



# Consumer Alert

## Help With Utility Problems Is Available By Calling The Michigan Public Service Commission's Toll-Free Number

Most consumers would be unable to make it through a day without the benefits received from natural gas, electric, and telephone services. And, we typically use these utility services on a daily basis without any difficulty. Yet, on occasion, problems may arise with our utility service.

Consumers are encouraged to first call their utility company to discuss and resolve billing or service problems. If satisfactory resolution cannot be reached, consumers can call the Michigan Public Service Commission (MPSC) for assistance with utility issues. 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**. Inoperative payphones can be reported by calling 800-984-8868.

There are rules and standards governing many aspects of utility service. MPSC staff can explain these rules and help consumers understand how they 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 completing an on-line form at the MPSC's website at: [www.michigan.gov/mpsccomplaints](http://www.michigan.gov/mpsccomplaints).

