



A message from John Moliterno Governing Board Chairman

On behalf of the nine-member, bipartisan Governing Board of the Office of the Ohio Consumers' Counsel (OCC), it is my honor to present to the Ohio General Assembly OCC's 2011 annual report.

With full commitment and dedication to the mission and vision of the agency and to Ohioans, the staff of OCC met its challenges this year while achieving substantial savings and protections for residential utility consumers.

In many situations during 2011, the OCC worked to achieve negotiated agreements resulting in benefits to all stakeholders. On other occasions, the OCC was required to stand firm to protect consumers from paying unnecessarily high rates or losing long-held protections. In April, the Supreme Court of Ohio unanimously agreed with the OCC in a case that resulted in millions of dollars in savings to AEP customers. These victories and others, highlighted throughout this report, are the result of months of work by OCC staff attorneys and analysts. I thank Interim Consumers' Counsel Bruce Weston and the OCC staff for their dedicated work in 2011.

This year, the OCC Governing Board also said farewell to two of our most distinguished board members, Jerome G. Solove—my predecessor as chairman—and Dorothy L. Leslie. Each served Ohio consumers for more than a decade and their contributions to this board are held in the highest regard.

At the same time, we welcomed two new members to the Governing Board, Sally A. Hughes, of Columbus, and Fred Yoder, of Plain City. We look forward to their input on behalf of residential consumers and family farmers, respectively, in the years to come.

The OCC Governing Board also expressed its appreciation to former Consumers' Counsel Janine Migden-Ostrander for her more than seven years of dedicated advocacy on behalf of Ohioans. We are proud of the OCC accomplishments and savings provided to utility consumers under her leadership during some very difficult economic times.

Moving forward, the Governing Board recognizes that despite limited resources and a smaller staff, the OCC has important work to do. In 2012, we will select a new Consumers' Counsel. This is the Board's most important task. Our goal is to hire OCC's fourth Consumers' Counsel to lead the agency in its mission and to find creative solutions to the challenges of a changing utility industry.

I am privileged to have been selected to serve the OCC Governing Board as its chairman. On behalf of the Board, I offer our cooperation to Gov. Kasich, Attorney General DeWine, and the Ohio General Assembly. The Board is proud of the OCC's 35-year history of representing Ohio's utility consumers. We look forward to providing guidance and support to the OCC as it continues to work diligently and effectively on their behalf.