

Message to Stakeholders

Hello –

The Public Comment Portal is an online form intended to make it easier for individual members of the general public to register comments on rate cases and other matters regulated by the PUC. This tool is not intended to replace the established method for regular stakeholders of the PUC to submit comments for regular and special public meetings. \The public comment portal also makes viewing consolidated public comments in one place possible through a downloadable Excel file.

The following guide provides step-by-step instructions to use of the new portal, although the tool is relatively intuitive. Please note that this is a living document, subject to revision as we implement more tools and refine the application. Use of the portal is not appropriate when you have extensive technical comment or when you wish to submit a formatted document. The portal is designed for shorter, targeted comments typically offered by individual consumers and members of the general public. **The public comment portal does not allow for attachments.** For any questions regarding the use of this new tool, you may contact the PUC’s Consumer Services Section at puc.consumer@puc.oregon.gov or the Administrative Hearings Division at puc.hearings@puc.oregon.gov.

Best regards,

Nolan Moser

Nolan Moser
Chief Administrative Law Judge

How to Submit a Public Comment Using the Public Comment Portal

WHO SHOULD USE THE PUBLIC COMMENT PORTAL?

The public comment portal is intended for targeted comments on rate cases and other matters before the PUC by:

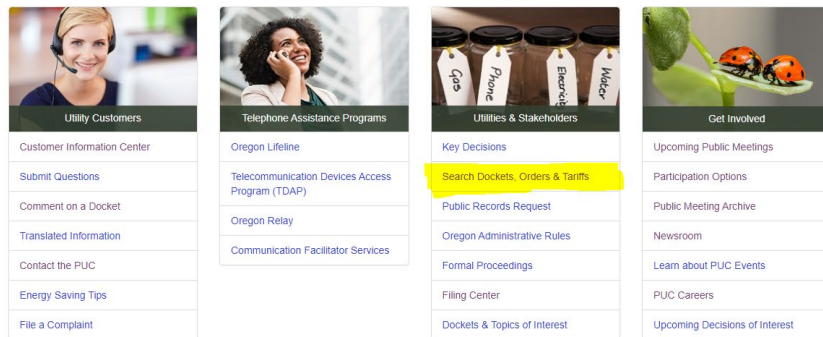
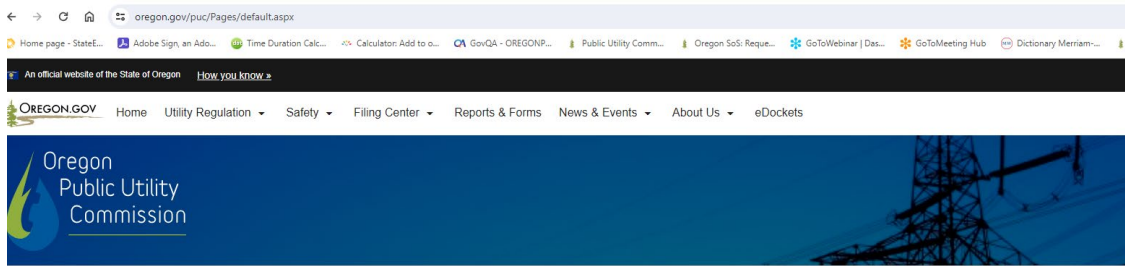
- individual consumers,
- utility customers, or
- members of the general public.

NOTE: *Regular stakeholders including consumer groups, advocates, utilities, municipalities, governmental officials, and anyone wishing to submit a formatted document to the Commission must continue to file comments through the PUC’s Filing Center.*

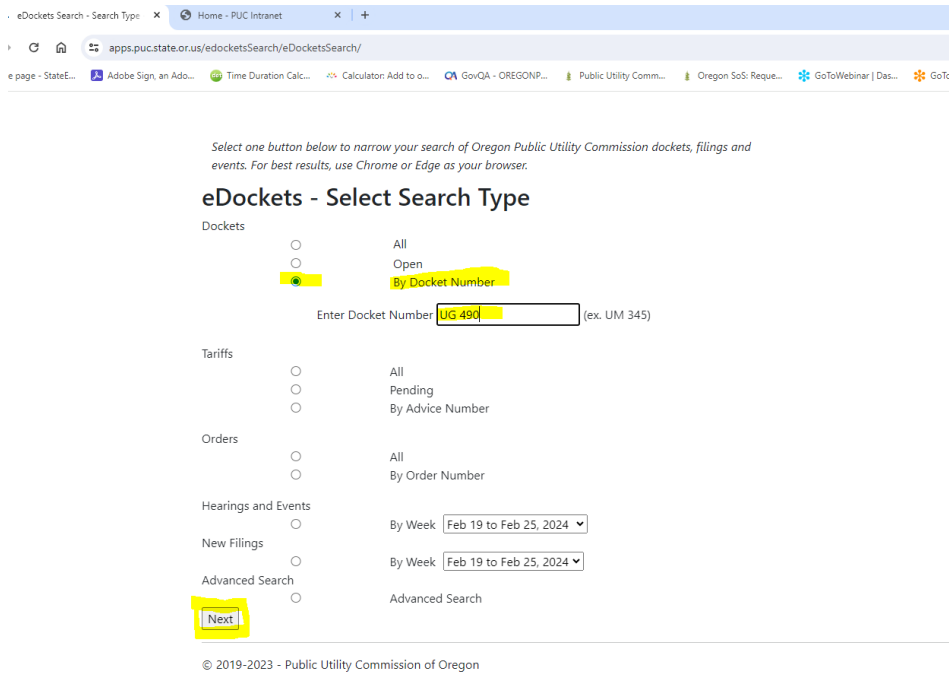
HOW TO SUBMIT A PUBLIC COMMENT

A. If you know the docket number of the rate case or other matter (Hint: PUC Press Releases note the docket number at the bottom of the press release):

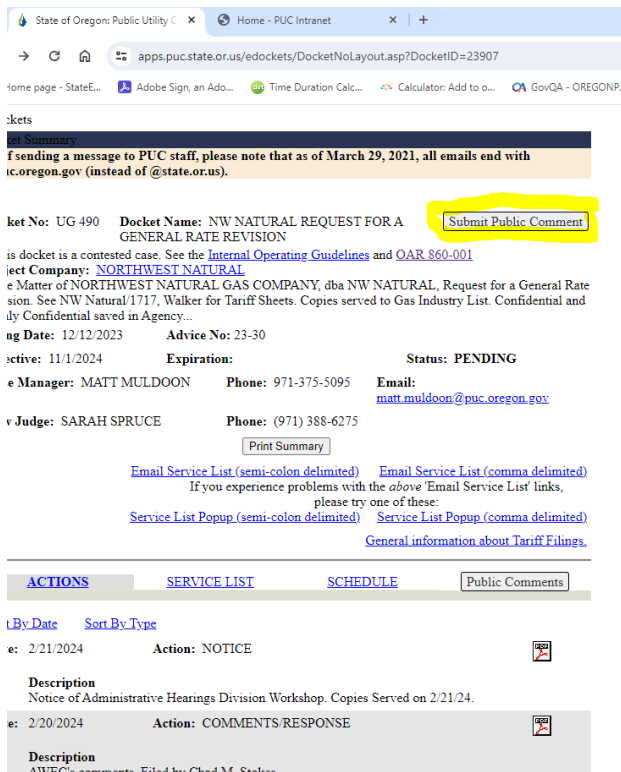
1. From the PUC’s Main Page, under the column (or tile) labeled “Utilities & Stakeholders,” select “Search Dockets, Orders & Tariffs.”



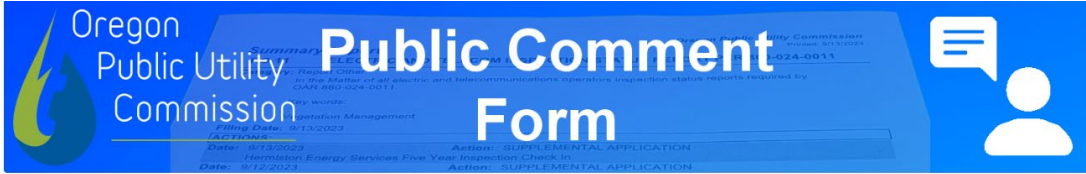
- This opens the eDockets – Select Search Type page. Select the radio button beside “By Docket Number,” type in the docket number (UG 490 in this sample), and then select the Next button.



- This opens the docket in eDockets. Select the “Submit Public Comment” button located near the top right side of the screen.



4. This opens the “Public Comment Form.” **Please review the Public Comment Guidelines prior to completing the form.** Please note that the docket number is automatically selected. Enter your comments in the Comments box, limiting yourself to roughly 5000 characters, select the nearest city to you from the dropdown by entering the first two letters of the name of your city, and then select the industry from the dropdown, and then the company name. You may select the support or oppose radio buttons above the comment box to categorize your comment or you may leave it at the default general comment selection. You may also enter your name, but that too is optional. Finally, you must acknowledge that your comment may be posted and publicly visible, and then select the “Submit My Comment” button.



Please only submit your public *comments* using the form below. If you have a *complaint* (service or billing), contact our [Consumer Services Section](#) for assistance.

Form Notes: Please do not include account numbers or other personal information in your comments. The maximum comment length is 5000 characters. **Required** fields have **bold and italic** titles, are marked with an asterisk (*), and have blue borders.

Public Comment Guidelines
Please leave the following out of your comments:

1. Offensive language: Any form of profanity, vulgar words, or derogatory terms.
2. Hate speech: Comments that promote discrimination, prejudice, or violence against individuals or groups based on attributes like race, ethnicity, gender, religion, etc.
3. Harassment: Intimidating, threatening, or bullying language targeting specific individuals.
4. Discrimination: Comments that marginalize or demean others based on their characteristics.
5. Personal attacks: Insults, name-calling, or derogatory remarks aimed at individuals.
6. Explicit content: Comments containing graphic or inappropriate material.
7. Spam: Repetitive, irrelevant, or promotional content that disrupts the conversation.

By excluding such language, we aim to maintain a positive and inclusive atmosphere for constructive public discourse.

[Click here for detailed instructions on using this form.](#)

All information submitted on this page may be posted on Oregon Public Utility Commission web sites and may be publicly visible.

I wish to make a general comment.
 If commenting on a specific docket, please select it

I support a docket proposal
 UG 490 - NW NATURAL REQUEST FOR A GENERAL RATE REVISION

I oppose a docket proposal

Comments *

Enter comments here

Nearest City *

Select Industry, then Company *

I acknowledge that all information submitted on this page may be posted on Oregon Public Utility Commission web sites and may be publicly visible. *

- After review for adherence to the guidelines, your comment may be posted to the website in the docket. To view comments posted, select the "Public Comments" button on the docket screen. (Note, you can download an Excel file of the comments by scrolling to the end of the comments and selecting the "Save Comments to Excel File" button.)

eDockets

Docket Summary

***If sending a message to PUC staff, please note that as of March 29, 2021, all emails end with @puc.oregon.gov (instead of @state.or.us).

Docket No: UG 490 Docket Name: NW NATURAL REQUEST FOR A GENERAL RATE REVISION [Submit Public Comment](#)

* This docket is a contested case. See the [Internal Operating Guidelines](#) and [OAR 860-001](#)

Subject Company: [NORTHWEST NATURAL](#)

In the Matter of NORTHWEST NATURAL GAS COMPANY, dba NW NATURAL, Request for a General Rate Revision. See NW Natural/1717, Walker for Tariff Sheets. Copies served to Gas Industry List. Confidential and Highly Confidential saved in Agency...

Filing Date: 12/12/2023 Advice No: 23-30

Effective: 11/1/2024 Expiration: Status: PENDING

Case Manager: MATT MULDOON Phone: 971-375-5095 Email: matt.muldoon@puc.oregon.gov

Law Judge: SARAH SPRUCE Phone: (971) 388-6275

[Print Summary](#)

[Email Service List \(semi-colon delimited\)](#) [Email Service List \(comma delimited\)](#)


If you experience problems with the above 'Email Service List' links, please try one of these:

[Service List Popup \(semi-colon delimited\)](#) [Service List Popup \(comma delimited\)](#)

[General information about Tariff Filings.](#)

[ACTIONS](#) [SERVICE LIST](#) [SCHEDULE](#) [Public Comments](#)

[Sort By Date](#) [Sort By Type](#)

Date: 2/21/2024 Action: NOTICE 

Description

Notice of Administrative Hearings Division Worksho... Copies Served on 2/21/24



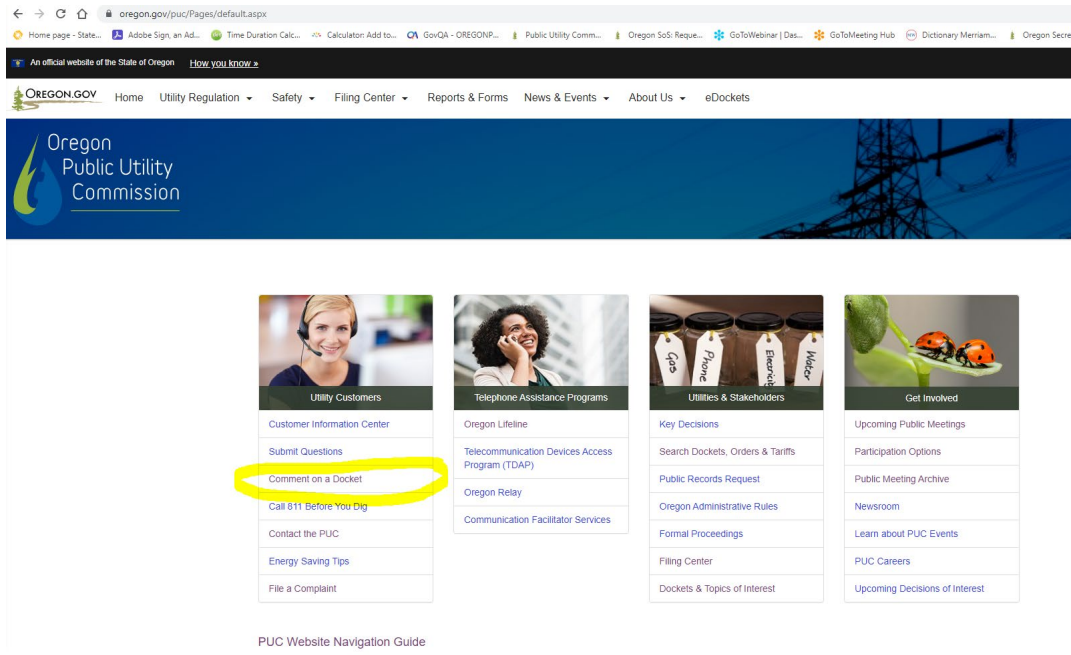
Docket Number	Docket Name	Company
UG 490	NW NATURAL REQUEST FOR A GENERAL RATE REVISION	NORTHWEST NATURAL

Comment Number	Created Date	Email Received Date	Company Name	Comment Type	Source Type	First Name	Last Name	Email	Nearest City	Comment
UG 490-1	1/12/2024 9:55:29 AM		NORTHWEST NATURAL	General Comment	Web	Jerry	Crane		TIGARD	Is Executive Compensation at NWN tied to profitability and increases in the price of its common stock? How much has executive compensation increased in the last four years?

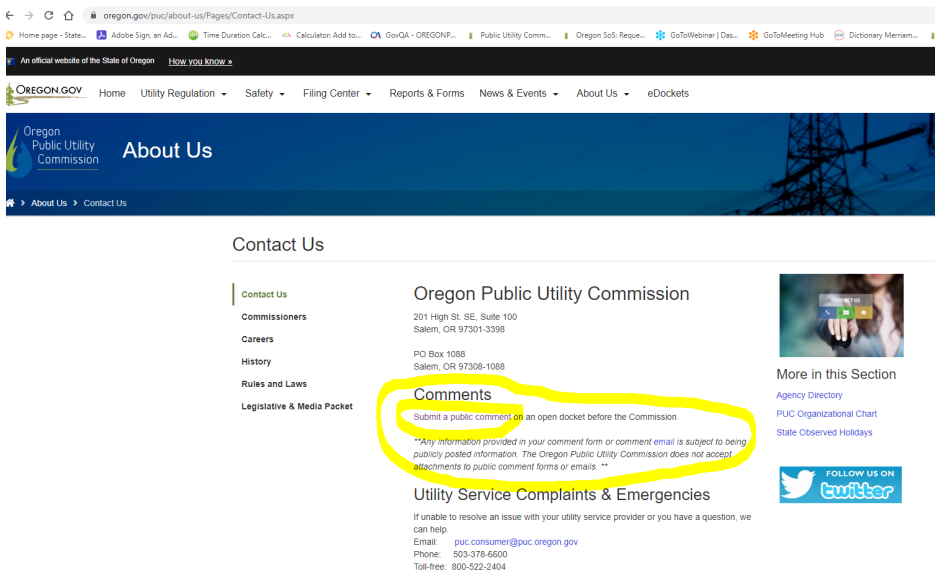
[Save Comments to Excel File](#)

B. If you do not know the docket number of the matter about which you wish to comment:

1. From the PUC's Main Page, under the column labeled "Utility Customers," select "Comment on a Docket."



2. This opens the About Us page. After reading the information under "Comments," select "Submit a public comment."



3. This opens the “Public Comment Form.” **Please review the Public Comment Guidelines prior to completing the form.** You do not need to enter a Docket Number. Enter your comments in the Comments box, limiting yourself to roughly 5000 characters, select the nearest city to you from the dropdown by entering the first two letters of the name of your city, and then select the industry from the dropdown, and then the company name. You may select the support or oppose radio buttons above the comment box to categorize your comment or you may leave it at the default general comment selection. You may enter your name, but that too is optional. Finally, you must acknowledge that your comment may be posted and publicly visible, and then select the “Submit My Comment” button.



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4. Discrimination: Comments that marginalize or demean others based on their characteristics.
5. Personal attacks: Insults, name-calling, or derogatory remarks aimed at individuals.
6. Explicit content: Comments containing graphic or inappropriate material.
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If commenting on a specific docket, please select it

I support a docket proposal
 Docket Number

I oppose a docket proposal

Comments *

Enter comments here

Nearest City *

Select Industry, then Company *

I acknowledge that all information submitted on this page may be posted on Oregon Public Utility Commission web sites and may be publicly visible. *

5. After review for adherence to the guidelines and docket identification, your comment may be posted to the website.

HOW TO VIEW PUBLIC COMMENTS IN eDOCKETS

Public Comments appear on the PUC’s website in eDockets in the docket under the Public Comments tab. To view public comments made in a specific docket:

1. From the PUC’s Main Page, under the column labeled “Utilities & Stakeholders,” select “Search Dockets, Orders & Tariffs.”

The screenshot shows the Oregon Public Utility Commission website. The browser address bar displays oregon.gov/puc/Pages/default.aspx. The navigation menu includes: OREGON.GOV, Home, Utility Regulation, Safety, Filing Center, Reports & Forms, News & Events, About Us, and eDockets. The main content area features a grid of four categories: Utility Customers, Telephone Assistance Programs, Utilities & Stakeholders, and Get Involved. The 'Utilities & Stakeholders' category is highlighted with a yellow arrow, and its sub-menu items are: Key Decisions, Search Dockets, Orders & Tariffs (circled in yellow), and Public Records Request.

Utility Customers	Telephone Assistance Programs	Utilities & Stakeholders	Get Involved
Customer Information Center	Oregon Lifeline	Key Decisions	Upcoming Public Meetings
Submit Questions	Telecommunication Devices Access Program (TDAP)	Search Dockets, Orders & Tariffs	Participation Options
Comment on a Docket	Oregon Relay	Public Records Request	Public Meeting Archive

2. This opens the eDockets -Select Search Type page. Type in the docket number of the case where you want to see the public comments, and then select the Next button.

apps.puc.state.or.us/edocketsSearch/eDocketsSearch/

Adobe Sign, an Ado... Time Duration Calc... Calculator: Add to o... GovQA - OREGONP... Public Utility Comm... Oregon SoS: Reque

Select one button below to narrow your search of Oregon Public Utility Commission dockets, filings and events. For best results, use Chrome or Edge as your browser.

eDockets - Select Search Type

Dockets

All

Open

By Docket Number

Enter Docket Number (ex. UM 345)

Tariffs

All

Pending

By Advice Number

Orders

All

By Order Number

Hearings and Events

By Week

New Filings

By Week

Advanced Search

Advanced Search

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3. This will bring up the docket. Select the "Public Comments" tab.

← → ↻ 🏠 apps.puc.state.or.us/edockets/DocketNoLayout.asp?DocketID=23908

Home page - StateE... Adobe Sign, an Ado... Time Duration Calc... Calculator: Add to o... GovQA - OREGONP... P...

eDockets

Docket Summary

*****If sending a message to PUC staff, please note that as of March 29, 2021, all emails end with @puc.oregon.gov (instead of @state.or.us).**

Docket No: UE 426 Docket Name: IDAHO POWER REQUEST FOR A GENERAL RATE REVISION [Submit Public Comment](#)

* This docket is a contested case. See the [Internal Operating Guidelines](#) and [OAR 860-001](#)

Subject Company: [IDAHO POWER COMPANY](#)
 In the Matter of IDAHO POWER COMPANY, Request for a General Rate Revision. Filed by Jocelyn Pease.
 Copies served to UE 426, ELECTRIC, LC 78, LC 84, UM 2114 Service Lists on 12/15/23.

Filing Date: 12/12/2023 Advice No: 23-14

Effective: 10/15/2024 Expiration: Status:

Case Manager: MATT MULDOON Phone: 971-375-5095 Email: matt.muldoon@puc.oregon.gov

Law Judge: JOHN MELLGREN Phone: [Print Summary](#)

Law Judge: ALISON LACKEY Phone: 503-400-2861

[Email Service List \(semi-colon delimited\)](#) [Email Service List \(comma delimited\)](#)
 If you experience problems with the above 'Email Service List' links, please try one of these:
[Service List Popup \(semi-colon delimited\)](#) [Service List Popup \(comma delimited\)](#)
[General information about Tariff Filings.](#)

ACTIONS **SERVICE LIST** **SCHEDULE** **Public Comments**

Sort By: Date Sort By: Type

Date: 2/22/2024 Action: OTHER FILING/PLEADING

Description
 Staff's Proposed Agenda for upcoming Special Public Meeting, filed by Michelle Scala.

Date: 2/20/2024 Action: LAW JUDGE RULING/MEMORANDA

Description
 ALJ John Mellgren issues MEMORANDUM, copies served on 2/20/2024.

4. This will open the Public Comments tab. Scroll down to read all comments. To see a more friendly and sortable version of the comments, scroll to the end of the comments and save the comments to an Excel spreadsheet (see the next page).

Utility Commis... x Home - PUC Intranet x +

apps.puc.state.or.us/docketpubliccommentreport?DocketID=23908

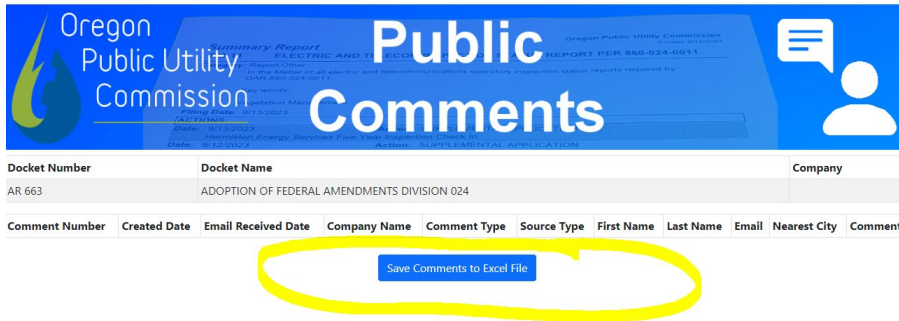
Adobe Sign, an Ado... Time Duration Calc... Calculator: Add to o... GovQA - OREGONP... Public Utility Comm... Oregon S&S Reque... GoToWebinar | Das... GoToMeeting Hub Dictionary Meriam... Oregon

Oregon Public Utility Commission **Public Comments**

Docket Number	Docket Name	Company
UE 426	IDAHO POWER REQUEST FOR A GENERAL RATE REVISION	IDAHO POWER COMPANY

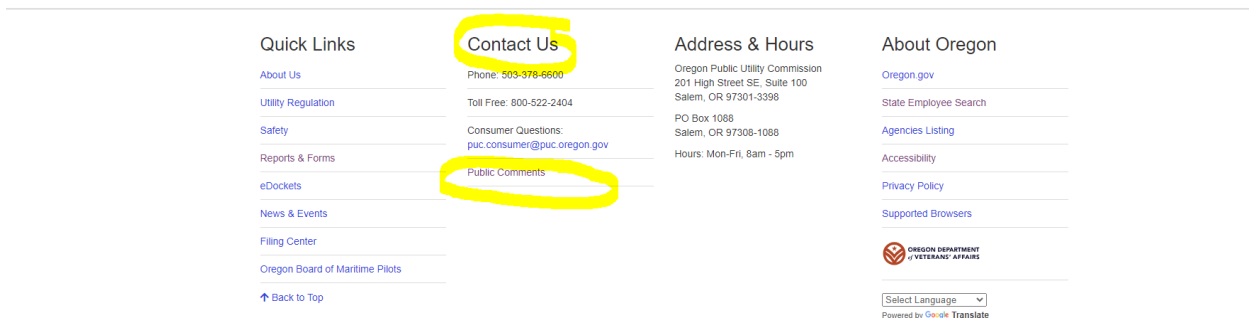
Comment Number	Created Date	Email Received Date	Company Name	Comment Type	Source Type	First Name	Last Name	Email	Nearest City	Comment
UE 426-1	12/27/2023 12:32:52 AM	10/4/2023 11:31:25 AM	IDAHO POWER COMPANY	General Comment	Email					Customer wanted to voice his comments as: I want to vote r Idaho Power increase. I don't want any fixed rates and I don increases. I want Biden to pay for it because they said it was infrastructure stuff, so charge him for it. I saw it on TV so I d Just put my vote as no. Thank you, Carissa M. Spent Carisse Compliance Specialist Oregon Public Utility Commission Puc.consumer@puc.oregon.gov <mailto:Puc.consumer@puc 1-800-522-2404/503-378-6600 503-378-5743 (fax)
UE 426-2	1/12/2024 12:31:43 AM	1/7/2024 3:50:22 AM		General Comment	Email			ott.irene@frontier.com		ott.irene@frontier.com <mailto:ott.irene@frontier.com>. Ple the attached public comments regarding Idaho Power's Req Rate Increase to their Oregon Customers. TO: Oregon Public Commission Date: 1/7/24 FROM: Irene Gilbert/ 2310 Adams Grande, Oregon 97850 Email: ott.irene@frontier.com <mailto:ott.irene@frontier.com> Pho 8445 Subject: Docket UE-426 Idaho Power Companies Requ General Rate Revision Filed December 15, 2023 Dear Comm following are significant concerns generated by a cursory re

5. To save the public comments to an Excel spreadsheet file, select the “Save Comments to Excel File” button at the bottom of the comments.



C. Another way to reach the Public Comment Portal:

From any page on the PUC’s website (except when in eDockets), under the “Contact Us” column, select “Public Comments.”



This opens the public comment form as shown above.