

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

Consumer Services
PO Box 304260
Montgomery, AL 36130
334-242-5025
Toll free: 1-800-392-8050 (AL)
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

Arizona Corporation Commission

Utilities Division
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
PO Box 400
Little Rock, AR 72203-0400
501-682-2051
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)
✉: puc@dora.state.co.us
www.dora.state.co.us/puc

Connecticut

Department of Energy and Environmental Protection

Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051
860-827-1553
Toll free: 1-800-382-4586 (CT)
TTY: 860-827-2837
✉: dpuc.information@po.state.ct.us
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)
www.depssc.delaware.gov

District of Columbia

DC Public Service Commission

Office of Consumer Services
1333 H St., NW, Suite 600
Washington, DC 20005
202-626-5120
www.dcpsc.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.puc.hawaii.gov

Idaho

Public Utilities Commission

Consumer Assistance Section
PO Box 83720
Boise, ID 83720-0074
208-334-0369
Toll free: 1-800-432-0369 (ID)
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
1375 E. Court Ave., Room 69
Des Moines, IA 50319-0069
515-725-7300
Toll free: 1-877-565-4450 (IA)
✉: iub@iub.iowa.gov
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
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
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 St. Paul St., 16th Floor
Baltimore, MD 21202
410-767-8000
Toll free: 1-800-492-0474
TTY: 1-800-201-7165
www.psc.state.md.us

Massachusetts**Department of Public Utilities**

Consumer Division
One South Station
Boston, MA 02110
617-737-2836
Toll free: 1-877-886-5066
TTY: 1-800-974-6006
✉: DPUConsumer.Complaints@state.ma.us
www.mass.gov/dpu

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**

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

Missouri**Public Service Commission**

Consumer Services Department
PO Box 360
200 Madison St.
Jefferson City, MO 65102-0360
573-751-3234
Toll free: 1-800-392-4211 (MO)
TTY: 573-22-9061
✉: 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: 406-444-4212
www.psc.mt.gov

Nebraska**Public Service Commission**

1200 N St., Suite 300
Lincoln, NE 68508
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

Public Regulation Commission

Utilities Division
Consumer Relations Division
PO Box 1269
Santa Fe, NM 87504-1269
505-827-4592
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
3 Empire State Plaza
Albany, NY 12223
518-474-7080
Toll free: 1-800-342-3377 (NY - General Complaints)
Toll free: 1-888-342-3355 (Termination)
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@psncuc.nc.gov
www.ncuc.commerce.state.nc.us/

North Dakota

Public Service Commission

600 E. Boulevard Ave., Dept. 408
Bismarck, ND 58505-0480
701-328-2400
Toll free: 1-877-245-6685
TTY: 1-800-366-6888 (ND)
✉: ndpsc@nd.gov
www.psc.nd.gov

Ohio

Ohio Consumers' Counsel

10 W. Broad St., Suite 1800
Columbus, OH 43215-3485
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

Consumer Services Division
PO Box 52000
Oklahoma City, OK 73152-2000
405-522-0478
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
Toll free: 1-800-522-2404
TTY: 1-800-648-3458 (OR)
✉: puc.consumer@state.or.us
www.puc.state.or.us

Pennsylvania

Office of the Attorney General

Pennsylvania Office of Consumer Advocate
5th Floor, Forum Place
555 Walnut St.
Harrisburg, PA 17101-1923
717-783-5048
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
Toll free: 1-800-692-7380
www.puc.state.pa.us

Puerto Rico

Public Service Commission

Hato Rey Station
PO Box 190870
San Juan, PR 00907-3981
787-756-1919

Rhode Island

Public Utilities Commission

Consumer Section
89 Jefferson Blvd.
Warwick, RI 02888
401-780-9700
✉: 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: 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 (General)
Toll free: 1-800-332-1782
✉: PUCConsumerInfo@state.sd.us
www.puc.sd.gov

Tennessee**Tennessee Regulatory Authority**

Consumer Services Division
460 James Robertson Parkway
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**

Customer Protection
PO Box 13326
1701 N. Congress Ave.
Austin, TX 78711-3326
512-936-7120
Toll free: 1-888-782-8477
TTY: 1-800-735-2988
✉: customer@puc.state.tx.us
www.puc.state.tx.us

Utah**Division of Public Utilities**

160 East 300 South
Salt Lake City, UT 84114-6751
801-530-6716
Toll free: 1-800-874-0904 (UT)
TTY: 801-530-6769
✉: psc@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
804-371-9611
Toll free: 1-800-552-7945 (VA)
TTY: 804-371-9206
✉: EnergyReg@scc.virginia.gov
www.scc.virginia.gov

Washington**Utilities and Transportation Commission**

PO Box 47250
Olympia, WA 98504
360-664-1160
Toll free: 1-888-333-9882
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

Union Building, Suite 700
723 Kanawha Blvd., E
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
www.psc.wi.gov

Wyoming**Public Service Commission**

2515 Warren Ave., Suite 304
Cheyenne, WY 82002
307-777-7427
Toll free: 1-888-570-9905 (WY)
✉: wpsc_complaints@state.wy.us
psc.state.wy.us