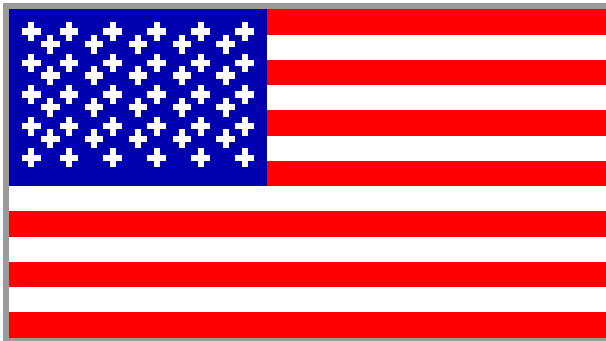
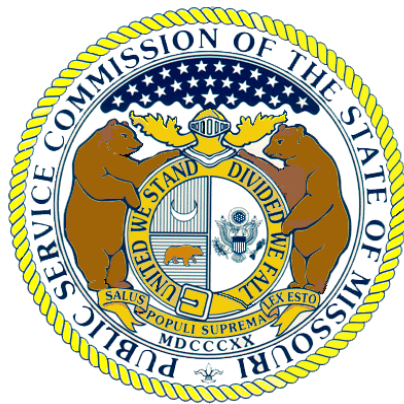


**Rwanda Utilities Regulatory Agency (RURA), National  
Association of Regulatory Utility Commissions (NARUC)  
and Missouri Public Service Commission (MPSC)  
Regulatory Partnership Program**



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# **Working with Stakeholders**

**Tuesday, October 26, 2004  
14:00**

**John Van Eschen**



## “Working with Stakeholders”

- Who are potential stakeholders?
- How are stakeholders included in the decision making process?
- How can the Stakeholder be assured they will be treated fairly?



# Who are potential stakeholders?

- Regulated companies
- Ratepayers (customers)
- Competing companies.
- Associations (groups)



# How are stakeholders included in the decision making process?

- Let the stakeholder know about pending issues/filings.
- Let the stakeholder provide input.



# Notifying the stakeholder

- Allow the public to have access to filings and proposals.
- Provide lists summarizing such filings and proposals.
- Issue press releases regarding controversial filings.
- Directly notify parties (Notice for regulated companies or notice in bill)



# How can stakeholders provide input?

- Office of the Public Counsel
- Letters to the case file.
- Intervention and participation in the case.
- Public hearing.



# Public Hearings

- Setting-up the public hearing.
- The informal pre-public hearing meeting.
- The public hearing.



# Intervention

- Allows an entity to formally be a party in a case.
- The entity must file an application to intervene.
- Regulator must approve the application to intervene.



# How can stakeholders be ensured they will be treated fairly?

- Regulator should avoid conflicts of interest.
- Regulator should avoid ex parte.
- A procedure should be in place for handling confidential information.



Questions?

