
Annual Report

2012



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



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Among OCC's accomplishments for consumers in 2012 are the following:

- ▶ Consumers saved nearly **\$70 million** when the PUCO adopted the recommendation from OCC and others that customers should not bear the cost of closing a power plant owned by the Ohio Power utility, an AEP Ohio subsidiary. (See page 12.)
- ▶ OCC was successful in helping to save AEP Ohio customers about **\$7.9 million** in a review of the utility's 2009 fuel expenses. (See page 11.)
- ▶ OCC signed a settlement, with others, to save **\$2 million** for consumers regarding Dayton Power & Light's 2011 fuel expenses. (See page 11.)
- ▶ Following two competitive auctions in 2012, Duke Energy Ohio customers saw a **decrease of more than 15 percent** in their electric bills. The decrease was a result of a settlement OCC signed with others in 2011, establishing the competitive auction process to set Duke's generation prices. (See page 10.)
- ▶ OCC signed settlements in cases involving Columbia Gas of Ohio and Dominion East Ohio Gas to preserve residential customers' ability to purchase natural gas at their local utilities' "standard offer" rate. (See pages 13 and 14.)
 - ▷ The settlement in the Columbia case also resulted in consumers saving up to **\$24 million** compared to what they could have paid under a previous settlement in which OCC did not participate. (See page 14.)
- ▶ As a result of competitive auctions, customers of Columbia, Dominion and Vectren who purchased their natural gas through the standard offer continued to save money on their natural gas bills. By April 2013, typical Columbia customers will have saved nearly **\$30 per year** on their annual natural gas bills. Dominion customers will have saved about **\$40 per year**. And Vectren customers will have saved about **\$23 per year**. (See page 13.)
- ▶ In a case extending Columbia's pipeline repair program through 2018, consumers were guaranteed savings in the utility's operations and maintenance expenses of at least: **\$750,000** in 2012; **\$1 million** in 2013; and thereafter **\$1.25 million** per year until 2018. In the same case, OCC negotiated for an additional **\$2.5 million** in payment assistance funds for low-income consumers. (See page 15.)
- ▶ In a settlement with Aqua Ohio, Ohio American Water, and the PUCO staff, OCC helped reduce expenses to water customers by about **\$2.5 million**. (See page 18.)
- ▶ OCC was among the organizations participating in efforts to preserve consumers' access to affordable landline telephone service while the Ohio General Assembly considered Senate Bill 271. Ohioans' access to reliable and affordable telephone service was protected when the Bill was allowed to expire at the end of the legislative session. (See page 16.)
- ▶ OCC worked with legislators and other stakeholders to improve legislation regarding water rates, House Bill 379. OCC's efforts contributed to removal of a tax surcharge on customers' bills and to reducing other potential charges. The Bill was signed into law in December 2012. (See page 18.)

The Office of the Ohio Consumers' Counsel

► Mission

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

Justice

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

Integrity

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

Excellence

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

Communications

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

Respect

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

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