

In South Carolina, Everyone Matters

The Office of Regulatory Staff Can Help Customers of:

- ✓ Household Goods Moving Companies
- ✓ Telephone Companies
- ✓ Investor or Privately Owned:
 - Sewer Companies
 - Water Companies
 - Electric Companies
 - Natural Gas Companies

If You Would Like More Information About:

- ✓ Utility Customer Rights
- ✓ Resolving Utility Billing Issues
- ✓ Electric & Natural Gas Safety Net Programs
- ✓ Saving Energy and Money
- ✓ Participating in the Regulatory Process

Consumer Services is Here for You!

***ORS
Consumer
Services***

**1-800-922-1531
www.regulatorystaff.sc.gov**



Your Basic Utility Rights

- 1. You have the right to establish utility service if you provide identification, provide a deposit (if needed), and provide access to your property.**
- 2. You have the right to a written notice before your service is disconnected.**
- 3. You have the right to set up a payment arrangement before service is disconnected.**
- 4. You have the right to have your meter tested for accuracy.**
- 5. You have the right to have the utility inform you of, and explain, the method of reading your meter.**
- 6. You have the right to an explanation of your bill.**
- 7. You have the right to have your complaints investigated promptly and thoroughly by the utility.**
- 8. You have the right to have your bill adjusted, within the rules and regulations of the SC Public Service Commission, if an error has been found.**
- 9. You have the right to contact the utility 24 hours a day, 7 days a week, in case of emergency or unscheduled service outages.**
- 10. You have the right to file a complaint with the SC Public Service Commission.**

