

## CUSTOMER COMPLAINT PROCEDURES

**Step One.** The customer files a formal, written complaint with the Public Service Commission. After first confirming that the Office of Regulatory Staff has concluded its investigation, the Commission opens a docket to process the complaint under S.C. Code Ann. Regs. 103-824.

- Next, the Clerk's Office issues a 30-Day Notice for the utility to answer the customer's complaint.
- The Commission assigns the matter to a hearing examiner within five days of receipt of the complaint, and the appointment of the hearing examiner will be included in the 30-Day Notice.

**Step Two.** The company would then answer the complaint and, may, if appropriate, file a dispositive motion (e.g., a verified motion to dismiss or motion for summary judgment). The company's filing would include and present the relevant customer account information needed for a determination of the complainant's allegations. The complaint filed by the complainant and the filing (including the company's answer) and related evidence submitted by the company would be considered in resolving the complaint.

- In a docket where the company seeks a dispositive motion, the hearing examiner would review the customer's pre-filed direct testimony (i.e., the customer's written complaint) and the verified response (i.e., the company's answer).
- A hearing examiner may, but is not required to, convene a hearing examiner hearing, issue a directive requesting additional information from the parties, schedule oral arguments before the hearing examiner, or recommend a hearing before the Commission.

**Step Three.** Thereafter, the hearing examiner would compile a Report and Recommendation based on the evidence and testimony submitted by the parties for consideration by the Commission within ten (10) days of receipt of the answer; within ten (10) days of receipt of information requested in a hearing examiner directive; or, within fifteen (15) days of the conclusion of the scheduled oral argument, as applicable.

Within ten (10) days of the issuance of the hearing examiner's Report and Recommendation, a party may file with the Commission and serve the other parties with specific written objections to the hearing examiner's Report and Recommendation.

**Step Four.** The Commission would then review the evidence submitted to the hearing examiner and the hearing examiner's Report and Recommendation to render its final decision on the complaint.

**Step Five.** The Commission would act on the Report and Recommendation by discussion and vote at a scheduled Commission Business Meeting.

**Step Six.** If the Commission voted to reject a Report and Recommendation that recommended dismissal of the complaint, the matter would return to the hearing examiner to oversee the completion of all other prefiled testimony deadlines in the docket as set forth in the Notice of



## PROPOSED CUSTOMER COMPLAINT PROCEDURES

Hearing, the Prefile Testimony Deadline letter, and any procedural schedule issued by the Commission in the docket.

**Step Seven.** The matter would then be scheduled for a hearing before the Commission.

- If a hearing before the full Commission is scheduled, the hearing must be scheduled within thirty-five (35) days of the Commission's directive requiring a hearing.

12/4/25

