



## When to Call the Commission

The Washington Utilities and Transportation Commission (commission) regulates many utilities that directly impact your life and community. This guide outlines what the commission can help you with when it comes to your electricity, natural gas, water, telephone, residential moving, garbage and recycling services. It also includes contact information for unregulated problems you may need help with. The commission's staff of Consumer Protection Specialists are available at **1-888-333-WUTC (9882)** or by email at **consumer@utc.wa.gov**. To learn more, visit **www.utc.wa.gov**.

### Electric

#### Call the Commission

- Investor-owned electric companies such as:  
Puget Sound Energy, Avista Utilities and Pacificorp
- Rates and charges
- Meter and billing accuracy
- Reliability of the electric service
- Quality of service

#### The UTC Does Not Regulate

- Municipally-owned, Public Utility Districts, Cooperative electric utilities such as:  
Seattle City Light, Tacoma Power and Light, etc.
- Electrical wiring inside customer's home
- Damage claims
- Physical placement or relocation of utility poles

### Natural Gas

#### Call the Commission

- Investor-owned natural gas companies such as:  
Puget Sound Energy, Avista Utilities,  
Cascade Natural Gas, Northwest Natural Gas
- Rates and charges
- Meter and billing accuracy
- Reliability of the natural gas service
- Pipeline safety oversight
- Damage prevention— *Call Before You Dig*
- Quality of service

#### The UTC Does Not Regulate

- Heating oil
- Liquid propane gas rates
- Damage claims
- House piping
- Gas pipeline siting

### Water

#### Call the Commission

- Investor-owned water companies with over 100 customers or average annual revenue of \$557 per customer
- Rates and charges
- Meter and billing accuracy

#### The UTC Does Not Regulate

- Municipally owned water companies
- Public Utility Districts
- Local improvement districts
- Water districts
- Homeowner's associations
- Water treatment companies
- Damage claims

# When to Call the Commission

## Telecommunications

### Call the Commission

- Local service providers – landline telephone only
- In-state long distance telephone services
- Network wiring up to the network interface device (box on home or building)
- Proper authorization of carrier change (slamming)
- Billing problems
- Quality of service
- Number portability
- Pay phone price disclosure and operator services

### The UTC Does Not Regulate

- Wireless Services (*AG-see below*)
- Cable or satellite television (*FCC-see below*)
- Interstate or international telephone services (*FCC-see below*)
- Voice Over Internet Protocol (VOIP) (*AG- see below*)
- Charges for pay per call – 900 numbers
- Directory advertising
- Solicitation call (*FTC-see below*)
- DSL problems (*AG-see below*)
- Bundled services (*the commission does regulate a landline within a bundle*)

## Solid Waste and Recycling

### Call the Commission

- Privately-owned solid waste and recycling companies in the state of Washington, not operating under a city contract
- Solid waste and recycling service
- Rates and charges

### The UTC Does Not Regulate

- Municipally owned solid waste and recycling
- Standards and service-levels for recycling
- Hazardous waste
- Self-haul locations, such as garbage drop boxes and waste and recovery centers
- Damage claims

## Residential Movers

### Call the Commission

- Residential moves within the state of Washington
- Rates and charges
- Loss and damage claims

### The UTC Does Not Regulate

- Interstate moves (*FMCSA-see below*)
- Commercial or office moves

## Call Before You Dig

The “Call Before You Dig” Law (RCW 19.122), requires anyone digging more than twelve (12) inches into the ground call 811 and have any underground utilities located at least two business days before they dig.

If you have any problems with a utility locate – if the locate doesn’t happen, is late, incomplete or inaccurate – call the commission.

### Additional Resources

**AG** - Attorney General: Consumer Protection: 1-800 551-4636; [www.atg.wa.gov](http://www.atg.wa.gov);  
**FCC** - Federal Communications Commission: 1-888-CALL-FCC (1-888-225-5322); [www.fcc.gov](http://www.fcc.gov)  
**FTC** - Federal Trade Commission: 1-877-FTC-HELP (1-877-382-4357); [www.ftc.gov](http://www.ftc.gov)  
**FMCSA** - Federal Motor Carrier Safety Administration: 1-888-368-7238; [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov)

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