Please contact the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

A. To file an official complaint:
   1. Complete the Complaint Form found on the Commission's website at www.psc.sc.gov.
      a.) The form may be completed and e-mailed to contact@psc.sc.gov.
      b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.
   2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.

   3. If additional documentation is necessary to supplement your complaint, attach it to the form. DO NOT ATTACH ANY DOCUMENTATION THAT CONTAINS PERSONAL IDENTIFYING INFORMATION SUCH AS SOCIAL SECURITY NUMBERS, DRIVER'S LICENSE NUMBERS, CHECKING ACCOUNT NUMBERS, FEDERAL IDENTIFICATION NOS., ETC. WITHOUT FIRST DELETING THIS INFORMATION FROM THE DOCUMENT.

   4. The Commission hears matters involving regulated utilities, but cannot award any monetary damages other than refunds for overpayments.

   5. Complete the section of the form regarding publishing the contents of the complaint on the Commission's website (dms.sc.gov).

   6. Complete the Verification section of the form. The form must be dated and signed before it will be processed. The information presented in the complaint form will serve as your pre-filed testimony for your case. It is important that your Statement of Facts be accurate and concise.

B. Your complaint will be processed by the Clerk's Office and assigned a docket number.

C. A Hearing Examiner will be appointed to your case.

D. You will receive a letter notifying you of the date of your hearing before the Commission.

E. After the Docketing Department has assigned a docket number, you can review your case online by accessing the Commission's Docket Management System (DMS) (http://dms.psc.sc.gov/dockets). To view your case, enter the docket number assigned to your case. The docket number is in the format yyyy-nnn-l (e.g. 2009-401-E) and will be located on any correspondence to you from the Commission.

F. After the docket is established, any mailings or requests to the Commission must be copied to all parties of record listed in the docket.

G. You must continue to make timely payments on any undisputed amounts on your account while your case is pending before the Commission or your service may be disconnected.