

Vermont Public Utility Commission

Guidance for Participating in Remote Public Hearings

The Vermont Public Utility Commission (“Commission”) is using GoToMeeting to conduct remote public hearings during the COVID-19 pandemic. Here are some tips to help you prepare for and participate in such a public hearing.

Before the Public Hearing

Telephone Participants

- You may call in to the public hearing using your phone and the GoToMeeting telephone number that was provided in the public hearing notice. For a toll-free phone number, contact the clerk at puc.clerk@vermont.gov.

Video Participants

- Prepare your space, keeping in mind that both your space and you will be on camera.
- If you have not used GoToMeeting before:
 - Download the app before the meeting, using the link in the public hearing notice.
 - Take a look at GoToMeeting’s Attendee Guide: <https://support.goto.com/meeting/new-attendee-guide>
 - If you want to practice joining a GoToMeeting in advance of the public hearing, contact the clerk.

During the Public Hearing

All Participants

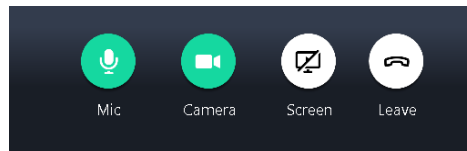
- Please mute your microphone unless you are speaking. This will minimize background noises, which can be very disruptive.
- Each time you begin talking, please identify yourself by name for the court reporter and spell your name.
- It is important for people to avoid talking over one another.
- The hearing officer or Commissioner leading the public hearing will ask each member of the public participating by video one at a time if he or she would like to speak. The hearing officer or Commissioner will also ask if any member of the public participating by telephone would like to speak.
- In general, if there are significant technical difficulties that cannot be resolved within 30 minutes, the public hearing will be rescheduled. A notice that the public hearing will be rescheduled will be posted on the Commission’s homepage and in the case in ePUC. The rescheduled date and time will be publicized in the same manner as the original public hearing.

Video Participants

- You are welcome to use GoToMeeting’s “chat” function to discuss any technical problems you may be having (such as with your audio or video). Do not type anything substantive about the case.
- If you experience technical difficulties, try to rejoin the GoToMeeting or call in to the public hearing using the GoToMeeting telephone number that was provided in the public hearing notice.

Key GoToMeeting Controls for Video Participants

In the **bottom center of your screen** are the controls for muting/unmuting your microphone, turning your camera on and off, and leaving the meeting.



In the **top right of your screen** are the controls for seeing the list of participants on the call, sending (or reading) a chat, and changing your camera and audio settings.



In the **top center of your screen** is the control for changing whom you view on your screen.

