***Consumer Bulletin***
from the
Pennsylvania Office of Consumer Advocate

Announcing Public Input Hearings Regarding the Proposed Rate Increase Request of Pittsburgh Water and Sewer Authority

The Pennsylvania Public Utility Commission (PUC) has scheduled six telephonic public input hearings to gather information from ratepayers regarding the proposed rate increase request filed by Pittsburgh Water and Sewer Authority.

The PUC is the state agency that is investigating the proposed rate increase and will make the final determination as to what increase, if any, is just and reasonable.

The Office of Consumer Advocate represents consumer interests and encourages all customers affected by this proposed rate increase to participate.

The Public Input Hearings will be held telephonically on
- Tuesday, July 7, 2020 at 1:00 p.m. and 6:00 p.m.
- Wednesday, July 8, 2020 at 1:00 p.m. and 6:00 p.m.
- Thursday, July 9, 2020 at 1:00 p.m. and 6:00 p.m.

- To testify at a hearing, contact the Office of Consumer Advocate (OCA) at 1-800-684-6560 or register online at https://us02web.zoom.us/webinar/register/WN_UTwLKZ7tRZyr-gP2T-RWBw no later than 1:00 p.m. on Monday, July 6, 2020.  (Note: you do not need to have video access to testify at a public input hearing.)

- Any persons that have not contacted the OCA or registered online by 1:00 p.m. on Monday, July 6, 2020, may not be able to testify in the telephonic public input hearings.

- If you do not wish to testify but want to listen to the public input hearings, you must contact the OCA to obtain call-in information by 1:00 p.m. on Monday, July 6, 2020 or you may use this link at any time to listen to the public input hearings: https://us02web.zoom.us/webinar/register/WN_UTwLKZ7tRZyr-gP2T-RWBw  
  (Note: you do not need to have video access to listen to the public input hearings.)

If you have questions or need additional information, please contact our office.

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Tips for Participating in Telephonic Public Input Hearings Regarding Pittsburgh Water and Sewer Authority (PWSA)

The Public Utility Commission (PUC) has scheduled six public input hearings regarding the rate increase request filed by PWSA. The hearings will be held on July 7, 8 and 9 at 1:00 p.m. and 6:00 p.m. each day. The Office of Consumer Advocate offers the following instructions and tips for those who would like to testify or listen to the hearings:

Please Participate. This is your opportunity to make the PUC, PWSA and the other parties aware of any relevant concerns that you have regarding this proposed rate increase request.

Call the Office of Consumer Advocate (OCA) or Register Online If You Want to Testify at a Public Input Hearing. You must contact the OCA at 1-800-684-6560 or register online at https://us02web.zoom.us/webinar/register/WN_UTwLKZ7tRZyr-gP2T-RWBw no later than 1:00 p.m. on Monday, July 6, 2020. (Note: you do not need to have video access to testify at a public input hearing.) Any persons that have not contacted the OCA or registered online by 1:00 p.m. on Monday, July 6, 2020, may not be able to testify in the telephonic public input hearings.

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Prepare What You Want to Say in Advance. It is helpful to prepare your statement ahead of time. If you are nervous about speaking, you may want to write out your statement and then read it when you are called.

Be Sworn In. You may provide an unsworn statement, but unless you are sworn in as a witness your testimony will not become part of the record in the proceeding.

Add Your Own Experience. As a customer, you have unique information. When you testify, give specific examples to support the issues you address. If other customers have already testified about the same issue, you may still mention it. It will show the issue is not affecting just one person. If there are many speakers, the Judges may set a time limit for each witness.

Speak Slowly and Clearly. Your testimony is important so make sure you are understood. Stay close to the phone, keep your voice up and use short sentences to explain your concerns with the utility company’s proposed rate increase.

Questions. Sometimes one of the parties in the proceeding may want to ask you a question about your testimony. Listen carefully to the question and answer it the best you can. It is okay if you do not know the answer.

Assistance from the OCA. If you need information about the proceeding or about how to testify, please feel free to contact the OCA at 1-800-684-6560 in advance of the hearing.

If you have questions or need additional information, please contact our office

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