

# Customer Care



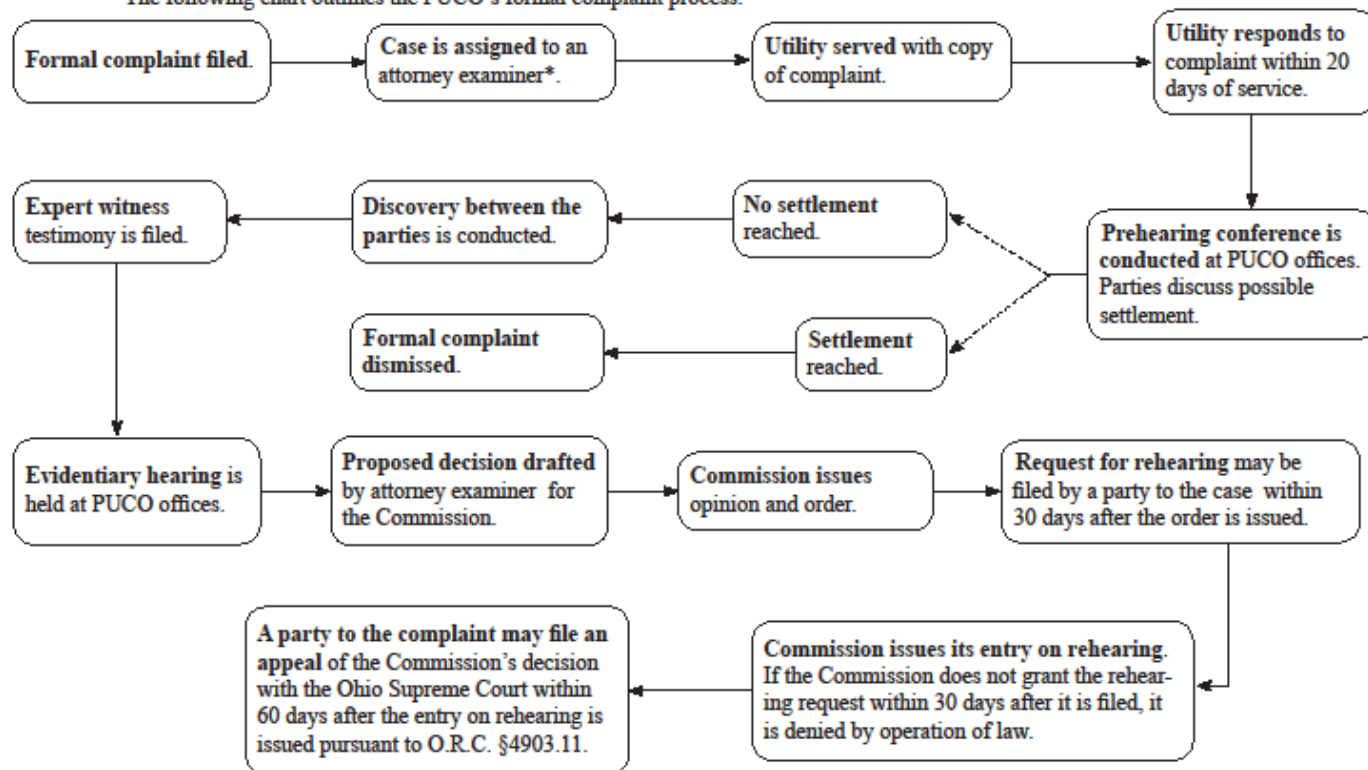
National  
Association of  
Regulatory  
Utility  
Commissioners

**Ohio**

**Public Utilities  
Commission**

## PUCO Formal Complaint Process

rates a call center staffed by professionals trained to resolve issues between consumers and utility companies. In most cases, the PUCO's call center staff are able to help the consumer and utility reach an agreement over the concern at hand. From time to time, however, the consumer will choose to file a formal complaint if a solution cannot be worked out. The following chart outlines the PUCO's formal complaint process.



\* PUCO attorney examiners perform the duties of an administrative law judge.

# Protecting Consumers' Rights

The PUCO has a toll-free call center, where trained staff can work with consumers and the utility to help resolve any problems consumers have not been able to resolve on their own.

# Protecting Consumers' Rights

For those disputes which can't be resolved informally, the PUCO has the exclusive authority to resolve formal complaints between utilities and residential or business customers and to order any appropriate relief.

# Educational Materials

- Natural gas & Electric choice in Ohio / *Apples to Apples* Comparison Chart
- Energy Efficiency Tips
- Assistance Programs
- Customer Bill of Rights (service standards for electric, natural gas and electric service)
- Transportation brochures
- Fact Sheets for “Hot Topics”

# Access to the PUCO is 24/7

- Daytime-live assistance via PUCO Call Center
- Anytime-information mailed to you
- PUCO Web site

# PUCO Web Site

[www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

- Get help with a utility complaint or question
- Find information on hundreds of utility topics
- View a PUCO Commission meeting
- Find *Apples to Apples* charts
- Find out if a call is long distance
- And much more!