



## Individual Complaint Form Instructions and Procedure

Please contact the [Office of Regulatory Staff \(ORS\)](#) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.

### A. To file an official complaint: **(Complaints are processed pursuant to Commission Order No. 2025-744)**

1. Complete the [Complaint Form](#) found on the Commission's website at [www.psc.sc.gov](http://www.psc.sc.gov)

a.) The form may be completed and e-mailed to [contact@psc.sc.gov](mailto:contact@psc.sc.gov).

b.) Alternatively, a blank copy of the form may be printed, filled out, and then mailed or faxed to the Commission.

2. Individuals do not need to have legal representation to represent themselves before the Commission, but a corporation, partnership, limited liability company, or group of people or association must be represented by legal counsel. Neither the Commission nor the ORS can provide legal advice.

3. If additional documentation is necessary to supplement your complaint, attach it to the form. **The Public Service Commission of South Carolina has adopted the same standards regarding protection of personal identifying information as are in place in the various state courts (except Family and Probate Courts). These are set out in Rule 41.2(a) of the South Carolina Rules of Civil Procedure and are listed below:**

- a) **Redaction.** A person filing a document in paper or electronic format shall not include, or will redact where inclusion is necessary, the following personal identifying information.
- b) **Social Security Numbers, Taxpayer Identification Numbers, Driver's License Numbers, Passport Numbers or Any Other Personal Identifying Numbers.** If it is necessary to include personal identifying numbers in a document, the parties should utilize some other identifier. Parties shall not include any portion of a social security number in a filing.
- c) **Names of Minor Children.** If a minor is the victim of a sexual assault or the victim in an abuse or neglect case, the minor's name must be completely redacted and a term such as "victim" or "child" should be used. In all other cases, the minor's first name and first initial of the last name (i.e., John S.), or only the minor's initials (i.e., J.S.) should be used.
- d) **Financial Account Numbers, Including Any Type of Bank Account Numbers, Personal Identification Number (PIN) Code, or Passwords.** If financial account numbers are relevant, only the last four digits of these numbers should be used.
- e) **Home Addresses of Minors, Sexual Assault and Abuse and Neglect Victims, and Non-Parties.** If a home address of a minor, sexual assault victim, or non-party must be included, only the city and state should be used.
- f) **Date of Birth.** If a date of birth must be included, only the year of birth should be included.

Individuals who file documents with the Public Service Commission are hereby notified that their filings will be made available to the public on the Commission's searchable Docket Management System. The Public Service Commission assumes no responsibility for redacting personal identifying information from any filings. It is solely the responsibility of the filer to ensure that no personal identifying information is made public by inclusion in his or her filings.

**I have read and understand the Public Service Commission's policy pertaining to privacy protection for filings.**

**Signature of Filer:** \_\_\_\_\_

4. The Commission hears matters involving regulated utilities, but cannot award any monetary damages other than refunds for overpayments.

5. Complete the section of the form regarding publishing the contents of the complaint on the Commission's website (dms.sc.gov).

6. Complete the Verification section of the form. The form must be dated and signed before it will be processed. The information presented in the complaint form will serve as your pre-filed testimony for your case. It is important that your Statement of Facts be accurate and concise.

B. Your complaint will be processed by the Clerk's Office and assigned a docket number.

C. A Hearing Examiner will be appointed to your case.

D. After the Clerk's Office has assigned a docket number, you can review your case online by accessing the Commission's **Docket Management System (DMS)** (<http://dms.psc.sc.gov/dockets>). To view your case, enter the docket number assigned to your case. The docket number is in the format yyyy-*nnn*-*l* (e.g. 2009-401-E) and will be located on any correspondence to you from the Commission.

E. After the docket is established, any mailings or requests to the Commission must be copied to all parties of record listed in the docket.

F. **You must continue to make timely payments on any undisputed amounts on your account while your case is pending before the Commission or your service may be disconnected.**

**\*Complaints are processed pursuant to Commission Order No. 2025-744**

**By signing below, I agree to service and communications between myself and others, including the Public Service Commission (choose one):**

**Via email only at the following email address:** \_\_\_\_\_

**Via U.S. Mail only at the following address:** \_\_\_\_\_  
\_\_\_\_\_

**Signature of Filer:** \_\_\_\_\_

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<u><b>December 04, 2025</b></u>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<u><b>2025-191-A</b></u>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<u><b>2025-744</b></u>

**THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.**

**Directive Order Adopting Customer Complaint Procedures**

**SUBJECT:**

DOCKET NO. 2025-191-A - Rulemaking Proceeding Related to Amended and/or New Procedural Requirements Contained in Act No. 41 of 2025 - Staff Presents for Commission Consideration Customer Complaint Procedures.

**COMMISSION ACTION:**

I move that the Commission adopt the "Customer Complaint Procedures" as submitted by staff and drafted based on input from all relevant stakeholders at workshops conducted by the Commission. A copy of the procedures will be attached to the Directive.

PRESIDING: Powers                      SESSION: Regular                      TIME: 1:00 p.m.

	MOTION	YES	NO	OTHER
BELSER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Present in Hearing Room</u>
BRITT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Present in Hearing Room</u>
CASTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Voting via WebEx</u>
POWERS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Present in Hearing Room</u>
THOMAS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Voting via Telephone</u>
C. WILLIAMS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Present in Hearing Room</u>
J. WILLIAMS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<u>Present in Hearing Room</u>

RECORDED BY: P. McMullan



## CUSTOMER COMPLAINT PROCEDURES

**Step One.** The customer files a formal, written complaint with the Public Service Commission. After first confirming that the Office of Regulatory Staff has concluded its investigation, the Commission opens a docket to process the complaint under S.C. Code Ann. Regs. 103-824.

- Next, the Clerk's Office issues a 30-Day Notice for the utility to answer the customer's complaint.
- The Commission assigns the matter to a hearing examiner within five days of receipt of the complaint, and the appointment of the hearing examiner will be included in the 30-Day Notice.

**Step Two.** The company would then answer the complaint and, may, if appropriate, file a dispositive motion (e.g., a verified motion to dismiss or motion for summary judgment). The company's filing would include and present the relevant customer account information needed for a determination of the complainant's allegations. The complaint filed by the complainant and the filing (including the company's answer) and related evidence submitted by the company would be considered in resolving the complaint.

- In a docket where the company seeks a dispositive motion, the hearing examiner would review the customer's pre-filed direct testimony (i.e., the customer's written complaint) and the verified response (i.e., the company's answer).
- A hearing examiner may, but is not required to, convene a hearing examiner hearing, issue a directive requesting additional information from the parties, schedule oral arguments before the hearing examiner, or recommend a hearing before the Commission.

**Step Three.** Thereafter, the hearing examiner would compile a Report and Recommendation based on the evidence and testimony submitted by the parties for consideration by the Commission within ten (10) days of receipt of the answer; within ten (10) days of receipt of information requested in a hearing examiner directive; or, within fifteen (15) days of the conclusion of the scheduled oral argument, as applicable.

Within ten (10) days of the issuance of the hearing examiner's Report and Recommendation, a party may file with the Commission and serve the other parties with specific written objections to the hearing examiner's Report and Recommendation.

**Step Four.** The Commission would then review the evidence submitted to the hearing examiner and the hearing examiner's Report and Recommendation to render its final decision on the complaint.

**Step Five.** The Commission would act on the Report and Recommendation by discussion and vote at a scheduled Commission Business Meeting.

**Step Six.** If the Commission voted to reject a Report and Recommendation that recommended dismissal of the complaint, the matter would return to the hearing examiner to oversee the completion of all other prefiled testimony deadlines in the docket as set forth in the Notice of



## PROPOSED CUSTOMER COMPLAINT PROCEDURES

Hearing, the Prefile Testimony Deadline letter, and any procedural schedule issued by the Commission in the docket.

**Step Seven.** The matter would then be scheduled for a hearing before the Commission.

- If a hearing before the full Commission is scheduled, the hearing must be scheduled within thirty-five (35) days of the Commission's directive requiring a hearing.

12/4/25

