

You should know...



North Dakota Public Service Commission

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North Dakota Public
Service Commission

Commissioners:
Susan E. Wefald
Kevin Cramer
Tony Clark

600 E Boulevard Ave.
Department 408
Bismarck ND
58505-0480

Telephone:
701-328-2400

Facsimile:
701-328-2410

TDD/TTY:
800-366-6888

E-mail:
ndpsc@nd.gov

Website:
www.psc.state.nd.us

Filing An Informal Complaint

Find out what you need to know in order to file an informal complaint relative to public utilities in the Public Service Commission process.

The Public Service Commission (PSC) staff investigates disputes between customers and regulated utilities. If you are having a problem with your utility, you should first contact the utility's customer service office and explain the problem to them. Ask for a supervisor if necessary. If you are not satisfied after talking to a supervisor, you can file an informal complaint against the company with the PSC by mailing in the complaint, calling the PSC at 701-328-2400 or by using the contact form available on the agency's website.

HOW TO FILE AN INFORMAL COMPLAINT

We will be able to process your complaint much faster if you provide the following:

- typed or legibly printed information;
- a telephone number where you can be reached during the day;
- your account number;
- as much specific information about your complaint as possible;
- the relief you are requesting; and
- copies of any relevant bills or paperwork you received from the company. (Please highlight or circle the charges you are disputing.)

PSC REVIEW OF COMPLAINT

Complaints not within the PSC's jurisdiction are sent to the appropriate federal or state agency. You will receive a copy of the referral letter if your complaint is referred to another agency.

If the complaint is within the Commission's jurisdiction, our staff will ask the company for a response.

Our staff will review the company's information. If it appears from the complaint and from the company's response that the company did not comply with the law, rules or its tariff, we will take appropriate action. We may also work with the company regarding any refunds, payment arrangements, etc. During this process, you might be contacted for additional information.

We will contact you with the results when the investigation is completed, usually two to four weeks after receiving the complaint.

The legal rules covering informal complaints can be found in North Dakota Administrative Rule 69-02-02-01.

The reader agrees that use of this information is entirely at the customer's own risk. The Public Service Commission's services are provided "as is," without warranty of any kind, either expressed or implied, including without limitation any warranty for information provided through or in connection with this service.