

Consumer Complaint/Inquiry

Contact ID #

The information you provide may be used to help resolve your concern and/or enforce applicable laws. The information may be shared with the utility and law enforcement agencies. You are not legally required to provide this information. However, if you do not, we may not be able to help resolve your concern. Please attach all documentation, i.e. copies of the affected bill(s), utility responses, etc. We hope our efforts will help resolve this concern. Look for a response in 30 business days.

Name	Name of Electric, Gas, or Telephone Company
Business Name (If business complaint/inquiry)	Person Contacted at Utility Company
Mailing Address	Phone Numbers Home: Work: Cell/Other:
Service Address (If different from mailing address)	Email Address
Customer Account Number	
Have you contacted the utility? Yes <input type="checkbox"/> No <input type="checkbox"/> If no, please do so before sending this form.	Have you contacted another agency or organization about this issue? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, give agency or organization name:
Please write details about your concern and the action you would like the utility company to take:	
<p>The information I have given is true and accurate to the best of my knowledge and may be used as stated on this form.</p> <p>Signature: _____ Date: _____</p>	

## Can the Minnesota Public Utilities Commission Help?

Is your complaint about an electric, natural gas or landline telephone company? Is your complaint about billing, Cold Weather Rule, meter reading, rates, service, or telephone discounts? If yes, we may be able to help.

### How do I file a complaint?

First contact your utility company to try and resolve your complaint.

If you are unable to resolve the problem, complete and return our complaint form.

On the complaint form, include details about:

1. Your concerns
2. The steps you have taken to try and fix the problem
3. The company's response
4. What would you like the company to do to fix it
5. Include a copy of the bill(s) in question and any other information that helps describe the situation.

State law requires your signature in order for us to contact the utility company about your complaint. We may share the information you send, such as complaint form, bill copies, and other information with the utility company.

### What happens next?

First, we review your complaint to see if your concerns are within our jurisdiction. If not, we may refer you to a different agency or organization for help.

Second, if your concerns *are within* our jurisdiction, we may review your concerns and respond to you.

Conversely, we may ask the utility company to investigate your complaint and report the results to us and to you. We review the utility company's response to make sure the company addresses your concerns. We also review the company's actions to make sure they follow state statutes, state rules and Commission Orders. If it looks like the company is not following the statutes, rules or orders, we will take additional action.

**MN Public Utilities Commission**  
**NOTICE OF COLLECTION OF PRIVATE DATA**

The Minnesota Public Utilities Commission (MN PUC) Consumer Affairs Office is the first stop for consumers for information and assistance in addressing a variety of questions or problems concerning gas and electric utility and telecommunications companies under the jurisdiction of the MN PUC.

This notice explains why we request certain private data about you, how we will use that data, who will see it, and any obligation to provide the data to others, as authorized in Minnesota Statutes Sections 216A.07, 216B.0967, subd. 6, 216B.09, 216.08B, and Minnesota Rule 7820.0300.

The MN PUC information system contains required information fields. We need your name and contact and service address information, and the name of your utility and account number. We also need a description of your complaint and the parties that you spoke to or who are involved.

**Why do we ask you for this data?**

This data is used to process the issue that you have with the utility or company that you name. The requested data helps us to determine the nature of your complaint and to contact you or the utility or company that you name. The data may also be used to develop new programs, ensure current programs effectively and efficiently meet consumer needs, and to comply with federal and state law and rules. Once we start working on your complaint, we may ask for data about you or the utility that we have already collected including your account number and contact information to ensure we are matching you to the correct utility or company that you have identified in your complaint. If you provide any data about yourself or others that is not necessary, we will not use it for any purpose.

**Do you have to answer the questions we ask?**

You are not required to provide the data we request. But, if you do not provide the requested data, we may not be able to follow up with the utility or company that is the subject of your complaint and assist in resolving it, and your file may be closed. If you do provide the data, it will be used as described in this notice.

**What will happen if you do not answer the questions we ask?**

If you do not answer our questions, there may be a delayed response to your complaint or the file may be closed.

**Who else may see this data about you?**

In the course of handling your complaint, we may give the data you provide us to the utility or company you have identified, the MN Department of Commerce, and the Office of Administrative Hearings. We may also give the data to the Office of the Legislative Auditor or other agency with the legal authority to request the data and to anyone authorized to receive the data by a valid court order.

**How else may this data be used?**

We can use or release this data only as stated in this notice unless you give us your written permission to release the data for another purpose or to release it to another individual or entity. The data may also be used for another purpose if Congress or the Minnesota Legislature passes a law allowing or requiring us to release the data or to use it for another purpose.