

Public Service Commission: Launches re-designed website

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(MADISON) – The Public Service Commission of Wisconsin (PSC) has announced the launch of its newly re-designed website, which provides customers with streamlined search capabilities and enhanced information about Wisconsin’s electric, natural gas, and water utilities.

“Our new site is customer-focused, mobile friendly, and is far more intuitive for web visitors to find what they are looking for fast and easily,” said Sarah Klein, PSC’s project manager. “We want to increase the ease with which Wisconsin customers have access to information about their utility service and encourage their continued involvement in our decision-making processes.”

The PSC launched the website with Wisconsin Interactive Network, LLC. Highlights include three-tier navigation to improve organization; prominent search; and mobile responsiveness. Frequent updates will improve the website and ensure accuracy of its contents.

“PSC staff spent a great deal of time detecting and eliminating usability issues and making sure the new site is user-centric,” Klein said. “We hope web visitors will see the improved functionality and find that it’s an efficient way to interact with the PSC.”

PSC’s website allows customers to file utility complaints online, and collects comments related to applications before the PSC during comment periods associated with each proceeding. PSC’s electronic regulatory filing (ERF) system provides for the electronic submission of filed documents and online access of these documents including those submitted in formal cases before the Commission. ERF reduces the time necessary to make decisions on proposed actions, increases public access to formal case information, and provides an easy, convenient way for utilities, applicants, and other parties to participate in the Commission’s formal case



process.

PSC's home on the web is www.psc.wi.gov.