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| How Does the Utilities Commission Make its Decisions?The Commission is required to make decisions that are fair to customers and also fair to the utilities that we regulate, and our decisions must be based on evidence and the law. Commissioners cannot have private conversations about a pending case with the utility or other parties. All of the testimony is posted on our website except confidential trade secret information. It usually takes several months after the public witness hearings and the expert witness hearings before the Commission issues its decision.  |

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| Who We Are and What We DoThe Utilities Commission regulates investor-owned companies that provide these services:* Electricity
* Natural Gas
* Water
* Wastewater Treatment
* Telephone
* Ferry Transportation
* Household Goods Moving

The Governor appoints the Commissioners, who must also be approved by the General Assembly. Commissioners are prohibited from having a personal stake in the decisions they make, and they cannot hold any other job or run a business while they serve as Commissioners.  |
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|  | North carolina UTILITIES Commission4325 Mail Service CenterRaleigh, NC 27699-4300 919-733-7328www.ncuc.net |  |  |

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| North carolina utilities Commission |
| How to Provide Public Witness Testimony  |

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| Why Does the Commission Hold Public Witness Hearings?The Utilities Commission decides whether investor-owned utilities may increase their prices and whether new utility facilities may be built. Decisions are based on the evidence and the law. Some proceedings, such as integrated resource planning for electric utilities, help identify policy issues regarding the provision of utility service into the future. In these instances, the Commission’s decisions typically don’t have a direct and immediate impact on customers.Customer witness hearings allow the public to present evidence on how decisions on long-term utility planning options might impact customers and their communities. Sometimes the Commission also holds expert witness hearings where the utility’s and other intervenors’ experts testify and are available for questions.  | If You Want to TestifyPublic witnesses should sign up to testify; a sign-up sheet should be available when you enter the courtroom. When you are called to testify, you will be asked to state your name and address, and to take an oath or attest that your statement will be true. We do not allow signs, placards, skits or other forms of demonstration in the courtroom. The best testimony is brief, to the point, and provides new information.When many people want to speak, we may limit each person to five minutes or less. Testimony is limited to the case before the Commission for which the hearing is being held. A court reporter will record your statement. Later, a written transcript of the hearing will be posted on our website under the docket number that we have assigned to the proceeding. After you make your statement, an attorney or any of the Commissioners may ask you questions. Remember, this is a legal proceeding, not a town hall or protest meeting.  | The Public Staff Intervenes on Behalf of the Consuming Public The Public Staff-North Carolina Utilities Commission is a separate agency that represents you, the consuming public, in all matters before the Utilities Commission. A Public Staff attorney will be at the hearing and can answer your questions before and after the hearing.The Public Staff has 80 employees, mostly accountants, engineers, and attorneys. They audit and investigate utility requests for price increases and major facilities. They are not employees of the Commission.In addition, the Consumer Services division of the Public Staff mediates certain billing and service disputes that customers have with their utilities. You can reach them toll-free at 866-380-9816.If You Would Rather Not TestifyYou can write us a letter, or email us at: statements@ncuc.net  |