



Do You Know When to Call the UTC?

Washington Utilities and Transportation consumer protection specialists are ready to answer your questions about the state's private utility and passenger transportation services.

Electricity Services

Call the commission...

If you have an issue with electric service from Puget Sound Energy, Avista, or Pacific Power regarding:

- Rates and charges
- Meter and billing accuracy
- Reliability and quality of electric service

The commission does NOT regulate...

Public utility districts, such as Seattle City Light, cooperative electric utilities, or issues related to:

- Electrical wiring inside a customer's home
- Damage claims
- Placement or relocation of utility poles

Natural Gas Services

Call the commission...

If you have an issue with natural gas service from Puget Sound Energy, Avista, Cascade Natural Gas, or NW Natural regarding:

- Rates and charges
- Meter and billing accuracy
- Reliability and quality of natural gas service

The commission does NOT regulate...

- Heating oil
- Liquid propane gas rates
- Damage claims
- House piping
- Gas pipeline siting



UTC
Washington Utilities
and Transportation
Commission

Consumer Protection
1-888-333-WUTC
consumer@utc.wa.gov

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Olympia, WA 98504-7250
www.utc.wa.gov

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Telecommunications

Call the commission...

If you have an issue with landline telephone service regarding:

- Network wiring to your home or building
- Proper authorization of carrier change
- Billing problems
- Quality of service
- Moving your phone number to a new service
- Pay phone price disclosure and operator services

The commission does NOT regulate...

- Wireless Services (contact state Attorney General's Office)
- Cable or satellite television (contact Federal Communications Commission)
- Interstate or international phone services, (contact Federal Communications Commission)
- Voice Over Internet Protocol (contact state Attorney General's Office)

Residential Moving

Call the commission...

If you have an issue with a residential mover within the state of Washington regarding:

- Rates and charges
- Loss and damage claims

The commission does NOT regulate...

- Interstate moves (contact Federal Motor Carrier Safety Administration)
- Commercial or office moves

Garbage and Recycling

Call the commission...

If you have an issue with a privately-owned garbage and recycling company in the state of Washington (not operating under a city contract) regarding:

- Garbage and recycling services
- Rates and charges

The commission does NOT regulate...

City-owned or contracted garbage and recycling services or issues related to:

- Standards and service-levels for recycling
- Hazardous waste
- Self-haul locations, such as garbage drop boxes and waste and recovery centers
- Damage claims

Water

Call the commission...

If you have an issue with a private water company regarding:

- Rates and charges
- Meter and billing accuracy

The commission does NOT regulate...

City-owned water companies, public utility districts, or issues related to:

- Homeowner's associations
- Water treatment companies
- Damage claims

Additional Resources

Attorney General's Office, 1-800 551-4636, www.atg.wa.gov

Federal Communications Commission, 1-888-225-5322, www.fcc.gov

Federal Trade Commission, 1-877-382-4357, www.ftc.gov

Federal Motor Carrier Safety Administration, 1-888-368-7238, www.fmcsa.dot.gov

