

Filing a CPUC Complaint That Gets Results

Effective Tips for Smart Consumers

Reasons to File a Complaint at the CPUC (California Public Utilities Commission)

- Your electricity or gas been shut off, or is being threatened with a shut off.
- You receive a third party charge on your cell phone bill for something you never ordered.
- You are being charged for someone else's electric or gas bill.
- You receive a back-bill from your utility company going back more than three months.
- Your application for LifeLine, CARE, or other low-income discount was denied.

If your utility company or telecommunications provider is unable to resolve your issue, it's time to file a complaint with the CPUC. The CPUC provides robust regulation for major utilities like PG&E, SCE, SoCal Gas and SDG&E, and light regulation for landline, cell, and VOIP service. The CPUC does not regulate municipal utilities.

Other Telecommunications Complaints

Complaints about interstate phone service, broadband service and VOIP, telemarketing, cable and satellite, tower light outages or signal interference, wireless telephone and rural call completion should be directed to the Federal Communication Commission (FCC). File your complaint at: <http://www.fcc.gov/complaints> or call: 1-888-225-5322 (1-888-CALL FCC)

Call the Company First

Before you file your complaint with the CPUC, make sure that you:

- Make short notes for yourself.
- Think about what you want the company to do about your complaint.
- Call the company.
- If you need a translator, ask for one!
- Have a copy of your bill when you call.
- Ask to speak to a Customer Service Representative.
- If you have someone call for you, you need to be there.
- If the customer services representative is not able to help you, ask to speak to a supervisor.
- Take notes!



Contacting the CPUC

Once you have called the company and you are not able to get your complaint resolved, you have several ways to contact the CPUC.

PHONE 800 649-7570

English and Spanish language.

If your utility service has been shut off, is in danger of being shut off, or if you have another emergency, calling by phone is the best way to reach the CPUC.

ONLINE <https://appsssl.cpuc.ca.gov/cpucapplication/>

The most convenient way to file a complaint is to submit it online if you have access to a computer and internet service.

MAIL *California Public Utilities Commission
Consumer Affairs Branch
505 Van Ness Ave.
San Francisco, CA 94102-3298*

If you don't have access to a computer and internet, please mail your complaint to the CPUC.

Elements of a CPUC Complaint

A successful complaint should include the following information:

- Your name and the name the account is billed under.
- Your mailing address and phone number.
- Name of the company you are complaining about.
- Your utility account number.
- The name of the company representative you spoke with, if you have one.
- A brief description of your complaint.
- Send copies of important documents:
 - Copies of the bills you are disputing.
 - Correspondence from the company.

Following these steps will make your complaint more successful. If you leave information out, it will take longer to get your complaint resolved.



Become an Informed Consumer

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