

Consumer Protection

To instill confidence in the regulatory process, mechanisms must be in place to insure that consumer interests are represented

Public Advocate

- Established by legislation
- Funded through a variety of mechanisms
- Typically represents residential and small commercial ratepayers before the commission

Public Participation

- Notice of proceedings
- Intervention permitted by any party who has an interest in a case which would not be adequately addressed by another party
- Participation in public hearings
- Submission of written comments
- Attendance at proceedings

Access to Records

- May view any case related document, subject to confidentiality restrictions
- May copy Commission records
- Case related documents can be scanned and sent electronically

Due Process

- Bundle of legally established rights, including right to be heard

Complaint Resolution

- Informal process
 - Commission Staff intervenes on behalf of customer
- Formal process
 - Complaint is ultimately heard before the Commission

Published Tariffs

- Detailed terms of service and rates
- Customer responsibilities

Other Regulatory Protections

- Service Quality Standards
- Billing practices
- Electric reliability rules

Low Income Assistance

- Guidelines for termination of electric and gas service for non-payment
- Budget billing
- Third party notification

Delaware Public Service Commission

David Bonar, Ombudsman
South Asia Regional Energy Partnership
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