
**ATTACHMENT A
REQUIREMENTS AND INFORMATION
ON REGISTERING TO ATTEND HEARING,
USING ZOOM TO PARTICIPATE,
AND REQUESTING INTERPRETATION SERVICES**

1. This Attachment¹ directs members of the public on certain aspects of their participation in the remote hearing in this matter using Zoom (<https://zoom.us/>) and provides information which will aid participants in doing so. Additional information about the Zoom platform and various tips on how to use the Zoom platform are available at: <https://zoom.us.>² This is not intended to provide full and complete instructions on how to use Zoom to participate in a hearing.³

2. This Attachment also provides instructions and information on how to request the services of an interpreter for hearings before the Public Utilities Commission (“Commission”).

**REGISTERING TO ATTEND PUBLIC COMMENT HEARING AND USING
ZOOM TO PARTICIPATE**

3. To attend the hearing, participants must register for the hearing by clicking on the registration link included for the scheduled hearing on the Commission’s calendar of events page on its website, at <https://puc.colorado.gov/puccalendar>. After registering to attend the hearing,

¹ This Attachment A was modified and revised February 22, 2023, to incorporate instructions for registration.

² These links are provided for the parties’ convenience; the Public Utilities Commission does not warrant that the information contained in these links is accurate or that it provides all the information participants may need to use Zoom.

³ These instructions are not directed at using a tablet or smartphone to participate in a Zoom video conference. Using a smartphone or tablet may limit a participant’s ability to view documents that may be displayed during the hearing due to screen size. As such, participation by computer is encouraged. Participants who chose to use a smartphone or tablet are responsible for ensuring they are able to fully participate in the hearing.

Zoom will email information to join the session to the email address the registrant provides when registering for the hearing.

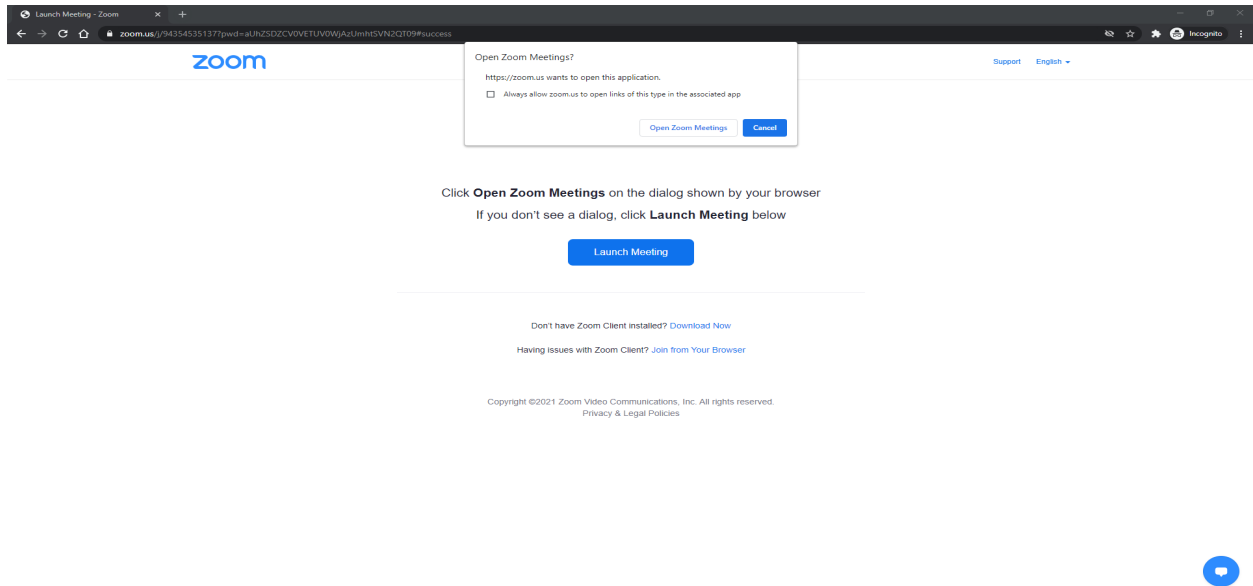
4. To minimize the potential that the video-conference hearing may be disrupted by non-participants, the link, telephone number, meeting ID or access code to attend the hearing will only be provided to those who register to participate in the hearing, and will not be posted on the Commission's website.

5. Participants are responsible for ensuring they have familiarized themselves with Zoom and are able to use it. All are strongly encouraged to participate in a test meeting prior to the scheduled hearing. See <https://zoom.us/test>.

6. Registered participants in a Zoom hearing by video-conference are strongly encouraged to use a computer, smart phone, or tablet with internet access, an operational microphone, camera, and a speaker.⁴ A few minutes prior to the start of the hearing, participants must enter the Zoom link for the hearing in their internet browser.

7. Registered participants will be taken to the screen where they may join the hearing. The registered participant's browser should prompt them to "Open Zoom Meetings," which the registered participant should click. If the browser prompt does not appear, the registered participant may click "Launch Meeting" as shown in the image below.

⁴ If a registered participant is unable to participate by computer or mobile device, participation by telephone only will be accommodated.

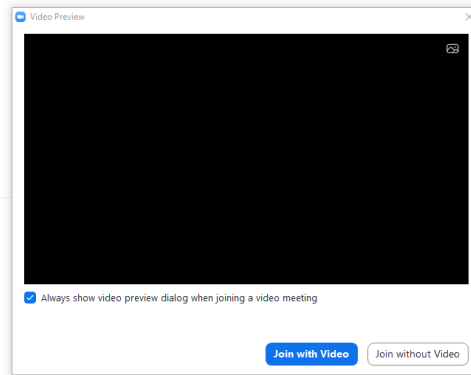


8. The Zoom program will then open on the registered participant's computer.⁵ A video preview window will open automatically. Registered participants should click "Join with Video." If registered participants are prompted to allow the session to access their computers' microphone and camera, they should allow access and should click "Join with Computer Audio."⁶ Registered participants will be able to modify their settings during the session should they need to mute their microphone or turn off their cameras. These steps are shown in the images below.

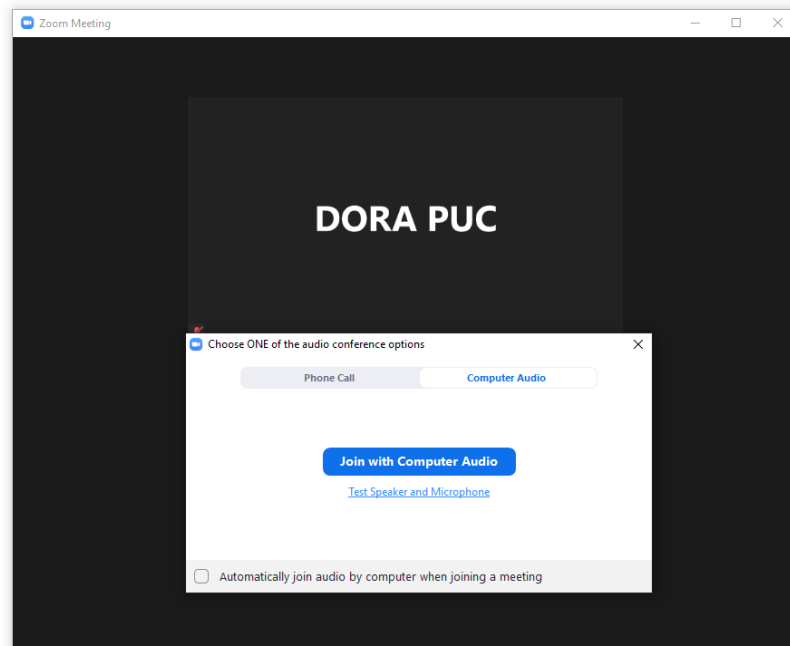
Step 1:

⁵ If the registered participant has never used Zoom before, a download in the browser may start and the participant must click the Zoom icon in the bottom of the browser to open the program.

⁶ Participants can also click the link for "Test Speaker and Microphone" to ensure their audio is properly connected.

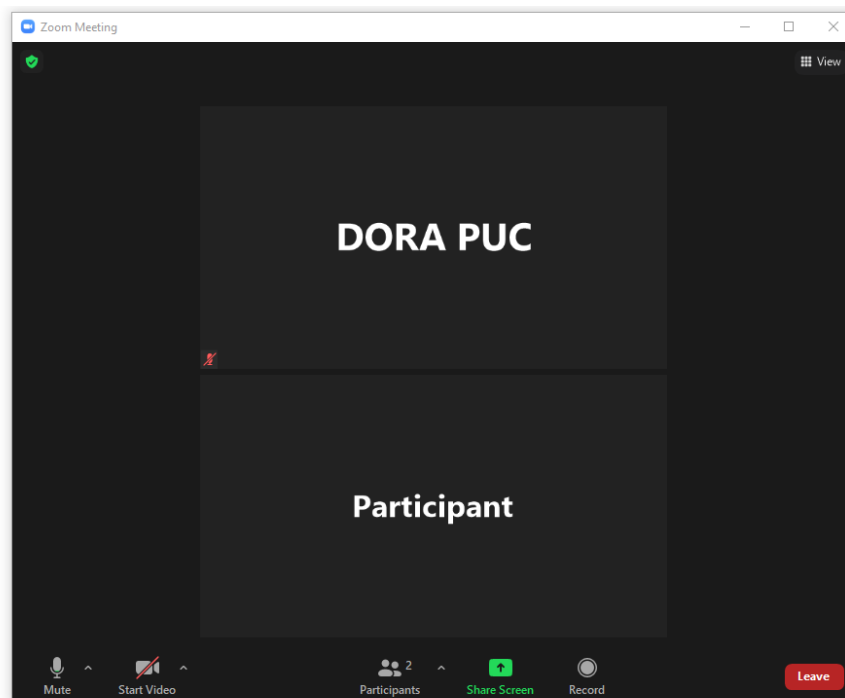


Step 2:

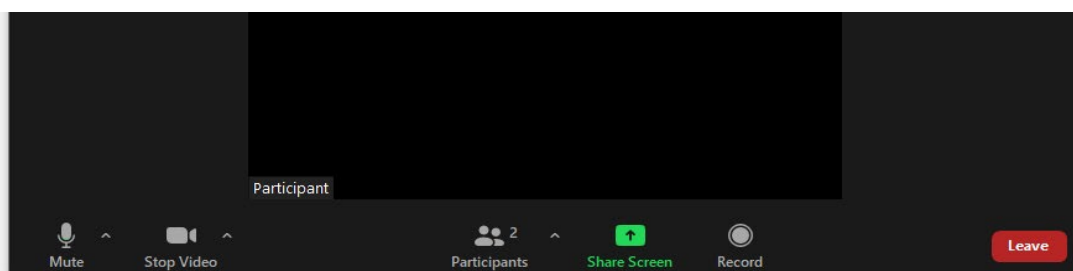


9. When prompted by Zoom, registered participants in the hearing must enter their name. Among other reasons, this is required for identification and because the presiding official may close the meeting if necessary.⁷

10. Those registered to participate in the hearing may control the audio volume using their computer's audio controls. Those who do not want their image displayed for others in the meeting may select the camera icon labeled "Stop Video" at the bottom left of the Zoom window at any point. A slash will appear over the camera icon, indicating that the camera has been turned off. Likewise, to mute or turn off the microphone, select the microphone icon at the bottom left of the Zoom window and visually confirm that there is a slash over the microphone icon. Illustratively, the below image shows the microphone turned on and the camera turned off.

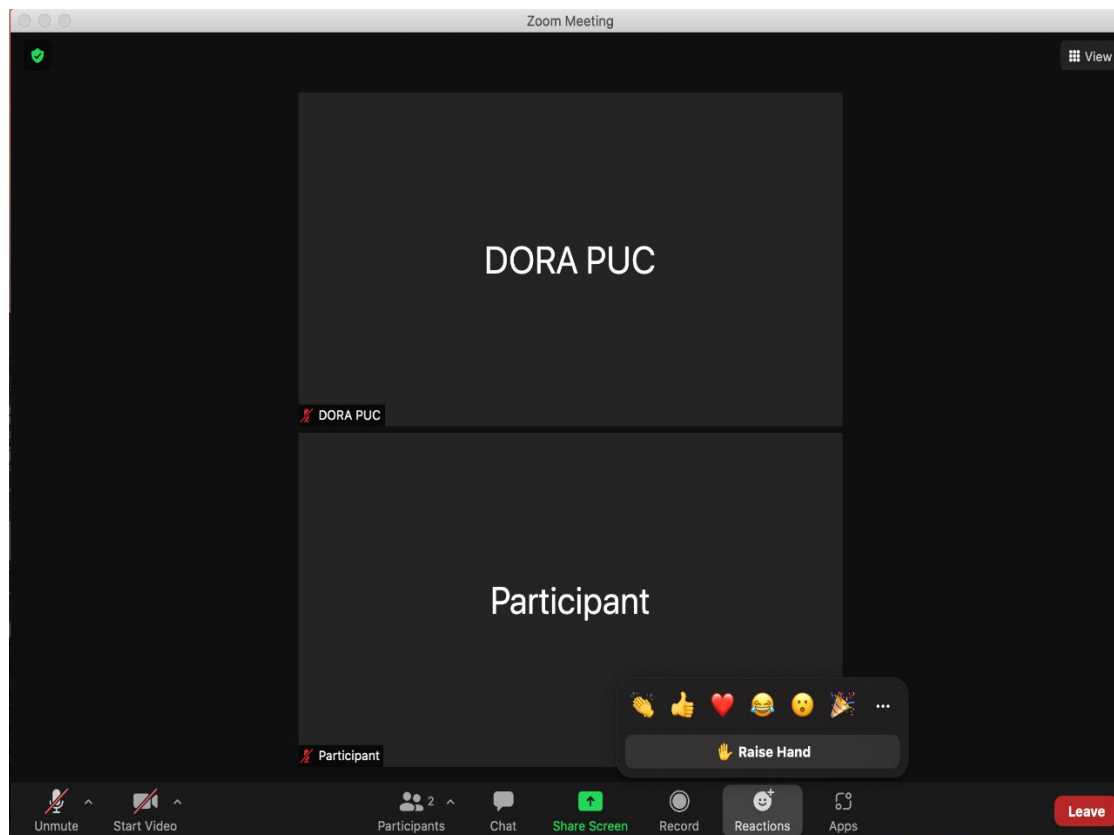


11. Conversely, the below image shows the microphone and camera icons turned on

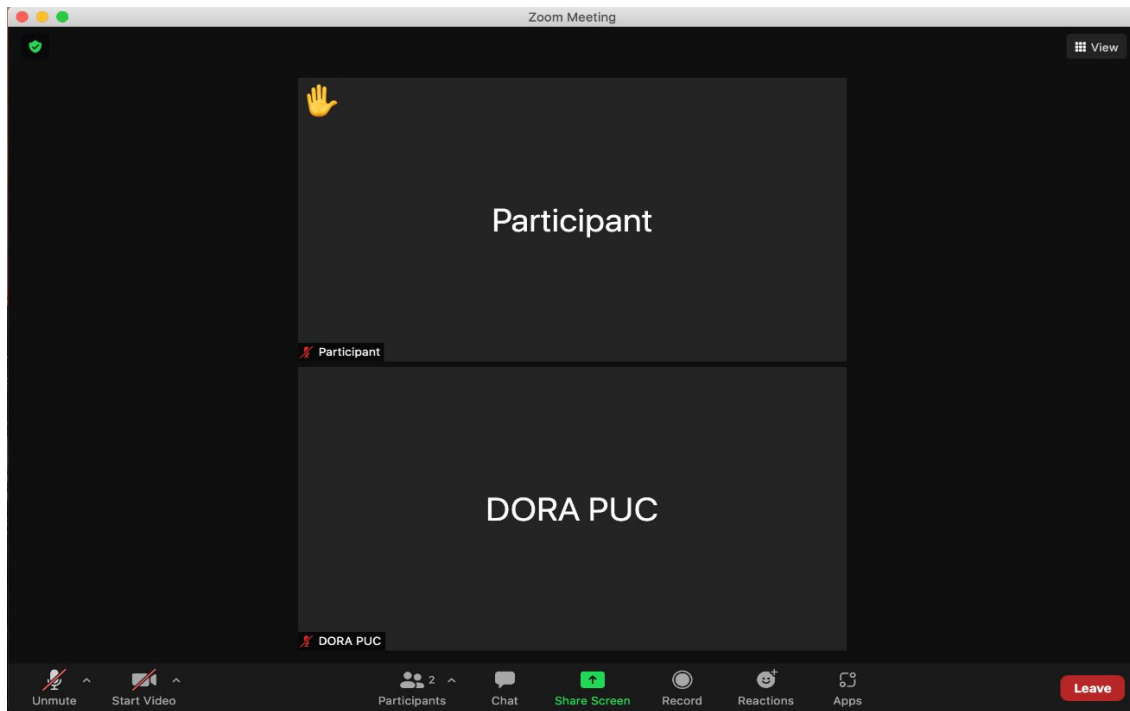


and ready to transmit video and audio upon joining the hearing.

12. The presiding official may ask registered participants to indicate they wish to speak by using the “raise hand” feature. The “raise hand” feature may be accessed by clicking on the “reactions” icon. The below image shows how to access the “raise hand” feature.

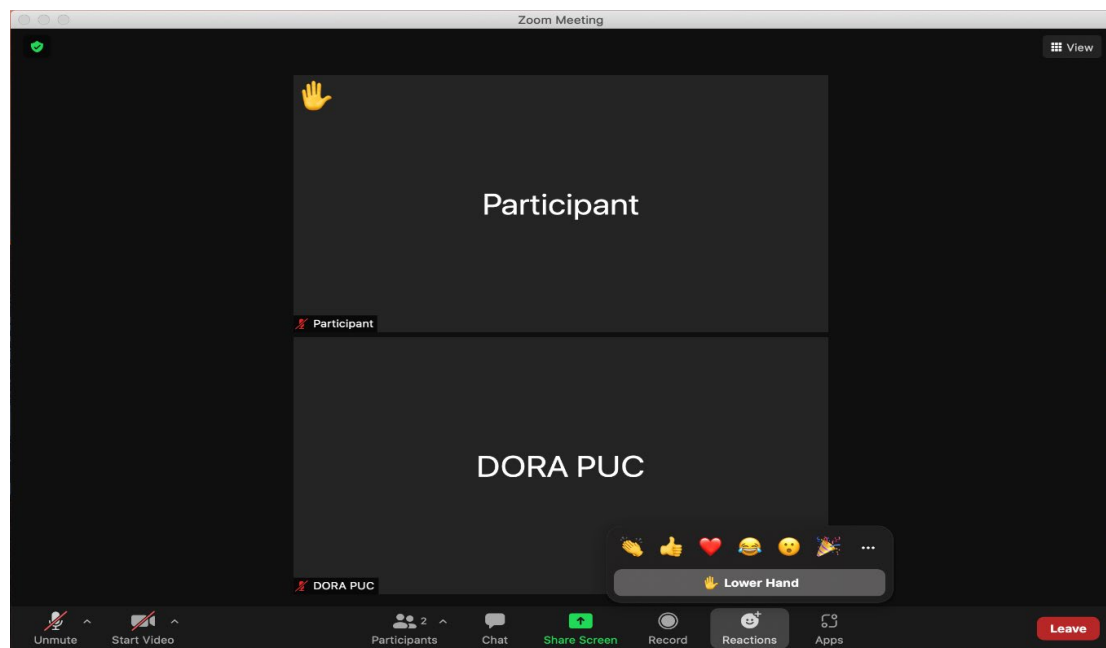


13. The below image illustrates the “raise hand” feature turned on.



14. Those registered participants wishing to speak should leave the “raise hand” feature on until they have done so or no longer wish to do so. Once done speaking or if a registrant no longer wishes to speak, the participant should turn off the “raise hand” feature.

15. The below image shows how to turn off the “raise hand” feature.



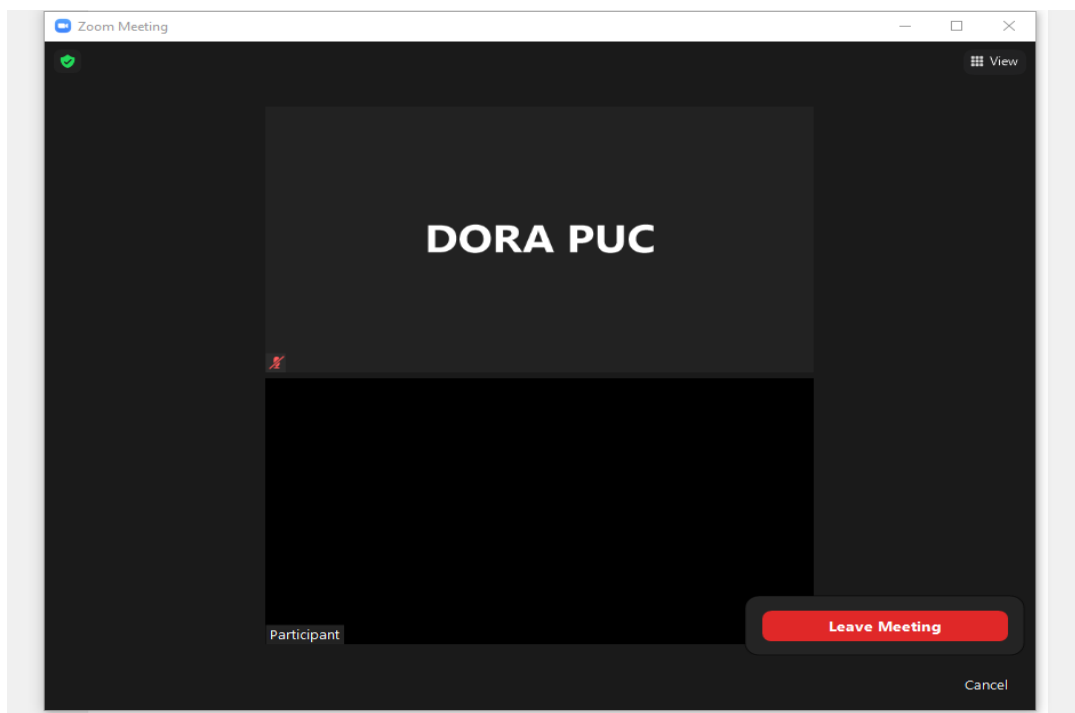
16. A full and complete record of the hearing will be stenographically or electronically recorded. To facilitate this, registrants must minimize feedback and background noise. First, registered participants must mute their microphones and cameras during the hearing until called upon by the presiding official. Second, all registered participants must ensure that they are in a location with minimal or no background noise while participating in the hearing. Registered participants must also avoid connecting to the hearing with multiple computers or devices located in the same room, as this will cause echos and audio feedback. Although not mandatory, those registered to participate in the hearing are encouraged to participate using headphones connected to their computers to help reduce audio feedback.

17. The Commission has enabled the Zoom “Live Transcript” feature, which allows participants to view subtitles using automatic speech recognition technology. To access this feature, registered participants can select the “Live Transcript” icon on the bottom of the screen

and then choose “Show Subtitle.” To hide the subtitles, click on the “Live Transcript” icon again and choose “Hide Subtitle.”

18. A Zoom hearing may or may not have a functional chat feature active during a particular hearing. Any information provided in the chat will not be part of the record of the proceeding. In addition, the presiding official and Commission Staff who administer the hearings do not actively monitor Zoom’s chat function and thus may not be aware of, or respond to, any information in a chat. Therefore, registered participants should not use the chat function.

19. To terminate participation in the hearing, select the “Leave” button then select “Leave Meeting” in the pop-up box, as shown below. A registered participant who inadvertently selects the “Leave” button may instead click anywhere else on the screen to stay in the meeting.



REQUESTING AN INTERPRETER

20. The Commission strives to accommodate all members of the public at its hearings and meetings by providing services for foreign language users and persons with disabilities upon receipt of a request. Requests should be made at least one week prior to the event by completing the [Language Access Form](#). Requests can also be made directly by contacting Megan Castle at 303-513-2713 or by emailing megan.castle@state.co.us.⁸

⁸ Translation provided: “La Comisión se esfuerza por acomodar a todos los miembros del público en sus audiencias y reuniones proporcionando servicios para usuarios de idiomas extranjeros y personas con discapacidades al recibir una solicitud. Las solicitudes deben hacerse al menos una semana antes del evento completando [el Formulario de acceso al idioma](#). Las solicitudes también se pueden hacer directamente comunicándose con Megan Castle al 303.513.2713 o enviando un correo electrónico a megan.castle@state.co.us.”