

A Guide to Local Public Hearings

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. Local public hearings provide consumers a forum to express their views, opinions and concerns about a case or bring any service-related issues to the Commissioners' attention.

Who Participates in a Local Public Hearing?

- Affected customers.
- Public Service Commissioners.
- A Public Service Commission Regulatory Law Judge.
- Parties to the case (including the Public Service Commission 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 Local Public Hearing Proceed?

A Public Service Commission regulatory law judge presides over the hearing. At the start, the judge will introduce the members of the Public Service Commission and explain how the process works. Witnesses will be asked to testify. Witnesses appearing before the Public Service Commission are not allowed 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 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 Swear or Affirm

Witnesses must swear or affirm to the accuracy of their testimony so their comments can be included as part of the official record in the case.

For More Information

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



Missouri Public Service Commission

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