

Questions and Answers

Utility phone numbers to call first:

Always contact your utility company first and give the company an opportunity to respond. If the company does not respond to your satisfaction, call Consumer Services at the Oklahoma Corporation Commission (OCC) to determine if there is a rule violation.



How to Contact the Oklahoma Corporation Commission's Consumer Services Department (CSD):

Contact the CSD during normal business hours, 8:00 a.m. to 4:30 p.m., Monday through Friday except for Holidays:

- Hotline outside the OKC Metro

1-800-522-8154

- Hotline inside the OKC Metro

405-521-2331

OCC website: <https://oklahoma.gov/occ.html>, complaints can be filed 24 hours a day.

- To ask a question or make a comment, click on the complaints button then click on "Email Feedback" and an email form will pop up. Ask a question or make a comment, then click on "send."
- To submit a formal complaint against a "Public Utility," click on the complaints button then click on "Public Utility" and a complaint form will pop up. Answer all questions then click on "submit."
- Follow us on Facebook for important updates related to regulated entities: <https://www.facebook.com/occpud>

How to establish utility services: Call the utility and request service. Be prepared to answer questions and pay a deposit. Go only to an authorized pay site (ask utility for locations). Call the utility back with a receipt number.

How to avoid a cut-off of service: Make payments so they are received by the due date on the bill or request an arrangement for extended payments by contacting the utility prior to the due date on the bill.

Seeking financial assistance to help pay your bill: Oklahoma Low Income Home Energy Assistance Program (LIHEAP). To find out if you qualify, for LIHEAP go to www.benefits.gov.

How to restore service following a cut-off: Pay bill and call the utility to restore service – *allow 24 hours for electricity and 42 to 78 hours for natural gas.*

If you have a medical necessity requiring uninterrupted electric service: Request a "Life-Threatening" medical waiver form, have your doctor sign it, and return it to the correct utility address on the form to determine if your account qualifies.

If you have poor quality of service from a utility: Report the problem to the utility company first. If they do not respond, contact the CSD to determine if there is a violation of the Oklahoma Corporation Commission rules:

- Hotline outside the OKC Metro

1-800-522-8154

- Hotline inside the OKC Metro

405-521-2331

Prepaid metering and phones: Contact the company first, then call the OCC only if not satisfied with the company's response.

Consumer phone numbers for major public utilities in Oklahoma

Electric:

AEP/PSO..... 1-866-276-5831
Empire Electric 1-800-206-2300
OG&E Toll Free 1-800-272-9741

Gas:

AOG..... 1-800-842-5690
CenterPoint..... 1-866-275-5265
ONG 1-800-664-5463

Telephone:

AT&T 1-800-222-0300
AT&T Corp..... 1-800-616-1171
Cox Telephone OKC..... 405-600-8282
Cox Telephone Tulsa..... 918-806-6000
Pioneer 1-888-782-2667
Windstream 1-800-347-1991

If your utility/telephone company is not listed, call Consumer Services or 411 for local directory assistance:

- Hotline outside the OKC Metro

1-800-522-8154

- Hotline inside the OKC Metro

405-521-2331

EXCELLENCE IS OUR STANDARD



Lifeline-Link-Up Qualifications for subsidized telephone service: Go to the OCC website at <https://oklahoma.gov/occ/divisions/public-utility/telephone/lifelinehome.html>

You will receive a complete explanation of how to qualify for this subsidized telephone service listed under “Lifeline Information for Consumers.”

Services *Not* Regulated by the OCC

For all FCC matters go to:

<https://consumercomplaints.fcc.gov/hc/en-us>

- Cable Television – FCC
- City Utilities
- Computer Generated Calls – Office of the Attorney General at 405-521-3921
- Customer Premise Equipment – FCC
- Internet Service – FCC
- Wireless Telecommunications – FCC



Call Okie before you dig!
1-800-522-6543

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Consumer Guide to Utility Billing and Service Issues



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