PUCO 101

How can your voice be heard?

#1 - Send in a public comment

Interested in a case? Give us your thoughts.

Certain cases before the PUCO are open for public comment - that means you can submit your opinion to us over the phone, through the mail or by email. Each comment is legally entered into the case docket and is considered a part of the case by attorneys and our administrative law judges.

Even if you don’t submit a comment, you can track the status of any case before the PUCO at our docketing website.

#2 - Attend a public hearing

Your voice in your community.

Public hearings give citizens the opportunity to comment on a case and hear from others in their community. Testifying or submitting written testimony is a great way to get your opinion on the record.

Public hearings are scheduled weeks or months in advance and are usually held in common spaces like libraries, schools or community centers. You can find the public hearing schedule on our website.

#3 - Go to an outreach event

Get the answers to your questions.

PUCO representatives hold informational meetings and presentations across the state. Topics can include energy choice, conservation, understanding your bill and more!

Our speakers are ready to answer your utility-related questions and hear your comments. You can even request a speaker for your own club, group or organization directly from our website.

#4 - Contact our call center

Trained representatives, here to help.

The PUCO has a dedicated staff ready to assist with any questions you may have or resolving issues between you (the consumer) and any PUCO-regulated entity. One simple call to (800) 686-7826, and your utility concern could be resolved quickly.

You can also submit your issue online at any time.

Resources:

1. Submit a public comment: https://www.puco.ohio.gov/contact-us/contact-us-form/?intype=comment
2. Subscribe to case updates on the PUCO docketing site: https://dis.puc.state.oh.us/
3. Learn how to testify at a PUCO hearing: https://www.puco.ohio.gov/be-informed/consumer-topics/how-to-testify-at-a-puco-public-hearing/
4. Request a speaker: https://www.puco.ohio.gov/contact-us/request-a-puco-representative-to-speak-to-your-organization/
5. Contact the call center: https://www.puco.ohio.gov/contact-us/