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# File A Complaint

[en español](#)

The CPUC can help you file a complaint against a utility, moving company, or “passenger carrier” (such as a limousine, airport shuttle, or charter bus company).

## PUBLIC SAFETY COMPLAINTS

If you notice a public safety problem – such as a dangling wire or a gas leak – **dial 911 and report the problem.** After your call, you also have the option to file a complaint with the CPUC. For more information, please see [Public safety complaints](#).

## OTHER COMPLAINTS

For all other complaints, your first step is to contact the company directly. To contact an electric, gas, telephone, or water utility, use the customer service phone number printed on the front page of your bill. Be sure to have a complete copy of your bill in front of you.

If you cannot resolve the problem after talking with the company’s customer service representative, you can file a complaint with the CPUC.

For further instructions on filing a complaint, please select a type of complaint:

- [Utility complaint](#) (a problem with your energy, telephone, or water bill or services)
- [Moving company complaint](#)
- [Limo, shuttle, or bus complaint](#)

For more information on how the CPUC can help you resolve issues, please see [Do You Have a Question or Complaint?](#)

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