



How to Participate in Utility Cases

Any decision that an investor-owned utility makes that might impact customers' rates must go before the Public Service Commission of South Carolina (PSC).

The formal legal proceeding in which an investor-owned utility applies to the PSC for a change in rates charged to their customers is known as a rate case. Consumers are usually most interested in utilities' request to increase rates. You can participate in a rate case and other cases before the PSC if you are a customer of the utility.

YOUR VOICE

MATTERS

3 Ways to Participate

There are 3 ways you can participate in a rate case. If you choose to file a petition to intervene, *then you cannot use options 2 and 3.*

1 File a Petition to Intervene

OR

2 File a Letter of Protest

You can express your opinion to the PSC in writing. See www.psc.sc.gov/consumer-info/file-letter-protest for instructions on how to file a letter of protest.

AND/OR

3 Participate in a Night Hearing

You can express your opinion to the PSC verbally, but you will not be able to examine witnesses. Also, the Commissioners may ask you questions. Night hearings are held at various locations throughout the state. See www.psc.sc.gov/consumer-info/public-night-hearing-procedures for more information on night hearings.

You will be a party of record in that case before the PSC and be able to present testimony, examine witnesses, and be cross-examined. See www.psc.sc.gov/publications/pro-se-litigant-guide for instructions on how to intervene.

QUESTIONS?

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About the Office of Regulatory Staff

The ORS represents consumers of investor-owned utilities in South Carolina before the PSC. The PSC is the state agency that sets utilities' rates. The ORS must look at the impact to the consumer and utilities' continued investment in reliable and high-quality services.