

How to File Gas and Electric Disputes



Common dispute issues include, but aren't limited to: shutoff of utility service, billing and payment agreements, denial of a CAP/CRP application, or refusal of a medical certificate. If you are dissatisfied with a decision made by your utility, you have right to dispute it.

Here's how:

1) Tell PECO or PGW that you have a dispute

If you're facing shutoff, request that they postpone termination while they look into the complaint. The utility will provide a response within 30 days. If you're unhappy with their decision, request a copy of their report and use that to file a complaint with the Public Utility Commission.

To file a dispute with the utility, call PECO at (888) 480-1533 or PGW at (215) 235-1777.

2) File an informal or formal complaint with the Public Utility Commission (PUC)

Informal complaints are generally addressed more quickly than formal complaints. If filed before the day of shutoff, an informal complaint will temporarily stop the shutoff while the PUC investigates. If you are unhappy with the outcome, you can appeal. This will trigger a formal complaint, which begins a legal proceeding which can take up to six months.

To file a complaint, call the Bureau of Consumer Services (BCS) at (800) 692-7380 or visit puc.pa.gov/complaints/.

CLS phonelines are open for new clients! If you are facing issues with your utilities, call **(215) 981-3700** and leave us a message. For more information about CLS, visit clsphila.org.