



Tips for Participating in Public Input Hearings

When the Public Utility Commission (PUC) believes there is substantial public interest in a proceeding, the PUC may hold a public input hearing. The Office of Consumer Advocate (OCA) appreciates your interest in this case and offers the following tips:

- **Please Participate.** This is your opportunity to make the PUC and the utility company aware of any concerns that you have about the proceeding.
- **Call the OCA In Advance If You Have Questions about the Process or the Proceeding.** The OCA will answer questions you may have about the public input hearing and the proceeding.
- **Prepare What You Want to Say in Advance.** It is helpful to prepare your statement ahead of time. Especially if you are nervous about participating, you may want to write out your statement and then read it when you are called.
- **Add Your Own Experiences.** When you testify, give specific information relevant to the issues that concern you. If other customers have testified about the same issue, you may still mention it to show that the issue affects more than one. The Judge sometimes sets time limits for testimony.
- **Be Sworn In.** You may provide an unsworn statement, but unless you are sworn in, your testimony will *not* become part of the record in the proceeding.
- **Speak Slowly and Clearly.** Your testimony is important, so stay close to the phone or microphone, keep your voice up and use short sentences to explain your concerns with the proceeding.
- **Questions.** One of the parties may ask you questions about your testimony. Listen carefully to the questions and answer the best that you can. It is okay if you do not know the answer.
- **If required by the Administrative Law Judge, register in advance.** If there is a preregistration requirement, that information will be available in the notice and in newspapers and social media posts.

If the hearing is being held telephonically, here are a few additional tips:

- **Call in a Few Minutes Early.** If possible, call the toll-free number you are provided at least 5 minutes before the hearing is to begin. You will then have the opportunity to hear the PUC Administrative Law Judge's instructions at the beginning of the hearing.
- **Late Callers.** If you call in late, you may still be able to testify, but you will likely be called after all other customers have testified.

Thank You for Your Interest

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