



The PUCO Consumer Call Center (800) 686-PUCO

The PUCO Consumer Call Center is available to provide consumers with utility information and assist with questions and complaints.



The Public Utilities
Commission of Ohio

Public Utilities Commission of Ohio

The Public Utilities Commission of Ohio (PUCO) can help resolve problems that arise between consumers and utility companies under PUCO jurisdiction.

If you have a problem or wish to file a complaint about your utility service, first contact your utility company and ask to speak with a customer service representative. If the problem is not resolved, call the PUCO toll-free at:

PUCO Call Center
(800) 686-PUCO (7826)
TDD/TTY
(800) 686-1570

To enable us to serve you better, please have specific information or your bill readily available when you call. Complaints can also be filed online at www.PUCO.ohio.gov.

Ways the PUCO works for you

- helps solve disputes between consumers and utility companies;
- provides payment plan information;
- explains the rules and regulations governing utility companies;
- provides information about PUCO public hearings and how to participate;
- provides tips on energy conservation; and
- provides speakers for civic, social, consumer, and community organizations.

The Public Utilities Commission of Ohio

180 E. Broad Street, Columbus, OH 43215
*The Public Utilities Commission is an Equal
Opportunity Employer and Service Provider*