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
Do You Know When to Call the UTC? ...

**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

**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

**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

**Additional Resources**
Attorney General’s Office, 1-800 551-4636, [www.atg.wa.gov](http://www.atg.wa.gov)