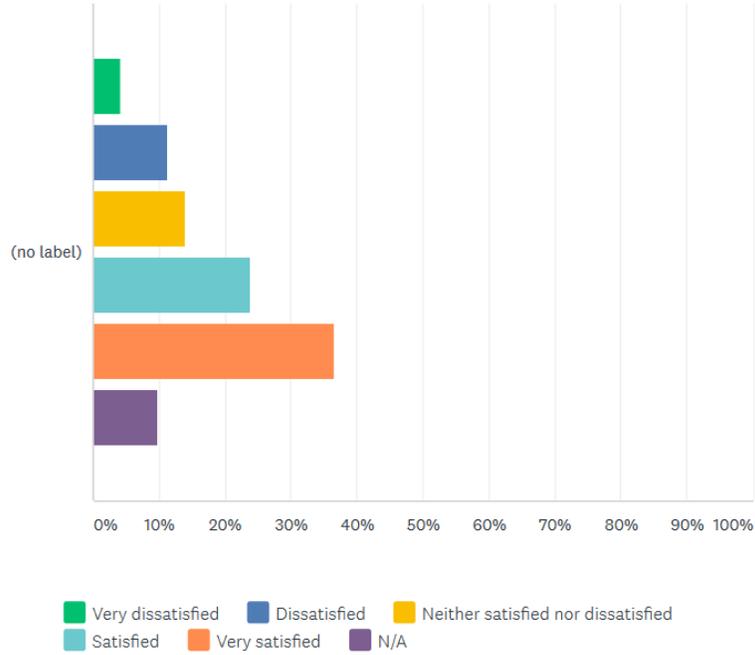


2019 PUC Customer Satisfaction Survey Results

Question 1

How satisfied are you with the time it takes to get a response when you call or email the Commission?

Answered: 71 Skipped: 1



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.23% 3	11.27% 8	14.08% 10	23.94% 17	36.62% 26	9.86% 7	71	3.86

Showing 14 responses

Customer service has greatly improved, especially when it involves getting case files from older cases, though getting responses from hearing officer cases involving schedule changes is still a problem. The clerks are doing a good job for the public.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#) ▼

I am happy with the clerk, no complaints about that portion.

7/25/2019 12:52 PM

[View respondent's answers](#) [Add tags](#) ▼

It is not always easy to understand the answers given in legal jargon. Some motions made in ePUC in a case (8887) I have been following have not been answered in months. So in this case I am very dissatisfied.

7/21/2019 7:30 PM

[View respondent's answers](#) [Add tags](#) ▼

Sometimes it is tough to communicate with the receptionist(s) when I call the PUC -- normally it is a simple referral to the Clerk, or other staff person. But, I have had experiences where the receptionist has not provided adequate information and has not passed my inquiry along to other staff.

I've never tried to contact the PUC.

7/16/2019 9:46 AM

[View respondent's answers](#) [Add tags](#) ▼

I don't do this regularly

7/11/2019 4:04 PM

[View respondent's answers](#) [Add tags](#) ▼

Judith Whitney is very responsive. She provides timely and helpful procedural and general information in a pleasant manner. Public records requests are handled quickly and thoroughly.

7/11/2019 8:56 AM

[View respondent's answers](#) [Add tags](#) ▼

The clerks have always been amazing and very helpful to me.

7/10/2019 9:41 PM

[View respondent's answers](#) [Add tags](#) ▼

The clerk's office provides excellent and timely responses.

7/10/2019 8:54 PM

[View respondent's answers](#)

[Add tags](#) ▼

Ms. Whitney and Ms. Anderson are very helpful and responsive when I or my staff call with technical questions (often related to ePUC).

7/10/2019 5:51 PM

[View respondent's answers](#)

[Add tags](#) ▼

the entire PUC process is incomprehensible to citizen intervenors and extremely unfriendly to us

7/10/2019 4:17 PM

[View respondent's answers](#)

[Add tags](#) ▼

Holly and Judith are great.

7/10/2019 4:16 PM

[View respondent's answers](#)

[Add tags](#) ▼

I seldom need to call or email the Commission.

7/10/2019 3:38 PM

[View respondent's answers](#)

[Add tags](#) ▼

At worst, dissatisfied. In the past I have been told that someone would look into my request and then have gotten no response at all. But I do believe the trend is approving.

7/10/2019 3:37 PM

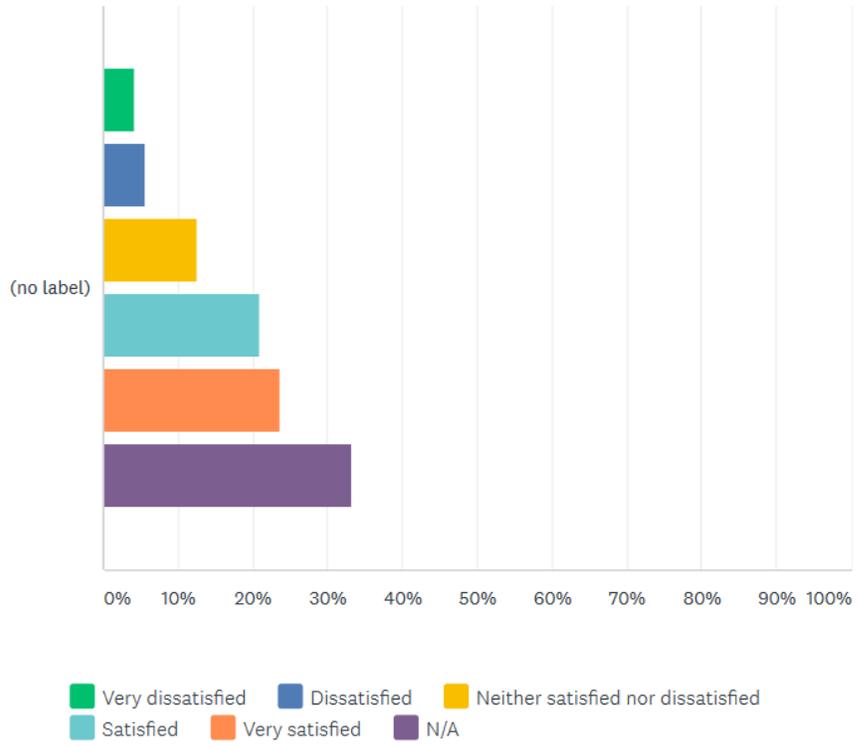
[View respondent's answers](#)

[Add tags](#) ▼

Question 2

How satisfied are you with the help you receive when you come to the Commission's office?

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	4.17% 3	5.56% 4	12.50% 9	20.83% 15	23.61% 17	33.33% 24	72	3.81

Rare that I come to the Commission's office. No issues to report from in person visits.
7/26/2019 10:45 AM [View respondent's answers](#) [Add tags](#) ▼

The commission should provide legal representation for adjoining land owners
7/25/2019 12:52 PM [View respondent's answers](#) [Add tags](#) ▼

The folks sitting up front are cordial but it is not a "welcoming" environment
7/23/2019 5:37 PM [View respondent's answers](#) [Add tags](#) ▼

When ever I have been to the office I have been treated pleasantly by staff.
7/21/2019 7:30 PM [View respondent's answers](#) [Add tags](#) ▼

I've never come to the PUC's office.
7/16/2019 9:46 AM [View respondent's answers](#) [Add tags](#) ▼

The process is so complex it is extremely hard to navigate and know what is going on.
7/11/2019 12:02 PM [View respondent's answers](#) [Add tags](#) ▼

The staff seem to move a little slow, but much better than before and generally they are quite helpful.
7/10/2019 5:51 PM [View respondent's answers](#) [Add tags](#) ▼

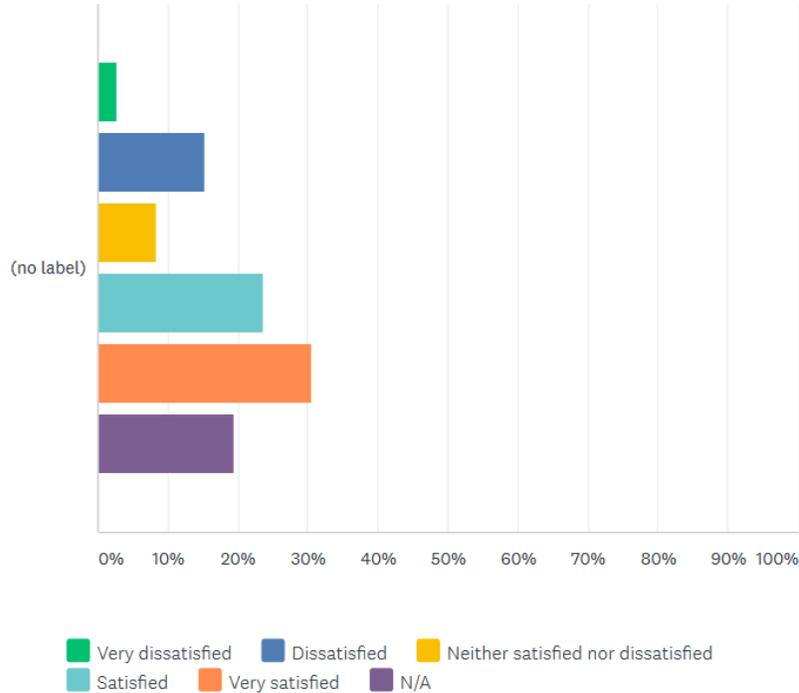
haven't come to the office
7/10/2019 4:17 PM [View respondent's answers](#) [Add tags](#) ▼

I usually don't need to visit the Commission's office.
7/10/2019 3:38 PM [View respondent's answers](#) [Add tags](#) ▼

Question 3

How satisfied are you with the help you receive about using ePUC?

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	2.78% 2	15.28% 11	8.33% 6	23.61% 17	30.56% 22	19.44% 14	72	3.79

Satisfied inasmuch as issues I have brought to Ann Bishop or Holly Anderson have been looked into, but I do still have issues with ePUC. I don't think people should have to create an account or log in to read files. I identified how to fix the code so that documents can be read online without downloading and that hasn't been addressed. It is a real problem that can be fixed with the vendor. The old system (prior to ePUC) enabled reading files without downloading them. Now, every single file not only downloads but it also contained an incomprehensible number string. I have to spend/waste time regularly dumping files from my computer, but because there are no useful titles I have to look at each one to make sure it's not something I need to save. The current system is an impediment to reviewing a number of files, as it just makes more work having to dump the files after downloading. You really do need to fix this. I had the developers of the non-tracking website Brave look at the issue, and they told me it's in the code, and they said they would be happy to consult with the vendor to fix it. Haven't heard back on that one, but it's been quite a while and I think the issue just got dropped.

7/26/2019 10:45 AM

[View respondent's answers](#)

[Add tags](#)

The Epuc needs to be modified, as we all know is disadvantage for the lay person, who has poor or no internet

7/25/2019 12:52 PM

[View respondent's answers](#)

[Add tags](#)

Judy and Holly have been great! (and Ann early on!)

7/23/2019 5:37 PM

[View respondent's answers](#)

[Add tags](#)

ePuc is very difficult to use for the average citizen. Knowing which area to submit documents, motions, public comments etc is NOT easy.

7/21/2019 7:30 PM

[View respondent's answers](#)

[Add tags](#) ▼

ePUC is very hard to use. One shouldn't need help to use it, but I often do need help and still can't figure it out.

7/18/2019 8:35 AM

[View respondent's answers](#)

[Add tags](#) ▼

Ann and Holly have been great!

7/17/2019 11:39 AM

[View respondent's answers](#)

[Add tags](#) ▼

I've never used the ePUC.

7/16/2019 9:46 AM

[View respondent's answers](#)

[Add tags](#) ▼

Clerk's office is well versed and generally can provide useful answers during the initial phone call. If not, shortly thereafter

7/15/2019 7:24 PM

[View respondent's answers](#)

[Add tags](#) ▼

Online instructions were vague and as a legacy case (started in 2016) we did not use ePUC much at all.

7/11/2019 12:33 PM

[View respondent's answers](#)

[Add tags](#) ▼

I would like to give a huge shout out to Holly Anderson and Ann Bishop! Most of my phone conversations and e-mails over the past couple of years regarding ePUC have been with Holly or Ann, who have always been very professional and willing to jump in and help to resolve my e-filing issues and questions. My personal experience is that they go above and beyond to help make sure e-filings go as smoothly as possible. I've also had several phone calls with Pam recently, and she has also been very helpful. Overall, I am very thankful and satisfied with the help I receive using ePUC.

7/11/2019 10:31 AM

[View respondent's answers](#)

[Add tags](#) ▼

See above. I will say that the system itself could be more user friendly, and the search functions are awful - virtually useless - unless you know *exactly* what you are looking for. There is also virtually no ability to collect data in any coherent way either. Totally unreliable in this regard.

finding documents, understanding what they are about are incomprehensible to citizen intervenors. When you download a PDF document it doesn't have a title that labels what it is but a string of numbers, so it is never findable again. Understanding how to enter a document as a citizen intervenor is impossible. The PUC needs to appoint a citizen's advocate to explain how to how our voice heard through the process.

7/10/2019 4:17 PM

[View respondent's answers](#)

[Add tags](#) ▼

Staff (Holly Anderson in particular) has been extremely helpful throughout the transition; quick and timely responses and very helpful! Thank You!!!

7/10/2019 3:56 PM

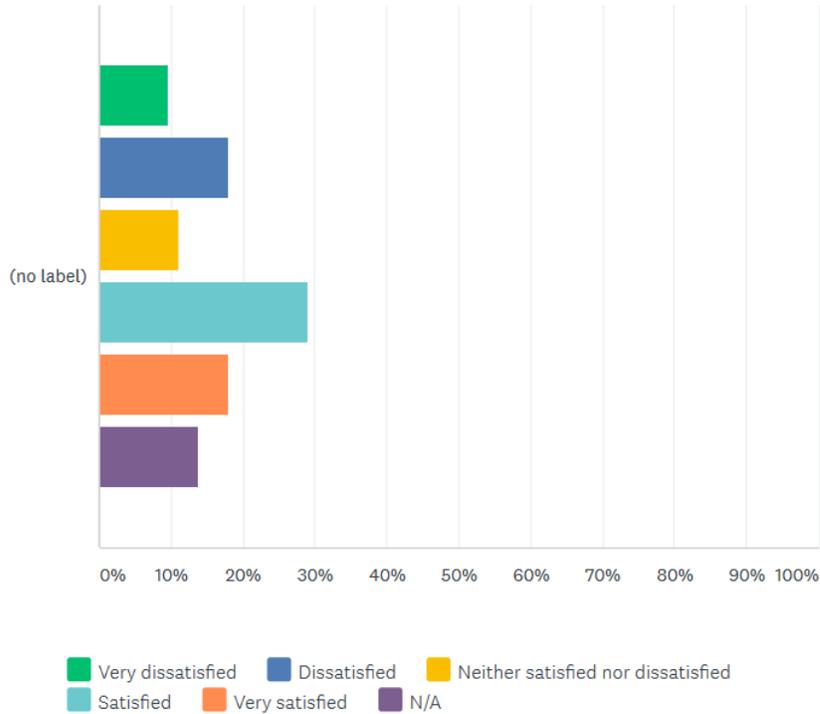
[View respondent's answers](#)

[Add tags](#) ▼

Question 4

How satisfied are you with the information available in ePUC?

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	9.72% 7	18.06% 13	11.11% 8	29.17% 21	18.06% 13	13.89% 10	72	3.32

Comments (21)

Mixed feelings about it. What is there is good as far as it goes, but it's hard to search for some things and I've had to get help finding batches of files that fall into a certain category. And those Legacy cases are always disappointing when I need to find testimony and instead can only find the final order, then have to bug the clerk to see if she can get me the files, which are often in Middlesex. So it's not a perfect system, but it is better than before ePUC. It's taken me a while to understand where to find things (like transcripts) and also some extensive cases with lots of files have things in odd places, so it's not perfect but it is an improvement, though I wish the downloaded file names had useful names rather than number strings.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#)

The petitioner for the project should provide complete and legible copies to to all parties via mail

7/25/2019 12:52 PM

[View respondent's answers](#) [Add tags](#)

The search functions are awful.

7/24/2019 11:54 AM

[View respondent's answers](#) [Add tags](#)

- Searching for case information is not too difficult and it is great to have in one place. It is the odd Board-issued memos that aren't on ePUC that remain a bit of challenge**
7/23/2019 5:37 PM [View respondent's answers](#) [Add tags](#) ▼

- It is time consuming to go and look for a document if you are not sure who filed it on a particular case.**
7/21/2019 7:30 PM [View respondent's answers](#) [Add tags](#) ▼

- Old cases should have full information available.**
7/18/2019 8:35 AM [View respondent's answers](#) [Add tags](#) ▼

- Again, I've never used the ePUC.**
7/16/2019 9:46 AM [View respondent's answers](#) [Add tags](#) ▼

- The case search function remains very difficult to operate, especially for individuals who are new to the platform.**
7/12/2019 2:05 PM [View respondent's answers](#) [Add tags](#) ▼

- It is hard to navigate--a guide to users directing them to the various sections is probably "in there" somewhere but I haven't found it.**
7/12/2019 9:29 AM [View respondent's answers](#) [Add tags](#) ▼

- We make a lot of phone calls to the PUC for how-to information on specific filings.**
7/11/2019 3:00 PM [View respondent's answers](#) [Add tags](#) ▼

- As a legacy case info was sort of there but not there ... and we couldn't figure out how to be notified when something pertaining to our case was posted.**
7/11/2019 12:33 PM [View respondent's answers](#) [Add tags](#) ▼

- I have found it difficult to navigate and find what I was looking for quickly**
7/11/2019 9:45 AM [View respondent's answers](#) [Add tags](#) ▼

- I'm sure it's a tedious process, but having more documents available from legacy cases, especially those that have open investigations that are linked to them, would be very helpful.**
7/11/2019 9:16 AM [View respondent's answers](#) [Add tags](#) ▼

I find ePUC to be exceedingly cumbersome. Unless one knows exactly the file he/she is looking for, it is nearly impossible to find anything. Moreover, the fact that documents are not identifiable through standard search engines is outrageous. The documents in ePUC are "public" and "publicly accessible" in the very narrowest sense of those terms. In fact, even savvy e-researchers or individuals, considering intervening or commenting on a contested case or workshop have difficulty a) conducting searches; and b) identifying individual documents; 3) determining the universe of relevant documents. The titles of utility parties are not consistent so party searches are often incomplete unless multiple versions of utility names are utilized. It is absolutely impossible to do an historical search in order to identify prior dockets, testimony, orders, or any other information on a given topic that might be relevant to a current case. This makes it just as impossible (and time consuming even to try) for non-utility/non-state agency/DPS representatives such as potential intervenors or parties to participate in cases on an equal footing with industry and government. Similarly, public oversight and monitoring of State positions and actions, as well as the consistency and truthfulness of utility justifications for rate increases, expenditures, and capital projects cannot be conducted effectively or affordably because of the lack of public access through search engines, effective search tools within ePUC, and clunky retrieval of documents. Finally, the requirement for members of the public to provide personal identifying information to obtain a password and the potential for misuse of that information to track searches and the website's suggestion that only parties may have passwords and use the site put a chill on public use of ePUC and thereby on potential, valid interventions in and oversight of ePUC cases.

7/11/2019 8:56 AM

[View respondent's answers](#)

[Add tags](#) ▼

ePUC was a really nice process enhancement

7/11/2019 8:40 AM

[View respondent's answers](#)

[Add tags](#) ▼

If you know exactly what you are looking for you can find it, but as stated above, search functions are completely unusable.

7/10/2019 5:51 PM

[View respondent's answers](#)

[Add tags](#) ▼

see comments above

7/10/2019 4:17 PM

[View respondent's answers](#)

[Add tags](#) ▼

Generally it is good however the documents that get uploaded as "other" do not provide details as to what those files are so it is very difficult to validate that the files were all uploaded. Additionally there are a few glitches that can happen when files are uploaded which can cause them to go into a black hole where they cannot be seen on ePUC.

7/10/2019 4:16 PM

[View respondent's answers](#)

[Add tags](#) ▼

Now that we are in full swing using ePUC, I can't imagine life without it. Gone are the days of stacks of papers. It is easy to find information and material and it is a great help in keeping proceedings organized. Thank you to Ann Bishop for leading the way and thank you to everyone at the PUC that made ePUC happen!

7/10/2019 3:56 PM

[View respondent's answers](#)

[Add tags](#) ▼

Would be very satisfied but for the clunkiness of accessing the information.

7/10/2019 3:44 PM

[View respondent's answers](#)

[Add tags](#) ▼

It is very difficult to do legal research via ePUC. When the PUC was using google, researching PUC cases was much easier and more productive.

7/10/2019 3:44 PM

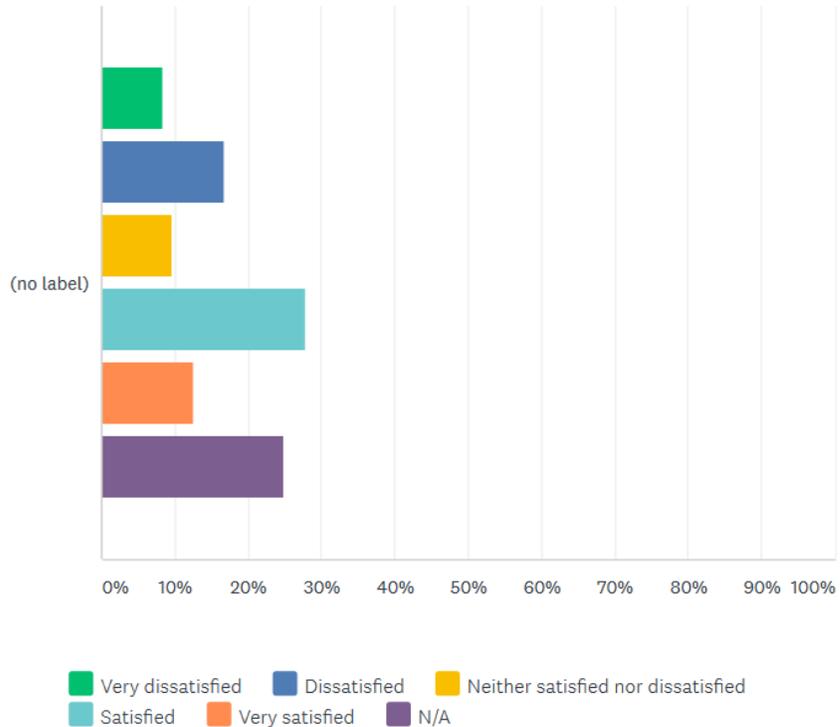
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Question 5

How satisfied are you with the ease of filing using ePUC?

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	8.33% 6	16.67% 12	9.72% 7	27.78% 20	12.50% 9	25.00% 18	72	3.26

Comments (21)

I've become adept at using ePUC for filing things but I still run into issues from time to time. However, trying to assist "the average Vermonter" has turned out to not be a good experience. I have encountered maybe one person who was able to figure it out for themselves. Mostly I have to be on the phone with people and walk them through it, and it ends up being faster and easier if I just do the filing for them. So that is a part of the system I hope does not change, the ability for people other than those who are the actual parties to do the filing and not have any obvious tracking of who did the actual filing. Especially when there is one thing to file and then a lot of exhibits, most average Vermonters can't seem to get to that stage easily. People who do engage pro se have a very steep learning curve, and they have to learn ePUC for whatever period of time the case is going on, then it is no longer a part of their world. I recently ran into a problem with the PUC's form for "motions to intervene", a form that is very hard to find anyway, but when I worked with people who filled it out, as it got traded back and forth via email the details vanished. I have reported this to Holly and haven't heard back yet, but it was infuriating and wasted a fair amount of time.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#)

It's good enough, but could be much better. There is a disalignment between what the PUC rules require for certain filings and how the information is entered into ePUC. But the system is far better than the paper system so kudos to the PUC and its staff for getting ePUC implemented.

7/24/2019 11:54 AM

[View respondent's answers](#) [Add tags](#)

Still challenging - especially for tariffs. Just cumbersome to have to type out names etc. Process to upload numerous documents at once is still a bit cumbersome. Biggest challenge is figuring out what type of filing something should be coded as

7/23/2019 5:37 PM

[View respondent's answers](#) [Add tags](#) ▼

You have to have lots of computer experience to be able to file documents with ePUC. Not all areas of Vermont have the internet speeds to file electronically or receive and review documents from ePUC as well.

7/21/2019 7:30 PM

[View respondent's answers](#) [Add tags](#) ▼

Of all the e-filing systems that I use in my practice, ePUC is the hardest to use. I spend significantly more time, and have significantly more problems, filing documents in ePUC than in any other system.

7/18/2019 8:35 AM

[View respondent's answers](#) [Add tags](#) ▼

The search function does not seem to work well.

7/17/2019 12:30 PM

[View respondent's answers](#) [Add tags](#) ▼

I would love a simpler method of downloading petition materials in ePUC. Downloading an entire petition one document at a time is quite time consuming -- could there be a function that allows a .zip file of the petition to be downloaded at once?

7/17/2019 11:39 AM

[View respondent's answers](#) [Add tags](#) ▼

Still some kinks, but those seem to be getting worked out rapidly

7/15/2019 7:24 PM

[View respondent's answers](#) [Add tags](#) ▼

We have had some missteps where we thought we filed something properly but learned months later that it was filed in place that wasn't monitored.

7/12/2019 3:00 PM

[View respondent's answers](#) [Add tags](#) ▼

Filing on ePUC remains difficult, especially for individuals who do not use the platform on a routine basis.

7/12/2019 2:05 PM

[View respondent's answers](#) [Add tags](#) ▼

The form for uploading files takes a very long time and any improvements to make this a more efficient, user-friendly form would be appreciated! It would also help to be able to save a draft with files.

7/11/2019 3:00 PM

[View respondent's answers](#) [Add tags](#) ▼

I am satisfied, but also have a few suggestions on how e-filing might be made a little easier. Four suggestions that first come to mind are below: 1. CMRS Registrations: make it so that law firms can file on behalf of clients electronically. 2. Address Changes: make it so that an e-filer can go in and change Petitioner Information / Organization - i.e., where it says "click here to add organization" add the words "or edit organization." 3. More drop-down options (or more description) for exhibits (when I'm not sure, I usually default to "Other." 4. Make it so that another official representative of the organization can be added after the initial filing without filing a Notice of Appearance.

7/11/2019 10:31 AM

[View respondent's answers](#) [Add tags](#) ▼

There are some glitches that still need to be worked out, but I am very happy with how far ePUC has come!

7/11/2019 9:16 AM

[View respondent's answers](#) [Add tags](#) ▼

It would be great if it could accept larger file sizes so you do not need to break up exhibits (such as aesthetic reports) into smaller pieces.

It's a slog, but after 2 years I think we have it figured out.

7/10/2019 5:51 PM

[View respondent's answers](#) [Add tags](#) ▼

I find the system very clunky and not intuitive. This is not the fault of the PUC as I am sure it was designed that way by the manufacturer. I am also old and find new things difficult. However, the staff is very helpful and hats off to them.

7/10/2019 5:00 PM

[View respondent's answers](#) [Add tags](#) ▼

see comments above. Citizen intervenors are at a huge disadvantage in objecting to energy projects because we have no money for experts, we have nobody helping us understand how to intervene at any stage of the process. When we do intervene, every point we make in filings or hearings is dismissed because it's not backed up by a paid expert-- which we know are paid by project developers to say what the developer demands. Act 174 needs to be rewritten and PUC procedures need to be revised to put teeth into the current pretense that the public can have an equal voice in these issues. We are really shut out now.

7/10/2019 4:17 PM

[View respondent's answers](#) [Add tags](#) ▼

The process is not particularly intuitive and because of that it is very easy to screw up the filing if you are not a regular user. In addition ePUC seems to crash frequently when there is heavy use i.e. June 28th in the afternoon. This all said ePUC is far better than having to do paper filings.

7/10/2019 4:16 PM

[View respondent's answers](#) [Add tags](#) ▼

Very Happy! Still learning but that is part of learning about anything new.

7/10/2019 3:56 PM

[View respondent's answers](#) [Add tags](#) ▼

I find ePUC very easy to use for routine compliance filings.

7/10/2019 3:38 PM

[View respondent's answers](#) [Add tags](#) ▼

I continue to struggle with finding the best/appropriate way to file documents that are not "regular" or related to a certain case. Although I attended the training it was difficult to understand each of the concepts until it was time to use them.

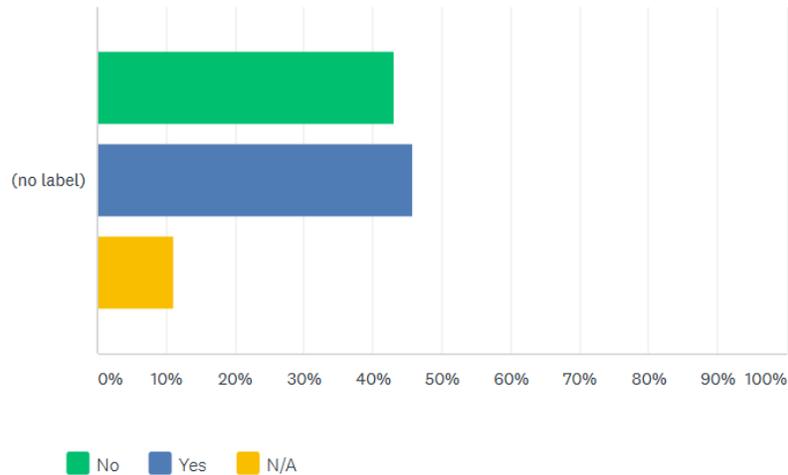
7/10/2019 3:36 PM

[View respondent's answers](#) [Add tags](#) ▼

Question 6

Are the Commission's processes adequately explained?

Answered: 72 Skipped: 0



	NO	YES	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	43.06% 31	45.83% 33	11.11% 8	72	1.52

Yes, perhaps too adequately. I have observed from time to time that the Commission, in its attempt to try to become more user friendly, creates too much text and puts too many words into too many pages and most people who don't interact with the PUC on a regular basis simply don't have the time or interest to process it all. I end up doing a lot of translating and summarizing for people who find themselves involved with the PUC. I haven't looked recently but in the past I didn't think the discovery process was adequately explained. It needs to be made clear to the public that discovery doesn't just involve questions and answers, it also can involve depositions, and even if parties do not put in testimony they are required to sit for depositions. That is not clear to most people and it's been playing out in specific cases in ways that have been pretty shocking to the people involved. Also the developers/attorneys who do go to extremes with depositions during discovery have been using the process to intimidate people and the commission hasn't done enough to protect average Vermonters from abusive attorneys. One example is an attorney/developer who did not contact parties ahead of time, scheduled depositions for a time and place far away from where the people lived, and then when those people brought the issue to the PUC hearing officer in a timely manner, the hearing officer didn't respond until the morning of the day the depositions were scheduled. This is horrible process and should never have happened, and the attorney should have been reprimanded for using the discovery process to create unnecessary burdens and stress on parties who are simply trying to protect their interests. So no, the PUC is not doing a good job with certain process explanations, which should also be explaining things to attorneys who practice before the PUC to follow the rules. Instead, those attorneys are getting away with it, with no sanctions or anything to tell them they shouldn't do it again.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#)

The quasi judicial process leaves a lot to be desired. The lay person should be able to write a letter detailing the issues or response. The process should afford the main parties opposing legal representation.

Self represented litigants routinely misunderstand what the scope of PUC proceedings are, and, in my opinion, the PUC gives them too much false hope which drags out proceedings and makes them very inefficient.

7/18/2019 8:35 AM

[View respondent's answers](#) [Add tags](#) ▼

The commission has done a good job at providing resources to the public to inform them of their options when dealing with matters before the puc. However, translating this information into practical use remains challenging due to the difficulty of navigating epuc, and finding the information people need.

7/12/2019 2:05 PM

[View respondent's answers](#) [Add tags](#) ▼

It is difficult to understand the purview of hearing officers versus to the full Commission. Appeal rights (to be heard by the full Commission) are not spelled out. We have experienced declarative rulings by hearing officers which have not had the benefit of an evidentiary hearing.

7/12/2019 9:29 AM

[View respondent's answers](#) [Add tags](#) ▼

As a state agency party, I have a good understanding. However, less sophisticated developers/parties without support staff may be overwhelmed initially. That would be likely be true of any regulatory process.

To repeat my earlier comment, it seems like there could be more FAQs included on the website.

7/11/2019 3:00 PM

[View respondent's answers](#) [Add tags](#) ▼

If I say anything I hope the PUC will consider it's what I write here. Unless one works with an expert and/or lawyer it is almost impossible for the average, inexperienced person or group to know what to do and how to do it. In addition, even working with a VERY experienced none profit advisory group the amount of time and effort to try to argue a position, especially when the Applicant of a CPG has expert legal representation is WAY beyond reasonable. The amount of documentation, personal testimony, expert witness testimony, photographs, research for legal precedents and studying the same sorts of information provided by the opposition as well as motions and rulings by the Hearing Officer is MORE than a full time job. Expert witness and legal cost were MANY tens of thousands of dollars. The time expended Pro Se and then with legal representation as well as the monetary expenses, over 3 years, was WAY beyond the abilities of most VT residents. Time and expenses are EXTREMELY onerous.

7/11/2019 12:33 PM

[View respondent's answers](#) [Add tags](#) ▼

The language that the PUC uses is so different from the legal practices that an average person uses that it is almost impossible to participate in the PUC process . The is very frustrating for the average person. .

7/11/2019 11:13 AM

[View respondent's answers](#) [Add tags](#) ▼

The ePUC's information for potential intervenors reads as though it was a summer intern project that was never quite finished.. The information is so general in nature that it is not helpful to a landowner or other interested non-utility/non-State actor, who is considering intervention, and it is in no way useful (or used) by potential citizen intervenors. As with the rest of the PUC process and information, process information provided by the PUC to the public leaves individuals affected by utility projects with no affordable viable option for intervening effectively. Intervention with no hope of prevailing from the outset is not justice - quasi-judicial or otherwise, and the process information provided by the PUC to the general public/potential intervenors is the first (but by far not only) indication -- true or not -- to the average person that the process is rigged. The process information, poor accessibility, and complete lack of user-friendliness of ePUC all undermine fairness, credibility of the PUC, and public trust.

7/11/2019 8:56 AM [View respondent's answers](#) [Add tags](#) ▼

Sometimes yes, sometimes no. Net metering deadlines are often unclear. And the recent implementation of fees for net metering registrations did not seem very well organized. it would have been better if it was clear that it had the same beginning date as the stepped down net metering rates.

7/11/2019 8:05 AM [View respondent's answers](#) [Add tags](#) ▼

No, I found them difficult to understand

7/10/2019 9:41 PM [View respondent's answers](#) [Add tags](#) ▼

My experience, which is about 2 or 3 years old, was that the Commission's rules don't adequately explain the procedure, and in some cases are not consistent with actual procedure. E.g., the rules will be silent on how many copies of a document must be filed, or they may even give one number when the actual practice is a different number.

7/10/2019 8:01 PM [View respondent's answers](#) [Add tags](#) ▼

The Commission's processes seem pretty ad hoc, to be honest. They seem to change without rhyme or reason and with very little explanation or justification.

7/10/2019 5:51 PM [View respondent's answers](#) [Add tags](#) ▼

no-- see above. not only aren't the processes explained, they are too complicated and confusing for non lawyers to understand and deal with. The entire process of approving energy projects is staked against towns and citizens. It's awful

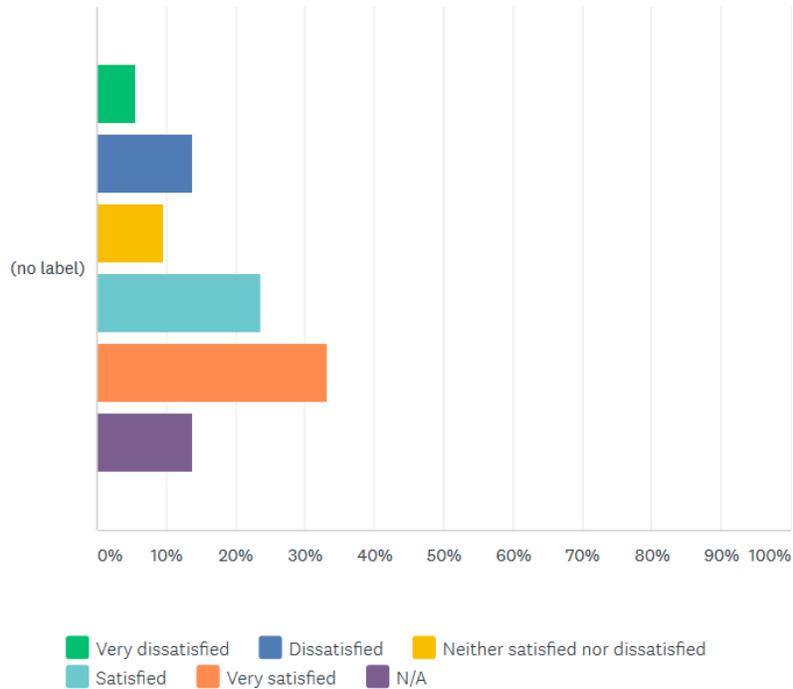
7/10/2019 4:17 PM [View respondent's answers](#) [Add tags](#) ▼

Better training and troubleshooting tools would be appreciated.

Question 7

How satisfied are you with the judicial demeanor of the Commissioners and Commission staff in hearings and workshops?

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	5.56% 4	13.89% 10	9.72% 7	23.61% 17	33.33% 24	13.89% 10	72	3.76

[Comments \(19\)](#)

I would check both satisfied and very dissatisfied if those were options. In many cases, the hearing officers and commissioners and staff have excellent judicial demeanor. In one case in particular, the hearing officer's behavior was unacceptable and very upsetting. I will never attend another hearing run by that hearing officer, who seems to have a bias towards developers and against pro se parties and anyone who comes up against developers. I am still feeling traumatized by the hearing officer's threats to remove a pro bono attorney from the room, and it happened only 8 minutes after the proceeding went on the record. All the attorney was trying to do was preserve some facts that were discussed off the record, and make sure they were in the record (transcript), and instead the hearing officer interrupted the attorney, told her to stop talking or she would be removed. And that attorney was not being paid, had done the proceeding as a favor to help out some people who had been treated very badly by the developer/attorney and also that same hearing officer previously. That attorney was the only one asking any questions during two days of hearings, and twice that hearing officer behaved in what I consider to be abusive behavior. It was witnessed by the former chair of the PSB, Michael Dworkin, and some Chinese people who were in the hearing room to watch the PUC in action. I was ashamed and embarrassed for Vermont that they all saw that. The hearing officer never apologized to the pro se parties, and the PUC did not do anything meaningful to assure that it will not happen again. I lost a lot of respect for the PUC over the handling of that situation.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#) ▼

I feel the commission must be getting an envelope in the front seat of their car. If a petitioner doesnt comply, ie sound, you dont give extensions of time for the project. You hold the petitioner to what they presented to the public. It shouldnt be a fake it till you make it game. This harms the public and increases oppositions costs and time. Your effectively allowing them to burn adjoining land.owners and towns money without consequence.

Very, very professional and cordial. Sometimes the commission will take pains to introduce themselves but neglect to introduce everyone sitting w/ them and/or explain their roles. For people who are not regular participants w/ the PUC - it would be helpful if ALL PUC staff were identified at every proceeding and their role in that particular proceeding (observer, hearing officer, staff assigned to case, etc.) was identified.

7/23/2019 5:37 PM

[View respondent's answers](#) [Add tags](#) ▼

Sometimes petitioners take over the hearings and. seem to run the show.

7/21/2019 7:30 PM

[View respondent's answers](#) [Add tags](#) ▼

The commission is always professional. The commission does a good job of conducting itself in carrying out it's quasi-judicial function.

7/12/2019 2:05 PM

[View respondent's answers](#) [Add tags](#) ▼

We have seen very uneven performances by hearing officers (and their overdependence on staff).

7/12/2019 9:29 AM

[View respondent's answers](#) [Add tags](#) ▼

- More recently the Commission seems approachable and willing to listen to concerns of process and efficiency.
- 7/11/2019 4:04 PM [View respondent's answers](#) [Add tags](#) ▼
-
- My answer above reflects the fact that the second Hearing Officer assigned to our case treated our lawyer unfairly and actually argued with our lawyer. On the other hand, the judicial demeanor of the original hearing officer, as well as all of the commissioners, at site visits, we exemplary.
- 7/11/2019 12:33 PM [View respondent's answers](#) [Add tags](#) ▼
-
- The hearings are set up for professionals and at one hearing, where I felt that the hearing officer, [REDACTED] did offer me some guidance, I approached him at the end of the hearing to thank him. He yelled at me to get away from him because I wasn't allowed to talk with him because I was an intervenor but then went over to the other side, Michael Malone, and chatted with him. I heard him say to Melone that he shouldn't worry and he'd get his CPG.
- 7/11/2019 11:13 AM [View respondent's answers](#) [Add tags](#) ▼
-
- I've only attended a couple of workshops - and the topic was ePUC. I thought the Commission staff was very professional and attentive to questions raised. I appreciated the follow-up request for feedback and suggestions.
- The demeanor of Commissioners has improved over the past two years. The demeanor of Commission staff is often patronizing and dismissive toward non-utility and non-State participants, including both citizen and expert witnesses. This attitude is also reflected in decisions, which often nearly exclusively reference utility and DPS witness testimony and evidence to the exclusion of the same from other parties no matter the qualifications or quality of the information. This is unfortunate since it undermines both fairness and public trust. To date, there has been little or no research or empirical evaluation of case outcomes or of the comparative predictive value of testimony or other evidence submitted in contested dockets or workshops by utility, DPS and other agencies, and other parties' in the most significant utility cases. The PUC would likely be surprised to find that the predictive value of demand, economic benefit, consumer preferences, environmental impact, and cost testimony and evidence offered by utilities and DPS is often substantially lower than that of other parties. The demonstrable bias in staff attitude, questions (or lack thereof), and decision drafting are not grounded in the evaluative performance of the PUC. When problems with project arise later, there appears to be no accountability on the part of the PUC or staff for prior decisions or for the utilities and agencies that provided inaccurate, misleading, and false testimony, including overly ambitious prognoses and unrealistic construction quality and safety promises. Such accountability could occur through regular internal performance reviews, acquisition of independent evaluations by qualified policy think tanks or evaluation firms, or perhaps through the State Auditor or the legislature. However, without an evidenced-based/empirical approach (versus the standard impressionistic review conducted by the PUC and legislative committees thus far, the PUC will continue to be viewed by non-industry and non-State parties and the public as a rubber stamp for projects and rates and as unable or unwilling to carry out its monitoring and oversight functions following orders and certificates of public good.
- 7/11/2019 8:56 AM [View respondent's answers](#) [Add tags](#) ▼
-
- My perception is that Commissioners and staff have consistently been nothing short of professional, courteous and well-meaning in their work.

We are not generally involved in projects of this scale.
7/11/2019 8:05 AM [View respondent's answers](#) [Add tags](#) ▼

I found them to be very open and fair.
7/10/2019 9:41 PM [View respondent's answers](#) [Add tags](#) ▼

It is challenging to deal with the varied levels of experiences that people before the Commission have. Some are very experienced attorneys that have appeared before the PUC for years, while others are attorneys used to trial court, while others are pro se parties that only appear before the Commission just in one case. I think the Commission and staff do an excellent job. Even trial judges get grumpy sometimes and need to pull parties back in line, which sometimes needs to be done.
7/10/2019 8:54 PM [View respondent's answers](#) [Add tags](#) ▼

I find the Commissioners to be condescending and short-tempered. I find many of the PUC's professional staff to be argumentative and condescending as well, and a couple of hearing officers and staff are downright confrontational. I also find that professional staff and Commissioners tend to be very "clubby" and "chummy" with certain professionals who appear before the Commission often. Scheduling by the Commission (not hearing officers, who are generally good about scheduling) is ordered by fiat without any regard or consideration for clients or attorneys, causing parties to scramble to reschedule, wasting countless hours. Why not ask for unavailability dates first.
7/10/2019 5:51 PM [View respondent's answers](#) [Add tags](#) ▼

It appeared that many projects are 'pre-approved' prior to the process even beginning. There is no way the average citizen can advocate for themselves without assistance from a lawyer or someone who understands the process.
7/10/2019 4:32 PM [View respondent's answers](#) [Add tags](#) ▼

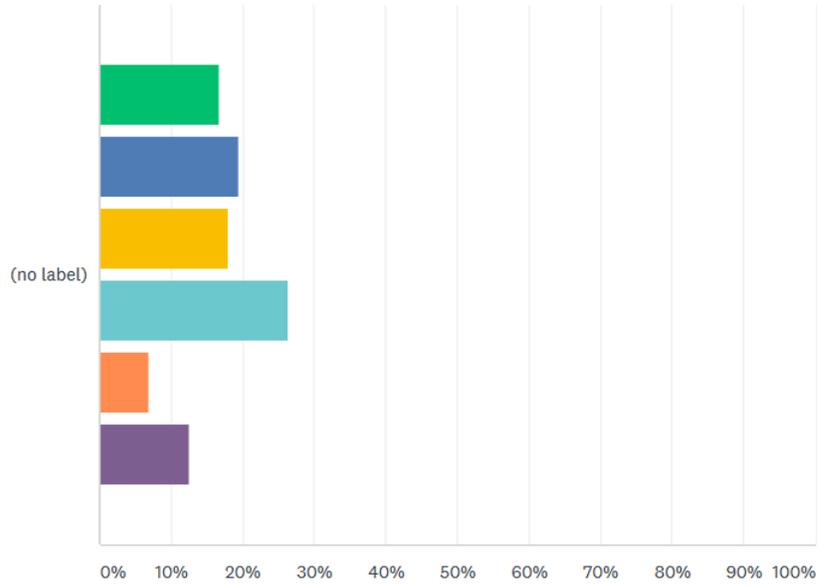
one hearing officer in particular has been overtly biased in tone, in approach to the issues and against citizen intervenors-- to the point of helping witnesses for the project answer questions put to him by the citizen.
7/10/2019 4:17 PM [View respondent's answers](#) [Add tags](#) ▼

In most cases staff have been professional however I have witnessed two occasions when ██████████ in particular has exhibited a very clear bias against renewable energy through expression of opinion and use of false information. My expectation of proper judicial demeanor is that it demands impartiality and a reliance on verifiable facts. In my opinion the board in general has also provided far too much deference to GMP and other utilities without demanding that they back up their claims with solid factual data.
7/10/2019 4:16 PM [View respondent's answers](#) [Add tags](#) ▼

Question 8

How satisfied are you with the timeliness of the Commission's decisions?

Answered: 72 Skipped: 0



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neither satisfied nor dissatisfied
■ Satisfied
 ■ Very satisfied
 ■ N/A

	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	16.67% 12	19.44% 14	18.06% 13	26.39% 19	6.94% 5	12.50% 9	72	2.86

[Comments \(19\)](#)

This is another one where I probably would have checked both satisfied and dissatisfied. As mentioned in response to a previous question, I have witnessed numerous instances where pro se parties have been unnecessarily stressed by a hearing officer's failure to timely respond to requests for changes in schedules or, as mentioned above, depositions scheduled outside of the rules, not following process, yet the pro se parties are left hanging. This has happened enough to cause me to be very wary of encouraging the public to participate at the PUC (as well as the situation mentioned in the previous response, about the lack of judicial temperament by a hearing officer, which is another discouragement to public participation). Some decisions seem to take forever, and when it comes to enforcement investigations it's absurd how much time it takes. I filed a complaint in a case in January and it is just barely getting going now (at the end of July) and looks like it'll be a year. The PUC loses a lot of public respect and trust when they let developers get away with violating permit conditions or failing to construct projects according to plans and testimony. It is not uncommon to hear people laugh and guffaw when the subject of the PUC comes up, as the general opinion seems to be they let developers do whatever they want, and trying to hold anyone accountable is a waste of time. Meanwhile developers complain about not getting decisions in a timely manner, which then seems to be effective and the PUC jumps even more for the developers, while the public watches in dismay as bad developers keep getting invited back to do more disruptive things.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#) ▼

See the timeline re CANNE petition to amend PUC Rule 3.708(D), filed 1136 days ago. 882 of those days have been spent awaiting on action by the PUC. 261 days have elapsed, with no communication from nor action by the hearing officer, since participants last filed comments. And the PUC has yet to propose an amendment to the rule.

7/24/2019 1:47 PM

[View respondent's answers](#) [Add tags](#) ▼

Timeliness! Hahahahahahaha!!!! Very funny. It is clear the commission doesn't have any clear rules requiring either the commission itself or its staff to make decisions in a timely way. The commission seems to treat any issue as complex and requiring lots of process. This is an area where the commission needs a lot of improvement and metrics to make sure decisions are timely made.

7/24/2019 11:54 AM

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For items w/ a statutory timeline, decisions are always rendered on time (albeit a frequently close to the wire). For matters w/o a statutory timeline it is frequently difficult to get an ETA on a decision

7/23/2019 5:37 PM

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I understand somethings take time but an update or something on motions that have been pending for months would be appreciated. I also know there are statutory time lines that have to be adhered to.

7/21/2019 7:30 PM

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The decisions that take longer to issue are generally the most difficult to decide in a clear and well-documented fashion. I am pleasantly surprised by how quickly other decisions issue

Decisions could always be faster/can never come fast enough. If there are ways to speed the process that would be great. However, the status quo is not prohibitive to project success at this time.

7/12/2019 2:05 PM

[View respondent's answers](#) [Add tags](#) ▼

The worst part is not knowing when the Commission is in the process of exercising what amounts to a "pocket veto" regarding a motion by a party--you can't assume anything because often the hearing officer may not respect precedent.

7/12/2019 9:29 AM

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The process of contentious cases draws out. The volume is unrelenting. As a state agency party I understand the challenges. However, some decisions just seem to never come to fruition. Perhaps there is a way to show the PUC is activity reviewing and considering. Right now we only see a black box.

7/11/2019 4:04 PM

[View respondent's answers](#) [Add tags](#) ▼

We are involved with the Apple Hill Solar and Chelsea Solar cases. They have been dragging on the 6 years now. Some of it is just the lengthy process but so much of it, despite all of our efforts to comply with all directions, we are put aside as not having real experts or real data. We are ordinary citizens who can't easily afford a great deal of money to hire experts. And the experts that the Melones hire have generally given results that the Melones want, not that are true. We know that because we live here.

7/11/2019 11:13 AM

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The length of time the PUC expends both to accomplish procedural steps and the production of decisions in time-sensitive cases is untenable. It is simply outrageous, for example, that investigations and review of alleged violations of certificates of public good, notices of probable violation of pipeline safety and environmental violations require years to process thereby leaving potentially dangerous and/or environmentally destructive infrastructure in operation. These timeframes are inconsistent with certifications made by DPS and state agencies in and outside of proceedings and by PUC Commissioners and hearing officers in proceedings that landowners, ratepayers, and other interested members of the public will have recourse if CPGs or other PUC decisions are violated. In fact, for the public, there is little benefit to quasi-judicial regulation of utilities compared to the alternative of judicial oversight of administrative actions because of the lack of timeliness and associated costs of seeking accountability/recourse and safety and environmental risks to landowners and the public. An important element of timeliness appears to be the lack of effective and PUC-driven case management practices. The parties currently drive the process, and more often than not it appears to be the utilities and DPS that drive timing -- often with DPS backing utilities' timing requests. This not only lengthens proceedings considerably. It also consistently results in utilities -- again with the backing of DPS -- attempting (mostly successfully) to curtail the time available for hearings and other procedural steps that would otherwise allow opposing evidence to be presented or considered. The justification for rushing proceedings is always that the utility will suffer financial harm that will be passed on to ratepayers if their projects are delayed or their regulation plan or rates are not approved on a timely basis. I have yet to witness the PUC review the record to determine whether the sudden rush is the result of utilities' and DPS' own failure to allot adequate time to obtain PUC review based on their expert knowledge of PUC review procedures and time required for that review or PUC consideration of utilities' and DPS's role in delaying proceedings up to that point.

7/11/2019 8:56 AM

[View respondent's answers](#) [Add tags](#) ▼

Periodic status updates would be helpful for planning purposes as long periods of uncertainty can waste time, effort, and money.

7/11/2019 8:40 AM

[View respondent's answers](#) [Add tags](#) ▼

But, we have not been recently involved with projects beyond net metering registrations.

7/11/2019 8:05 AM

[View respondent's answers](#) [Add tags](#) ▼

When it comes to the safety of their citizens (I live in Canada but I'm only 200 feet from the border of Holland/Derby Line, VT) I feel that when even a few people are in danger, they shouldn't allow some Projects to continue, such as for Industrial-sized wind turbines.

7/10/2019 9:41 PM

[View respondent's answers](#) [Add tags](#) ▼

I think the issue may be more of work load because it is not clear why it oftentimes takes 2-3 months in an uncontested case to get a final order when parties have prepared a PFD.

7/10/2019 8:54 PM

[View respondent's answers](#) [Add tags](#) ▼

Never have any idea of how long it's going to take to receive a decision. It's gotten better in the past year but that's not saying much. Uncontested cases should take a month or two, but some take many more than that.

7/10/2019 5:51 PM

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In a time when we have no time to loose in the race to combat climate change we are seeing far longer review periods than we have in the past. This is clearly due to the added work load that the PUC has imposed on itself due to rule changes around what is required for submittals. For example a 150kW PV project used to be an application process. Now any project over 50kW has to follow the full petition process. This is a ridiculous waste of time and resources. The Acorn 150kW Community solar project has been a case for 694 days and counting. How is this in anyway fair or appropriate?

7/10/2019 4:16 PM

[View respondent's answers](#) [Add tags](#) ▼

Enjoy quicker turnarounds on cases. Thank you for increasing speed of decision making.

7/10/2019 3:56 PM

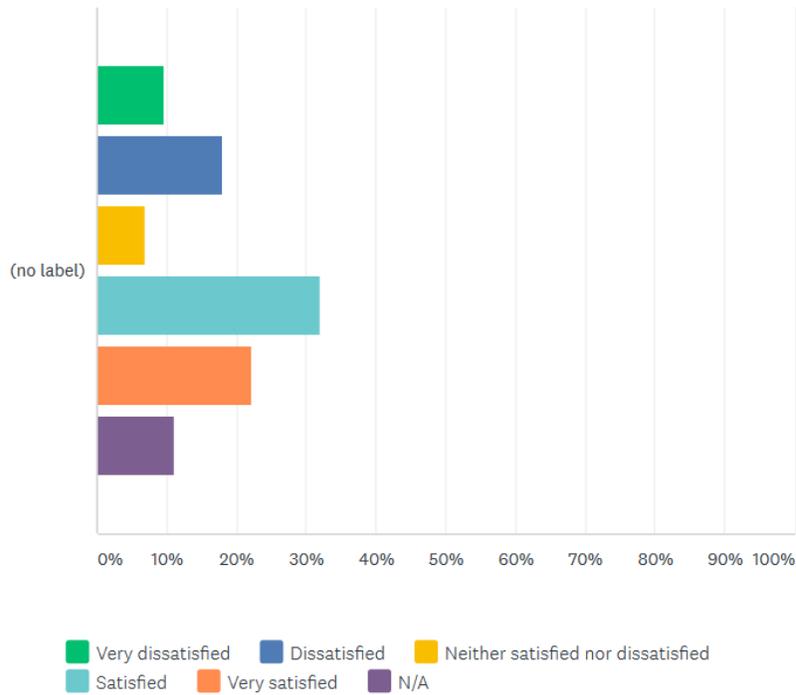
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Generally very good with a few exceptions. The PUC caseload has become quite significant which sometimes can cause delays.

Question 9

How satisfied are you overall with your interactions with the Commission?
Please note that this question is asking about your procedural experience interacting with the Commission, not whether you are satisfied with the content of the Commission's decisions.

Answered: 72 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SATISFIED	VERY SATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	9.72% 7	18.06% 13	6.94% 5	31.94% 23	22.22% 16	11.11% 8	72	3.44

[Comments \(19\)](#)

Under Chair Volz, I would have checked the "Very dissatisfied" circle. Under Chair Roisman, things have improved but not as much as I had expected, since he publicly said when appointed that his first goal was to improve public participation and accessibility. While there have been improvements, the process is still not accessible to the average Vermonter and since virtually everything gets approved, there is very little reason for any member of the public to take the extraordinary amount of time it takes to participate in a PUC case. Procedurally, people can go all out and find experts, hire lawyers, put in prefiled testimony, be subject to discovery and depositions, write extensive and thorough briefs and reply briefs, file substantive comments on the proposal for decision, engage in oral argument, go to at least two site visits, and when reading the final decision it is most common to find very little evidence that such extensive participation led to anything meaningful as a result. Maybe, at best, with solar projects, the public might get a few more trees planted. Otherwise, why bother? Because it is a hugely stressful process for virtually no gain.

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#) ▼

The DAW decision to extend means that a petitioner can effectively waste the public and opposing parties time and money and still get an extension of time and morph a project when they couldn't meet the criteria.

7/25/2019 12:52 PM

[View respondent's answers](#) [Add tags](#) ▼

See response to Question 8.

I think procedurally things generally run smoothly. I do think the virtually all matters would be enhanced if there was more opportunity for the commission to interact, ask questions, visit locations etc., outside the formal hearing process

7/23/2019 5:37 PM

[View respondent's answers](#) [Add tags](#) ▼

7/22/2019 8:35 AM

[View respondent's answers](#) [Add tags](#) ▼

In general, the Commission moves more quickly than the Superior Court despite having a very heavy docket.

7/15/2019 7:24 PM

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My complaint was filed more than 7 1/2 years ago and is still not resolved--the Commission has used every legal and procedural mechanism to increase cost and to delay/deny justice.

7/12/2019 9:29 AM

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I personally have little direct interaction.

7/11/2019 4:04 PM

[View respondent's answers](#) [Add tags](#) ▼



Dealing with the commission was a major headache. If I hadn't had assistance, doing it on my own would have been near impossible. They just assume that everyone knows the process and how to fill/write things up. The average citizen wouldn't have a clue on how everything works.

7/11/2019 12:02 PM

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Again, the procedures of the Commission are very different from being in a regular court room. Many lawyers, I've been told, won't take cases at the PUC because they are not familiar with all of the different style of rules. So how is an average person supposed to wrap his mind around how to proceed? It's been agonizing for 6 years trying to do this. Without Annette Smith, who heads Vermonters for a Clean Environment, whom I met early on, I would have been out after a month.

7/11/2019 11:13 AM

[View respondent's answers](#) [Add tags](#) ▼



See my response to 3. above.



The PUC Clerk is terrific. It is apparent that the PUC Chair is making significant efforts to improve the demeanor of the Commission and Commission staff. Accessibility, timeliness, and quality and regulatory effectiveness of the Commission's decision making, oversight and monitoring must be reviewed through evidence-based, empirical evaluation, including rigorous, sound evaluation design, including sample selection. It must be recognized that procedure influences the content of decisions. Procedural delays repeatedly result in utilities and DPS claiming that issues have been resolved by the time affected parties have an opportunity to present testimony and obtain a decision. The result is that affected parties expend exorbitant funds to obtain recourse or action by the PUC to enforce CPGs only to be told that since action was taken in the interim no further action is required. The lack of accessibility or even visibility of case documents in ePUC means that parties are often not aware that the same or similar issues/actions/lack of action by utilities, DPS, and other state agencies have been addresses previously. They are therefore unable to make their case effectively, and both utilities and state agencies feel comfortable continuing to take the same "it's better to ask for forgiveness than for permission" attitude to regulation. The public is left with factual and perceived impunity on the part of utilities and the state with no adequate or timely recourse available. As long as the PUC allows "insider" parties to game the process by controlling the timing of proceedings, and the PUC does not make wholly publicly available, accessible AND discoverable (in the broadest -- not the procedural sense of the word) case information and documents, both justice and public trust in the PUC will continue to be undermined.

7/11/2019 8:56 AM

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They were very helpful and fair with me personally.

7/10/2019 9:41 PM

[View respondent's answers](#) [Add tags](#) ▼

In my extensive PUC experience, I think the PUC is fair, and appropriately balances a variety of issues in its quasi judicial role. Even in instances when my clients have lost a case, we have mostly respected the PUC decision.

7/10/2019 8:54 PM [View respondent's answers](#) [Add tags](#) ▼

My interactions with the Commission and staff have been uniformly professional and impartial. The procedural practices before the Commission, which are also part of my experience, are complex and often cumbersome in relation to the proceeding, especially for inexperienced participants and observers. It would be helpful to have a simpler, more direct process for appropriate categories of proceedings. For example, prefiled testimony could be dispensed with in many cases, in favor of a simple statement of facts in support of an application, signed under oath. Where prefiled testimony is necessary, it could be limited to petitioner, respondent(s) and rebuttal (similar to motion practice in civil court). Live testimony can take care of the rest . . . Discovery could be appropriately scaled early with a discovery conference. Interventions could be limited in the same manner as in civil court, perhaps paired with more robust public hearings held after evidentiary submissions are made, to provide interested citizens fair opportunity to be heard. Parties in complex contested cases (such as rate cases and controverted 248 cases) could be required to submit joint trial stipulations identifying all agreed facts and positions, material facts in dispute, evidentiary issues and the like, in the manner often used by civil courts to make trials more efficient and limited to contested facts. A strong signal from the Commission that parties must put serious effort into streamlining proceedings would be worth the try -- to make Commission proceedings less opaque to inexperienced stakeholders and less burdensome to parties, all toward the goal of sustaining public confidence in the Commission's important work.

7/10/2019 6:21 PM [View respondent's answers](#) [Add tags](#) ▼

Overall, unfortunately, the Commission is a hostile, unenjoyable venue to practice in.

7/10/2019 5:51 PM [View respondent's answers](#) [Add tags](#) ▼

see all comments above. The entire process needs an overhaul to allow citizens and towns to have an equal voice at the table when confronting deep-pocketed and bullying developers who can basically bankrupt a town into submission.

7/10/2019 4:17 PM [View respondent's answers](#) [Add tags](#) ▼

Related to the question regarding timeliness we are often frustrated with the lack of accountability of the commission to provide reasonable review periods and to convey that timing to the applicant. It would be very helpful for us to have some sense of how long it will take for a decision +-30 days.

7/10/2019 4:16 PM [View respondent's answers](#) [Add tags](#) ▼

The ePUC system still leaves a little to be desired in terms of usability, but it's definitely an improvement on the past lack of online system! I have never had anything but great experiences with PUC staff.

7/10/2019 3:52 PM [View respondent's answers](#) [Add tags](#) ▼

Question 10

Any other comments:

Answered: 26 Skipped: 46

- I have interacted with the Act 174 PSB Working Group, I participated in the PUC's workshop for pro se parties, and I circulated this survey to many people whose names were not on the list of people this survey was sent to. The PUC needs to create a list of all parties who have participated pro se, or citizens who have hired attorneys to participate pro so, and include them in this sort of outreach. To date I still have no clue how many average Vermonters have actually tried to participate at the PUC, and I think that would be a valuable statistic to understand. I know how many people I have assisted and my fear is that the majority of people who have participated pro se are those who I have helped, which would be a sad testament to public participate at the PUC. You need to develop some measurables, and then reach out to those people specifically. I tried to get people who had participated at the PUC to attend the pro se workshop and nobody would go. But one person who I sent this survey to who was treated very badly during the whole PUC process wrote back and said she did it. So if you frame these questions a bit differently and sent them to everyone who participated pro se, you might get some useful information. I was amazed by how few pro se parties were included in the email distribution list for this survey. I have no idea how many of the 100+ people I sent this to actually responded, but at least you will have heard from some that you missed. Annette Smith, VCE

7/26/2019 10:45 AM

[View respondent's answers](#) [Add tags](#) ▼

- The Commission should air on the side of the public and have a fair, unbiased process

7/25/2019 12:52 PM

[View respondent's answers](#) [Add tags](#) ▼

- The commission needs a performance audit by the State Auditor. A good look under the hood is desperately needed.

- Overall, VELCO's experience with Section 248a since 2009 has been very positive, resulting in 75+ separate telecommunications projects being reviewed and approved, ranging from new communications towers to multi-site weather equipment installations. • With the advent of the "de minimis" statute and criteria, VELCO benefitted enormously by speeding up the process time for collocations and modifications on existing sites. Had VELCO been required to instead undertake a local zoning review / Act 250 review for each one of its projects, critical telecommunications services for utility crews statewide would have been delayed, and made much more costly than was the case using 248a. The switchover from a paper-driven filing system to the electronic ePUC filing system has also helped to reduce VELCO's costs and provide overall better service than would have been the case under a more piecemeal local/Act 250 process. • The section 248a statute will sunset on July 1, 2020. VELCO believes – consistent with the Department of Public Service's conclusion in the most recent version of the Telecommunications Plan – that the statute ought to be made permanent, having proven valuable and reliable over the course of the Statewide Radio Project's existence. • With that said, there will always be room for improvement. VELCO would recommend that the PUC consider a workshop to address changes in the 248a and 248(n) guidelines to help clarify certain aspects of the permit administration, for instance: (i) guidance on the inter- / intra- utility communications exception in 248(n); (ii) consideration of streamlining for tower replacements / tower extensions / distribution pole replacements (including based on recent FCC guidance); and (iii) clarification in the procedures order on ground equipment installations / changes in unfenced compounds.

7/22/2019 8:35 AM

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- Provide information/education sessions to citizens at various locations in Vt about the processes of 248 and other programs would make it easier to understand prior to projects coming into town. The State and the petitioners have an advantage over others who want to participate.

- We went ahead with solar in spite of difficult economics and with assumption that with a permit in hand prior to July 1 we knew what all costs would be. Instead we're being subjected to new fees retroactively and this is unacceptable. Shame on the state for holding us hostage on fees. What other unknown fees are coming our way?
7/17/2019 9:43 AM [View respondent's answers](#) [Add tags](#) ▼
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- I'm very disappointed in the TGFOV fee that was approved for GMP charging new solar customers. This is not an incentive!
7/16/2019 2:49 PM [View respondent's answers](#) [Add tags](#) ▼
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- I'm not pleased by the new interconnection fee to connect solar panels. The state of Vermont is encouraging a switch to renewable resources. Why is GMP working against them?
7/16/2019 1:16 PM [View respondent's answers](#) [Add tags](#) ▼
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- I'm unhappy with the commission's decision to allow TGFOV fee of \$37 per kW of solar. At a time we should be continuing our push for more solar energy, these fees are discouraging to potential solar customers.
- How would you like to get and pay for an oil change on your car, and later get a bill from the state for \$20 due to some new fee retroactively added? Not fun, and not right. I purchased my solar system months ago, delays in the installer's schedule have pushed it out. I didn't plan on this extra interconnection fee, it was not part of my decision making process. Totally unacceptable and illegal business in a "democracy" .
7/16/2019 10:45 AM [View respondent's answers](#) [Add tags](#) ▼
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- I wish to express my frustration at the TGFOV assessment being added to my solar panel installation. I understand there are adjustments that GMP needs to make to accommodate the influx of power being generated by the addition of solar panels to the grid. However, I feel that this is something GMP should have been planning to do with the evolution of renewable energy. It feels like private citizens that are investing in their own solar panels are being penalized for trying to reduce their carbon footprint. If the overall direction is moving towards a variety of renewable power generation sources then the upgrading the system should be borne by everyone. Are all GMP customers being assessed with a TGFOV fee, or just the ones installing solar panels?
7/16/2019 10:11 AM [View respondent's answers](#) [Add tags](#) ▼
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- Why am I getting this survey? I think because I have solar panels being installed. But I had no contact with the PUC. The installer contacted the PUC.
7/16/2019 9:46 AM [View respondent's answers](#) [Add tags](#) ▼
- Vermonters should be able to trust the PUC to work in OUR best interest, NOT for the convoluted relationships and biases for VGS. The VGS fracked pipeline testimony shows the corruption, obfuscation and denial present with the PUC. WHY is any work being continued on that pipeline when there is so much evidence that VGS has lied to the public over and over and over again? This is appalling, and the PUC is responsible for these decisions. You need to hold VGS accountable to our state, and environment.
7/14/2019 10:52 PM [View respondent's answers](#) [Add tags](#) ▼
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- The commission's processes are very confusing for regular citizens. I feel the processes and procedures are slanted so that ordinary citizens are not heard and their concerns are not considered. Furthermore, I feel that "public comments" are generally ignored. Solicitation of comments seems to be so the commission can say they solicited public comment; they don't really weigh into any part of any process. This is misleading to the public.
7/12/2019 3:13 PM [View respondent's answers](#) [Add tags](#) ▼
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- The PUC processes are completely unavailable to pro se parties.
7/12/2019 9:29 AM [View respondent's answers](#) [Add tags](#) ▼

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- Thanks for carrying out a survey!!!
7/11/2019 4:04 PM [View respondent's answers](#) [Add tags](#) ▼
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- If possible, the PUC should streamline the process of opposing an applicant's request for a CPG and make available PUC staff to 'hand hold' Pro Se objectors and provide them with guidance, templates, prior samples of filings as well as a 'road map' of the process.
7/11/2019 12:33 PM [View respondent's answers](#) [Add tags](#) ▼
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- PLEASE make the process of participating at the PUC more user friendly to ordinary citizens. We go way out of our way to try to see right be done and am stymied time after time with the process as it is.
7/11/2019 11:13 AM [View respondent's answers](#) [Add tags](#) ▼
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- Thank you for asking for feedback.
7/11/2019 10:31 AM [View respondent's answers](#) [Add tags](#) ▼
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- The PUC should take a very close look at or request that the State Auditor conduct a thorough review of its obligations regarding timeframes, process and procedure, and sanctions under federal pipeline safety regulations and federal grants. Vermont has a unique institutional structure with an independent DPS; however, this does not change the States obligations under delegated authority over intrastate pipeline safety. The process as currently implemented does not appear to be providing pipeline safety oversight and enforcement consistent with Statute nor does DPS reporting appear to provide adequate information to the Department of Transportation regarding the reality of the process or the impact of the institutional organization of pipeline safety oversight in the State.
7/11/2019 8:56 AM [View respondent's answers](#) [Add tags](#) ▼
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- With the caseload the Commission carries, it is very impressive that cases are resolved in an organized and thoughtful manner.
7/11/2019 8:40 AM [View respondent's answers](#) [Add tags](#) ▼
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- None
7/11/2019 8:05 AM [View respondent's answers](#) [Add tags](#) ▼
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- Please shut down the project for docket #8887 Dairy air Wind, it's causing me and my family and friends much distress and worry.
7/10/2019 9:41 PM [View respondent's answers](#) [Add tags](#) ▼
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- The average citizen/homeowner's perspective is not carefully considered in the long term effect 'projects' have on their lives, property values and cultural diversity.
7/10/2019 4:32 PM [View respondent's answers](#) [Add tags](#) ▼
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- help make the process fairer by suggesting better procedures to the legislature. Legislators don't understand the process enough to know what improvements to make
7/10/2019 4:17 PM [View respondent's answers](#) [Add tags](#) ▼
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- In my opinion there has been a disproportionate focus on oversight of project applicants and far less of a focus making the utilities accountable. For example GMP doubled the cost for line extensions (including reclosers etc.) in August of last year yet we have not seen any explanation or investigation as to why. Exact same scope, double the price. Is the PUC aware of this?