



Checklist Before Filing a Complaint with the PUC

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Have you called your utility about this complaint?

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Are you the utility customer? Are the service and the home with service in your name? Or, do you have legal authority to act on behalf of the customer of record or applicant (i.e. power of attorney, legal guardian etc.)?

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Are you prepared to indicate whether you have a Protection From Abuse (PFA) Order when filing the complaint?

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Are you aware that, by filing a complaint, you are giving the PUC permission to contact the utility and review your account information?

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Do you know that you must still pay all of your current bills with the utility while your complaint is under review by the PUC?

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Do you understand that the PUC may be able to arrange a payment agreement between you and the utility, based on your income level, for the amount you owe that utility?

If you checked each box, you are ready to file an informal complaint following the instructions below.