

the PUCO working for you

The Public Utilities Commission of Ohio (PUCO) affects just about every household in Ohio. That's because the PUCO regulates providers of all kinds of utility services, including electric and natural gas companies, local and long distance telephone companies, water and wastewater companies, and rail and trucking companies. The PUCO was created to assure Ohioans adequate, safe, and reliable public utility services at a fair price. More recently, the PUCO gained responsibility for facilitating competitive utility choices for Ohio consumers.



5 ways
the PUCO
works for you

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PROTECTS you by monitoring and enforcing PUCO rules and state laws against unfair, inadequate, and unsafe public utility and transportation services.



RESOLVES your disputes either informally between you and the company or through our formal complaint process where only the PUCO can order relief and corrective action. The PUCO resolves disputes between utilities and residential, business, and industrial customers, as well as between competing utilities.



ASSURES availability of adequate, safe, and reliable utility and transportation services to all residential, business, and industrial consumers.



PROVIDES you with information about your rights and responsibilities as a utility customer and publishes the ***Apples to Apples*** cost comparisons for energy services where you have a choice. You can turn to the PUCO for answers to your questions and help with your utility and transportation problems.



REGULATES your rates for utility services where you do not have choices. Even with competition growing in the gas and electric industries, for example, the PUCO still sets the rates for delivery of those services since that part is still controlled by one company.

how to **CONTACT** the PUCO

Through the PUCO Consumer Call Center

(800) 686-PUCO (7826)

TTY (800) 686-1570

Our expert staff can answer your questions and resolve your disputes. The hotline is open 8:00 a.m. to 5:30 p.m., Monday through Friday.

On the Internet at www.PUCO.ohio.gov

Our user-friendly Web site provides a wealth of utility information, complaint forms, and comparison charts to you 24 hours a day, 7 days a week.

By mail at

The Public Utilities Commission of Ohio

180 E. Broad St.

Columbus, Ohio 43215-3793

*Ted Strickland, Governor
Alan R. Schriber, Chairman*

The PUCO is an Equal Opportunity Employer and Service Provider

Please send me more information!

I'd like to learn about:

(check as many as you wish)

Electric

- Energy Assistance Programs (gas and electric)
- Apples to Apples**
comparison chart *(name current electric company _____)*
- Weather-related Power Outages

- Electric Energy Savings

Natural Gas

- Natural Gas Choice and an **Apples to Apples**
comparison chart *(name current gas company _____)*
- Natural Gas Energy Savings
- Energy Governmental Aggregation (gas and electric)

Telephone

- Telephone Bill of Rights information
- Telephone Assistance Programs
- Area Codes
- Telephone "Cramming" and "Slamming"
- Telephone Savings Tips

Transportation

- Railroad Crossing Upgrades
- Guide to Moving in Ohio

**These materials are also available in
quantity for groups or organizations.**

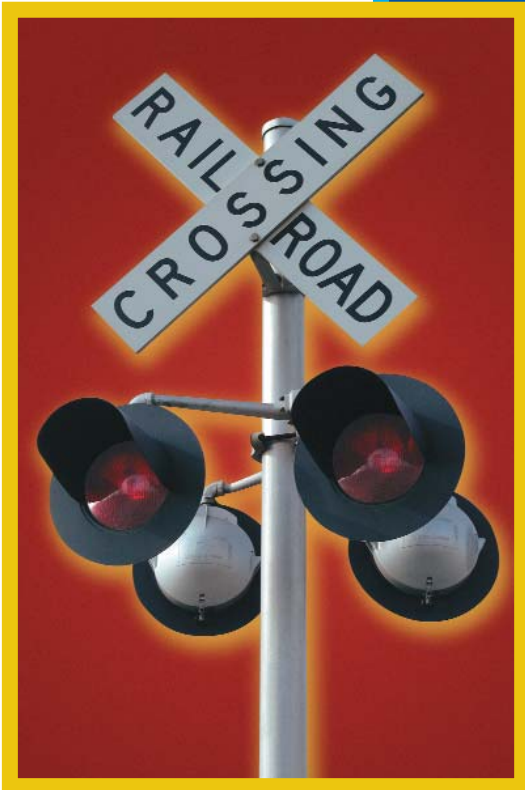
To request, please call

(800) 686-PUCO.

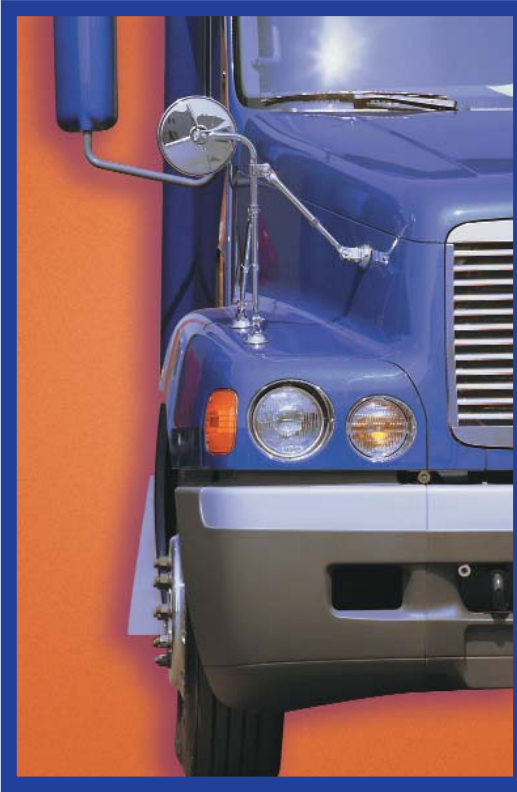
Place
Stamp

The Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio 43215-3793

The PUCO regulates 43 water systems and 12 wastewater systems, which serve more than 342,000 Ohioans.



The PUCO is dedicated to continually improving safety at more than 6,000 crossings of streets and railroad tracks.

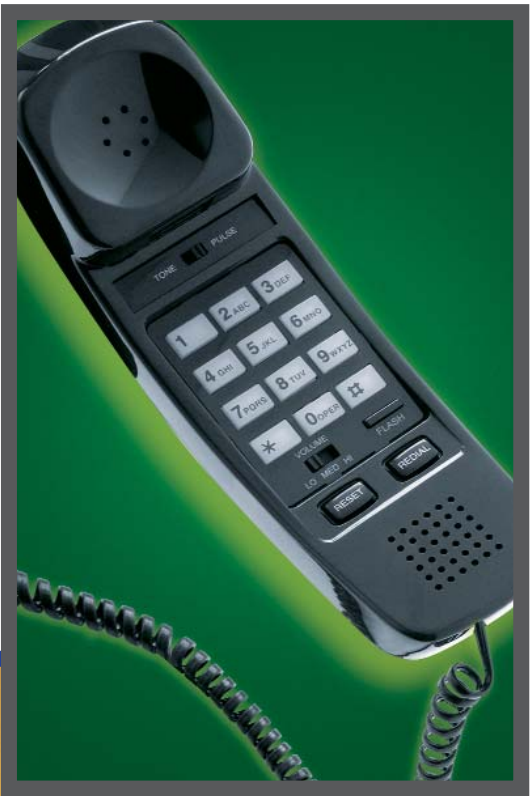


The PUCO processes 65,000 truck safety inspections and performs 1,000 trucking company safety compliance reviews annually.

The PUCO monitors and audits 27 natural gas delivery companies serving more than 3.5 million homes and businesses in the state.



The PUCO oversees the service quality of 42 traditional local telephone companies in Ohio with more than 7.5 million telephone lines.



The PUCO regulates electric service to more than 4.6 million homes and businesses in Ohio.

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