



Office of the Ohio Consumers' Counsel

"Your Residential Utility Consumer Advocate"



2014 Annual Report

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.

Contents

A message from the Ohio Consumers' Counsel	2
A message from the Governing Board Chairman	3
Governing Board Members	4
Senior Management	6
Electric	7
Natural Gas	11
Telecommunications	13
Water	14
Consumer Education	15
Employee Recognition	16
2014 Fiscal Report	17
2014 Case Activity	17