

Minnesota Public Utilities Commission staff are here to help if you have a complaint about utility service or billing, need help with a past due bill or a notice of disconnection, or have any other issue or question with or about your service.

Filing an Informal Complaint

| | |
|---|---|
| <p>How to File a Complaint:</p> <p>Use the online Complaint form, https://mn.gov/puc/consumers/help/complaint/</p> <p>Call the MN PUC Consumer Affairs Office 651-296-0406, 1-800-657-3782.</p> <p>Email the MN PUC Consumer Affairs Office Consumer.puc@state.mn.us</p> <p>Include the following information: Your name, address, telephone number, email address.</p> <p>The name of the utility company.</p> <p>The service address or location of the complaint.</p> <p>If the complaint location is a business, the name of the business.</p> <p>A description of what happened and any steps you have taken to fix the problem.</p> <p>If you have documentation, information on times, dates and/or who you spoke with at the utility office.</p> <p>Include a copy of your bill or other information.</p> | <p>What Happens Next:</p> <p>Your complaint is reviewed and Consumer Affairs Office staff will contact you to discuss it.</p> <p>If your complaint is within areas regulated by the MN PUC we will ask the utility to investigate your complaint. We will work with the utility to resolve the issue and we will report the results back to you.</p> <p>Some issues may be referred to the Office of the Attorney General or another state agency.</p> <p>Most complaints are resolved within a few weeks, some complaints will take longer to resolve.</p> <p>During Cold Weather Rule season from Oct. 15 to April 15, if you receive a disconnect notice and need assistance working with the utility company, contact the MN PUC right away. We can help to ensure your service stays on or is reconnected.</p> <p>If you unsure about filing a complaint, contact us.</p> |
|---|---|