

# You should know...

North Dakota Public Service Commission

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North Dakota Public  
Service Commission

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## Filing An Informal Complaint

*Find out what you need to know in order to file an informal complaint*

If you have a complaint about mining activities, utility services, weights and measures, or any of the other areas regulated by the Public Service Commission (PSC), you should first take the issue up with the company involved. If the problem is not resolved, you can file an *informal* complaint with the PSC by calling 701-328-2400 or by sending us a letter or e-mail with the complaint details.

### 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.

You will be contacted by either the company or the PSC 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.