

Vermont Public Utility Commission

Guidance for Participating in Remote Evidentiary Hearings

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

Before the Hearing

- Prepare your space, keeping in mind that both your space and you will be on camera.
 - Official representatives for parties and *pro se* individuals who are representing themselves will be asked to be on camera the whole time.
 - Witnesses will be asked to be on camera while testifying and otherwise keep cameras off.
- If you have any corrections to make to prefiled testimony, please file them in ePUC in advance of the hearing.
- If you plan to use any cross-exhibits during the hearing:
 - Please file them in ePUC in advance of the hearing by selecting “Add Cross Exhibit” from the “Select Action” menu in the case. Contact the clerk if you need assistance making this filing.
 - Because you will be asked to share these exhibits on your screen using screen sharing, you should (1) close out of unnecessary applications so we don’t all see your various notifications and (2) open up all the cross-exhibits you plan to use before the hearing so that they are ready.
- If you have not used GoToMeeting before:
 - Download the app before the meeting, using the link in the hearing notice.
 - Take a look at GoToMeeting’s Attendee Guide: <https://support.goto.com/meeting/new-attendee-guide>

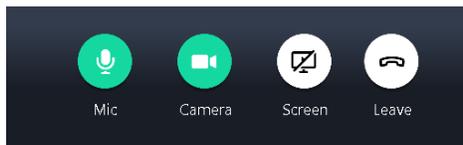
During the Hearing

- 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.
- It is important for people to avoid talking over one another. However, if you have an objection, you must raise it at the moment the objection arises.
- When you are questioning witnesses, you will be made the presenter in GoToMeeting. You should share cross-exhibits on your screen by clicking the “share screen” icon. Verbally, please clearly identify the cross-exhibit you are showing for the court reporter. For example, “I’m showing Department-Cross-1.” When you are done with the exhibit, please click “stop sharing screen.”

- 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. While GoToMeeting allows you to send private chat messages, the default is that chat messages are sent to all meeting attendees. Because of the potential to inadvertently send your chat to all meeting attendees, the Commission recommends that the chat function not be used to send private, substantive messages about the case to other parties. You may not send substantive private chats to any Commissioners or Commission staff.
- If you experience technical difficulties, try to rejoin the GoToMeeting or call in to the hearing using the GoToMeeting telephone number that was provided in the hearing notice.
 - If you are able to rejoin, let the hearing officer or Commissioner presiding over the hearing know so that he or she can summarize what happened and can revisit any questions on which an objection may have been allowed, including any admission of an exhibit.
 - If you are unable to call in or rejoin the GoToMeeting, notify the GoToMeeting platform manager immediately via email, or notify the clerk immediately via email or phone. The hearing will be paused until the issue is resolved.
- In general, if technical difficulties cannot be resolved within 30 minutes, the hearing will be rescheduled. Either the platform manager or the clerk will send an email to all parties notifying them that the hearing will be rescheduled. A notice will also be posted in the case in ePUC.

Key GoToMeeting Controls

In the **bottom center of your screen** are the controls for muting/unmuting your microphone, turning your camera on and off, sharing your screen with other hearing attendees, 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.

