

PSC Hearing Guidelines and Tips

July 2023

The Public Service Commission (PSC) holds public hearings to allow utility customers and other interested persons an opportunity to provide comments or concerns on a pending case.

If you want your voice heard, speaking at, or submitting written testimony to, a public hearing is your opportunity.

How to participate in a public hearing:

For certain types of cases, the utility must publish notice of the date, time, and place of the public hearing in the impacted service area. You may find notices for the public hearing on the utility and PSC websites, the newspaper, and the utility and PSC social media.

Watch online: The public is always invited to livestream Commission hearings on the [Commission's YouTube](#) channel and on the [Public Utility Law Judge \(PULJ\) YouTube](#) channel, or watch them later at your convenience. This is a great option for those who do not wish to actively participate but do want to stay informed.

Go in-person: The information about where to go for the public hearing will be in the hearing announcement. Some hearings are held in the service territory of the utility. Other hearings are held at the Public Service Commission:

William Donald Schaefer Tower
6 St. Paul Street, 16th Floor
Baltimore, MD 21202
(410) 767-8000

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State of Maryland

Submit written comments: You may submit written comments through the PSC's website <https://www.psc.state.md.us/make-a-public-comment/>. Please be sure to include the related case number with all comments. You may also submit written comments to:

Jamie Bergin, Chief Clerk
Maryland Public Service Commission
6 St. Paul Street, 16th Floor
Baltimore, MD 21202

What to expect when you participate in a public hearing:

A PSC Public Utility Law Judge (PULJ) or Commissioner(s) will conduct the public hearing. The PULJ or Commissioner is seated at the front of the room when the hearings are held in-person and will introduce the case and parties present. A court reporter will also be there to make a written record of the public comments. Utility representatives and other parties will often be available to either explain the case or answer questions.

If you are there to provide testimony, you will most likely have to put your name on a sign-in sheet, and they will call your name when it is your turn. Once you provide your testimony, the panel may ask you follow-up questions or ask you to clarify something you have said. You are not able to ask them questions because the panel will decide the case and must remain neutral. You are there to have your voice heard on a particular topic and voice any support or concern you may have.

Tips for participating in a public hearing:

- Arrive early and, if in-person, sign the sign-up sheet (if you wish to testify).
- Prepare your comments ahead of time – you may read a written statement or submit them into the record to the Commission.

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- Focus your comments on the issues raised by the case. Do not use the public hearing to discuss individual billing or other problems which are not the subject of the hearing. They will not answer questions at the public hearing.
- Speak about what you know. Use your personal experience as a customer. These stories are very impactful and carry weight.
- Speak slowly and clearly and spell your name for the record.
- While public comments are not “evidence” in the case, they will be considered by the PSC in coming to a decision.