

# GENERAL INSTRUCTIONS FOR COMPLETING THE SHARED METER COMPLAINT INFORMATION FORM (Sections 1 - 4)

1 For an existing case, Check "Yes" and enter your 6-digit Case Number assigned by the Department of Public Service (DPS). For new cases, check "No" and a case number will be assigned to you by Staff.

2 Identify your association with this premise by checking "Owner," "Tenant," or "Third Party." An owner is considered the property owner as shown on a deed or the lessor on the lease agreement. A tenant is considered the person listed as the customer of record with the utility. A third party is the party that benefitted or caused the shared meter condition. If you are the tenant or third party in the case, please enter your name and the premise address of the shared electric or gas meter situation you wish to file your complaint about. If you are the property owner, please enter your name and the premise address of the shared electric or gas meter situation you wish to file your complaint about. It is very important that you specify the exact address including apartment or floor number involved so Staff may properly address your concerns. If the situation involves more than one apartment or floor at the same premise, please provide all apartment or floor numbers involved.

3 Contact information is required to be completed if your mailing address is not the same as the Customer Information section, or if you have a preferred method of contact that differs from the Customer Information section. If you are the property owner, this section will be required unless you are the current occupant of the shared address. If you are an attorney or representative of the owner, tenant, or third party, a letter of authorization will be required to be submitted along with your complaint.

4 Please choose which utility provides the electric or gas service. If you have concerns regarding more than one utility, please complete two separate forms. To find your account number, please either refer to your billing statement, or contact the utility by phone to complete this section. Please note, only enter an account number for an account in YOUR name as we cannot enter a complaint for a party who is not the account holder.

**NOTE: Additional documentation including but not limited to property deeds, lease agreements, electrician and/or plumber reports, etc. may be submitted as attachments to your complaint.**