

CONSUMERS' COUNSEL

MESSAGE

The public utility landscape has undergone dramatic changes in the past decade. Just 10 short years ago, residential consumers could not choose which company supplied their electric, natural gas or local telephone service. Today, more and more Ohioans are shopping and comparing prices for utility services. This new environment has also brought with it rate uncertainty and consumer confusion.

As the utility environment has evolved consumers have asked more of the Ohio Consumers' Counsel (OCC). In 2002, the OCC was again up to that challenge, vigilantly representing the interests of Ohio's 4.5 million residential utility customers and educating them about the relevant utility issues they face every day.

Electric choice was on the forefront of the OCC's efforts over the past year. We have become increasingly concerned that a competitive electric market has been slow to develop. Much more work is needed to realize the competitive promises of Ohio's electric restructuring law. For 2003, the issues of competitive bidding and regional transmission organizations are critical to the success of electric choice. However, the fate of electric choice ultimately depends on national economic and political factors beyond our control. This means we need to create a safety net for Ohio's residential consumers in case the competitive market we have worked for fails to materialize. Our work on these matters and others will present challenges in Ohio and in Washington, D.C., in the coming year.

Although electric choice has stumbled, Ohio's natural gas choice programs continued to be strong in 2002. OCC helped to expand gas choice to customers of Vectren Energy Delivery of Ohio and we will continue to monitor its progress next year. In 2003 we will also continue to monitor gas supplier activities and evaluate solutions to the volatility of natural gas prices in order to protect consumer interests.

The year 2002 was an historic one for local telephone competition in the state of Ohio. After seven years of intense efforts by the OCC and others, local telephone competition finally took hold for customers of Ameritech Ohio, recently renamed SBC. Lower wholesale rates opened the door for competitors to enter the Ohio market and offer a myriad of choices and prices to SBC's customers. In 2003, the OCC will continue its support of this developing competitive market. We will also support legislation regarding a statewide "do not call" list to protect consumers from unwanted telemarketing calls.

The road to a successful competitive utility market in Ohio is a long one. Absent meaningful competition, we must strive to protect residential consumers from the rate uncertainty that has left an indelible stamp on the energy industry over the past several years. No matter what the future holds, the OCC will continue to protect the interests of Ohio's residential utility customers.

The OCC was created in 1976 by the Ohio General Assembly to represent the interests of residential consumers of Ohio's investor-owned electric, natural gas, telephone and water companies.

As the residential utility advocate, the OCC serves as a resource for individuals who have questions and concerns or would like more information about their public utility services. The state agency also investigates and resolves consumer complaints.

ROBERT S. TONGREN, CONSUMERS' COUNSEL

As the Consumers' Counsel, Robert S. Tongren oversees the state agency that represents the interests of residential consumers with their investor-owned electric, natural gas, telephone and water companies. Under Tongren's leadership since 1994, the Ohio Consumers' Counsel (OCC) has spearheaded significant initiatives that have benefited residential utility customers throughout the state, including a nationally recognized gas choice program.

On a national level, Tongren recently was elected president of the National Association of State Utility Consumer Advocates (NASUCA). In this role, Tongren will work to increase the organization's impact on federal energy and telecommunications issues to secure additional benefits for consumers.

Prior to joining the OCC, he led the consumer protection and public utilities sections in the Ohio Attorney General's Office and has been Assistant Vice President for Government and Regulatory Affairs at United Telephone.

With NASUCA, Tongren served on the group's executive committee since 1997 and held the positions of vice president and secretary. He also helped create the NASUCA consumer protection committee and served as its first chairman.

Tongren earned his law degree from the University of Akron School of Law and his bachelor's degree from DePauw University in Indiana.

ERIC STEPHENS, DEPUTY CONSUMERS' COUNSEL

As Deputy Consumers' Counsel, Eric Stephens directs the work of the agency's legal staff and is responsible for developing and implementing policies related to electric, natural gas, telephone and water issues. He also makes recommendations regarding the Ohio Consumers' Counsel's (OCC) involvement in state and federal regulatory utility matters.

Stephens' leadership and broad expertise in utility issues led to his advancement to Deputy Consumers' Counsel in October 2001 after five years of service with the OCC. This newly created role brought him the responsibility of serving as the agency's primary liaison with other public agencies such as the Public Utilities Commission of Ohio, the Federal Energy Regulatory Commission, the Federal Communications Commission and the office of the Ohio Attorney General.

Prior to joining the OCC, Stephens served as a staff attorney at the Ohio Court of Appeals, Fourth District, in the Governor's Office and at the Ohio Industrial Commission.

Stephens earned his law degree from The Ohio State University College of Law and received his bachelor's degree from Youngstown State University. He was a member of Leadership Columbus, class of 2002, a program that explores the community's history, its present-day needs and the qualities of leadership.

CHAIRMAN'S MESSAGE

In 2002, more Ohioans than ever before began to experience the benefits of a competitive utility environment. Natural gas choice programs continued to make good progress and at long last Ameritech Ohio's (recently renamed SBC) service territory was open to competition. It was evident that the work of the Ohio Consumers' Counsel (OCC) brought significant benefits to the state's residential utility customers, yet the agency remains increasingly concerned that there are few choices for residential consumers developing in the newly restructured electric market.

As always, the OCC was extensively involved litigating cases on behalf of residential consumers. Some of the agency's legal activity included: opposing alternative regulation for telephone companies during a time when there were virtually no meaningful alternative choices for residential customers; calling for a dismissal of SBC's proposal to double its wholesale rates, which would close the door on competition before it has barely begun; and opposing a Public Utilities Commission of Ohio's decision to increase rates for electric service to new home buyers, which is a disincentive to job growth in the state of Ohio and runs counter to the rate freeze promised Ohioans by the electric choice law.

As the OCC addresses public utility issues in Ohio, it has become evident that more and more decisions made at the federal level are having an impact on state utility issues. For this reason, it gives me great pleasure to report that Robert S. Tongren, Ohio's Consumers' Counsel, has been elected president of the National Association of State Utility Consumer Advocates. As the leader of this national advocacy group, Rob will be able to have an impact on federal energy and telecommunications issues which directly impact us at home in Ohio.

It is important to note that the OCC is committed to providing value-added services that will be of benefit to all Ohio public utility customers. The agency is monitoring and actively working on public utility issues on all fronts to ensure that a meaningful competitive market continues to develop and residential consumers are protected.

On behalf of the Governing Board, I extend our sincere appreciation to the Governor, the Ohio General Assembly, the Ohio Attorney General and the Public Utilities Commission of Ohio for their continued support of our agency.

This 2002 Annual Report will give you some insight into the agency's accomplishments and a look at important issues the OCC will face in the coming year.



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

By law, the bipartisan Ohio Consumers' Counsel (OCC) Governing Board is made up of nine members, three each representing residential consumers, organized labor and family farmers.

Members are appointed by the Ohio Attorney General for a period of three years and are confirmed by the Ohio Senate.

The OCC Governing Board conducts regular public meetings every other month at the OCC's office in Columbus.

GOVERNING BOARD MEMBERS

Jerome G. Solove, Chairman

Chairman, 1999 – present

Board Member, 1998 – present

Representing Residential Consumers

Hometown: Powell

Jerome Solove was appointed to the Governing Board in 1998 to represent residential consumers, and became Chairman in 1999. He is the president and owner of the real estate development firm Jerome Solove Development, Inc., headquartered in Columbus, Ohio. Solove is a member of the International Council of Shopping Centers, as well as a former board member of the Columbus Area Apartment Association and the Rickenbacker Port Authority in Franklin County, Ohio. Solove earned a bachelor of science in business administration with a dual major in real estate and finance from The Ohio State University. He also spent a year studying at the London School of Economics.

Rhonda Johnson, Vice Chairperson

Board Member, 1996 – present

Vice Chairperson, 1996 – present

Representing Organized Labor

Hometown: Columbus

Rhonda Johnson represents the interests of organized labor as a Governing Board member. She is the vice president of the Columbus Education Association (OEA/NEA), member of the Employment Vision Council of the United Way of Central Ohio, and is a former vocational business teacher with the Columbus School System. Johnson received a bachelor of science degree from Alabama A&M University, and a master of arts degree from The Ohio State University.

Mark Gehri

Board Member, 1997 – present

Representing Organized Labor

Hometown: Hudson

Mark Gehri was appointed to the Governing Board in 1997 to represent the interests of organized labor. Gehri is a fire fighter with the Bedford Heights Fire Department, works in the office of the Northern Ohio Fire Fighters and serves as president of Local 1497 of the International Association of Fire Fighters. He attended Cuyahoga Community College and graduated from Brentwood Paramedic School.

Herman Kohlman

Board Member, 1991 – present
Representing Family Farmers
Hometown: Oak Harbor

Herman Kohlman was appointed to the Governing Board in 1991. He is a member of the Farmers Union Board, the Agriculture Committee for Agriculture Week in Ottawa County, president of the Ottawa County Farmers Union and president of a local fraternal branch. Kohlman is a member of the Democratic Club, the Executive and Central Committees of the Democratic Party and the Ottawa County Farmland Preservation Committee. He is also a member of St. John's Lutheran Church.

Dorothy Leslie

Board Member, 2001 – present
Representing Family Farmers
Hometown: Upper Sandusky

Dorothy Leslie was appointed to the Governing Board in 2001 to represent family farmers. She lives in Upper Sandusky, Ohio where she has operated a family farm since 1951. Leslie previously served as the state executive director of the Farm Service Agency from 1989 to 1993 and as a research associate for The Ohio State University. She has earned many awards for her service to the farming community in Ohio over the years and is an active member of the Ohio Farm Bureau and is chairperson of the State Farm Service Agency for the state of Ohio.

Helen Mac Murray

Board Member, 2002 – present
Representing Residential Consumers
Hometown: Bexley

Helen Mac Murray was appointed to the Governing Board in 2002 to represent residential consumers. She lives in Bexley, Ohio where she serves on the Bexley City Council. Mac Murray is currently a partner with the Columbus law firm Kegler, Brown, Hill & Ritter, where she serves as director and area chief, national, regulatory affairs. From 1995 to 2001, she served as chief of the consumer protection section of the Attorney General's Office where she gained extensive knowledge and experience in representing Ohio consumers.

GOVERNING BOARD MEMBERS

James R. Rarey

Board Member, 1996 – present
Representing Organized Labor
Hometown: Canal Winchester

James Rarey joined the Governing Board in 1996. He is the executive secretary-treasurer of the Columbus/Central Ohio Building and Construction Trades Council. Rarey is the past president of the Canal Winchester Village Council and is a former member of the Governor's Labor Advisory Council. Currently, he is a member of the Columbus-Franklin County AFL-CIO Executive Board, the Ohio State Building Trades Council Executive Board and the United Way of Franklin County Community Services Committee. He also serves on the Private Industry Council and the Central Ohio Transit Authority. Rarey attended The Ohio State University, graduated from the Market Training Institute in Electronics and completed a four-year apprenticeship with the International Brotherhood of Electrical Workers.

John Steinberger

Board Member, 2001 – present
Representing Family Farmers
Hometown: St. Paris

John Steinberger was appointed to the Governing Board in 2001 to represent family farmers. He lives in St. Paris where he currently serves as president of Custom Linings, Inc. Steinberger has been very active in farming and agriculture throughout his career, which includes service as executive director of the Rural Development Partnership and chief of the Division of Weights and Measures at the Ohio Department of Agriculture. He is a former county commissioner and has been active in local organizations such as the Champaign Soil and Water Conservation District and the State Extension Support Committee.

2002 ACHIEVEMENTS

Administration - Implemented an electronic document management and storage system to house key agency documents including legal, publications, educational, reference and administrative documents; improved efficiency in agency fiscal operations by expanding electronic purchasing/payment options through the state payment card program; updated agency policies and procedures; continued improvements to the stability and security of the agency computer network through hardware and software upgrades; facilitated a cross-functional team responsible for evaluating consumer complaint coding and improving consistency and accuracy in complaint tracking and reporting functions.

Advocacy Services – Challenged Public Utilities Commission of Ohio (PUCO) telephone rules in the Ohio Supreme Court; helped obtain an order from the Ohio Supreme Court to prevent AEP from inappropriately collecting millions of dollars in additional revenues from consumers; litigated against new utility charges to connect residences to the electric system; negotiated with Vectren Energy Delivery of Ohio to bring gas choice to its customers; won a PUCO case involving gas purchasing policies and practices worth \$2.3 million to Columbia Gas of Ohio customers.

Analytical Services – A 2002 Ohio Supreme Court decision brought to fruition the joint efforts of Advocacy and Analytical staff in disallowing over \$35 million for two Ohio electric utilities for the collection of taxes from residential consumers that OCC argued were excessive; provided written and oral testimony on the line extension issue at the PUCO; participated in monitoring SBC's Operational Support Systems third party testing; advocated in electric issues at the federal level, including the proposed standard market design of the Federal Energy Regulatory Commission.

Communications – Educated consumers about current utility issues by distributing more than 50 press releases, consumer alerts, guest columns and letters to newspaper editors; delivered over 600 presentations and reached more than 62,000 consumers through outreach and education efforts; created comprehensive printed materials, such as Gas Choice 101, which educates consumers about choosing a supplier, and Comparing Your Local Telephone Choices, which lists telephone companies and package options; developed and posted interactive calculators on the website to help consumers automatically compare natural gas rates.

Monica Hunyadi
Director of Operations

Eric Stephens
Deputy Consumers' Counsel

Joseph Bowser
Director of Analytical Services

Maureen E. Miller
Director of Communications

2002 STRATEGIC PLAN

OCC costs consumers about 4 cents per \$100 of utility services billed.

In the strategic plan for fiscal year 2002, the Ohio Consumers' Counsel continued to focus on three key areas: representation, education and planning and development.

The strategic plan is a living document that is used to outline the steps needed to ensure that the agency efficiently and effectively meets Ohioans' needs.

The OCC's 2002 primary goals included:

- 1) Provide exemplary service to residential utility consumers and continue to increase the satisfaction of Ohioans contacting the Ohio Consumers' Counsel toll-free hotline.
- 2) Advocate for meaningful utility choices and respond to consumers changing needs as these markets develop.
- 3) Provide educational resources to consumers of both regulated and competitive utility services.
- 4) Obtain and develop the resources to continue providing value-added services to residential consumers.

OCC STRATEGIC MESSAGE

A residential consumer billed \$3,000 for electric, natural gas and telephone services last year paid about \$1.20 for OCC services and received average savings of about \$54.

The agency developed a series of core messages that describe the benefits the OCC provides on a daily basis.

Committed to Service

Consumers' need for OCC has never been greater than it is today. Changes in utility markets require Ohioans to be more knowledgeable, careful and savvy consumers of utility services. OCC's job is to make sure consumers have the knowledge, tools, assistance and protection they need.

Committed to Advocacy

Consumers need someone to look out for their interests when utility laws and regulations are created, and to monitor the impact on consumers vigilantly. OCC serves Ohio consumers by making certain that their interests are fully represented in utility policy matters.

Committed to Education

Consumers depend on OCC as a reliable source of the objective information they need to make sound, informed decisions about their utility service. Changes in utility laws and regulations are complex and confusing; it is essential that consumers understand the changes and how they may be affected by them. OCC is a one-stop resource that consumers can trust to fill this need.

EMPLOYEE AWARDS

The Ohio Consumers' Counsel greatly values the hard work and dedication of its entire staff. Throughout the year outstanding individuals as well as project teams are recognized by their peers and rewarded for superior service to the agency.

For the seventh consecutive year, the OCC recognized four Employees of the Quarter, Employee of the Year and six different teams, which worked together successfully to accomplish pre-determined goals.

During fiscal year 2002, the OCC staff nominated and selected employees of the quarter based upon specific criteria including job performance, professionalism, work product and teamwork. The OCC recognized **Donna Mucci**, Executive Secretary, **Lisa Van Meter**, Compliance Investigator, **Carah Brody**, Public Information Specialist and **Linda Pausch**, Compliance Specialist.

Lisa Van Meter
October-December 2001

Carah Brody
January-March 2002

Linda Pausch
April-June 2002

Donna Mucci
July-September 2001
Employee of the Year
2002

EDUCATION AWARDS

In recognition of the significant effort put forth during 2001 on "Ring in on Price Hikes," a statewide public education campaign about proposed telephone rules that could increase costs on commonly used telephone services, the OCC won several awards. These awards included: an Award of Excellence from the Central Ohio Chapter of the Public Relations Society of America; the ACE award – the top consumer education campaign award – from the National Association of Consumer Agency Administrators; and an honorable mention from the East Central District of the Public Relations Society of America. These awards demonstrate the OCC's successful execution of a grassroots education campaign that swayed opinion leaders to the benefit of residential consumers.

ELECTRIC: LOOKING BACK ON 2002

The Ohio Consumers' Counsel spent 2002 advocating for residential consumers to receive the benefits they were promised as a result of restructuring the electric market.

Progress toward meaningful electric competition has been slow and uneven across the state after an initial flurry of competitive activity. In 2002, an additional 213,000 residential consumers joined the 600,000 from 2001 participating in electric choice. In total, about 20 percent of those eligible to choose have actually switched suppliers. Slightly less than 98 percent of those who switched were customers previously served by one of the three FirstEnergy companies.

Over 90 percent of those who switched did so as a result of a community aggregation group. While OCC supports community aggregation as one way consumers can lower their electric bills, it remains concerned that there are not more suppliers actively marketing to *individual* residential consumers.

Not all the news is discouraging. Even in those areas of the state where electric supplier choices have been limited or do not exist, residential consumers are saving money. Cumulative savings resulting from a 5-percent discount off the generation portion of their electric bill have totaled approximately \$250 million statewide through 2002.

The lack of meaningful competition in Ohio's retail electric marketplace led OCC to identify specific concerns. The OCC advocated that more progress should be made to determine why competition has slowed. A review should consider what actions may be needed to ensure the development of competition before the market development periods are permitted to end in 2006, and whether the potential impact on consumers will be negative when the current price freeze is eliminated. Steps should then be identified that could be taken to minimize any such negative impact.

Unresolved regional transmission issues continued to serve as an obstacle to market development. OCC, with others, filed formal complaints

with the Public Utilities Commission of Ohio (PUCO) against American Electric Power (AEP) and Dayton Power & Light for failing to comply with their obligation to turn over control of their transmission systems to an approved, independent Regional Transmission Organization as required by agreements reached in 2000. The complaints seek fines, the suspension of transition costs paid by consumers and limitations on the companies' ability to move to market-based rates at the end of their market development periods.

In addition, unfair and unlawful line extension charges were imposed during 2002. A PUCO order issued in November permits AEP, FirstEnergy and Monongahela Power to impose charges on consumers to extend new or replacement electric lines to their homes - new fees that were *not* imposed before electric restructuring took effect. OCC opposed these new line extension fees because they violate the rate freeze mandated by Ohio's electric choice law. The OCC has appealed the PUCO order to the Ohio Supreme Court.

While Ohio's restructuring law calls for a bidding process that will determine prices for large blocks of residential consumers after the market development periods end, the PUCO has yet to finalize the necessary rules. The OCC believes the bidding process is critical to providing a "safety net" to protect residential consumers from volatile electric rates if the market does not develop.

The OCC is mindful that Ohio needs to prepare for an environment where competition might fail to develop as envisioned in the state's electric restructuring legislation. If this occurs, consumers could be subjected to significant price increases. This has led the OCC to begin to address ways to bring certainty to the prices residential consumers might pay after the end of the market development period, if competition fails to develop fully.

OCC will continue to advocate for prompt and decisive action at the state and federal levels to ensure that residential electric customers receive the benefits – and the safeguards – that Ohio's electric choice legislation intended.

"Having the access to the right material so that utilities make sense is important. The OCC's fact sheets and other publications provide just the right information for our clients to make informed decisions. The Comparing Your Energy Choices is very helpful with seeing whether you could save money by switching electric or natural gas suppliers. Whatever the utility topic, the OCC has the right publication."

*Sue Daugherty
Executive Director
Serving Our Seniors*

ELECTRIC: LOOKING AHEAD TO 2003

2003 will be a pivotal year for "electric choice" in Ohio. It is imperative that state and federal policymakers and Ohio's electric utilities take action to ensure that residential consumers receive the promised benefits and continued safeguards of a restructured market. OCC will vigilantly monitor progress toward that objective and advocate for the following:

Conducting midpoint reviews of Ohio's retail markets no later than July 2003. These reviews should be used to obtain information that would allow the Public Utilities Commission of Ohio (PUCO) to spur healthy, ongoing competition and protect residential consumers at the end of the market development period.

Extending Dayton Power & Light's (DP&L) market development period though at least 2005. OCC will continue urging the PUCO to extend DP&L's market development period, including appropriate price limitations, from the end of 2003 to, at a minimum, the end of 2005. Other important steps are also needed to protect DP&L's residential customers.

Requiring American Electric Power (AEP) and DP&L to resolve regional transmission issues. OCC will continue to pursue its formal complaints filed with the PUCO against AEP and DP&L.

Finalizing rules for the default provider competitive bidding process. The PUCO should complete the rule-making process as soon as possible to allow prospective suppliers sufficient time in which to obtain reasonably priced power supply to serve the needs of residential consumers in the expected bidding pool.

Ensuring participation in Regional Transmission Organizations (RTOs). The transfer of transmission operations to an independent, RTO *must* occur to ensure fair and open access to the transmission grid and help prevent unnecessarily high transmission rates. The Federal Energy Regulatory Commission (FERC) recently provided some important guidance regarding RTOs, but much work remains to help make wholesale markets a reality.

Achieving rate certainty in the event a competitive market fails to develop fully. During the coming year OCC will explore a variety of options about this topic with various stakeholders to determine their feasibility.

Monitoring federal energy legislation. OCC will advocate that any federal legislation must protect the FERC's authority to oversee progress toward the development of competitive wholesale markets and maintain important consumer protection standards currently in federal law.

In 2003, OCC will continue its strong advocacy efforts as decisions are made that will impact the future of Ohio's residential consumers as they experience electric choice.

"The OCC has many capable speakers that provide outreach and education to groups and organizations. The representatives are sincere and seem genuinely interested in helping people. We have been encouraged to contact the OCC with questions or utility assistance. It is a relief to have an agency such as the OCC to turn to for answers."

*Norma Connelly
Employee Assistance
Coordinator
Forum Health*

NATURAL GAS: LOOKING BACK ON 2002

Ohio's natural gas industry experienced many challenges and successes during 2002. The Ohio Consumers' Counsel (OCC) focused its efforts on securing additional benefits, litigating several cases on behalf of residential consumers' interests and educating individuals about emerging issues.

The implementation of House Bill 9, the natural gas law that requires suppliers to file an application to be certified by the Public Utilities Commission of Ohio (PUCO), required much attention by the OCC. The office reviewed certification

applications to assess suppliers' ability to provide reliable service to residential consumers.

As a result of the OCC's review, the agency asked the PUCO to deny certification for Nicor Energy LLC, ACN Energy Inc. and Metromedia Energy Inc. The OCC found that these companies' applications lacked sufficient evidence of financial security.

Ultimately, each company did demonstrate that it met certification requirements and the PUCO approved all three companies' applications.

The OCC was disappointed by the dismissal of its actions against D&L Gas Marketing, The Energy Cooperative, Energy Max and Summit Natural Gas for defaulting on their agreements with residential consumers in the winter of 2000/2001. However, House Bill 9 now ensures that future residential consumers will be protected by giving the OCC the ability to file complaints against natural gas suppliers at the PUCO.

After several years of negotiation, the OCC was



NATURAL GAS: LOOKING BACK ON 2002

- ▶ successful in prompting Vectren Energy Delivery of Ohio to develop a natural gas choice program throughout its service territory in Southwestern Ohio. Beginning in January 2003, Vectren customers were able to join the more than 39 percent of all eligible residential consumers of Cincinnati Gas & Electric, Columbia Gas of Ohio and Dominion East Ohio already participating in natural gas choice. Combined, these consumers have saved over \$130 million since the programs began.

In addition, the OCC filed comments against changing the PUCO's Emergency Winter Reconnect order. The OCC's position prevailed, keeping the \$175 reconnection fee available to all electric and natural gas customers regardless of their income level. The OCC's work also resulted in the reconnection rule being left intact ensuring that consumers' utility service would be restored within one day versus the companies' proposed three-day timeline.

The OCC also witnessed the culmination of its litigation efforts in the form of a \$2.3 million credit for Columbia Gas customers. The case centered on whether Columbia Gas would keep a credit it received from its interstate pipeline company or pass the funds to customers. The OCC intervened at the PUCO requesting that the credit be given to Columbia Gas' customers. In October 2002, the PUCO agreed with the OCC's position by directing Columbia to flow the \$2.3 million through the following quarter's Gas Cost Recovery (GCR) rate.

The OCC will continue its efforts to support the development and participation of Ohio's natural gas choice programs and monitor market conditions in order to protect residential consumers.

NATURAL GAS: LOOKING AHEAD IN 2003

The continued development of Ohio's natural gas choice programs promises to bring many new challenges and opportunities in the coming year. The Ohio Consumers' Counsel (OCC) will work to ensure that residential consumers participating in natural gas choice and those remaining with their local utility are protected by addressing the following issues:

Enforcement of the protections of House Bill 9. The OCC will monitor natural gas supplier activities for compliance with the law including, marketing practices and agreement terms and conditions. This will help ensure consumers are protected and informed about the choices available to them.

Development and progression of natural gas aggregation programs across the state. The OCC anticipates that more communities will consider aggregation initiatives in 2003. The agency's role will be to assist these communities as they choose to transition to an aggregated environment. The OCC will provide resources to help educate community elected officials and residents about aggregation and its potential benefits.

Kickoff of Vectren Choice Advantage. Phase 1 of the Vectren Choice Advantage program will allow 45,000 customers to participate in natural gas choice. The OCC will work to provide consumers the information they need to take part in this new competitive marketplace.

The office also will be tracking the development of the program as Vectren rolls out Phase 2 in April 2003 allowing up to 100,000 customers to participate and Phase 3 in September 2003, ultimately making choice available to all of Vectren's customers.

Evaluation and discussion of the current Gas Cost Recovery (GCR) mechanism. The OCC believes that policymakers will need to analyze and discuss the question of whether the current GCR is appropriate, especially in light of the continued growth of competition in some of Ohio's gas choice markets.

The year 2003 will prove to be an important one for the natural gas industry. The OCC will continue to take an active role on both the education and litigation fronts in an effort to protect and inform residential consumers about natural gas issues that affect them most.

TELECOMMUNICATIONS: LOOKING BACK ON 2002

“When my natural gas supplier refused to honor my original contract rate I worked with other resources for seven months to resolve the problem. Fed up, I contacted the Ohio Consumers’ Counsel (OCC) for assistance. Within a matter of weeks I received a \$200 credit and was returned to my original contract rate. I would recommend the OCC as the first place a residential utility consumer should call for help. The representative worked expeditiously to get me the results I wanted.”

*Gene Ulmer
Residential Consumer
Medina*

The emergence of competition for local telephone customers of Ameritech Ohio, recently renamed SBC, and attempts by the company to turn back the clock on the development of these choices dominated the telecommunications work of the Ohio Consumers’ Counsel (OCC) in 2002.

OCC has been a proponent of local telephone competition since 1996, when the federal government declared that local telephone markets should be accessible to competitors. For nearly six years, many obstacles – including high fees charged to competitors – prevented real choices in telephone providers from developing for Ohio’s residential customers.

In December 2001, state regulators began to move Ohio forward by lowering the fees SBC could charge its competitors for using its network. As part of litigation involving OCC and other parties, a one-time, per-line switching fee was dropped from \$111 down to 74 cents. The following month, a portion of a monthly recurring charge to competitors was lowered by over 30 percent – from \$4.63 per line to \$3.13 per line. This lower monthly price will be in effect through January 2004.

The lower wholesale prices helped bring eight competitors to SBC’s residential local telephone market. Most competitors offered packages that bundle unlimited local calling with features such as Caller ID and Call Waiting. Some companies also offered long-distance minutes or unlimited Internet access.

In May 2002, SBC proposed to double the monthly wholesale fees it charges to competitors. OCC has opposed this price hike and believes increased charges could slam the door on local telephone choice at a time when it is just beginning to develop.

At the time of publication, tests are ongoing to determine whether SBC meets the federal standards needed to enter the long-distance market. OCC has been actively monitoring the company’s progress in meeting the standards, which involve proving its local system is able to switch customers efficiently and effectively.

Additionally, “alternative regulation” rules adopted in December 2001 by the Public Utilities Commission of Ohio (PUCO) had an impact on the activities of OCC. The rules allow a local telephone company to hike prices for certain services, including Call Waiting and a second telephone line. The OCC appealed the commission action adopting the rules to the Ohio Supreme Court. Three companies – SBC, CenturyTel and Sprint – applied to participate in the alternative regulation. The PUCO approved the applications of Sprint in October 2002 and SBC in January 2003. CenturyTel, a company whose customers have no choice of local providers, withdrew its application after OCC began to litigate the case.

Telephone issues continued to be a top priority for OCC in 2002 and will remain important as the future of local competition is determined by critical decisions over the next year.

TELECOMMUNICATIONS: LOOKING AHEAD TO 2003

2003 will be a defining year for local telephone choice. The Ohio Consumers' Counsel (OCC) will be challenged to advocate for meaningful competition at a time when several important issues remain a primary concern.

Monitor wholesale rates. In Ohio, SBC proposes to double the monthly wholesale rates it charges competitors. OCC will continue to oppose this effort vigorously. Nationally, SBC and other large local telephone companies are urging the Federal Communications Commission (FCC) to eliminate the system, known as the "Unbundled Network Elements – Platform," that is needed by competitors to switch customers affordably and seamlessly.

Evaluate SBC's request to enter the long-distance market. SBC has indicated it will ask state and federal regulators for permission to enter the long-distance market in Ohio during the first half of 2003. To receive permission, SBC must prove its local system is able to switch customers to competitors efficiently and effectively. OCC will be involved in these cases and continues to evaluate the capability of SBC's local system to handle the requirements of a competitive marketplace.

Examine competition throughout Ohio. While competition is beginning to develop for SBC's local telephone customers, those served by Cincinnati Bell Telephone, Sprint, Verizon and other companies across Ohio should not be left behind. The wholesale prices of these companies must be examined in an effort to determine a fair cost for competitors to pay for using the systems they need to serve residential customers.

Support a "do not call" list. Unwanted telemarketing calls continue to be a major concern. In December 2002, the Federal Trade Commission (FTC) announced that it is implementing a national "do-not-call" list in 2003 to give consumers a way to avoid these calls free of charge. The Federal Communications Commission (FCC), which has jurisdiction over different telemarketers than the FTC, also is considering rules. To protect consumers from telemarketing calls from within Ohio, it is time for our state to have its own statewide do-not-call list.

OCC's advocacy will be vital in 2003 as decisions are made that will affect the choices and quality of residential consumers' local telephone service.

1-877-PICKOCC

During 2002, the Ohio Consumers' Counsel (OCC) received close to 135,000 calls, a 35 percent increase from the previous year. The assistance provided to consumers resulted in approximately \$300,000 in direct refunds and credits to consumers' utility bills. In addition, OCC representatives provided numerous consumers with information and other assistance regarding their electric, natural gas, telephone and water utility services in conversations over the OCC hotline. Since the toll-free hotline is one of the OCC's front lines to reach consumers, an independent survey was conducted of people who contacted the OCC. According to the results, the majority of the consumers who contacted the OCC were satisfied with the assistance they received.

OCC representatives worked hard to resolve complaints and provide educational information to consumers. Topping the list of utility issues most frequently addressed were telephone disconnection, unauthorized charges for telephone customers and high-speed Internet (DSL) access through telephone lines and natural gas choice programs.

Over 50 consumers contacted the OCC about extraordinarily high charges to extend electric service to their new homes. The OCC compiled the information consumers provided and launched a significant litigation effort at the Public Utilities Commission of Ohio (PUCO) opposing the new charges to connect electric lines to consumers' new homes. The PUCO, however, rejected the OCC's request to reconsider the new fees, and approved them November 7, 2002. This means consumers can still be charged hundreds of dollars to extend power lines to newly built homes.

During 2003, additional internal feedback tools and training will be implemented to improve the ability to handle and track consumer complaints to help the OCC increase consumer satisfaction.

CONSUMER SHOCKED WHEN BILL DOESN'T MATCH CONTRACT

With more people paying closer attention to their monthly utility bills, many Ohio consumers are starting to explore their supplier options. This is exactly why Kathy decided to switch and participate in a natural gas choice program. The supplier was able to offer her a rate of \$6.46 Mcf. For several months she paid the amount due without looking at her bill to see how the charges were incurred. One month Kathy sat down and found that her supplier had been charging her \$8.70 Mcf since her contract started.

Kathy immediately contacted her supplier to find out why she had been charged a higher rate than was quoted in the contract. The supplier stated that it was a mistake and it would correct the problem. In addition, the supplier said it would begin crediting her account to refund the amount she overpaid. Over the next couple months Kathy checked her bill, but no credit was ever given.

Discouraged, Kathy decided to switch to a second supplier, hoping to get better results. Once she switched, her local natural gas company told her that by switching she was no longer eligible for the credit she thought she deserved.

Tired and frustrated from fighting with her first supplier, Kathy contacted the Ohio Consumers' Counsel (OCC) for help. The OCC representative listened to her story and went straight to work contacting not only the supplier but her local natural gas company as well. After repeated conversations and a request for a copy of the contract, the OCC representative was able to get the full amount of over \$65 refunded to the delighted satisfaction of Kathy.

Every day, Ohio Consumers' Counsel (OCC) investigators help people across the state resolve concerns or complaints with their investor-owned utilities. Some consumers contact the OCC in search of assistance with unique utility issues, which result in the most rewarding accomplishments for the OCC. Sometimes the OCC is the last hope customers have to keep heat on in their homes or to reconnect their telephones. The following stories are examples of unique utility problems resolved by the OCC during the past year.

** fictitious names were used in these stories.*

CONGREGATION THOUGHT IT HAD TO PASS THE PLATE AGAIN

Constructing a new building or addition is expensive in its own right without tacking on thousands of dollars to the price just to connect electric service. This is exactly what one congregation in northeastern Ohio found to be the case as they were building an addition to their existing church and school.

During construction, the local electric utility informed the representatives of the church that an additional \$70,000 to \$90,000 would be needed to extend an electric line to the new structure. The church is located directly across the street from a municipal electric cooperative that stated it could connect the electric service for \$32,000. However, the local electric utility would not allow the church to contract with the municipal electric cooperative. The church officials tried many times to negotiate with the local electric utility but to no avail. The church officials turned to their state representative for help, who in turn contacted the Ohio Consumers' Counsel (OCC) on their behalf.

After three months of negotiations with the church and local electric utility, the OCC's hard work paid off. The local electric utility agreed to reduce the church's fee to \$11,000. This was a substantial savings for the church, which ultimately finished construction under budget.

COMMUNICATING WITH CONSUMERS

With the continued development of natural gas choice programs and the arrival of local telephone competition to customers of Ameritech Ohio, recently renamed SBC, the Ohio Consumers' Counsel (OCC) was able to bring important utility information to Ohioans through media placements, outreach and education efforts and at consumers' fingertips on the agency's website.

During 2002, the Ohio Consumers' Counsel (OCC) increased its efforts to raise awareness of utility issues by distributing more than 50 press releases, consumer alerts, guest columns and letters to newspaper editors. Utility issues were covered in over 2,300 Ohio daily and weekly newspaper articles this past year.

The year began with the release of the OCC's first Year-End Report Card on Electric Choice, a cumulative look at the progress toward the development of a competitive electric market in Ohio. In addition to the Year-End Report Card, two status reports were issued in 2002 and included information about customer savings, milestones made in aggregation programs and OCC's growing concerns about too little action being taken to spur competition in the state's retail electric marketplace. With the lack of choices in electric suppliers, OCC continued to brand energy efficiency as "another smart electric choice," which resulted in numerous newspaper and radio stories throughout the state.

Gas choice programs also continued to be a prominent opportunity to educate consumers through the media. When Vectren Energy Delivery of Ohio opened its market to natural gas choice in Southwestern Ohio, the OCC educated consumers on how to choose a new supplier through news releases, guest columns and other initiatives to communicate with Vectren's customers.

To complement a public awareness campaign launched in 2001, the OCC informed consumers about its toll-free hotline and website in more than 60 newspapers and major radio stations statewide. In addition, the OCC staffed five call centers at primary television stations around the state, generating hundreds of calls from consumers who had utility complaints or questions.

The OCC's website, www.pickocc.org, launched several new features, making it an even more valuable tool for consumers. In addition to the weekly updated Comparing Your Energy Choices fact sheet, a new online, interactive calculator was added to assist natural gas consumers with comparing their options between a natural gas company and suppliers. Consumers can enter particular information and with the click of a button automatically calculate what their savings might be if they switched to a new supplier or remained with their local utility. For those communities that voted for electric or natural gas aggregation, an interactive map was created to help consumers locate information for their area. The map displays which counties have communities that aggregated, when the issues were adopted and links to the energy supplier website.

Through contacts with the media, outreach presentations and continued website expansion, the OCC will continue to educate more consumers about utility issues.

Distributed more than 527,000 educational brochures, including fact sheets, handbooks, tray liners, and paycheck stuffers.

NEW PRINTED MATERIALS

In addition to the OCC's work through its toll-free hotline, outreach and education efforts and litigation work, the agency also develops free educational publications to assist consumers with making informed decisions about their utilities. With over 70 different publications covering issues from financial assistance to conserving energy, the OCC continually tries to identify emerging issues affecting residential consumers. This past year the OCC developed several significant publications including:

Gas Choice 101 - This booklet was designed as a guide to help residential consumers participating in Ohio's natural gas choice programs. Every step of the evaluation, selection and enrollment process is included.

Comparing Your Energy Choices for Vectren Energy Delivery of Ohio – This fact sheet is updated on a weekly basis and provides consumers with a list of suppliers, their offers and a worksheet for calculating potential savings.

Comparing Your Energy Choices is also available for customers of Cincinnati Gas & Electric, Columbia Gas of Ohio and Dominion East Ohio.

Comparing Your Local Telephone Choices for SBC Customers – This guide is updated biweekly and provides consumers with a side-by-side comparison of the different local telephone providers, samples of their rates and packages and other important information. Consumers will also find questions to ask before choosing an alternative local telephone provider and steps to assist them with evaluating their service needs.

Consumer Assistance Handbook 2nd Edition – A complete resource designed to provide information and tips about utilities. Consumers will find in-depth information about each industry including a "how to" guide for reading utility bills, a consumer resources section listing various utility companies and organizations that can provide assistance and a glossary of utility terms.

OUTREACH & EDUCATION

Continuing the strong tradition of educating Ohio consumers about utility issues, the Ohio Consumers' Counsel developed innovative programs, focused on reaching out to new organizations and agencies and developed and distributed a record number of educational materials.

The OCC distributed over 75,000 trayliners to senior centers and "Meals on Wheels" programs, featuring the OCC's toll-free number to educate consumers about the agency's services and ability to provide utility information and help resolve complaints. Over 24,000 paycheck stuffers providing OCC information – in English on one side and Spanish on the other side – were disseminated by a number of organizations, including county and city government agencies.

During 2002 the OCC implemented the following educational programs:

Beach Ball Bingo – This program provides a fun way to present utility information to senior citizens. High school

students also responded positively to the presentation and it was one of the most requested speech topics in 2002. Participants listened for a utility-related word used in an OCC presentation and marked it off on a Bingo card. Once they had matched up the words, horizontally, vertically or diagonally, they would win a beach ball.

Utility Survivor – Following the popularity of reality television shows, OCC developed a utility survivor game for college students. The game, which leads students through the maze of how to establish utility services, was piloted in 2002 and will be offered to colleges next year.

Minority Outreach – OCC continued to reach out to the Hispanic community providing paycheck stuffers and flyers to Hispanic-owned businesses. In addition, OCC increased its reach into the African-American community by making a presentation at the statewide meeting of the NAACP, attending numerous minority health fairs and exhibitions as well as working with church groups to provide information about OCC's services.

Low Income Assistance – With many Ohio residents facing disconnection of their utilities, OCC contacted Community Action Agencies, Legal Aid and Job & Family Services offices across the state to update them on OCC's services. OCC conducted more than 50 Train-the-Trainer sessions to educate the staffs of these social service agencies and provide them with information about how the OCC may be of help to their constituents.

Visited 82 of Ohio's 88 counties.

Spoke to organizations in 210 Ohio cities.

Visited 487 organizations and agencies.

Traveled over 161,000 miles to meet and educate more than 62,000 residential consumers and organizations.

Participated in 123 shows, fairs, listener lunches and breakfast breaks to meet and inform residential consumers.

Provided 604 speeches and presentations.

FISCAL REPORT

UTILITY COMPANIES ASSESSED MORE THAN \$100,000 FOR FY 03:

Ohio Edison Company	\$955,946.08
Cleveland Electric Illuminating Company	\$754,914.40
Cincinnati Gas & Electric Company	\$751,286.22
Ameritech Ohio	\$664,808.43
Dayton Power and Light Company	\$645,417.88
Columbia Gas of Ohio, Inc.	\$561,814.52
East Ohio Gas Company	\$484,549.78
Columbus Southern Power Company	\$410,543.13
Toledo Edison Company	\$359,357.26
Ohio Power Company	\$339,160.36
New Par (dba AirTouch Cellular)	\$323,501.18
Cincinnati Bell Telephone Company	\$156,875.69
Vectren Energy Delivery of Ohio	\$150,388.90
Verizon North, Inc.	\$148,807.55
AT&T Communications of Ohio, Inc.	\$124,299.06
Sprintcom, Inc.	\$120,577.58
MCI WorldCom Communications, Inc.	\$119,843.24
United Telephone Company of Ohio	\$106,748.30

OPERATING BUDGET - FY 03 APPROPRIATIONS

100 Personal Services	\$7,025,040.00
320 Maintenance and Equipment	\$2,057,478.00
401 Consultants and Transcripts	\$195,000.00
Total	\$9,277,518.00

ENCUMBERANCES AND DISBURSEMENTS FOR FY 03 (AS OF DECEMBER 31, 2002)

100 Personal Services	\$2,805,442.80
320 Maintenance and Equipment	\$895,771.72
401 Consultants and Transcripts	\$80,082.45
Total	\$3,781,296.97

CASE PARTICIPATION

Electric	Company/Issue
02-3310-EL-ETP	Columbus Southern Power and Ohio Power
02-3210-EL-PWC	Toledo Edison, et al. v. City of Toledo
02-570-EL-ATA	Dayton Power & Light
02-2878-EL-ATA; 02-2879-EL-AAM	Dayton Power & Light
00-1935-EL-CRS	Enron Energy Services, Inc.
02-2868-EL-UNC	Ohio Dept. of Development for an order approving adjustments to the Universal Service Fund riders of jurisdictional Ohio electric distribution utilities
02-2877-EL-UNC	FirstEnergy
02-2779-EL-ATA	Dayton Power & Light
02-2364-EL-CSS	Tongren v. Dayton Power & Light
02-1944-EL-CSS	WPS Energy Services/Green Mountain Energy Corp. v. FirstEnergy
02-1411-EL-ORD	Market Monitoring
02-1358-GE-UNC	Ohio Gas & Electric Home Heating Companies
02-1586-EL-CSS	Tongren, IEU & AMPO v. American Electric Power
02-565-EL-ORD	Competitive Retail Electric Service Standards
02-564-EL-ORD	Electric Service and Safety Standards, Electric Interconnection Standards, Electric Reliability, Safety and Customer Service Standards Enforcement
FERC ER02-1289-000	Trans-Elect
02-834-EL-UNC	Shell Energy Services
FERC EL02-65	Alliance Companies, et al. & National Grid
01-3289-EL-UNC	Ohio Power and Columbus Southern Power
01-3229-EL-AAM	Cincinnati Gas & Electric
01-3019-EL-UNC	FirstEnergy/Ohio Home Builders' Association
FERC EC02-15-000; EG02-13-000; ER02-177-000	Cinergy Services, Inc.
FERC EC01-156; ER01-3154	TRANSlink
01-2708-EL-COI	Commission Investigation into Electric Line Extensions
FERC ER01-2997-000	Dayton Power & Light
FERC ER01-2995-000; ER99-3144-015	American Electric Power Corp.
FERC EC01-130	American Electric Power Corp.
FERC EL01-80	National Grid USA
01-1356-EL-ATA; 01-1357-EL-AAM; 01-1358-EL-ATA; 01-1359-EL-AAM	Columbus Southern Power and Ohio Power
99-1612-EL-ORD	Market Monitoring - Reopened
FERC ER01-780	Exelon Corp, et al.
00-2394-EL-ORD	Competitive and Non-competitive Retail Electric Service Standards
Ohio Supreme Ct. Case No. 02-0052	Cities of Maumee, Oregon & Toledo v. PUCO
00-1926-EL-GAG	City of Parma
00-2087-EL-GAG	City of Cleveland
FERC ER01-123	Dynegy, Inc. & Illinois Power
00-1998-EL-UNC	Electric Distribution Utilities for Approval of Sample Bill for Electric Service
00-1862-EL-CSS; 00-1742-EL-CRS	FirstEnergy
00-1337-EL-ATA	Monongahela Power
00-1259-EL-ATA	Cleveland Electric Illuminating

CASE PARTICIPATION

00-1258-EL-ATA	Ohio Edison
00-1257-EL-ATA	Toledo Edison
00-1256-EL-ATA	Dayton Power & Light
00-1253-EL-ATA	Cincinnati Gas & Electric
00-1248-EL-ATA	Columbus Southern Power
00-1247-EL-ATA	Ohio Power
US Ct. of Appeals for the D.C. Circuit 00-1174	Regional Transmission Organizations
00-813-EL-EDI; 01-1938-EL-ATA; 01-1817-EL-ATA	Operational Support Planning for Ohio Taskforce
00-02-EL-ETP	Monongahela Power
Ohio Supreme Ct. Case No.00-2260	Columbus Southern Power and Ohio Power v. PUCO
Ohio Supreme Ct. Case No. 00-2092	AK Steel v. PUCO
99-1615-EL-ORD	Electric Restructuring Rules
Ohio Supreme Ct. Case No. 01-573	FirstEnergy, et al. v. PUCO
FERC EC99-80-000/ER99-3144-000/RT01-88-000/RT01-88-006 & 008 & 012	American Electric Power, Consumers Energy Detroit Edison, FirstEnergy
U.S. Ct. of Appeals for the D.C. Circuit 02-1061	Alliance Regional Transmission Organization Companies, et al.
FERC PL98-5-000	ISO Investigation
FERC ER98-1438, EC98-24; RT01-87-000; ER01-3053; ER02-108-000	Midwest ISO
FERC RM94-7-000, RP94-07-001 and RM95-08-000	Order 888
U.S. Ct. of Appeals for the D.C. Circuit 97-1715, et al.	Order 888 Appeal
94-102-EL-EFC	Columbus Southern Power
93-2101-EL-AAM/93-2102-EL-AAM/93-2103-EL-AAM/93-2104-EL-AAM	
93-2105-EL-AAM/93-2106-EL-AAM/93-2107-EL-AAM	Ohio Power

Natural Gas	Company/Issue
02-3144-GA-UNC	Dominion East Ohio
02-221-GA-GCR	Columbia Gas of Ohio
02-219-GA-GCR	Dominion East Ohio
02-1310-GA-AIR; 02-3011-GA-AAM	Cincinnati Gas & Electric
02-218-GA-GCR	Cincinnati Gas & Electric
02-2903-GA-ATA	Columbia Gas of Ohio
02-2895-GA-ATA	Cincinnati Gas & Electric
02-2583-GA-CRS	My Choice Energy
02-2494-GA-UNC	Columbia Gas of Ohio
02-2338-GA-UNC	Cincinnati Gas & Electric
02-1926-GA-CRS	Metromedia Energy
02-1828-GA-CRS	ACN Energy, Inc.
02-1654-GA-CRS	Nicor Energy, LLC
02-1358-GE-UNC	Ohio Gas & Electric Home Heating Companies
02-1566-GA-ATA	Vectren Energy Delivery of Ohio
02-479-GA-UNC	Cincinnati Gas & Electric
01-3227-GA-UNC; 01-3228-GA-AAM	Cincinnati Gas & Electric
01-2216-GA-ORD	Alternative Regulation Plan or Exemptions
01-2215-GA-ORD	Ohio Coal Research and Development Component

CASE PARTICIPATION

01-2607-GA-CSS; 01-2620-GA-ATA	Columbia Gas of Ohio
01-220-GA-GCR	Vectren Energy Delivery of Ohio
01-219-GA-GCR	Dominion East Ohio
01-218-GA-GCR	Cincinnati Gas & Electric
01-1371-GA-ORD	Competitive Retail Natural Gas Service
01-1228-GA-AIR; 01-1478-GA-ALT	Cincinnati Gas & Electric
01-566-GA-UNC	Ohio Gas
01-261-GA-ATA	Vectren Energy Delivery of Ohio
00-2259-GA-AIR	Southeastern Natural Gas Company
01-330-GA-CSS; 01-640-GA-CSS; 01-17-GA-CSS	Energy Co-op
01-329-GA-CSS; 01-687-GA-CSS	Summit Natural Gas
Tenth District Ct. Of Appeals, Franklin County, Case No. 01APE-10-1233	Tongren v. D&L Gas Marketing, Ltd.
Franklin County Ct. of Common Pleas, Case No. OOCVH12-10844	Tongren v. D&L Marketing, Ltd.
00-218-GA-GCR	Cincinnati Gas & Electric
00-2074-GA-CSS	Tongren v. Energy Max
00-1853-GA-ATA	Cincinnati Gas & Electric
00-1611-GA-UNC	Columbia Gas of Ohio
FERC RM98-10; RM98-12	Notice of Proposed Rulemaking Governing Interstate Natural Gas Pipelines
98-1364-GA-UNC	Accounting for Customer Choice Expenses
98-222-GA-GCR	Columbia Gas of Ohio
98-218-GA-GCR	Cincinnati Gas & Electric
96-1113-GA-ATA	Columbia Gas of Ohio

Telecommunications	Company/Issue
FCC 02-278; CC 92-90	FCC Do-Not-Call
FCC WC 02-340	NECA
02-3069-TP-ALT	SBC Ameritech
FCC WC 02-319	SBC Communications
02-2612-TP-ALT	CenturyTel
02-2429-TP-SLF	SBC Ameritech
02-2117-TP-ALT	United Telephone d/b/a/ Sprint
Ohio Supreme Ct. Case No. 02-1929	Tongren v. PUCO
FCC 02-112	FCC Sunset of BOC Separate Subsidiary Requirements
02-1238-TP-ACE	Midwestern Telecommunications, Inc.
02-1216-TP-ACE	Universal Telecom, Inc.
FCC 02-53	Rulemaking Proceeding Revising FCC Policies Governing the Federally Tariffed Charges of Incumbent Local Exchange Carriers
02-1179-TP-ACE	GTC
02-1280-TP-UNC	SBC Ameritech
FCC 02-39	FCC ILEC Equal Access Obligations
98-357-TP-PEX	Middletown v. Ameritech & Cincinnati Bell
02-579-TP-CSS	CoreComm Newco, Inc. v. SBC Ameritech
FCC 02-33; 95-20; 98-10	Companies Providing Broadband Access to Internet over Wireline Facilities

CASE PARTICIPATION

02-496-TP-ACE	CAT Communications
FTC R411001	Telemarketing Rulemaking
FCC 02-22	Minimum Notice Requirement for Recently Detariffed Domestic Toll Services
FCC 00-25	SBC Communications
01-2632-TP-ACE	EZ Phone, Inc.
01-2705-TP-UNC	Suretel, Inc.
01-2253-TP-ORD	Extended Area Service
01-1310-TP-ACE	Voice Vision International
01-1051-TP-ACE	DVC Enterprises Inc
FCC CC 00-199	2000 Biennial Reg. Review
Ohio Supreme Ct. Case No. 02-1428	Tongren v. PUCO
00-1532-TP-COI	Elective Alternative Regulation
00-1265-TP-ORD	Minimum Telephone Service Standards
00-942-TP-COI	Ameritech Ohio
99-941-TP-ARB	Treatment of Reciprocal Compensation
99-563-TP-COI	Competitive Telecom. Services
99-1202-TP-ATA	United Telephone d/b/a/ Sprint
99-938-TP-COI	Ameritech Ohio
99-998-TP-COI	Local Service Guidelines
FTC R611016	Pay-Per-Call
98-1466-TP-ACE; 01-3055-TP-WVR; 01-3056-TP-WVR	NOW Communications
98-1398-TP-UNC	Bell Atlantic and GTE
98-1091-TP-ATA	GTE North
98-1026-TP-ACE	Supra Telecom
FCC 98-141	SBC Communications
98-732-TP-ATA	CBT Seven Mile Call
96-1079-TP-ATA	GTE
Illinois Circuit Ct. for the 3rd Judicial District, Case No. 97-L-1020	Ameritech
96-1310-TP-COI	Pay Telephone Services
FCC 96-262	Access Charge Reform
FCC 96-150	Accounting Safeguards
96-922-TP-UNC	Ameritech Ohio
FCC 96-98; FCC 99-68	Unbundled Network Element Proceeding
FCC 96-45	Federal Universal Service
93-487-TP-ALT/93-576-TP-CSS	Ameritech Ohio

Water **Company/Issue**

01-2924-WW-AIR	Consumers Ohio Water
01-2567-WS-ACE	Columbia Park Water and Sewer System
01-2775-WS-ORD	Chapter 4901:1-15 O.A.C.

All Utilities **Company/Issue**

02-3207-AU-PWC	WorldCom, et al. v. City of Toledo
02-2627-AU-COI	Commission Investigation of the Financial Viability of Ohio Regulated Public Utilities