

# Annual Report 2010



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



## Office of the Ohio Consumers' Counsel

*"Your Residential Utility Consumer Advocate"*

- ▶ The Office of the Ohio Consumers' Counsel (OCC), the residential utility customer advocate, was created in 1976 by the Ohio General Assembly to represent 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 staff, which includes attorneys, economists, engineers, investigators and other highly skilled professionals, advocates diligently on behalf of Ohio's residential utility customers.
- ▶ The OCC also educates customers, provides information about utility services and handles residential complaints relating to public utilities.
- ▶ The legislature, in establishing the OCC, decided funding for the agency would not come from Ohio's General Revenue Fund. Instead, the OCC's budget is underwritten by assessing a fee on the intrastate gross earnings or receipts of Ohio's investor-owned public utility companies.
- ▶ In State Fiscal Year 2010-11, the OCC saved Ohio's residential utility customers more than \$54.8 million directly on its own and \$1.9 billion in collaboration with other parties with the OCC in a lead role.
- ▶ In 2011, the OCC celebrates 35 years of advocacy. During that time, the agency has saved all utility customers more than \$10 billion.

*Throughout the sections of this annual report are highlights of the OCC accomplishments for 2010.*

Janine Migden-Ostrander

Jerome G. Solove

Roger Wise

Joe Logan

John Moliterno



# 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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