# Massachusetts Department of Public Utilities
# Consumer Complaint Form

Please complete this form in its entirety and either mail or fax it to the address or fax number below.

**Mail to:** Department of Public Utilities
Consumer Division *Attn: Mail-In Complaints*
One South Station
Boston, MA 02110

DPU Consumer Division Fax number: **617-305-3742**
DPU Consumer Division Phone number: **1-877-886-5066 (toll free)**

Today's Date: _____
Utility Company: _____
Your Account Number: _____

Your Name: _____
Address: _____
_____
City: _____ State: _____ Zip Code: _____
Home Phone: _____
Daytime/Work Phone: _____

(Please write legibly. If more space is needed to address your complaint please attach additional pages as required.)

Your Complaint:

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**The Consumer Division will contact you regarding this complaint.**