

**MINUTES OF THE
TWO HUNDRED FORTIETH MEETING
OF THE CONSUMERS' COUNSEL GOVERNING BOARD
September 10, 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

Because a quorum of Board members was not present, an informational session commenced at approximately 9:10 a.m. Chair Solove noted the meeting would be officially called to order upon the arrival of a quorum of members.

Mr. David Bergmann discussed the following telecommunications issues:

1. FCC Triennial Review Order and
2. Do-Not-Call Issues.

Ms. Beth Hixon discussed the following activities in the natural gas industry:

1. Gas choice participation,
2. GCR rates and
3. Gas prices this winter.

After the arrival of Mr. Steinberger and Ms. Johnson, at approximately 10:30 a.m., Chair Solove called the meeting to order. Due to the day's tight schedule, Mr. Solove requested the presenters continue to keep their presentations brief and concise.

Mr. Jeff Small discussed the following activities in the electric industry:

1. August 14, 2003 outage activities,
2. Hearings by the House of Representatives on Energy and Commerce and
3. Dayton Power and Light market development period extension.

Mr. Jim Williams reported that the OCC's Consumer Response Center (CRC) received approximately 21,155 calls during July and August 2003. Approximately 45 percent of the calls pertained to telecommunications issues, 29 percent natural gas and 23 percent electric issues. Installation of the new complaint tracking system has been completed. Mr. Williams reviewed the following training initiatives:

1. Competitive gas rules,
2. Emerging issues,
3. Preparation for handling high cost gas contacts,
4. Call coaching and documentation,
5. FY04 section and individual goals.

Ms. Linda Walls Rominski reported that Outreach and Education had 102 speeches, 2 brown bag sessions, 16 fairs and shows, 6 breakfast breaks and 6 listener lunches.

Ms. Carah Brody reviewed those utility issues that were covered in the media during the months of July and August 2003. Ms. Brody also demonstrated OCC's redesigned website. Mr. Ryan Lippe reviewed media coverage regarding the August 14, 2003 blackout.

At approximately 12:09 p.m., on a motion by Vice Chair Johnson, seconded by Mrs. Leslie, by a roll call vote, the Board voted unanimously to meet in executive session for the purpose of discussing compensation matters.

At approximately 1:00 p.m. on a motion by Mr. Steinberger, seconded by Mr. Kohlman, the Board voted to adjourn from executive session and adjourn the meeting.

The Board then went on a tour of AEP facilities in Groveport, Ohio.

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

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

Donna Mucci, Secretary
Ohio Consumers' Counsel Governing Board