

MICHIGAN PUBLIC SERVICE COMMISSION
FORMAL ELECTRIC AND NATURAL GAS COMPLAINT
General Complaint Form

I Want to File a Complaint

As a customer of a natural gas or electric utility company, if you object to an action of a regulated utility company you have the right to file a formal complaint. You should first contact the company and work with them to resolve the problem. However, if you continue to disagree with the company's decision, you may contact the Michigan Public Service Commission (MPSC) staff for help through an informal complaint process.

How to Contact the Public Service Commission

Phone: 800-292-9555 (in Michigan) or
517-284-8100 (outside of Michigan)

Website: michigan.gov/mpsc

Fax: 517-284-8185

Formal Complaint Process

If you are still unable to resolve your complaint, you may file a formal complaint with the Public Service Commission, for violation of a rule. A copy of the rules is included in this package. Even if a formal hearing is scheduled, both you and the company can still choose to negotiate a settlement rather than go to a formal hearing. If you and the Company do agree to settle, you must notify the Commission as soon as possible in writing that you no longer want to pursue your complaint.

ATTENTION: If the customer is a business or an organization that is **incorporated or a partnership**, it **must** be represented by an attorney at the formal hearing before the Commission. An individual can represent herself/himself in a formal hearing or hire an attorney to assist.

If you file a formal complaint, the Commission will follow the hearing process, described in the [Administrative Hearing Rules](#).

What to Expect

After you file a formal complaint, an attorney from the Commission will review the complaint and any attachments to determine whether it states facts that would permit the Commission to grant the requested relief and complies with all requirements. If your complaint is approved to proceed to a hearing (referred to as "prima facie"), the Commission will mail you a notice with the time and date of your formal hearing. If the complaint is not "prima facie," a letter of explanation will be mailed to you and no hearing will be scheduled. For prima facie complaints, the hearing will be held at the Commission's offices in Lansing, before an administrative law judge (ALJ). The formal hearing is similar to a court hearing, but not as strict. A court reporter will record what is said. The ALJ will consider the testimony and evidence presented. You have the burden to prove the merits of your complaint. The ALJ will make a decision, based upon the evidence presented. If you do not agree with ALJ's determination, you may object by filing exceptions. Thereafter, the Commission will review the evidence and arguments and make a decision.

You have the job of presenting the evidence to support your complaint and your requested relief. Remember -- All documentation that you intend to rely upon at the hearing must be filed with the complaint. When filing a formal complaint, you acknowledge and agree that all data, including personally identifiable information, which have been provided in the Complaint may be released by the Michigan Public Service Commission to the utility and to the utility's representatives in order to investigate and process my Complaint.

Also, you and the company can choose to negotiate a settlement for your complaint so that you do not have to go to the hearing.

Filling Out the Formal Complaint Form

Describe your complaint. State what unlawful or unreasonable acts or failure to act occurred. This can be a simple chronology or a list of events and your contacts with the company in question. **State what rule or statute you believe was violated.**

Provide details on your complaint and the requested relief or resolution in the space provided. The Commission does not have the authority to award compensation for pain and suffering, inconvenience, or irritation.

Attach documents, photos, letters, notices and other materials, to support your case. Include additional sheets if necessary. Anything you intend to use at the formal hearing must be included in your complaint.

Sign and date your formal complaint form. Please make three (3) copies for submission to the Commission and return this form to:

**Michigan Public Service Commission
Executive Secretary
7109 W. Saginaw Hwy.
Lansing, MI 48917**

NOTE: For your further information, copies of the following documents can be downloaded from the MPSC website. To access them, go to michigan.gov/mpsc, then click on **Regulatory Information tab** on the right-hand side of the screen and then click on **Administrative Rules / Laws** on the left hand of the screen. These guidelines, rules, laws, acts, standards and tariffs will help you with your hearing.

STATE OF MICHIGAN
Michigan Public Service Commission
7109 W. Saginaw Hwy. -- P.O. Box 30221
Lansing, Michigan 48909

In the matter of the complaint of

Case Number: _____
(Leave Blank)

(Complaining customer's name)

against

(Company name)

FORMAL COMPLAINT

I, _____

(State your name and if a business or organization, state your position)

brings this Formal Complaint against:

(State the Company Name, Street Address, City, State, Zip Code)

for violation of _____. I request that a contested case be conducted against this party, including a hearing before an administrative law judge.

This complaint involves my:

Please specify: _____

Please provide a detailed description of your complaint. Also, include your contacts with the company and their response or resolution to the complaint. **Attach any needed documents and/or extra sheets to this complaint form.** This information can be typed or neatly handwritten.

I acknowledge and agree that all data, including personally identifiable information, which I have provided in my Complaint may be released by the Michigan Public Service Commission to the utility and to the utility's representatives in order to investigate and process my Complaint.

I attest that the facts stated in this complaint are true to the best of my knowledge.

Your Signature

Date

Street Address

City **State** **Zip**

Day Time Phone Number

Fax Number

E-mail address

NOTE: You must attach to this complaint copies of all documents or other evidence that you intend to rely upon at hearing. Failure to do so will subject your complaint to delay or dismissal.