

## Contact the Michigan Public Service Commission

### Resolving Utility Problems

Are you experiencing problems with your natural gas, electric, video/cable, or telephone service? If so, your first step should be to contact your utility company to discuss and resolve billing or service troubles. Should the issue persist, the Michigan Public Service Commission (MPSC) may be able to help.

The MPSC's Service Quality staff can be reached Monday through Friday from 8:30 a.m. to 4:30 p.m. at **800-292-9555**. MPSC staff can explain the rules and standards governing many aspects of utility service and can help consumers understand how the regulations apply to their particular situation. Staff can also initiate complaint investigations to ensure that established rules and standards are being followed.

Complaints and inquiries can also be submitted by sending a letter detailing the dispute to

P.O. Box 30221 Lansing, MI 48909,

Fax number 517-241-6272,

or by completing an on-line form at [michigan.gov/mpsccomplaints](http://michigan.gov/mpsccomplaints).

### Submitting a Complaint or Inquiry Online

The screenshot shows the Michigan Public Service Commission website. The main heading is 'consumer complaints'. Below it, there is a section titled 'File an On-Line Informal Complaint or Inquiry' which is circled in red. This section includes a list of links: 'Submit Telephone Company Inquiry or Complaint', 'Submit Natural Gas Utility Inquiry or Complaint', 'Submit Electric Utility Inquiry or Complaint', and 'Submit Video/Cable Inquiry or Complaint'.

**Step 1:** Visit [michigan.gov/mpsccomplaints](http://michigan.gov/mpsccomplaints)

**Step 2:** Select the appropriate form for the utility you are experiencing problems with.

The screenshot shows the 'Natural Gas Service Complaint' form. The form includes the following fields: Name (with a 'First, Last' label), Company's Name (with a '(if using on behalf of a business)' label), Gas Service Address (with a 'Street Address' label), City, State (dropdown menu), Zip Code, Email Address, and Home Phone (with a format of '\_\_\_ - \_\_\_ - \_\_\_\_').

**Step 3:** Fill in the form as completely as you can. Your message will be responded to as quickly as possible.

