
**ATTACHMENT A
REQUIREMENTS AND INFORMATION
ON USING ZOOM TO ATTEND PUBLIC COMMENT HEARING
(ADVANCE REGISTRATION NOT REQUIRED) AND REQUESTING
INTERPRETATION SERVICES**

1. This Attachment directs members of the public on certain aspects of their participation in the remote public comment 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>.¹ This is not intended to provide full and complete instructions on how to use Zoom to participate in a hearing.²

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

USING ZOOM TO ATTEND PUBLIC COMMENT HEARING

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

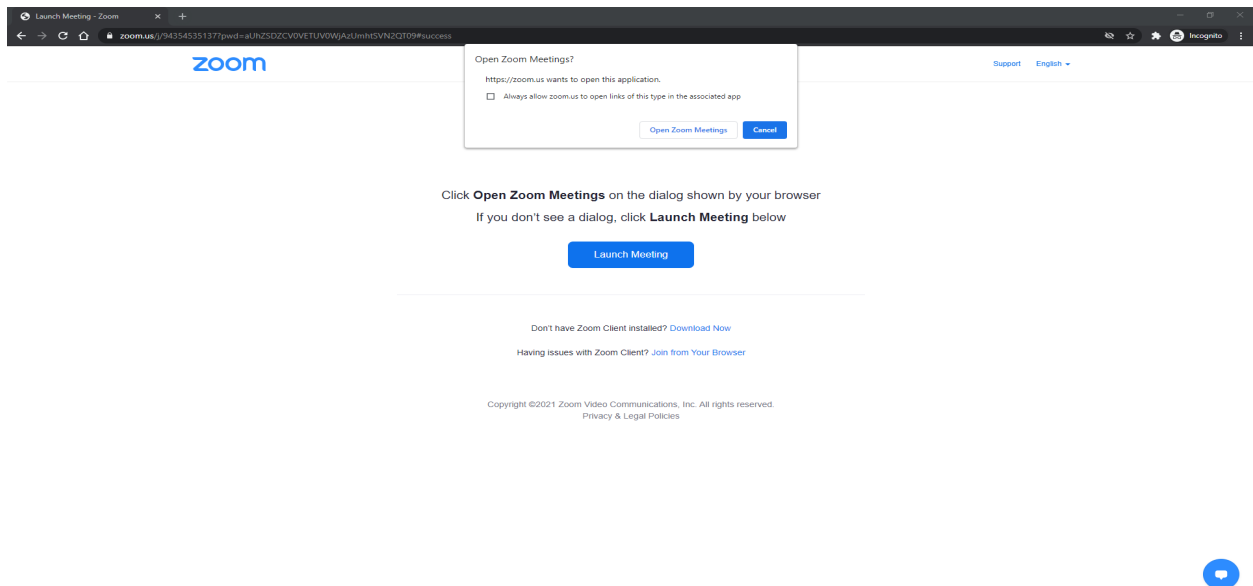
4. Participants in a Zoom hearing by video-conference are strongly encouraged to use a computer, smart phone, or tablet with internet access, an operational microphone, camera,

¹ 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.

² 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.

and a speaker.³ A few minutes prior to the start of the hearing, participants must enter the Zoom link for the hearing in their internet browser.

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



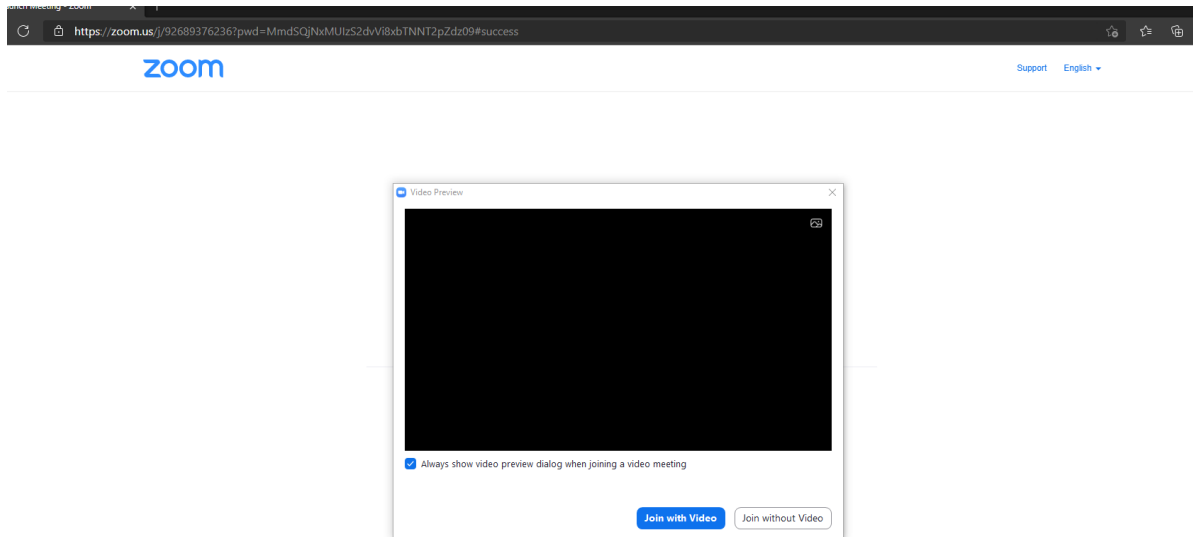
6. The Zoom program will then open on the participant's computer.⁴ A video preview window will open automatically. Participants should click "Join with Video." If participants are prompted to allow the session to access their computers' microphone and

³ If a participant is unable to participate by computer or mobile device, participation by telephone only will be accommodated. The phone number and access code needed to participate by telephone will be included in the calendar of events on the Commission's website, available at: <https://puc.colorado.gov/>.

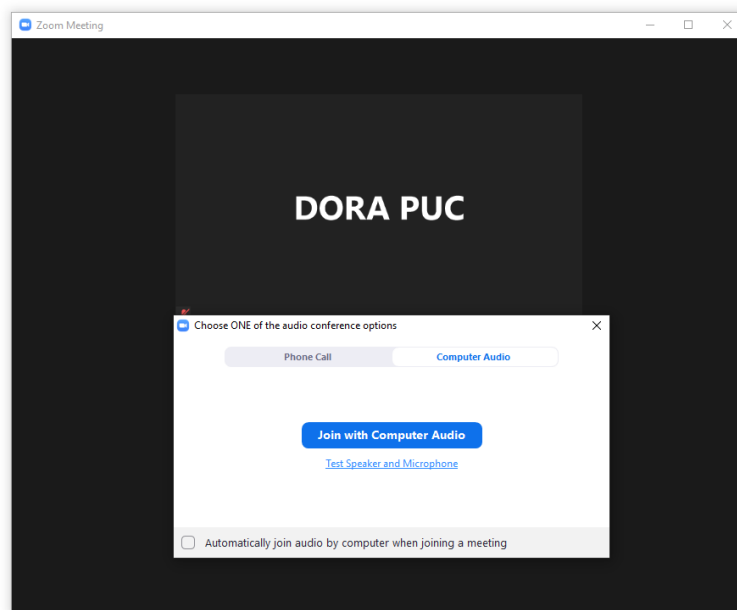
⁴ If the participant has never used Zoom before, a download in the browser may start and participant will need to click the Zoom icon in the bottom of the browser to open the program.

camera, they should allow access and should click “Join With Computer Audio”.⁵ 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:



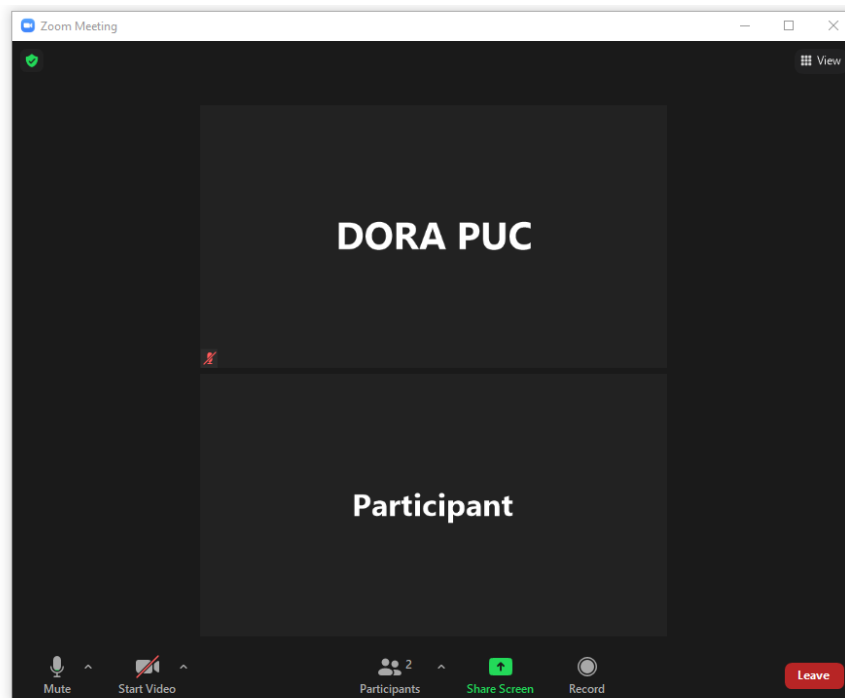
Step 2:



⁵ Participants can also click the link for “Test Speaker and Microphone” to ensure their audio is properly connected.

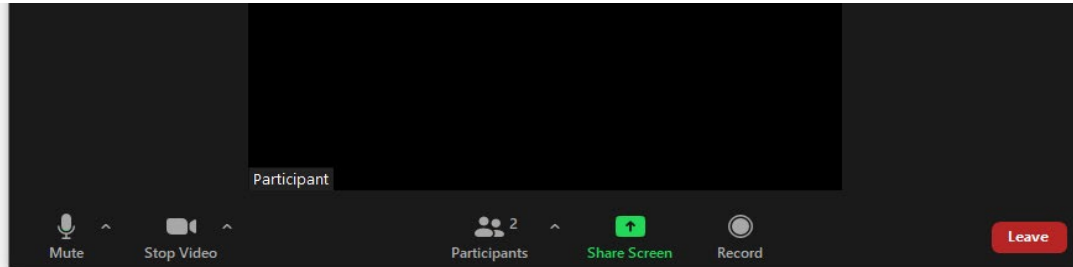
7. When prompted by Zoom, participants must enter their name for identification during the session. Among other reasons, this is required for identification and because the presiding official may close the meeting if necessary.⁶

8. Participants may control the audio volume using their computer's audio controls. Those who do not want their picture 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.

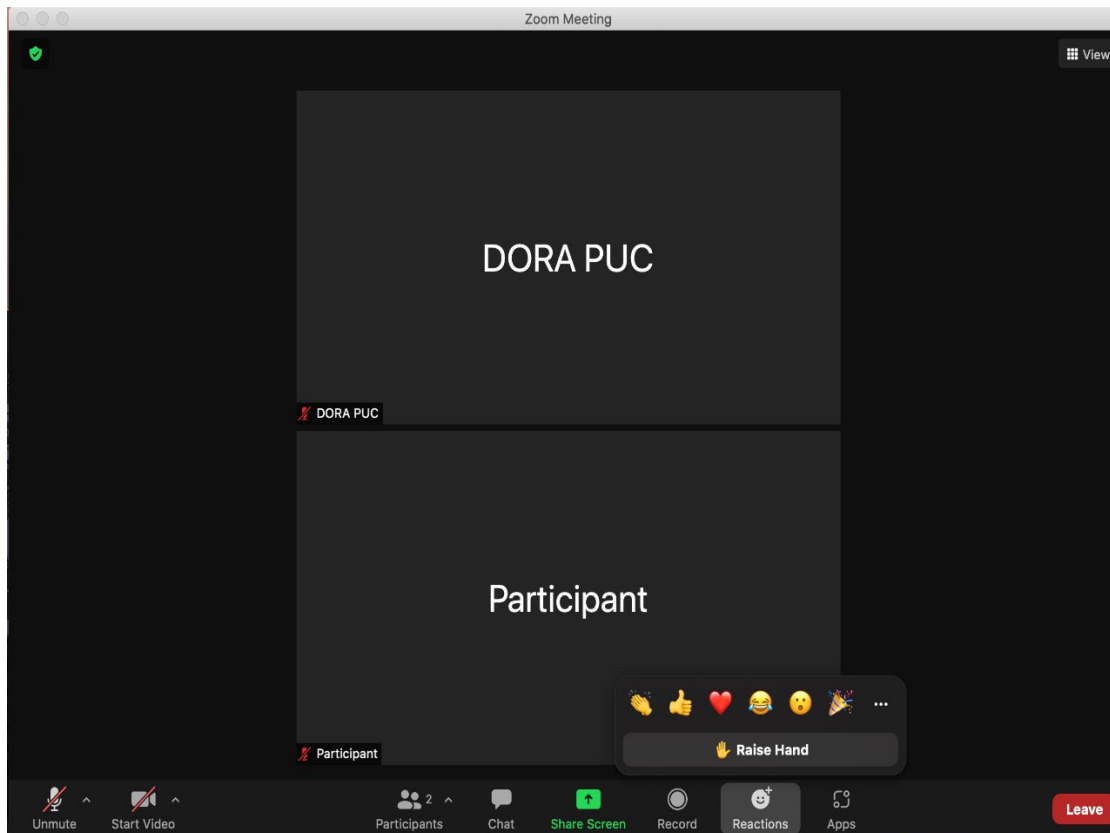


⁶ Note, closing the meeting does not affect the availability of the webcast of the proceeding.

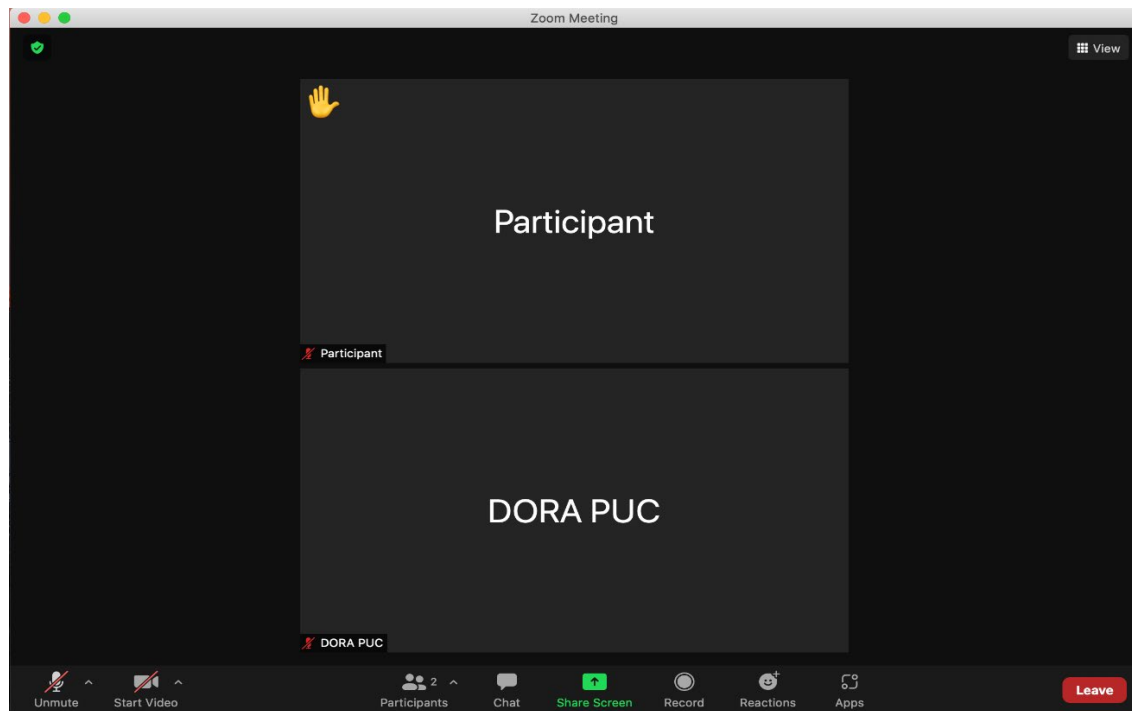
9. Conversely, the below image shows the microphone and camera icons turned on and ready to transmit video and audio upon joining the hearing.



10. When the presiding official signals that it is time to receive public comments, participants must use the “raise hand” feature to signal that you wish to provide public comment. The “raise hand” feature may be accessed by clicking on the “reactions” icon. The below image shows how to access the “raise hand” feature.

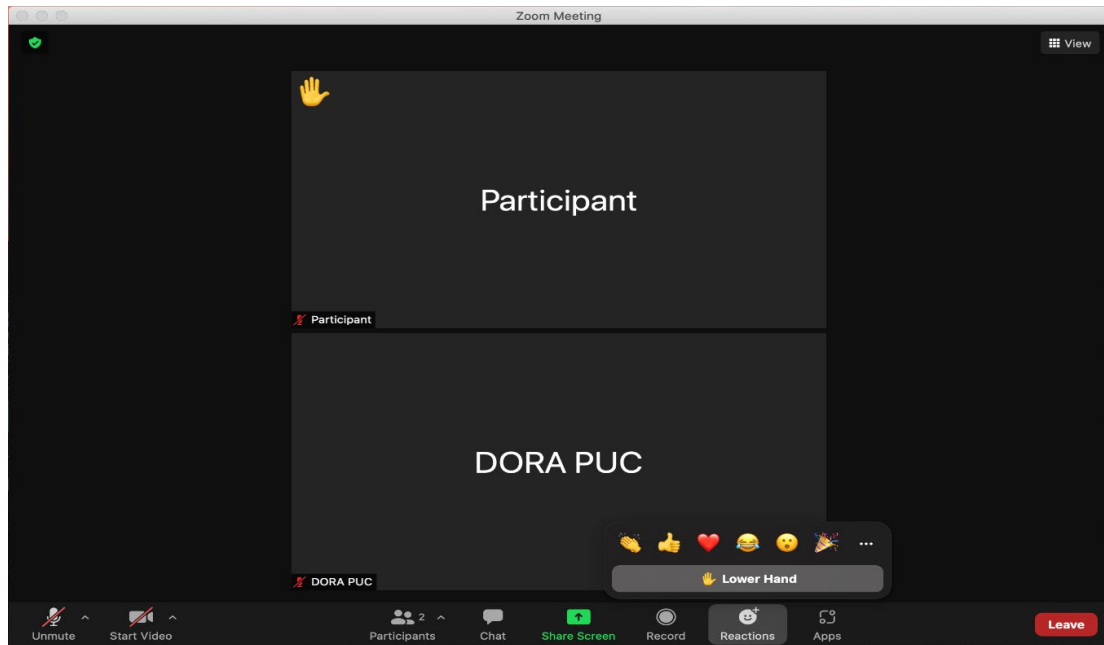


11. The below image illustrates the “raise hand” feature turned on.



12. The presiding official will call on each person who has turned on the “raise hand” feature to provide public comment. Do not turn the “raise hand” feature off until you have provided public comment, or no longer wish to do so.

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



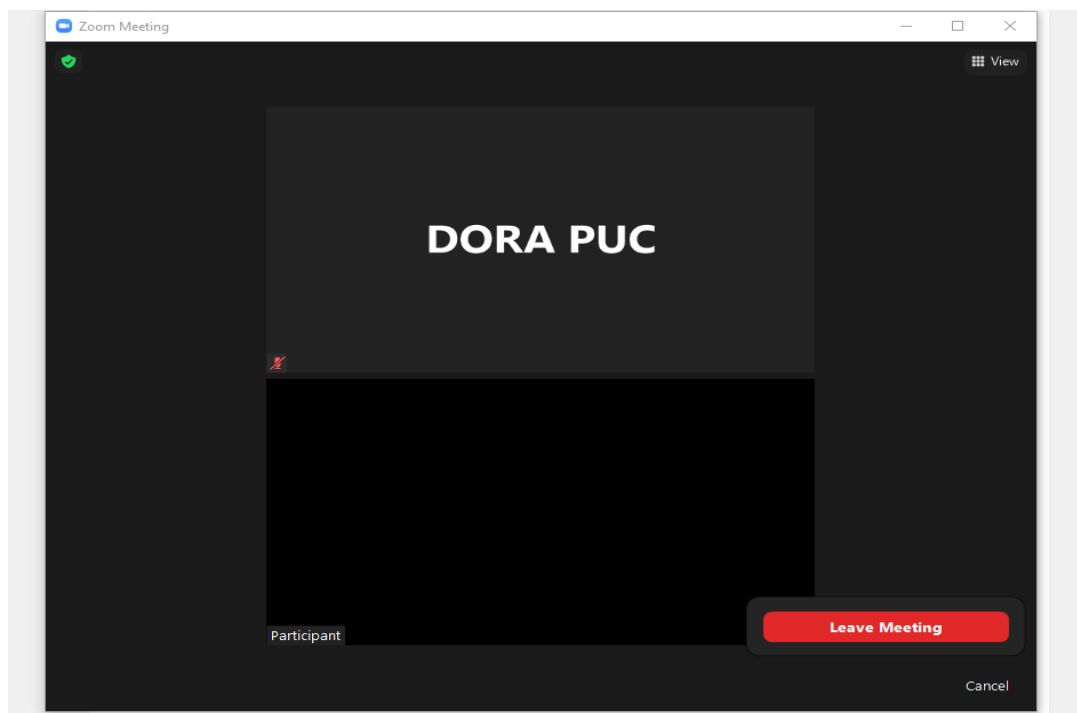
14. A full and complete record and all testimony will be stenographically or electronically recorded. To facilitate this, participants must minimize feedback and background noise. First, all participants are required to mute their microphones and cameras during the hearing until called upon by the presiding official. Second, all participants must ensure that they are in a location with minimal or no background noise while participating in the hearing. Participants must 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, participants are encouraged to participate using headphones connected to their computers to help reduce audio feedback.

15. The Commission has enabled the Zoom “Live Transcript” feature, which allows participants to view subtitles using automatic speech recognition technology. To access this

feature, 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.”

16. 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 provided in chat.

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



REQUESTING AN INTERPRETER

18. 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.⁷

⁷ 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.”