telephone Number Where We Can Contact You: (____) _____

E-mail Address (optional): _____

Utility Account Number _____
(from your bill)

If your complaint involves utility service provided to a different address than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

2. FULL NAME OF UTILITY COMPANY (RESPONDENT):

3. TYPE OF UTILITY (check one)

ELECTRIC

STEAM HEAT

GAS

WASTE WATER

WATER

MOTOR CARRIER

(e.g., taxi, moving company, limousine)

TELEPHONE
(local, long distance)

4. COMPLAINT (check one)

A. In general, what is your complaint?

- I want to oppose the company's proposed rate increase.
- There are incorrect charges on my bill.
- There is a reliability, safety or quality problem with my utility service.
- I received a notice that my utility service is being terminated.
- I would like a payment agreement.
- Other (explain).

B. State the facts of your complaint.

Include any specific dates, times or places that may be important. If the complaint is about a bill, tell us about any charges that you believe are not correct. Use additional paper if you need more space. Provide copies of all relevant documents you believe will support your complaint.

5. RELIEF

How do you want your complaint to be resolved? Use additional paper if you need more space.

6. PROTECTION FROM ABUSE

Answer the following question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility **AND** your complaint is about a billing problem, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection from Abuse" order for your personal safety or welfare?

YES

NO

7. PRIOR UTILITY CONTACT

Answer the following question only if you are a residential customer and your complaint is against an electric distribution utility, natural gas distribution utility or a water distribution utility.

Have you spoken to a utility company representative about this complaint?

YES (includes appeals of BCS determinations)

NO

If you tried to, but could not speak to a utility company representative about your complaint, please explain why.

8. LEGAL REPRESENTATION (IF ANY)

If you are represented by a lawyer **in this matter** you must provide your lawyer's name, address, telephone number, and e-mail address, if known.

Lawyer's Name _____

Street _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address (If Known) _____

9. VERIFICATION AND SIGNATURE

You must print or type your name below on the line provided for the verification paragraph, and you must sign and date (in ink) this form on the lines provided.

Verification:

I _____, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

(Signature)

(Date)

Title of authorized employee or officer

10. FILING

Please return the completed form to one of the addresses listed below:

If using U.S. Postal Service:

If using overnight delivery service:

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Facsimiles and/or electronic filings of the complaint will not be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your complaint for your records.