

# YOUR RIGHTS MATTER.

If you are not satisfied with your utility company's response to an inquiry or complaint, contact ORS Consumer Services.

**ORS Consumer Services helps consumers resolve issues with regulated utilities in South Carolina.**

## Get Information on

*Your Rights as a Consumer of Utility Services  
Resolving Billing Issues with Your Utility  
Programs or Benefits Offered by Your Utility  
The Regulatory Process and How You May Participate*

## Regulated Utilities & Companies

*Privately Owned Utilities:*

- Electric
- Natural Gas
- Sewer
- Water

*Household Goods Moving Companies*

*Passenger Carrier Companies*

*Telephone Companies*

*Electric Cooperatives*

*- Customers of an electric cooperative may complain to the ORS if electric service at their home is disconnected for not paying their electric bill and if they believe their electric cooperative did not follow the proper disconnection procedures as outlined by law.*



# Your Rights as a Utility Consumer



- 1** *You have the right* to establish utility service if you provide identification, a deposit (if needed), and access to your property.
- 2** *You have the right* to a written notice before your service is turned off (disconnected).
- 3** *You have the right* to set up a payment plan before your service is disconnected.
- 4** *You have the right* to have your meter tested for accuracy.
- 5** *You have the right* to have your utility 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 your utility.
- 8** *You have the right* to have your bill adjusted, within the rules and regulations of the Public Service Commission of South Carolina, if an error has been found.
- 9** *You have the right* to contact your 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 Public Service Commission of South Carolina.