



FILING A FORMAL COMPLAINT

If you choose to file a formal complaint to resolve a dispute with a regulated utility company, an Administrative Law Judge (ALJ) will conduct a hearing at which both you and the utility company will present evidence. The result will be a Commission decision that tells you and the company how to solve the problem.

BEFORE YOU FILE

- Customers should always contact their utility company first in an attempt to resolve a problem. Also, customers are encouraged to use the PUC's informal complaint process before filing a formal complaint. To file an informal complaint, contact the PUC's Consumer Affairs section at 303-894-2070 in the Denver metro area or 1-800-456-0858 from outside the Denver metro area. Consumers may also file an informal complaint on the PUC website (www.colorado.gov/pacific/dora/puc) by clicking on the File a Complaint link under the Consumers' column.
- The Commission can handle your complaint only if Colorado law provides the PUC with authority over the utility company or the issue you present. Examples of services that the PUC does not have authority over include: cable television, cellular or wireless telephone service, Voice over Internet Protocol (VoIP) providers, Internet service providers, rights-of-way, Yellow Pages advertising, and interstate utility services.
- The PUC cannot award damages (compensation for a loss caused by another) in a complaint case. For example, the PUC cannot make the utility company pay for your loss of business if your service was out.
- If you are filing a complaint because you think a utility company's rates or charges are unreasonable, your complaint must show a signature or signatures from one of the following groups: the mayor or the head of your local government; a majority of the council, commission or other legislative body of the county, city or town in which the charge is made; or not fewer than 25 current or prospective utility company customers.
- As the complainant, you have the burden of proof. That means you must prove your case based on evidence and testimony presented at the hearing.
- PUC staff cannot represent you or assist you at a formal complaint hearing. This includes advocating on your behalf or providing legal advice.

To reach PUC Consumer Affairs:

1560 Broadway, Suite 250, Denver, CO 80202
303-894-2070 (local); 1-800-456-0858 (toll-free)
dora_puc_complaints@state.co.us

- **Customers who do not want their utility service disconnected must request an interim order from the ALJ and include this request in your complaint.**

WRITING THE COMPLAINT

Please click the following link to access the [Formal Complaint Form](#).

Directions to help you complete the formal complaint form appear below. If you need more space, attach a separate sheet of 8 1/2 X 11 paper, one side only. The complaint should be typed, if possible. To assist you further, the numbers on the formal complaint form will match the numbers on the directions below.

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1. FILL IN THE FULL LEGAL NAME OF EACH PERSON, BUSINESS OR CORPORATION FILING THE COMPLAINT. BESIDE EACH PERSON OR BUSINESS LISTED, SHOW COMPLETE MAILING ADDRESS AND DAYTIME TELEPHONE NUMBER. THE NAME(S) IDENTIFIED IN NUMBER ONE ARE CONSIDERED THE COMPLAINANT(S).
2. FILL IN THE FULL BUSINESS NAME OF THE UTILITY COMPANY ABOUT WHICH YOU ARE COMPLAINING. BESIDE EACH COMPANY, SHOW THE COMPLETE BUSINESS ADDRESS. THE NAME(S) IDENTIFIED IN NUMBER TWO ARE CONSIDERED THE RESPONDENT(S).
3. FILL IN YOUR STATEMENT(S) ABOUT WHAT YOU THINK THE UTILITY COMPANY HAS DONE WRONG. IF YOUR UTILITY SERVICE ADDRESS IS DIFFERENT FROM YOUR MAILING ADDRESS, MAKE SURE THAT YOU INCLUDE THE SERVICE ADDRESS.

One of these statements can summarize most complaints:

- Billing charges are not correct.
- The company is incorrectly charging me a deposit.
- The company shut off my service without reason.
- The company shut off my service without proper notice.
- The company didn't repair my service properly.
- The company won't give me service.
- The company didn't provide me with proper notice that they couldn't give me service by the promised date.
- My service quality is poor.
- The company won't let me pay off a past-due bill amount over the required period of time.
- The company won't let me change the amount I pay on a past-due bill amount.

If you think the company has done more than one thing wrong, state each error and the reason you think it was an error. Include a history of your problem. In other words, what are the facts about what happened first, second, etc.? You should be able to provide information about the following:

- People you spoke with and what they said;
- Copies of utility company bills, notices, letters, etc. that show details of your problem. You should organize these by date from beginning date to most recent date.

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4. FILL IN THE NAME OF THE CITY OR TOWN WHERE YOU WOULD LIKE TO HAVE YOUR HEARING. ALSO LIST ANY DAYS (EXCLUDING WEEKENDS AND LEGAL HOLIDAYS) THAT YOU WOULD BE UNAVAILABLE FOR A HEARING OVER THE NEXT 90 DAYS.
5. EACH COMPLAINANT MUST SIGN THE COMPLAINT. AS AN INDIVIDUAL, YOU DO NOT NEED TO BE REPRESENTED BY AN ATTORNEY. YOU CAN WRITE AND FILE THE COMPLAINT YOURSELF. (A CORPORATION NEEDS AN ATTORNEY UNLESS THERE ARE THREE OR FEWER SHAREHOLDERS AND THE AMOUNT IN CONTROVERSY IS \$10,000 OR LESS. IN THAT CASE, A CORPORATE OFFICER MAY REPRESENT THE CORPORATION.) IF THE COMPLAINT IS SIGNED BY AN ATTORNEY, THE ATTORNEY SHOULD FILL IN HIS/HER NAME, ADDRESS, TELEPHONE NUMBER AND REGISTRATION NUMBER.
6. FILL IN THE NAME OF THE CITY OR COUNTY WHERE THE COMPLAINT WAS SIGNED; FILL IN THE DAY OF THE MONTH; FILL IN THE MONTH; AND, FILL IN THE YEAR.

FILING YOUR COMPLAINT

Make two copies of your complaint. Keep one of your copies. Mail or hand deliver the original and one copy to the Colorado Public Utilities Commission, Records Management Unit, 1560 Broadway, Suite 250, Denver, CO, 80202. You will be sent another informational brochure entitled, "Formal Complaint Procedures."