

Filing a Complaint Online with the WY Public Service Commission

Access the Wyoming Electronic Docket Management System (DMS)

<https://dms.wyo.gov/external/publicusers.aspx>



Click on Submit after reading the Disclaimer

Click on "New Complaint"



The Complaint Form will open in a new window. The following information is required:

1. Choose Type – Complaint, Inquiry, or Public Comment
2. Enter your Account Number if available
3. Utility Type – Select from dropdown list
4. Company Name – Select from dropdown list (if your company is not listed, you can type in a company name in the box under "(OR)")
5. Select whether the complaint is for an individual or for a business and enter Complainant Information
6. Enter Service Address
7. Enter Mailing Address
8. Complaint Details
 - a. Select Complaint Type from Dropdown list
 - b. Enter Complaint Description

Complaint Form

The screenshot shows a web form titled "Complaint Form". At the top, there are radio buttons for "Complaint" (selected), "Inquiry", and "Public Comment". Below this is an "Account#" field. The "Utility" section includes a "Utility Type" dropdown menu with a note "(Select 'Other' if utility type not found)" and a "Company Name" dropdown menu with "(UK)" below it. The "Complainant" section has a "Type" dropdown menu set to "Individual", followed by fields for "First Name", "Home Phone", "Other Phone", "Email", "Last Name", "Work Phone", and "Fax". There are two address sections: "Service Address" and "Mailing Address", each with fields for "Address", "City", "State", and "Zip". The "Complaint Details" section features a "Complaint Type" dropdown menu and a large "Complaint Description" text area. At the bottom, there is a note: "Attach files for this complaint, if any - please attach one file at a time. Attachments may not exceed 24 megabytes or 24,576 kilobytes. Do not use special characters (such as &, -, *, %, /, #) in attachment names."

Attach files for the Complaint -

Click on the Browse button and find the file you would like to attach. Attach one file at a time. Attachments may not exceed 24 megabytes or 24,576 kilobytes. Do not use special characters (such as &; -; *; %; /; #) in attachment names. Click "Upload" after browsing to attach the file.

This screenshot shows the bottom portion of the form. It includes a "Name" field, a "Browse..." button, and an "Upload" button. Below these is a CAPTCHA image with the numbers 3, 9, and 4. A text box is provided for entering these numbers in sequence. A "Submit" button is located at the bottom right. Red circles highlight the "Browse..." button, the CAPTCHA text box, and the "Submit" button. Arrows point from the text above to these elements.

For security purpose, please enter the numbers from the image into the box in the same sequence. Click Submit when you are ready to send the complaint to the WY Public Service Commission. You will receive an acknowledgement email when the WPSC receives your complaint, if you have provided an email address.