

**MINUTES OF THE  
TWO HUNDRED THIRTY-EIGHTH MEETING  
OF THE CONSUMERS' COUNSEL GOVERNING BOARD  
May 7, 2003**

Members Present:       Mark Gehri  
                              Rhonda Johnson, Vice Chair  
                              Herman Kohlman  
                              Dorothy Leslie  
                              Jerome Solove, Chair  
                              John Steinberger

Members Absent:       Helen Mac Murray  
                              James Rarey

The meeting was called to order by Chair Solove at approximately 9:14 AM. Chair Solove asked Board members if there were any additions or corrections to the April 8, 2003 meeting minutes. Mr. Solove made an addition to the minutes and the minutes were approved by consensus with the revision.

Mr. David Bergmann reported on recent activities in the telecommunications industry. He discussed SBC's late payment proposal. He reviewed components of the company's proposal, the impact of the late payment charge and the history of SBC's late payment charge proposals.

Mr. Matt Forney reported that the do not call legislation was passed out of the Senate Public Utilities Committee by a 9-0 vote and will be voted on the Senate floor later today. It is anticipated that the bill will pass and be sent to the Ohio House of Representatives where OCC will work to convince House members of the need to pass the bill.

Ms. Beth Hixon reported on recent activities in the energy industry. She discussed:

Despite objections of the OCC, Vectren Energy Delivery of Ohio (Vectren) obtained approval by the Public Utilities Commission of Ohio (PUCO) for a monthly adjusted GCR rate for May through August 2003;

Electric generation service options after the market development period ends; and

Mongahela Power's (Allegheny Energy) application for market-based variable rate standard service offer beginning January 1, 2005 and market-based fixed rate through a competitive bid process beginning January 1, 2004 for large commercial and industrial customers and street lighting; beginning January 1, 2006 for all remaining customers.

Mr. Jim Williams reported that the OCC's Consumer Response Center (CRC) received approximately 18,000 calls during March and April 2003. Approximately 58 percent of the calls pertained to telecommunications issues, 28 percent natural gas and 11 percent electric issues. Mr. Williams noted that the call volume is down slightly from last year.

Ms. Monica Hunyadi reported that the CRC has been working on training initiatives, which include regional transmission organization basics, standardization of complaint handling, database enhancements, elective alternative regulation plans and water rules.

Ms. Hunyadi introduced Ms. Karen James, compliance investigator in the CRC. Ms. James did an outstanding job in resolving a difficult consumer complaint and Ms. Hunyadi wanted to take this opportunity to commend her extraordinary efforts.

Ms. Linda Walls Rominski reported that during April, Outreach and Education had 108 events, made 28 site visits and distributed approximately 5,420 educational materials. OCC is partnering with the Ohio Attorney General's office for educational efforts regarding the do not call legislation. The statewide Consumer Advisory Panel meeting was held May 6, 2003. The event was well attended and the program included Ohio Senator Robert Spada addressing the group on his do not call legislation and a brainstorming session for the members.

Ms. Carah Brody discussed statistics on the use of OCC's website and reviewed media placements for March and April with OCC appearing in approximately 40 percent of the articles. Ms. Brody reviewed those utility issues that generated these articles.

Mr. Ryan Lippe discussed recent media initiatives which included aggregation ballot issues and the do not call awareness campaign. Some upcoming initiatives are a consumer alert on tree trimming and guest columns on hidden hotel room telephone charges and hidden prepaid calling charges.

Mr. Tongren announced that the next meeting of the Governing Board is July 9, 2003, which will include a tour of SBC. The attire for the day will be business casual.

Mr. Tongren stated the Ohio House of Representatives supplemented OCC's FY 04-05 budget to current funding level. The budget is now in the Senate.

Ms. Hunyadi discussed OCC's strategic planning. The current plan was reviewed and OCC has a solid framework and will be focusing on the tactics to accomplish OCC's goals for the next two years. The month of May will be spent brainstorming and a retreat will be held in June.

At approximately 11:20 a.m. on a motion by Ms. Johnson, seconded by Mr. Steinberger by a roll call vote, the Board voted unanimously to meet in executive session for the purpose of considering with the Consumers' Counsel pending or imminent litigation and employment matters. At approximately 12:00 p.m. on a motion by Ms. Johnson, seconded by Mr. Kohlman, the Board voted to adjourn from executive session and adjourn the public meeting.

I verify that the above meeting minutes have been approved and ratified by the OCC Governing Board on this \_\_\_\_\_ day of July of 2003.

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Jerome G. Solove, Chairman  
Ohio Consumers' Counsel Governing Board

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Donna Mucci, Secretary  
Ohio Consumers' Counsel Governing Board