

# CALIFORNIA PUBLIC UTILITIES COMMISSION HOW TO FILE A COMPLAINT

## Utility Complaint: (Example: PG&E)

The fastest way to file a complaint is using our online complaint form. If possible, please scan a copy of your bill and attach it to your online complaint.

Online Complaint Form: <https://ia.cpuc.ca.gov/cimsapp/>

If you do not want to file your complaint online, download our complaint form with instructions. It includes information on our informal and formal complaint procedures, along with Alternative Dispute Resolution program.

<http://www.cpuc.ca.gov/NR/rdonlyres/7355B750-6447-4744-BBBF-91FE082A285F/0/101006Complaint.pdf>

If you have any questions about the complaints process, you can call us at 1-800-649-7570.

Address for Complaints: California Public Utilities Commission - Consumer Affairs Branch

505 Van Ness Avenue, Room 2250, San Francisco, CA 94102

## Public Safety Complaints

May also be filed with the PUC in California and your city, county, state representatives, and Governor Brown.

**The Following Types of Light Bulbs are a public safety problem if they break or cause fires. California EPA advises that these types of bulbs should be disposed of in a HAZMAT toxic waste disposal facility due to Mercury and other toxics inside the bulbs. PG&E has started to install various types of these light bulbs in homes in Plumas and other counties without warning the public about these hazards listed on the California EPA Website. You may file complaints about these hazardous light bulbs with the California Public Utilities Commission and with your elected representatives in the State of California.**

**Notes: According to the California EPA Broken Fluorescent, CFLs, NEON, LEDs, and other type of Light Bulbs (except incandescent), are a HAZMAT Problem if they break or cause a fire in your home. Disposal of these types of bulbs require a HAZMAT site and should not be disposed of in your normal waste/trash bins. (Warning: Do not break them and if broken follow California laws with regard to HAZMAT cleanup and disposal of hazardous wastes.)**

**Please note that older ballasts may leak either PCBs or Oil as they get older-check your schools and make sure that their ballasts were made after 1981, or they could be leaking PCBs into your child's classroom, in a factory or business office.**

[http://www.dtsc.ca.gov/hazardouswaste/mercury/upload/hwmp fs fluorescent-tubes-trash.pdf](http://www.dtsc.ca.gov/hazardouswaste/mercury/upload/hwmp_fs_fluorescent-tubes-trash.pdf)

<http://www.calepa.ca.gov/pressroom/Releases/2006/PR7-020906.pdf>