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# Got Questions, Comments, Complaints?

## *Your Go-To Guide to the CPUC*

October 2017



*Are you a resident and need assistance with a billing, service, or safety issue with a utility and have already contacted the company and spoke to its representative?*

The California Public Utilities Commission's (CPUC) Consumer Affairs Branch is here to help! The Consumer Affairs Branch assists residents who have questions about rates or services regarding electric, natural gas, telephone, or water utilities and assists residents who are unable to resolve an issue with their utility company.

- Call:** 1-800-649-7570
- Visit:** <http://consumers.cpuc.ca.gov/californiacares/>
- Write:** CPUC Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102

*Would you like to comment on a CPUC proceeding or policy issue?*

Contact the CPUC's Public Advisor's Office to provide your views, or informal comments, on CPUC proceedings and/or policy issues. Written informal comments sent through email or U.S. Postal Service are the most effective way to thoroughly and accurately provide your feedback on a CPUC proceeding and/or policy issue. The Public Advisor's Office also provides information and advice to residents and groups on how to formally participate in a CPUC proceeding as well as how to file a formal complaint and Alternate Dispute Resolutions.

- Call:** 1-866-849-8390 or 415-703-2074
- Visit:** <http://www.cpuc.ca.gov/pao/>
- Email:** [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)
- Write:** CPUC Public Advisor's Office, 505 Van Ness Ave., San Francisco, CA 94102

*Have a complaint about an intrastate moving company, limousine, airport shuttle bus, or Transportation Network Company (TNC or ride-share company)?*

Contact the CPUC's Transportation Enforcement Section to file a complaint about passenger carriers, *i.e.* limos, ride-share company, or intrastate household goods carriers, *i.e.* moving companies.

- Call:** 1-800-894-9444 (Passenger carriers), or  
1-800-366-4782 (Household goods carriers/moving companies)
- Visit:** <http://www.cpuc.ca.gov/carriercomplaint/>
- Email:** [ciu\\_intake@cpuc.ca.gov](mailto:ciu_intake@cpuc.ca.gov)
- Write:** CPUC Complaint Intake Unit - Transportation Enforcement Section  
505 Van Ness Ave., San Francisco, CA 94102

For more information, please contact the CPUC's Business & Community Outreach team: 1-800-421-0400 or e-mail: [outreach@cpuc.ca.gov](mailto:outreach@cpuc.ca.gov)