PAYING YOUR UTILITY BILL

The Public Utility Commission (PUC) and Natural Gas Supplier

PERSONAL INFORMATION

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Pike County Light & Power Co.

PUBLIC UTILITY COMMISSION

PAYING YOUR UTILITY BILL

If you Move

If You Move

You may want to return to paper billing. To return to paper and messages. Your utility cannot charge you

The utility will not provide you with more information

The Budget Billing Program may make it easier for you to pay your utility bills. The program automates the

If You Move

By filling out a form, you permit the utility to

You may need to request budget billing from

Have had services shut off because of

Satisfying a Security Deposit Request

The budget billing program may make it easier

You have the right to request budget billing

You must make your payment by

You have the responsibility to:

You have the right to:

You must notify the utility company of the

You have the right to:

You may be held responsible for a billing error

You may not be held responsible for a billing error

You may request a security deposit with you. If you do not contact the utility company and either your service was involun- 

If you did not live at the residence, you may not be held responsible for the

The utility company may require a security deposit from you as an existing customer

You have paid your utility bills on time. You have paid your utility bills in a row or more bills in the last

You have failed to make payments according to a payment schedule set up to pay your

You have had services shut off because of

Satisfying a Security Deposit Request

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Questions, Problems and Disputes – Get your right to keep your service on while you do not agree with the company’s response if you have questions or concerns. If you have a complaint or a concern, you may contact the company by phone, mail, or contact them at the PUC.

Step 1: File a Dispute with the Utility

After you have indicated that you are not satisfied with the company’s resolution of your inquiry, the company must respond to your complaint within 30 days. If your dispute is not resolved to your satisfaction, you may file a complaint with the Bureau of Consumer Services at: 1-800-692-7462.

Step 2: Filing an Informal Complaint with the Bureau of Consumer Services

During the Dispute Process

If your utility company is unable to resolve your complaint, they may submit your complaint to the Bureau of Consumer Services for mediation. The Bureau of Consumer Services will try to bring both parties to an agreement. If the company and the customer cannot agree, the Bureau of Consumer Services will issue a final decision. If the customer is not satisfied with the decision, they may appeal the decision to the PUC.

Step 3: Filing a Formal Complaint with the Bureau of Consumer Services

If your complaint is not resolved to your satisfaction by the Bureau of Consumer Services, you may file a formal complaint with the Bureau of Consumer Services. The Bureau of Consumer Services will investigate the complaint and issue a final decision. If you are not satisfied with the decision, you may appeal the decision to the PUC.

Step 4: Filing a Hearing Request

If your complaint is not resolved to your satisfaction by the Bureau of Consumer Services or the PUC, you may file a hearing request with the PUC. The PUC will schedule a hearing, and the company will be required to present evidence and arguments before the PUC. The PUC will then issue a final decision.

Step 5: Filing a Formal Complaint with the PUC

If your complaint is not resolved to your satisfaction by the Bureau of Consumer Services or the PUC, you may file a formal complaint with the PUC. The PUC will review the complaint and issue a final decision. If you are not satisfied with the decision, you may appeal the decision to the courts.

Utility Service Can Be Shut Off

Utility companies are allowed to shut off your service for non-payment of the bill, if you have not paid your bill within the due date.

Tenants - When Service is in Your Landlord’s Name

If you are a tenant, your landlord can shut off your service if you do not pay your bill. You must provide your landlord with a notice of your intention to pay your bill, and if you do not pay your bill, the landlord can shut off your service.

When Utility Service Cannot Be Shut Off

There are certain circumstances under which utility service cannot be shut off. These include situations where the utility service is being used for medical purposes, or if there is a medical emergency.

The Restoration Process - Getting Your Service Restored

Utilities are required to restore your service within three days if you pay the amount you owe in full. If you have not paid the amount you owe, the utility may require you to pay the amount you owe in full, and pay a reinstatement fee, before your service will be restored. If you do not pay the reinstatement fee, your service will not be restored.

The PUC’s Bureau of Consumer Services (BOS) also has the authority to investigate complaints and disputes. The BOS can also issue orders and regulations that affect utilities. If you have a complaint, you can contact the BOS at 1-800-692-7380.