

**MINUTES OF THE
TWO HUNDRED FORTY SEVENTH MEETING
OF THE CONSUMERS' COUNSEL GOVERNING BOARD
March 15, 2004**

Members Present: Mark Gehri, Vice Chair
 Herman Kohlman
 Dorothy Leslie
 Michael Murphy
 James Rarey
 Jerome Solove, Chair

Members Absent: Helen Mac Murray
 John Moliterno
 John Steinberger

The meeting was called to order at approximately 9:09 AM. Chair Solove asked members if there were any additions or corrections to the January 14 and February 26, 2004 meeting minutes. The minutes were approved by consensus.

Chair Solove welcomed Ms. Janine Migden to the meeting. Chair Solove noted that Ms. Migden has been selected to serve as Consumers' Counsel pending a successful background check.

Mr. Stephens also welcomed Ms. Migden, indicated that he believes she is an excellent choice to fill the position and stated that he and the staff of the OCC will provide full support to her as the new Consumers' Counsel. Mr. Eric Stephens thanked the Governing Board for the opportunity to lead the agency in an interim capacity. Mr. Stephens also thanked the Board and the OCC staff for all the support during this time.

Mr. David Bergmann discussed the following activities in the telecommunications industry:

1. United States Court of Appeals for the District of Columbia Circuit decision overturning the Federal Communications Commission's (FCC) Triennial Review Order,

2. State impairment proceedings,
3. SBC Ohio Total Element Long Run Incremental Cost Standard for Unbundled Network Elements (TELRIC) rates,
4. Ohio competitive activity,
5. Alternative regulation activity and
6. Federal Communication Commission (FCC) activity.

Ms. Beth Hixon discussed the following natural gas issues:

1. Columbia Gas 2003 stipulation approved by Public Utilities Commission of Ohio (PUCO) with modifications. Ms. Hixon reviewed the modifications.
2. Gas Cost Recovery (GCR) rule changes were reviewed.

Ms. Beth Hixon discussed the following electric issues:

1. Post-market development period generation rate applications for FirstEnergy, Cincinnati Gas & Electric, American Electric Power and Monongahela Power.
2. American Electric Power service quality.

Mr. Jim Williams reported that OCC's Consumer Response Center (CRC) received approximately 16,995 calls during January-February 2004. Approximately 52 percent of the calls pertained to telecommunications issues, 31 percent natural gas and 12 percent electric issues. Ms. Hunyadi reviewed the following training initiatives:

1. Competitive gas rules,
2. Enhancing research and investigative skills and
3. Community days

Ms. Hunyadi also reviewed operational initiatives that included:

1. Database enhancements and
2. Dominion electronic bill access

Ms. Linda Walls Rominiski reported that the Outreach and Education staff presented 89 speeches during the months of January and February. OCC, partnering with other state and federal agencies, participated in activities for National Consumer Week. OCC's focus was on "reading the fine print." There were joint press conferences in Columbus, Toledo, Akron and Cleveland promoting the activities of the week. Conference calls were made to all the Community Advisory Panels (CAP) with 49 members participating.

Mr. Ryan Lippe reviewed the top OCC media issues and discussed aggregation education efforts for the upcoming March primary.

Mr. Lippe reviewed the following public awareness initiatives:

1. Introducing OCC's new Consumers' Counsel,
2. Public forums and hearings for AEP service quality and AEP and CG&E post-market development period plan hearings.

Ms. Carah Brody reviewed new features on the OCC website. During the months of January and February the OCC website received 102,557 hits with approximately 3,900 being unique visitors.

At approximately 2:50 PM on a motion by Mr. Gehri, seconded by Mr. Rarey, by a roll call vote, the Board voted unanimously to meet in executive session for the purpose of discussing pending litigation and the compensation of a state employee.

The Board returned to public session at approximately 3:15 PM.

On a motion by Mr. Kohlman, seconded by Mr. Gehri, the Board voted unanimously to set the compensation of the Consumers' Counsel at \$130,000 per year.

At approximately 3:30 PM the meeting was adjourned without objection.

I verify that the above meeting minutes have been approved and ratified by the OCC Governing Board on this _____ day of May of 2004.

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

Donna Mucci, Secretary
Ohio Consumers' Counsel Governing Board