South Carolina Office of Regulatory Staff
1401 Main St. Suite 900 Columbia, SC 29201 Phone: 800-922-1531 Fax: 803-737-4750

Consumer Complaint/Inquiry Form

Please complete this form, save it to your computer and then send it to complaints@regstaff.sc.gov. A member of the SC Office of Regulatory Staff will be in contact with you to address your complaint or inquiry.

If your utility service is scheduled for disconnection, please call the ORS at 1-800-922-1531.

Please fill out all fields marked with an asterisk *, as they are required.
Failure to complete required fields may cause a delay in responding to you.

Name* Date*

Address*

City* ZIP Code*

Phone Number* Email

What utility/company is your complaint regarding?*

What is your account number?

Are you an authorized contact person for the account?* ☐ Yes ☐ No

Please outline your complaint below. Be brief as the field is limited to 1000 characters. Further detail, if needed, can be gathered when a member of the ORS staff contacts you. *

To save or print the form, click on the Save/Print Form button below.
To save the form, choose Adobe PDF as your printer, then click print. This will bring up a menu asking where you want to save the document to your computer. Once you have saved the form, you can submit it through email or print it and fax or mail it to the ORS using the information listed at the top of this page.

Save/Print Form