

**199—26.9(17A,476) Consumer comment meetings in Iowa Code section 476.6 general rate case proceedings.**

**26.9(1)** The commission may hold consumer comment meetings to provide an opportunity for members of the general public who are customers of a utility involved in a general rate case to express their views regarding the case before the commission as well as the general quality of service provided by the utility. However, specific service complaints must follow the procedure prescribed in rule 199—6.2(476). Nothing shall prohibit the commission from holding consumer comment meetings in any other docketed case.

**26.9(2)** The location of consumer comment meetings shall be approved by the commission and included in a notice to customers. A member of the commission shall be assigned to preside over a consumer comment meeting. Representatives from the utility shall be present to explain, in a concise manner, the pertinent points of the utility's proposal and the utility may be required to present a graphic presentation at the consumer comment meeting that can also be provided to attendees. The utility's representatives shall also reasonably respond to any questions directed to the utility either at the consumer comment meeting or in a subsequent filing in the docket.

**26.9(3)** The consumer comment meeting shall be held in a major population center served by the utility at a time of day convenient to the largest number of customers. The commission may schedule consumer comment meetings at multiple locations. Each meeting shall be conducted in a facility large enough to accommodate all who wish to attend. Notice of the consumer comment meeting shall be sent by the commission to appropriate media outlets.

**26.9(4)** Individuals may submit written comments to the commission. Written comments shall become part of the permanent case file but shall not constitute evidence in the rate proceeding.

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