



Office of the Ohio Consumers' Counsel
"Your Residential Utility Consumer Advocate"

Annual Report 2009



About The Office of the Ohio Consumers' Counsel

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, was created in 1976 by the Ohio General Assembly. The OCC represents the interests of the residential customers of Ohio's investor-owned electric, natural gas, telephone and water companies.

The primary role of the OCC is to participate in legal proceedings in both state and federal courts and administrative agencies, such as the Public Utilities Commission of Ohio, the Federal Energy Regulatory Commission, the Federal Communications Commission and the Supreme Court of Ohio.

The OCC also educates consumers, provides information about utility services and handles individual residential complaints relating to public utilities.



The Office of the Ohio Consumers' Counsel

Mission

The OCC advocates for Ohio's residential utility consumers through representation and education in a variety of forums.

Vision

Informed consumers able to choose among a variety of affordable, quality utility services with options to control and customize their utility usage.

Core Values

Respect

We will treat each other, our partners and the public with consideration and appreciation.

Justice

We will advocate for what is fair for Ohio's residential utility consumers.

Communications

We will share information and ideas to contribute to the making of optimal decisions by our colleagues and ourselves.

Excellence

We will produce work that is high quality and we will strive to continuously improve our services.

Integrity

We will conduct ourselves in a manner consistent with the highest ethical standards.

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