

Filing a Residential Formal Energy Complaint

As a residential customer of a natural gas or electric utility company, if you object to an action of a regulated utility company you have the right to file a formal complaint. You should first contact the company and work with them to resolve the problem. However, if you continue to disagree with the company's decision, you may contact the Michigan Public Service Commission (MPSC) staff for help through an informal complaint process. If you remain dissatisfied after the staff has completed its review of the situation, you may file a formal complaint, which requests a hearing before an administrative law judge. At the hearing you will have the opportunity to present evidence to support your case. The following pages provide information on filing a formal complaint and provide a generic format for a complaint. Please read these pages carefully – more than once – to remind yourself of the information.

Your complaint **MUST** include all of the information regarding your claim, especially when referring to an MPSC rule you feel may have been violated because your complaint must first be determined by a Commission attorney to address matters under the Commission's authority to resolve. After a determination has been made that a complaint is under the Commission's jurisdiction, the complainant will then have **the burden of proving** your case before the administrative law judge.

Copies of the rules and laws that apply can be found on the Commission's web site <http://www.michigan.gov/mpsc/0,1607,7-159-16370-40775--,00.html#Gas>:

*Note: If you are a small business or commercial customer, **this complaint form is not for you.** Different rules apply, and if the business is a recognized legal entity, e.g., a corporation or limited liability company, etc., you **MUST** have an attorney to represent the entity before the Commission, including filing a complaint.*

Before mailing, please make sure this checklist is complete:

- State the MPSC rules and/or tariff provisions you believe have been violated;
- Include a description of exactly what happened, please include all the details, the names and addresses of any persons involved, and all disputed charges and costs;
- Specifically state what resolution you are asking of the Commission; and
- **Attach bill copies and other documents in your possession that you will need to rely upon to support your case.**

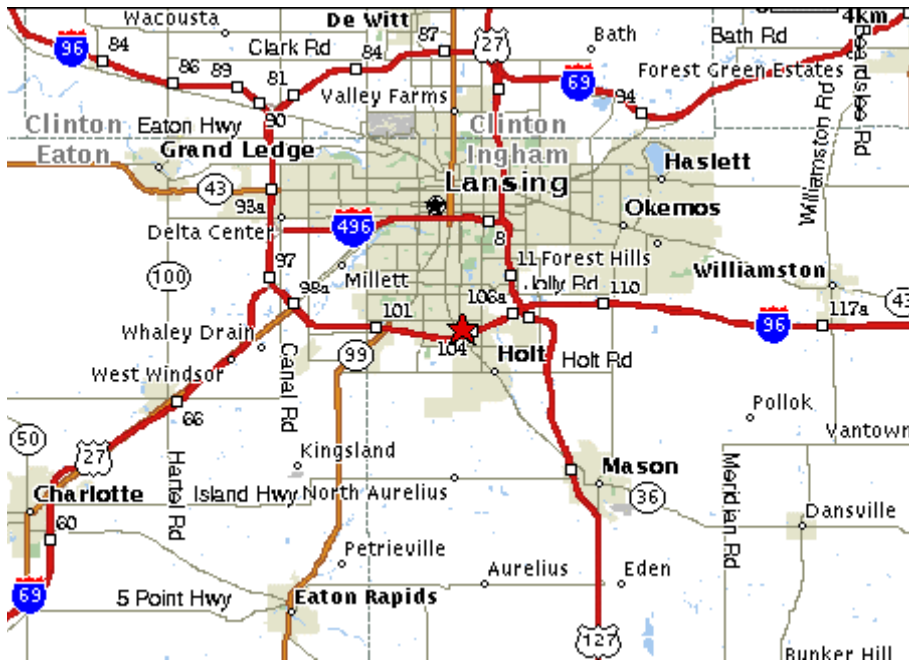
Please note: Under most circumstances, the Commission does NOT have authority to award money for damages to property or for time and trouble or inconvenience and annoyance. Also, the Commission does not have authority to settle land rights disputes; e.g. disputes concerning proper use of easements.

Please mail the original signed and dated complaint with 7 additional copies to the Executive Secretary, Michigan Public Service Commission, P.O. Box 30221, Lansing, MI, 48909-7721. Please contact the Executive Secretary toll-free at 1-800-292-9555 with any questions.

MICHIGAN PUBLIC SERVICE COMMISSION
6545 Mercantile Way Suite #7
Lansing, MI 48911
Phone: 517-241-6180

To get to the Offices of the Michigan Public Service Commission (MPSC) from I-96:

You should take Exit number 104 the Cedar Street/Holt Exit. As you exit the freeway you will see the offices of the MPSC off to your left. When you come to the traffic light, turn left (South) on Pennsylvania. At the second traffic light, you will see a Zeus' Restaurant on the corner; turn left (East) onto Pierpont Street. You will see a Days Inn on the right. In less than a half a block the street turns to the left. This is Mercantile Way. The MPSC offices are located in the two-story building on the right hand side of the street, 6545 Mercantile Way. Enter the building at Suite #7 and see the receptionist.



Please direct any problems to mpsc.webmaster@michigan.gov