

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.

