



# Public Service Commission Chairman Lane's Column



March 16, 2020

## The PSC Wants to Hear From You!

Have you ever thought, "I'd like to call the Public Service Commission?" Well, I invite you to follow through on that. Whether you are concerned about a rate case, overweight trucks on the road, a blocked railroad crossing or have questions about a utility project in your area, the PSC wants to hear from you.

We receive thousands of letters, faxes and online comments every year, all of which are important in the Commission's decision making process. Each of these is docketed and filed in the appropriate case. They are then carefully read and considered by Staff, my fellow Commissioners and me when developing and deciding cases. The Public Service Commission is charged by the Legislature with balancing the interests of current and future utility service customers with the general interest of the state's economy and the interests of the utilities. We encourage citizens and customers to make your voices heard on matters before us, and we have tried to make that as easy as possible for you.

There are several ways to follow what the Commission is doing and get in touch with us.

It is easy to follow any formal case in front of the Commission by logging onto our website: [www.psc.state.wv.us](http://www.psc.state.wv.us). Documents in formal cases are available, free of charge, by selecting "Case Information." You can also become a "Case Subscriber," so anytime a filing is made in a case in which you are interested you will receive an email notification.

The Commission holds public comment and evidentiary hearings that are open to the public. The hearing schedule is on our website under "Public Hearings." We also live stream all Commission hearings held at our Charleston Office. To watch, just select "Commission Webcast."

You can write to the Commission with your opinion or concerns. Mail your letters to P.O. Box 812, Charleston, WV 25323, or fax them to 304-340-0325. Or you can file an online comment through our website by selecting "Submit a Comment."

All of these options are free of charge and will efficiently register your opinions and concerns with the Commission. We hope to hear from you soon.