

Public Input Hearings



Public Input Hearings give every person an opportunity to speak about how and why this potential rate increase matters. Comments, or testimony, can include information about how this case would impact them if approved by the PUC without any changes.

These hearings are open to the public and can be held in-person or online. The Judge who is ruling over the case, the PA Public Utility Commission, Advocates and Company staff are all there to listen.



Why are Public Input Hearings Important?



Prepare what you want to say before the hearing. This may help you feel more comfortable when it is your turn to speak.



Share your experience. Use specific examples when speaking or preparing your comment and if someone starts describing the same issue as you, repeat it. This shows all interested parties that this could be a pattern that impacts more than one customer.



When the judge asks you if you would like to be sworn in, we encourage you to say yes. Saying yes permits your comment to become a part of the case record and will be considered in the final decision when that is made.



If you can't make the hearing, submit a comment. Forms are available through the PUC's website or you can call OCA and we will mail you a form directly or you can contact OCA with your concerns.

Your opinion matters! Public Input Hearings are how the people that can help you, can hear you. Customers can use this time to speak about their current experience with the company. Some examples include issues like:

- My bill is already too high. If it increases any more, I won't be able to afford it!
- I can't talk to someone when I need help and I don't know where to turn.
- My service goes out regularly and it takes hours or days for it to come back on.

These comments can be used to strengthen our point and build our case for why some parts of the company's proposal may not be fair or reasonable to ask for. OCA may be able to use some of these shared experience in testimony and ask the company to create a resolution for the customer.

One common misunderstanding is that rate cases only focus on the rates or costs. Rate cases also look at service quality and Customer Assistance Programs. The OCA looks at how these can be improved and will often use your testimony at Public Input Hearings to make recommendations to the Commission.