



A Guide To Local Public Hearings

A Publication Of The Missouri Public Service Commission

Local public hearings are designed to give consumers the opportunity to speak directly to Public Service Commissioners, who will make the decision in a pending case. This hearing provides you a forum to express your views, opinions and concerns about this case or bring any service-related problems to the commissioners' attention.

Who Participates In A Hearing?

- ▶ Affected customers
- ▶ Public Service Commissioners
- ▶ A PSC Regulatory Law Judge
- ▶ Parties to the case (including the PSC Staff; the Office of the Public Counsel, which represents residential and small business customers; representatives of utility companies; and others interested in the case.)

How Will The Hearing Proceed?

A commission regulatory law judge presides over the hearing. At the start, the judge will introduce the members of the commission and explain how the process works. Witnesses will be asked to testify. Witnesses appearing before the commission are requested not to ask questions of the commissioners. Because the case is still pending, commissioners are not allowed to comment on the proceedings.

Making A Statement

If you would like to make a statement, sign the witness list before the public hearing begins. The regulatory law judge will call the witnesses from this list during the hearing. If a previous witness has already expressed your views, you may waive the right to comment or state for the record your agreement with a previous witness. Commissioners may ask questions in order to clarify your comments and concerns.



Witnesses Who Testify Must Be Sworn In



Witnesses are sworn in so their comments can be included as part of the official record in this case. You will be asked to state your name and address for the record. The local public hearing statements are considered as evidence and part of the official record that the commission considers when making its decision in the case.

For More Information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at www.psc.mo.gov