

State utility commissions regulate services and rates for gas, electricity and telephones within 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 a number of complaints are received about the same utility matter, they will conduct investigations.

Alabama

Public Service Commission
PO Box 304260
100 North Union St., Suite 850
Montgomery, AL 36130
334-242-5218
Toll free: 1-800-392-8050 (AL)
(Complaint Hotline)
Fax: 334-242-0727
www.psc.state.al.us

Alaska

Regulatory Commission of Alaska
701 West 8th Ave., Suite 300
Anchorage, AK 99501-3469
907-276-6222
Toll free: 1-800-390-2782
TTY: 907-276-4533
Fax: 907-276-0160
E-mail: rca.mail@alaska.gov
rca.alaska.gov

Arizona

Utilities Division
Arizona Corporation Commission
1200 West Washington St.
Phoenix, AZ 85007-2996
602-542-4251
Toll free: 1-800-222-7000 (AZ)
Fax: 602-542-2129
E-mail: mailmaster@azcc.gov
www.cc.state.az.us

Arkansas

Public Service Commission
1000 Center St.
PO Box 400
Little Rock, AR 72203-0400
501-682-2051
501-682-1718 (Complaints)
Toll free: 1-800-482-1164
(AR - Complaints)
TTY: 1-800-682-2898 (Toll free)
Fax: 501-682-5731
www.arkansas.gov/psc

California

Public Utilities Commission
505 Van Ness Ave., Room 5218
San Francisco, CA 94102
415-703-2782
Toll free: 1-800-649-7570
(CA – Utility Complaints)
TTY: 415-703-2032
Fax: 415-703-1758
www.cpuc.ca.gov

Colorado

Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202
303-894-2070
Toll free: 1-800-456-0858 (CO)
TTY: 303-894-2512
Fax: 303-894-2532
E-mail: PUConsumer.Complaints@dora.state.co.us
www.dora.state.co.us/puc

Connecticut

Department of Public
Utility Control
Ten Franklin Square
New Britain, CT 06051
860-827-1553
Toll free: 1-800-382-4586 (CT)
TTY: 860-827-2837
Fax: 860-827-2613
www.state.ct.us/dpuc

Delaware

Public Service Commission
861 Silver Lake Blvd.
Cannon Bldg., Suite 100
Dover, DE 19904
302-736-7500
Toll free: 1-800-282-8574 (DE)
TTY: 302-736-7500
Fax: 302-739-4849

District of Columbia

DC Public Service Commission
1333 H St., NW
Suite 200, West Tower
Washington, DC 20005
202-626-5100 (Consumer
Services Division)
Fax: 202-393-1389
E-mail: support@dcpsc.org
www.dcpsc.org

Florida

Florida Public Service
Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6330
Toll free: 1-800-342-3552 (FL)
TTY: 1-800-955-8771
Fax: 800-511-0809
E-mail: contact@psc.state.fl.us
www.floridapsc.com

Georgia

Public Service Commission
244 Washington St., First Floor
Atlanta, GA 30334
404-656-4501
Toll free: 1-800-282-5813 (GA)
Fax: 404-656-2341
E-mail: gapscc@psc.state.ga.us
www.psc.state.ga.us

Hawaii

Public Utilities Commission
465 South King St., Room 103
Honolulu, HI 96813
808-586-2020
Fax: 808-586-2066
E-mail: Hawaii.PUC@hawaii.gov
www.hawaii.gov/budget/puc

Idaho

Public Utilities Commission
 PO Box 83720
 472 W. Washington (Zip: 83702-5918)
 Boise, ID 83720-0074
 208-334-0300
 Toll free: 1-800-432-0369 (ID)
 (Complaint Line)
 Toll free: 1-800-337-1363 (Voice/TDD)
 TTY: 1-800-377-3529
 Fax: 208-334-3762
www.puc.idaho.gov

Illinois

Commerce Commission
 527 East Capitol Ave.
 Springfield, IL 62701
 217-785-7456
 Toll free: 1-800-524-0795 (IL)
 TTY: 1-800-858-9277 (Toll free)
 Fax: 217-782-1042
www.icc.illinois.gov

Indiana

Utility Regulatory Commission
 Consumer Affairs Division
 101 West Washington St., Suite 1500E
 Indianapolis, IN 46204
 317-232-2712
 Toll free: 1-800-851-4268 (IN)
 TTY: 317-232-8556
 Fax: 317-233-2410
 E-mail: info@urc.IN.gov
www.IN.gov/iurc

Iowa

Utilities Board
 350 Maple St.
 Des Moines, IA 50319-0069
 515-281-3839
 Toll free: 1-877-565-4450 (IA)
 Fax: 515-281-5329
 E-mail: iubcustomer@iub.state.ia.us
www.state.ia.us/iub

Kansas

Corporation Commission
 1500 SW Arrowhead Rd.
 Topeka, KS 66604-4027
 785-271-3100
 Toll free: 1-800-662-0027 (KS)
 Fax: 785-271-3354
 E-mail: public.affairs@kcc.state.ks.us
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
 (KY - Complaints)
 TTY: 1-800-648-6056
 Fax: 502-564-3460
www.psc.state.ky.gov

Louisiana

Public Service Commission
 602 North Fifth St., Galvez Bldg.
 12th Floor
 PO Box 91154
 Baton Rouge, LA 70821-9154
 225-342-4404
 Toll free: 1-800-256-2397 (LA)
 Fax: 225-342-2831
www.lpsc.org

Maine

Public Utilities Commission
 242 State St.
 Augusta, ME 04333-0018
 207-287-3831
 Toll free: 1-800-452-4699 (ME)
 TTY: 1-800-437-1220
 Fax: 207-287-1039
 E-mail: maine.puc@maine.gov
www.state.me.us/mpuc/

Maryland

Public Service Commission
 Six St. Paul St., 16th Floor
 Baltimore, MD 21202-6806
 410-767-8000
 Toll free: 1-800-492-0474
 TTY: 1-800-735-2258
 Fax: 410-333-6495
 E-mail: mpsc@psc.state.md.us
www.psc.state.md.us/psc/

Massachusetts

Dept. of Telecommunications
 and Energy
 Two South Station, 4th Floor
 Boston, MA 02110
 617-305-3580
 Toll free: 1-800-392-6066
 (Consumer Division)
 TTY: 1-800-974-6006 (Toll free)
 Fax: 617-478-2590
www.mass.gov/dpu

Michigan

Public Service Commission
 PO Box 30221
 6545 Mercantile Way, Suite 7 (Zip:
 48911)
 Lansing, MI 48909
 517-241-6180
 Toll free: 1-800-292-9555 (MI)
 Fax: 517-241-6181
 E-mail: mpsc_commissioners@michigan.gov
www.michigan.gov/mpsc

Minnesota

Public Utilities Commission
 121 Seventh Place East, Suite 350
 St. Paul, MN 55101-2147
 651-296-0406
 Toll free: 1-800-657-3782
 Fax: 651-297-7073
 E-mail: consumer.puc@state.mn.us
www.puc.state.mn.us

Mississippi

Public Service Commission
 501 North West St.
 Woolfolk Building
 Jackson, MS 39201
 601-961-5440 (Southern District)
 601-961-5430 (Central District)
 601-961-5450
 (Chairman & Northern District)
 Toll free: 1-800-356-6429
 (Southern District)
 Toll free: 1-800-356-6430
 (Central District)
 Toll free: 1-800-356-6428
 (Chairman & Northern District)
 Fax: 601-961-5464 (Chairman
 & Northern District)
 601-961-5842(Southern)
 601-961-5824(Central)
www.psc.state.ms.us

Missouri

Public Service Commission
 PO Box 360
 200 Madison St.
 Jefferson City, MO 65102
 573-751-3234
 Toll free: 1-800-392-4211 (MO)
 TTY: 711 (MO Only)
 Fax: 573-526-1500
www.psc.mo.gov

Automotive

BBB

Corporate Contacts

Federal Agencies

National Consumer

State & Local

Trade & Professional

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Montana

Public Service Commission
 PO Box 202601
 1701 Prospect Ave.
 Helena, MT 59620-2601
 406-444-6199
 Toll free: 1-800-646-6150 (MT)
 TTY: 406-444-6199
 Fax: 406-444-6198
www.psc.mt.gov

Nebraska

Public Service Commission
 PO Box 94927 (Zip: 68508-4927)
 1200 North St., Suite 300
 Lincoln, NE 68509
 402-471-3101
 Toll free: 1-800-526-0017 (NE)
 TTY: 402-471-0213
 Fax: 402-471-0254
 E-mail: cheryl.elton@nebraska.gov
www.psc.state.ne.us

Nevada

Public Utilities Commission
 1150 East William St.
 Carson City, NV 89701
 775-684-6101
 702-486-2600 (Las Vegas)
 Toll free: 1-800-992-0900, ext. 46100
 (NV)
 Fax: 775-684-6110
pucweb1.state.nv.us/pucn

New Hampshire

Public Utilities Commission
 21 South Fruit St., Suite 10
 Concord, NH 03301-2429
 603-271-2431
 Toll free: 1-800-852-3793 (NH)
 TTY: 1-800-735-2964 (NH)
 Fax: 603-271-3878
 E-mail: puc@puc.nh.gov
www.puc.state.nh.us

New Jersey

Board of Public Utilities
 Two Gateway Center
 Newark, NJ 07102
 973-648-2026
 Toll free: 1-800-624-0241 (NJ)
 Fax: 973-648-4195
www.bpu.state.nj.us

New Mexico

Utilities Division
 Public Regulation Commission
 Consumer Relations Division
 PO Box 1269
 224 E. Palace Ave. (Zip: 87501)
 Santa Fe, NM 87504-1269
 505-827-6941
 Toll free: 1-800-663-9782 (NM)
 Toll free: 1-800-947-4722 (NM)
 TTY: 505-827-6911
 Fax: 505-827-6973
 E-mail: barbara.a.rael@state.nm.us
www.nmprc.state.nm.us

New York

Public Service Commission
 Office of Consumer Service
 Three Empire State Plaza
 Albany, NY 12223-1350
 518-474-3280
 Toll free: 1-800-342-3377
 (NY – Complaints – Gas/Electric/
 Telephone)
 Toll free: 1-888-275-7721 (PSC
 Competition Information)
 Toll free: 1-866-476-7697
 (Green Power Information)
 Fax: 518-474-1691
 E-mail: ronald_cerniglia@dps.state.ny.us
www.askpsc.com

North Carolina

NC Utilities Commission –
 Public Staff
 Consumer Services
 4326 Mail Service Center
 Raleigh, NC 27699-4326
 919-733-9277
 Toll free: 1-866-380-9816
 Fax: 919-733-4744
 E-mail: consumer.services@ncmail.net
www.ncuc.commerce.state.nc.us

North Dakota

Public Service Commission
 12th Floor
 600 East Blvd. Ave., Dept 408
 Bismarck, ND 58505-0480
 701-328-2400
 TTY: 1-800-366-6888 (ND)
 Fax: 701-328-2410
 E-mail: ndpsc@nd.gov
www.psc.state.nd.us

Ohio

Public Utilities Commission
 180 East Broad St.
 Columbus, OH 43215-3793
 614-466-3292
 Toll free: 1-800-686-7826 (OH)
 TTY: 1-800-686-1570 (OH)
 Fax: 614-752-8351
www.puco.ohio.gov

Oklahoma

Corporation Commission
 PO Box 52000
 Oklahoma City, OK 73152-2000
 405-521-2211
 Toll free: 1-800-522-8154 (OK)
 TTY: 405-521-3513
 Fax: 405-521-2087
www.occeweb.com

Oregon

Public Utility Commission
 Consumer Services Division
 PO Box 2148
 550 Capitol St., NE, Suite 215
 (Zip: 97301-2551)
 Salem, OR 97308-2148
 503-378-6600
 Toll free: 1-800-522-2404
 (OR – Consumer Services)
 TTY: 1-800-648-3458 (OR)
 Fax: 503-378-5743
 E-mail: puc.consumer@state.or.us
www.puc.state.or.us

Pennsylvania

Public Utility Commission
 PO Box 3265
 400 North St. (Zip: 17120)
 Harrisburg, PA 17105-3265
 717-783-7349
 Toll free: 1-800-782-1110 (PA)
 Fax: 717-787-5813
www.puc.state.pa.us

Puerto Rico

Public Service Commission
 Hato Rey Station
 PO Box 190870
 San Juan, PR 00919-0870
 787-756-1919
 Fax: 787-756-8086
www.naruc.org

Rhode Island

Public Utilities Commission
89 Jefferson Blvd.
Warwick, RI 02888
401-941-4500
TTY: 401-277-3500
Fax: 401-941-4885
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: 803-737-5175 or
1-800-334-2217 (SC)
Fax: 803-737-4750
www.regulatorystaff.sc.gov

South Dakota

Public Utilities Commission
Consumer Affairs
500 East Capitol Ave.
Pierre, SD 57501-5070
605-773-3201
Toll free: 1-800-332-1782
(Consumer Affairs)
Fax: 1-866-757-6031
www.puc.sd.gov

Tennessee

Tennessee Regulatory Authority
460 James Robertson Pkwy.
Nashville, TN 37243-0505
615-741-2904
Toll free: 1-800-342-8359
(Consumer Services)
TTY: 1-888-276-0677 (Toll free)
Fax: 615-741-8953
www.state.tn.us/tra

Texas

Public Utility Commission
PO Box 13326
1701 North Congress Ave.
Austin, TX 78711-3326
512-936-7000
Toll free: 1-888-782-8477
TTY: 512-936-7136
Fax: 512-936-7003
E-mail: customer@puc.state.tx.us
www.puc.state.tx.us

Utah

Public Service Commission
160 East 300 South
Salt Lake City, UT 84111
801-530-6716
Toll free: 1-866-772-8824 (UT)
TTY: 801-530-6638
Fax: 801-530-6796
E-mail: psccl@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)
Fax: 802-828-3351
E-mail: tsb.clerk@state.vt.us
www.state.vt.us/psb

Virginia

State Corporation Commission
PO Box 1197
1300 E. Main St. (Zip: 23219)
Richmond, VA 23218
804-371-9967
Toll free: 1-800-552-7945 (VA)
TTY: 804-371-9206
Fax: 804-371-9350
www.scc.virginia.gov

Washington

Utilities and Transportation
Commission
PO Box 47250
1300 S Evergreen Park Dr., SW
Olympia, WA 98504
360-664-1160
TTY: 1-800-416-5289
Fax: 360-586-1150
www.utc.wa.gov

West Virginia

Public Service Commission
201 Brooks St.
Charleston, WV 25301
304-340-0300
Toll free: 1-800-344-5113 (WV)
Fax: 304-340-0325
www.psc.state.wv.us

Wisconsin

Public Service Commission
Consumer Affairs Unit
PO Box 7854 (Zip: 53707-7854)
610 North Whitney Way
Madison, WI 53707
608-266-2001
Toll free: 1-800-225-7729
TTY: 608-267-1479
Fax: 608-266-3957
psc.wi.gov

Wyoming

Public Service Commission
2515 Warren Ave., Suite 300
Cheyenne, WY 82002
307-777-7427
Toll free: 1-888-570-9905 (WY)
TTY: 307-777-7427
Fax: 307-777-5700
E-mail: wyoming_psc@state.wy.us
psc.state.wy.us

Autonomous

BBB

Corporate Contacts

Federal Agencies

National Consumer

State & Local

Trade & Professional

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