



Managing Public Involvement

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Agenda



- Exchanging information
- Open Meetings
- Formal Hearings
- Rule makings



Exchanging Information



- Essential to the process
- Statutory authority
- Benefits
- Ex parte considerations
- Compare models

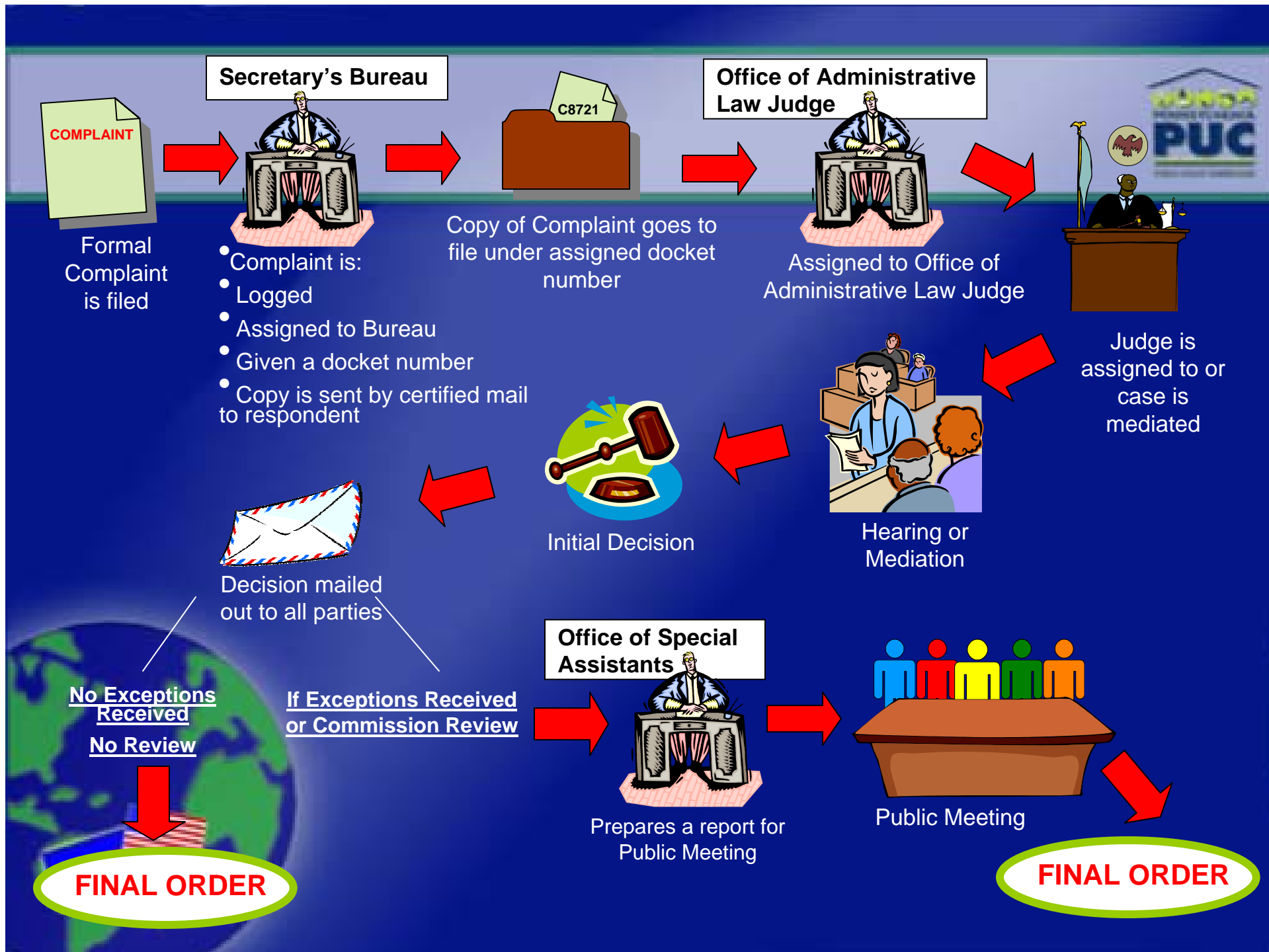


Role of the Secretary's Bureau



- Secretary is the Commission's official point-of-contact between the agency and the public
- All official Commission actions and decisions are issued over the Secretary's signature
- Receives all official documents and filings, serving as the Prothonotary of the Commission
- Dockets all filings
- Assigns formal proceedings to appropriate bureaus for handling
- Maintains Commission's case management system





Open Meetings



- Public session
- Public input hearings
- Legislative hearings



Formal Hearings



- Hearings before administrative law judges
- Hearings before the Commission
- Legislative hearings
- Appeals



Role of the Administrative Law Judge



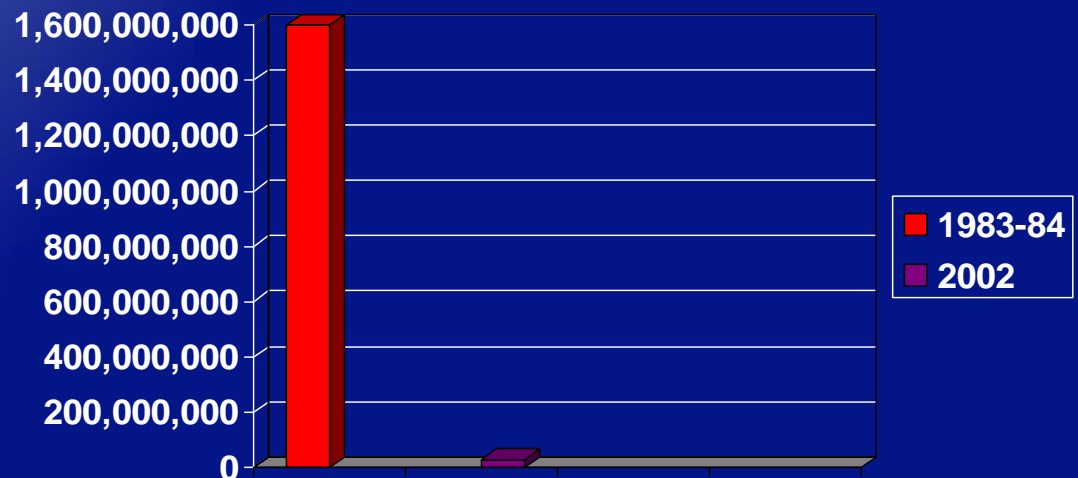
- Provides fair and prompt conflict resolution by independent administrative law judges who preside at formal hearings in contested matters before the Commission.
- The office also contains a mediation unit whose goal is to facilitate settlements rather than protracted proceedings.



Building a 21st Century PUC



- In 1983-84, the Commission was seeing a continuing trend from the 1970s for numerous and large requests for fixed utility rate increases.
- In 2002, the Commission processed 16 rate requests for a total of \$30 million -- 98 percent decrease. Most of the 2002 rate increases were for water, not energy.



Rulemakings



- Authorized by statute
- Commonly used
- Examples

