

Regulation of Water Utility Rates and Service



Public Utility Commission

- Regulates Rates
- Regulates Service
- Establishes Rates through Rate Cases

THE REGULATORY OBLIGATION OF THE PUC IS TO BALANCE THE INTERESTS OF BOTH CUSTOMERS AND THE UTILITY.

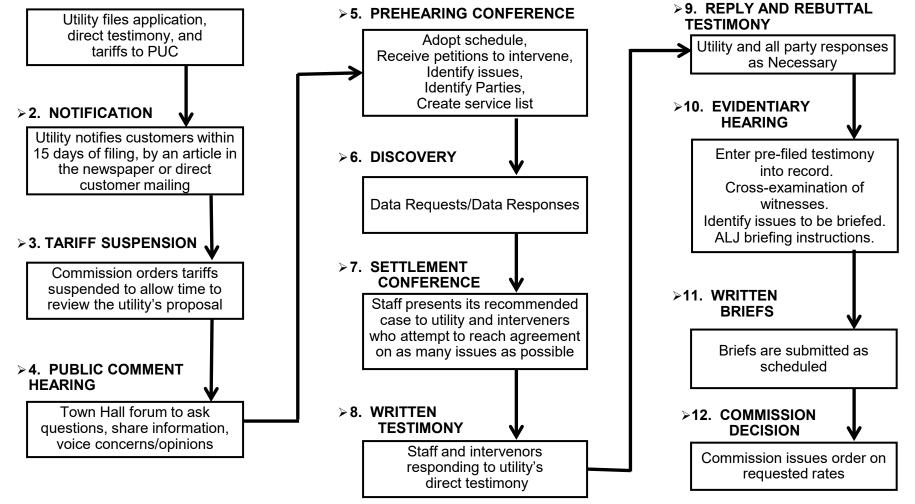
Suspension of Tariffs

PUC Response to Filed Tariffs:

- Commission Can Approve
- Commission Can Deny or
- Commission Can Suspend Effective Date of Tariffs
- The Commission may direct a 6 to 9 month suspension to allow time to investigate the utility's proposed rates

Flowchart - Water Rate Case

> 1. UTILITY FILING



PUBLIC COMMENT HEARING Information Exchange

Ratemaking Process

PUC Website: <u>www.oregon.gov/puc</u>

Customers May Voice Concerns/Comments

- In Person at the Public Comment Hearing
- **Telephone** Staff or Consumer Services1-800-522-2404
- Mail to: PUC, PO Box 1088, Salem OR 97308-1088
- **Fax**: 503-378-5743
- E-file Comments to: puc.filingcenter@puc.oregon.gov

Consumer Services

Public Utility Commission Consumer Services Division P.O. Box 1088 Salem OR 97308-1088 FAX: 503-373-7752 1-800-522-2404

puc.filingcenter@puc.oregon.gov

Prehearing Conference

Purpose:

- 1) Petition to intervene
- 2) Identify parties
- 3) Create a service list
- 4) Identify issues
- 5) Adopt schedule

Administrative Law Judge (ALJ)

- Presides over proceeding in a fair and impartial way
- Adopts schedule for the case
- May grant petitions to intervene
- Resolves procedural issues among the parties
- Conducts the hearing, administering oath to witnesses, and may ask questions at the hearing of any Party
- May certify a question to the Commission
- Other duties delegated under OAR 860-001-0090

Staff – Party to the Case

- Represented by Assistant Attorney General from the Department of Justice
- Reviews the application, gathers information about the case
- Presents Staff's recommendation at Settlement, negotiates settlement on behalf of Staff
- Files written testimony in support of Staff's position or files written testimony in support of a stipulation (if settlement is reached)

Utility – Party to the Case

- Files direct testimony (application for new rates)
- May choose to be represented by counsel but it is not required
- Responds to data requests from Staff and Intervenors
- Has burden of demonstrating rate request is justified

Intervenor – Party to the Case

- Usually a customer or customers' representative
- May choose to be represented by counsel; not required
- Receives copies of testimony, exhibits, and other documents
- May file written testimony prior to the Evidentiary Hearing
- May cross-examine witnesses at Evidentiary Hearing
- May not present legal argument unless you are an attorney. See OAR 860-001-0310.

Non-Party Status

Interested Person/Public

- May request to receive copies of ALJ rulings and orders
- Notify PUC at (503) 378-6678 or puc.hearings@puc.oregon.gov,

reference the UW Docket number to request to receive notices. This docket is UW 190.

 May not participate in settlement discussions or the Evidentiary Hearing, but may attend and observe the public proceedings.

How to Participate

CUSTOMER/PUBLIC	PARTY TO THE CASE
Request to Receive Notices	Apply for Intervenor Status
Comments/Opinions/Questions	Comments/Opinions/Questions
by Mail	by Mail
by Telephone	by Telephone
by E-mail	by E-mail
by Fax	by Fax
Receive Notices	Receives Notices
	Participate in Settlement Conf
	May Submit Testimony
	Participate in Evidentiary Hearing

Public Utility Commission

The Commission is charged with ensuring safe and adequate water service at fair and reasonable rates. The Commission is a consumer protection and advocacy body; responsible for protecting the customers of any public utility from unjust and unreasonable prices and practices.

The Commission is responsible for balancing the interests of the utility and the consumer in establishing fair and reasonable rates. Rates set by the Commission allows the utility to maintain its credit and attract capital. The utility should be allowed to earn sufficient revenues for reasons of debt service and capital for reinvestment.

PUC STATUTORY AUTHORITY

ORS 756.070 – 125 INVESTIGATORY POWERS
ORS 756.160 – 200 ENFORCEMENT & REMEDIES
ORS 757.005 DEFINES A PUBLIC UTILITY
ORS 757.020 DUTY TO SERVE
ORS 757.061 REGULATION OF WATER UTILITIES