

Customer Service

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Commission Authority

Missouri Revised Statutes

TITLE XXV

**INCORPORATION AND REGULATION OF CERTAIN
UTILITIES AND CARRIERS**

August 28, 2011

- ❖ Chapter 386 [Public Service Commission](#)
- ❖ Chapter 393 [Gas, Electric, Water, Heating and Sewer Companies](#)

Complaint Handling

4 CSR 240-2.070 Complaints

- (1) The commission on its own motion, the commission staff through the general counsel, the office of the public counsel, or any person or public utility who feels aggrieved by a violation of any statute, rule, order or decision within the commission's jurisdiction may file a complaint. The aggrieved party, or complainant, has the option to file either an informal or a formal complaint.

Complaint Handling

4 CSR 240-13.070 Commission Complaint Procedures:

(1) Prior to filing an informal or formal complaint, the customer shall pursue remedies directly with the utility as provided in this chapter. The commission specifically reserves the right to waive this requirement when circumstances so require.

Complaint Handling

Two Types of Consumer Complaints:

- ❖ Informal Complaint
 - Consumer Inquiry
 - Informal Complaint
- ❖ Formal Complaint

Formal Complaints

- ✓ If complainant is not satisfied with the outcome of the informal complaint, as an appeal process, a formal complaint may be filed.
- ✓ The Commission may order, at any time after the filing of a formal complaint, an answer from the utility regarding the allegations and an additional investigation by the staff as to the facts of the complaint. The utility shall file an answer and staff shall file a report of its findings with the Commission and all parties to the complaint case.

Formal Complaints

- ✓ The Commission orders a pre-hearing so that the parties can discuss any additional discovery necessary, state the list of witnesses and exhibits. Parties shall provide a list of suggested dates and estimated length of the hearing to the Judge. The Judge then encourages the parties to discuss possible settlement.
- ✓ The Commission after receiving notice from the parties will determine if a hearing shall be held and shall set date, time and place of the hearing.

Formal Pro-Se Complaint Process

- ✓ Formal Complaint Form
- ✓ Chapter 2-Practice and Procedure
- ✓ Handbook-Representing Yourself Before the Missouri Public Service Commission (Handout):
 - ? What is the Complaint Process
 - ? What Other Tools Does the PSC Have to Help Me
 - ? What Should I Expect When I Appear before the PSC
 - ? What can I Expect in a Complaint Hearing
 - ? Can the Office of the Public Counsel Represent me Personally in a Proceeding before the PSC

Formal Complaint Procedures Involving Consumer Issues

- Consumer Services will only address pro se formal complaints that involve service and billing practices as outlined in 4 CSR 240-13, 4 CSR 240-10.040 and 10.050 and 4 CSR 240.33.
- If a formal complaint involves more than service and billing practices, i.e., service quality, Consumer Services may file a joint Staff Report with a staff member of the Operations Department.
- The Staff Report will include:
 - ✓ A brief synopsis of the formal complaint
 - ✓ A chronological listing of occurrences and findings based upon the informal complaint and the investigation of any new issues
 - ✓ A Recommendation based upon the facts presented in the report.

Formal Complaint Procedures Involving Consumer Issues

Settlement may occur at any point in the process:

- The utility and customer may resolve the issue on their own
- Mediation can be facilitated
- An evidentiary hearing may be scheduled to allow the participants to enter formal testimony and evidence to support their position.

Any Questions ?

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