

Decision No. R25-0830-I

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

PROCEEDING NO. 25F-0393EG

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DANIEL HOFFMAN,

COMPLAINANT,

V.

PUBLIC SERVICE COMPANY OF COLORADO,

RESPONDENT.

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**INTERIM DECISION GRANTING PUBLIC SERVICE  
COMPANY OF COLORADO’S UNOPPOSED MOTION  
FOR EXTENSION OF ANSWER DEADLINE, VACATING  
HEARING, RESETTING HEARING, AND ESTABLISHING  
PROCEDURES**

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Issued Date: November 20, 2025

**I. STATEMENT**

1. On September 24, 2025, Daniel Hoffman (“Complainant”) filed a formal complaint against Public Service Company of Colorado (“Respondent”), alleging improper billing and service-related issues.

2. On September 25, 2025, the Director issued an Order to Satisfy or Answer requiring Respondent to satisfy the Complaint or file an answer within 20 days, consistent with Rule 1302(f) of the Commission’s Rules of Practice and Procedure, 4 *Code of Colorado Regulations* (“CCR”) 723-1.

3. On the same day, the Commission issued a Notice of Hearing setting an evidentiary hearing for December 8, 2025.

4. On October 8, 2025, the Commission referred this matter to an Administrative Law Judge (“ALJ”) by minute entry.

5. On October 15, 2025, Public Service Company of Colorado’s Unopposed Motion for Extension of Answer Deadline and Waiver of Response Time (“Motion”) was filed by Respondent. The Motion explains that Respondent reasonably requires additional time to prepare a complete answer and that the extension is unopposed by Complainant. The Motion requests an extension of the answer deadline to December 8, 2025, and a waiver of response time pursuant to Rule 1308(c) of the Commission’s Rules of Practice and Procedure, 4 *Code of Colorado Regulations* (“CCR”) 723-1.

## II. FINDINGS AND CONCLUSIONS

6. Because the response period has expired with no responses filed, the Motion is unopposed as a matter of procedure. Accordingly, the request for waiver of response time will be denied as moot, as ordered below.

7. The undersigned ALJ further finds that good cause exists to extend the answer deadline. Respondent asserts that additional time is needed to investigate and prepare a comprehensive answer, and Complainant does not object. Extending the answer deadline through December 8, 2025 is reasonable and supports development of a complete record.

8. Because Respondent’s answer will now be filed on the same day the evidentiary hearing is scheduled to occur (unless the case is otherwise resolved before that time), the

December 8, 2025 hearing cannot proceed as scheduled. Accordingly, the evidentiary hearing scheduled for December 8, 2025, will be vacated, as ordered below.

9. To ensure timely progression of this proceeding and minimize uncertainty for both parties, the evidentiary hearing will be rescheduled for December 22, 2025.

### **III. PROCEDURES FOR A REMOTE EVIDENTIARY HEARING**

10. A fully remote evidentiary hearing will be scheduled in this proceeding.

11. The procedures developed for the remote evidentiary hearing are intended to replicate, as practicable, evidence presentation as it occurs when parties and witnesses are present in the hearing room. For example, participating by videoconference allows parties and witnesses to view exhibits on the videoconference screen while the exhibits are being offered into evidence and witnesses testify about them.

12. The evidentiary hearing will be conducted via video conference using the Zoom platform if at least one party or a party's witness chooses to participate remotely. Attachment A to this Decision provides information about the Zoom platform and how to use Zoom to participate in the remote hearing. To minimize the potential that the remote hearing may be disrupted by non-participants, the link and meeting ID, or access code, to attend the hearing will be provided to the parties by email approximately one week before the hearing, and the parties and witnesses will be prohibited from distributing that information to anyone not participating in the hearing.

13. At the hearing, the parties may call witnesses, present evidence, and make arguments in support of their position. Evidence includes documentary exhibits, testimony, and other tangible items that a party wishes the ALJ to consider in reaching a decision as to the

allegations in this case. Given that the hearing will accommodate remote participation by videoconference, exhibits must be presented electronically. These exhibit requirements apply to all exhibits, including those used for impeachment, rebuttal, or to refresh a witness's recollection, consistent with Attachment B hereto.

14. The Public Utilities Commission Administrative Hearings Section uses box.com to receive and manage exhibits that are first presented at remote hearings. As such, it is essential that the parties ensure they can access and use box.com before the hearing.<sup>1</sup> The ALJ is entering orders to facilitate the use of box.com to manage exhibits during the hearing. To this end, the parties will be provided box.com links and instructions to: (a) upload documents and exhibits for use during the hearing; and (b) download documents and exhibits once they are presented during the hearing.

15. Each party must: (a) pre-mark all hearing exhibits with a hearing exhibit number within their assigned number block before uploading the exhibits to the party's designated box.com folder; (b) sequentially page-number each page of exhibits longer than two pages, with the first page numbered as page 1, regardless of content, before uploading the exhibits to the party's designated box.com folder; and (c) upload all pre-marked exhibits into each party's respective designated box.com folder prior to presenting them during the hearing.

16. For purposes of exhibit identification consistent with Attachment B, Complainant is assigned Hearing Exhibit Nos. 100–199, and Respondent is assigned Hearing Exhibit Nos. 200–299. Additional parties, if any, shall use subsequent 100-number blocks.

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<sup>1</sup> Box.com is a web-based document sharing service. When exhibits are first presented during the hearing, the Commission will receive them electronically from each party's box.com folder for display.

17. Attachment B outlines procedures and requirements for marking and formatting exhibits designed to facilitate efficient and smooth electronic evidence presentations at the remote hearing. It is very important that the parties carefully review and follow all requirements in this Decision and Attachments A and B.

18. Additional procedural requirements may be issued in future Interim Decisions.

**IV. INFORMAL VIDEOCONFERENCE PRACTICE SESSION**

19. The ALJ, or its staff, will hold an informal practice videoconference session if requested by at least one party to give the parties an additional opportunity to practice using Zoom and box.com before the hearing.

20. The parties may contact a Commission Legal Assistant by email at [casey.federico@state.co.us](mailto:casey.federico@state.co.us), [stephanie.kunkel@state.co.us](mailto:stephanie.kunkel@state.co.us), or [april.crain@state.co.us](mailto:april.crain@state.co.us) to schedule an informal practice videoconference session.

21. The parties will receive information and a link to participate in the informal practice session by email.

**V. ORDER**

**A. It Is Ordered That:**

1. The request to waive response time to Public Service Company of Colorado's Unopposed Motion for Extension of Answer Deadline and Waiver of Response Time ("Motion"), filed October 15, 2025, by Public Service Company of Colorado ("Respondent"), is denied as moot.

2. The Motion is granted as to Respondent's request to extend the deadline for the filing of an Answer.

3. Respondent shall file and serve its Answer by December 8, 2025.
4. The evidentiary hearing scheduled for December 8, 2025, is vacated.
5. A remote evidentiary hearing in this matter is rescheduled as follows:

DATE: December 22, 2025

TIME: 9:00 a.m.

WEBCAST: Commission Hearing Room B

METHOD: Join by video conference using Zoom at the link to be provided in an email from the Administrative Law Judge or Staff of the Commission.<sup>2</sup>

6. The parties shall be held to, and shall comply with, the requirements in this Decision. In addition to other requirements of the Commission's Rules of Practice and Procedure, 4 CCR 723-1 (*e.g.*, Rule 1202 (if prefiled testimony is ordered) and Rule 1405 regarding discovery procedures), all pre-filed hearing exhibits shall be marked for identification and filed in accordance with this Decision, including Attachment B hereto.

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<sup>2</sup> Additional information about the Zoom platform and how to use the platform are available at: <https://zoom.us/>. All participants are strongly encouraged to participate in a test meeting prior to the scheduled hearing. See <https://zoom.us/test>.

7. This Decision shall be effective immediately.

(S E A L)



THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF COLORADO

AVIV SEGEV

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Administrative Law Judge

ATTEST: A TRUE COPY

A handwritten signature in cursive script that reads "Rebecca E. White".

Rebecca E. White,  
Director