



# *PUBLIC PARTICIPATION*

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Diane Munns

Chairman, Iowa Utilities Board

26 July 2004



# *Public Participation*



## ★ Public Meetings

- Board Hearings
- Rate Case Consumer Comment Hearings
- Transmission Line Information Meetings
- Information Meetings
- Special Purpose Meetings





# *Board Hearings*



## ★ Formal Proceedings

- Generally in Board hearing room
- Parties to the case only participants
- Citizens may observe



## ★ Select Proceedings (Transmission, Generation)

- Held at location close to project
- Parties to the case primary participants
- Citizen may observe





# *Rate Case Consumer Comments*



- ★ IUB Staff schedules and make arrangements
- ★ Purpose – Hear what customers think
- ★ Benefit – Educational opportunity for all
- ★ Participants – Official case parties & public
- ★ Promotion – How we tell customers about it



# *Rate Case Consumer Comments*



## ★ Arrangements

- Determine cities for comment hearings
- Compare participants schedules for dates
- Locate and reserve meeting halls
  - Auditoriums (including theaters)
  - School gymnasiums
  - Hotel meeting rooms
  - Social Halls (Churches, Fraternal Lodges, etc.)



# *Rate Case Consumer Comments*



## ★ Purpose

- Utility explains rate request
- Consumers make comments, ask questions
- Board members ask questions of consumers



## ★ Benefit

- Consumers learn about rate case proposal
- Consumers learn about rate decision process
- Board and company hear consumer concerns





# *Rate Case Consumer Comments*



## ★ Participants

- One or more IUB members
- IUB Staff
- Office of Consumer Advocate representative
- Utility Staff usually includes an executive
- Court Reporter for transcription
- General public





# *Rate Case Consumer Comments*



## ★ Promotion

- News release, news media advisory
- Public service announcements
- Advertising
- Utility mailing to customer
  - With rate notice
  - Bill insert



# *Transmission Line Information*



★ Electric franchise or Natural Gas Pipeline

★ Utility schedules and makes arrangements



★ Purpose – Explain elements of process

★ Benefit- Public education, Utility feedback

★ Participants- Utility staff, IUB Staff, Public



★ Promotion – Direct notice to land owners

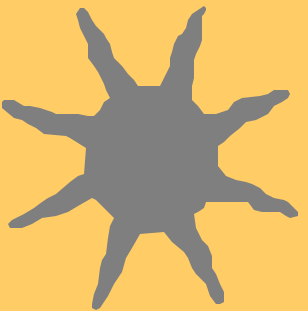


# *Transmission Line Information*



## ★ Utility seeking franchise arranges meeting

- Compares schedules of utility and IUB staff
- Arranges meeting location near project site
- Provides all audio-visual equipment
- Usually provides coffee and cookies



## ★ Promotion

- Sends registered mail packets to landowners
- Law forbids talking to landowners before meeting





# *Transmission Line Information*



## ★ Purpose

- Utility explains the proposed project
- IUB staff explain franchise process
- Utility right-of-way staff explain
  - Process for obtaining easements
  - Process for eminent domain



## ★ Benefit

- Public learns factual details of proposal and process
- Utility learns public concerns about proposal





# *Information Meetings*



## ★ Multi-purpose meetings

- Information Meeting or Town Hall Meeting
  - May be a research or study issue
    - NOI – Board initiated
    - Legislative directive
  - Could be a rule making
  - Goodwill/Public Relations
- Participants
  - Public, Utility staff, IUB Staff



# *Special Purpose Meetings*



## ★ Customer Service Meetings (Annual)

– Participants:

- IUB Staff, Utility clerks, workers from the Community Action Agencies (social)

– Purpose:

- Discuss topical issues
- Answer questions about rules, customer situations
- Review winter disconnection moratorium
- Distribute educational materials



# *Special Purpose Meetings*



- ★ Utility Customer Service Staff (Quarterly)
  - Individual utility meetings to discuss issues
- ★ Chambers of Commerce, Business Groups
  - Advice and education on IUB dockets
- ★ Training Groups
  - Workforce Development staff
  - Utility clerks, social workers

