

Information for Public Staff contact information for NC Utilities Commission

The Public Staff is an independent agency created in 1977 by legislation in General Statute 62-15 to review, investigate, and make appropriate recommendations to the North Carolina Utilities Commission with respect to the reasonableness of rates charged and adequacy of service provided by any public utility and with respect to the consistency with the public policy of assuring an energy supply adequate to protect the public health and safety. The Public Staff intervenes on behalf of the using and consuming public in all Commission proceedings affecting rates or service. The Public Staff also:

- Petitions the Commission to initiate proceedings when in the public interest;
- Intervenes in all certificate applications and assist the Commission in analysis;
- Makes recommendations to the Commission with respect to standards, regulations, or practices;
- Investigates formal and informal complaints affecting the using and consuming public;
- Intervenes in all proceedings for franchise transfers, mergers, and consolidations of public utilities; and,
- Reviews, investigates, and recommends action to the Commission regarding affiliate contracts.

Our Mission

- To provide customers with effective, independent representation based on technical and professional expertise on all issues before the North Carolina Utilities Commission.
- To fairly and efficiently exercise formal and informal audit and advocacy functions to ensure safe and reliable utility service at reasonable rates.
- To ensure that customer interests are represented in the development and application of public policy by serving as a resource to the North Carolina Utilities Commission, government agencies, Governor's Office and the North Carolina General Assembly.
- To help resolve conflicts between utilities and their customers through investigation, mediation, and education.

The Transportation Division represents the public in matters brought before the Utilities Commission involving regulated motor carriers of household goods as well as privately owned and operated ferry boat services. Carriers that transport household goods for compensation over the public highways within North Carolina fall under the Utilities Commission's jurisdiction. Ferry boats and certain bus services must file and maintain the rates and terms of service for their operations.

The Transportation Division can be reached at [919-733-7766](tel:919-733-7766) or Transportation@psncuc.nc.gov.