

Utility Solutions for Ohio Businesses from the PUCO

Have you ever had a problem with your business' utility bill, wanted to know how your business can cut expenses by conserving energy, or wondered what all the items mean on your business telephone bill? Managing operating expenses, including utility costs, is important for businesses to be competitive and successful. The Public Utilities Commission of Ohio (PUCO) is here to help Ohio businesses resolve utility issues, understand their utility services, and reduce energy costs, all which can help to keep businesses thriving.

- **Utility Complaint Resolution** – Whether it is an inaccurate bill or a charge for a service that was not requested, troublesome errors sometimes appear on utility bills. Because of this, it is important for you to closely monitor your utility bills each month to make sure your business is not being overcharged. If there is an error on your bill, notify your utility company first. If the problem is not resolved, the PUCO is the only state agency with the ability to mediate disputes between Ohio businesses and utility providers. PUCO customer service representatives are available to assist you, just contact the PUCO consumer hotline at (800) 686-PUCO (7826). The PUCO will work with you and the utility company to resolve the issue. You may also file a complaint online at www.PUCO.ohio.gov.
- **Helpful Utility Information** – Would you like to reduce your business' energy costs, learn about your rights as a utility customer, or find out how to shop for a energy or telephone provider? The PUCO offers this information and more to help your business make smart utility choices. Visit the PUCO Web site at www.PUCO.ohio.gov to view our publications and print or request copies.
- **Business Outreach** – If you are hosting a meeting or seminar for small businesses, PUCO representatives are available to make presentations on a variety of current and important utility issues. The PUCO also regularly attends business and industry fairs to distribute information to attendees and answer questions. To schedule a speaker or for more information, contact the PUCO Office of Public Affairs at (614) 466-7750.

The PUCO is always interested in learning more about utility issues that businesses face. We encourage businesses to provide feedback on how the PUCO can better provide information to Ohio businesses by contacting the PUCO Office of Public Affairs at (614) 466-7750 or webmasterinbox@puc.state.oh.us.