

PUCO Community Outreach

Utility services can be a concern for many households and businesses. Whether it is having a question about a bill, needing information about assistance programs or wanting to know how to save money, many Ohioans are unsure of the available resources. As the state agency that regulates public utility services including electric, natural gas, telephone, water, motor carrier and railroad transportation, the Public Utilities Commission of Ohio (PUCO) can provide Ohioans with helpful information on a variety of utility issues.

Public Speaking Engagements

Professional PUCO staff members are available to make presentations to community and business organizations. Presentation topics include:

- Winter heating season and ways to save money
- Overview of the PUCO: How the PUCO works for Ohioans
- PUCO services for small businesses and local governments
- Utility assistance programs
- Utility consumer rights and responsibilities (electric, natural gas, telephone and moving companies)
- Consumer guide to establishing utility services

These are just a sample of the topics PUCO speakers can present. Please let us know if there is a specific issue you would like to learn about. To schedule a speaker, contact the PUCO Office of Public Affairs at (614) 466-7750.

Participation in fairs and trade shows

Each year the PUCO participates in fairs and trade shows across the state. At each event, the PUCO booth is stocked with educational materials, and representatives are available to answer questions from consumers.

If you would like the PUCO to attend an event you are sponsoring, please contact the Office of Public Affairs at (614) 466-7750.

PUCO Web site

Our Web site, www.PUCO.ohio.gov, provides valuable information for consumers in the areas of natural gas, electric, telephone, water, railroad and motor carrier transportation. Consumers can file a complaint, search the PUCO docketing system, request a speaker or publication, download utility maps, and much more with the click of a mouse.

The Monitor

The PUCO produces a bimonthly newsletter, *The Monitor*, which includes timely information about utility issues. *The Monitor* is available online at www.PUCO.ohio.gov. Additionally, visitors can sign up on the PUCO Web site to have *The Monitor* and other information regularly e-mailed to them.

Consumer call center

The PUCO operates a call center for Ohio consumers to contact when they have questions or complaints about any utility issue. PUCO investigators staff the call center from 8 a.m. to 5 p.m., Monday to Friday. If you have a utility question or complaint, please call (800) 686-PUCO (7826). You can also file a complaint online at www.PUCO.ohio.gov.

If you would like to know more about the PUCO or have utility-related questions or concerns,

contact the PUCO at:

(800) 686-PUCO (7826)

(800) 686-1570 (TDD/TTY)

In Columbus only:

(614) 466-3292

(614) 466-8180 (TDD/TTY)

www.PUCO.ohio.gov