

# Roles & Responsibilities of the Clerk's Office



*NARUC Energy Regulatory Partnership Program*

*The Energy Regulatory Commission of the Republic of Macedonia  
and*

*The Vermont Public Service Board*

*by*

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# *Overview of Presentation*

- ❖ Role of the clerk
- ❖ Interaction with parties and public
- ❖ Management of incoming and outgoing documents
- ❖ Consumer complaints
- ❖ Public access to books and records





# *Role of the Clerk*

- ❖ Statutory responsibilities
- ❖ Contact point for parties & public
- ❖ Review of Board/Hearing Officer rulings
- ❖ Clerk's Office Staff



# *Interaction with Parties & Public*

- ❖ Hearing notices
- ❖ Website
- ❖ Public hearings
- ❖ Newspaper publications
- ❖ Bill stuffers





# *Management of Incoming & Outgoing Documents*

- ❖ Structured System
- ❖ Policies & Procedures
- ❖ Centralization
- ❖ Documentation
- ❖ Filing System
- ❖ Recordkeeping



# *Consumer Complaints*

- ❖ Informal
- ❖ Formal
- ❖ Disconnects





# *Public Access to Books and Records*

- ❖ Public Records Act
- ❖ Confidential information
- ❖ General inquiries
- ❖ Fees for copying