



# Formal Complaints

The Utilities and Transportation Commission regulates the rates and services of the state's investor-owned utilities and some transportation companies. The UTC can help you resolve complaints with regulated companies

If you have a problem with a regulated utility or transportation service, first contact the provider about the problem. If you are unsatisfied with the resolution, you may file an informal complaint with the commission by:

Calling toll-free 1-888-333-WUTC (9882);  
Filing online at [www.utc.wa.gov/fileacomplaint](http://www.utc.wa.gov/fileacomplaint);  
Emailing [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov); or  
Mailing a letter to P.O. Box 47250, Olympia, WA 98504.

If you have filed an informal complaint with the commission and are still not satisfied with the result, you may petition the commission to open a formal complaint.

A formal complaint begins a legal process similar to going to court. Formal complaints may only be filed to allege violations of state law, regulated company tariffs, or commission order or rule. Those who file formal complaints bear the burden of proof.

## Filing a formal complaint

By law, formal complaints must be submitted in writing and, clearly and briefly, must include:  
Specific facts of the complaint, including dates;  
Specific violations of state law or rules;  
Requested outcome or relief; and  
Your name and address and your attorney's contact information.

## State laws and rules

The laws and rules that govern formal complaints



**UTC**  
Washington Utilities  
and Transportation  
Commission

Consumer Protection  
1-888-333-9882  
[consumer@utc.wa.gov](mailto:consumer@utc.wa.gov)

PO Box 47250  
Olympia, WA 98504-7250  
[www.utc.wa.gov](http://www.utc.wa.gov)

## Filing formal complaints with the commission...

are in [RCW 80.04.110](#), [RCW 81.04.110](#), and [WAC 480-07](#). These may be reviewed online at [www.leg.wa.gov](#). Other provisions of law may be relevant to your complaint. For example, a complaint regarding energy service might cite the state's energy service rules. You can also research laws and rules related to your complaint on the commission's website at [www.utc.wa.gov](#).

### Legal support

You are not required to hire an attorney to file a formal complaint. However, you may want to hire representation to present your case to the commission and to guide you through all available options. If you choose not to be represented by an attorney, you must include a statement that all documents you submit are true and correct to the best of your knowledge. Commission staff are not allowed to provide legal advice to the public.

### Formal complaint process

If the commission determines your formal complaint is within its jurisdiction, that the conduct complained of—if proven—violates state law or commission rules, and that necessary documents have been submitted, a hearing will be scheduled. You and representatives from the company will be required to testify in person, in writing, or sometimes both. If the commission upholds your formal complaint, the commission is limited to fining the company or ordering a refund of fees paid for services. The commission does not have the authority to require payment for damages or suffering.

### To file a formal complaint, send all required documents to:

Utilities and Transportation Commission  
Attn: Records Center  
P.O. Box 47250  
Olympia, WA 98504

