

Subject Public Utilities Commission complaints process

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Overview

H.F. 393, as amended by the H0393A1 amendment, establishes a process by which a utility residential customer can file a complaint with the Public Utilities Commission and can appeal an adverse decision to district court.

Summary

Section Description

- 1 **[216B.17] Complaint investigation and hearing.**

Subd. 1. Investigation. Authorizes the Public Utilities Commission (PUC) to investigate a complaint made under section 216B.172.
- 2 **[216B.172] Consumer disputes.**

Subd. 1. Definitions. Defines “complaint,” “complainant,” and other terms.

Subd. 2. Complaint resolution procedure. Requires a complainant to file a complaint with the PUC’s consumer affairs office.

Subd. 3. Appeal; final commission decision. Authorizes a complainant to appeal a resolution of a complaint from the consumer affairs office to the commission. The commission may dismiss the complaint, resolve it through an informal process, or refer it to the Office of Administrative Hearings for a contested case proceeding.

Subd. 4. Judicial review. Allows a complainant to seek for judicial review of a commission decision regarding a complaint.

Subd. 5. Right to service during pendency of dispute. Requires a utility to continue or restore service while a complaint progresses through the administrative or judicial process, provided that the complainant agrees to enter a payment agreement with the utility, places the full disputed payment in escrow, or provides evidence of low-income status.

Section **Description**

Subd. 6. Rulemaking authority. Authorizes the commission to adopt rules to implement this section.



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