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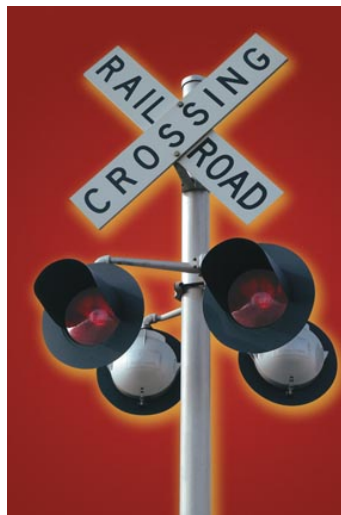
Public Utilities Commission of Ohio Overview



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PUCO Mission

To assure all residential and business consumers access to adequate, safe and reliable utility services at fair prices, while facilitating an environment that provides competitive choices.



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Commissioners are appointed by the governor and serve staggered terms

- Todd A. Snitchler, Chairman
- Asim Z. Haque
- Steven D. Lesser
- Lynn Slaby
- M. Beth Trombold



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Areas the PUCO regulates

- Investor-owned utilities
 - Natural gas (intrastate transmission & distribution)
 - Electric
 - Telephone (intrastate local and long-distance)
 - Water and wastewater (does not include city water)
- Commercial motor carriers and moving companies
- Railroad crossing safety



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Areas the PUCO does not regulate

- Cellular telephone service and towers
- Internet service
- Cable service
- Propane and fuel oil
- Municipal utilities



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PUCO Staff

The PUCO employs a staff of about 350 professionals

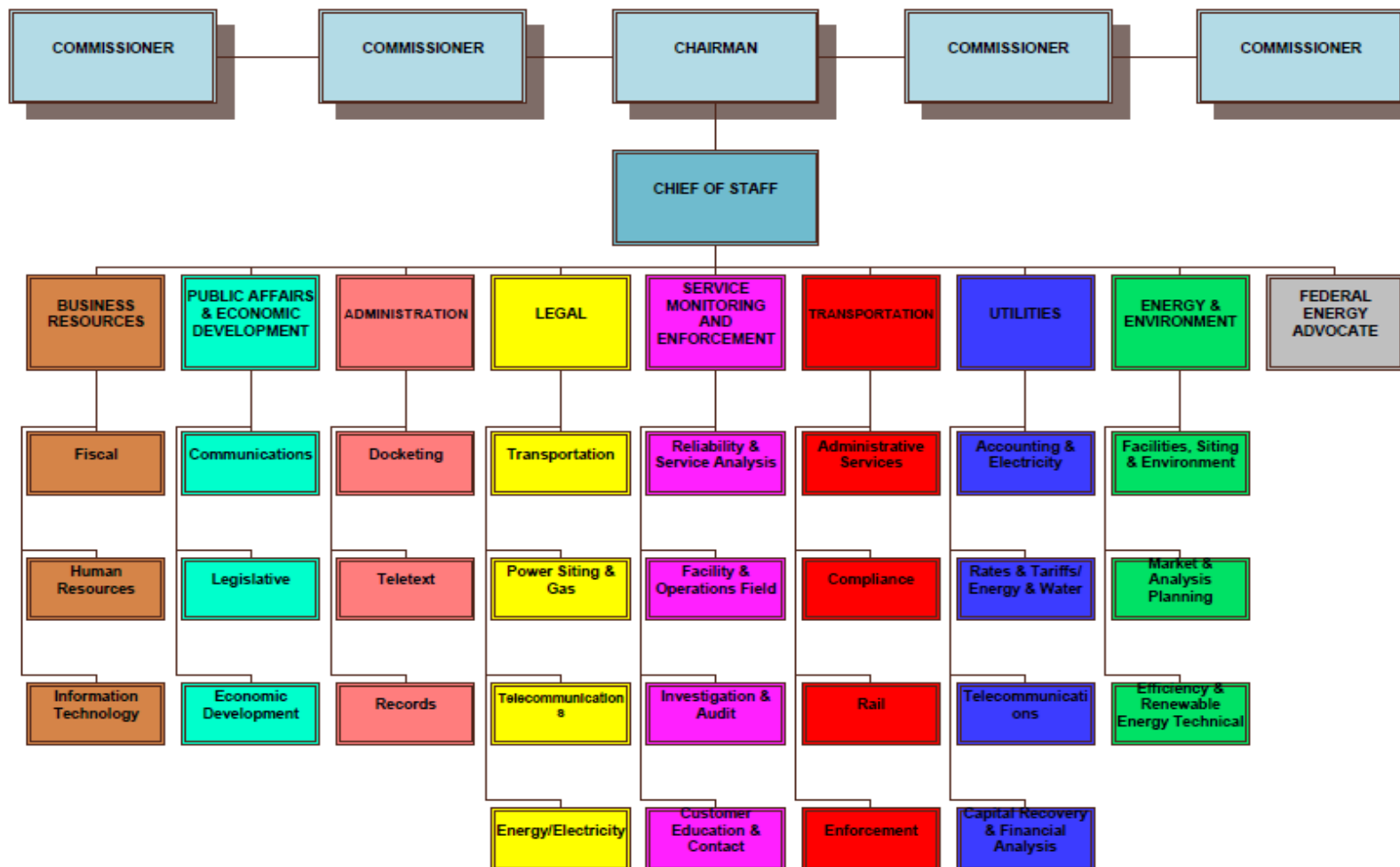
- Engineers
- Economists
- Accountants
- Attorneys
- Auditors
- Safety inspectors
- Complaint investigators



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Administration

The Office of Administration provides internal support, including docketing and word processing, necessary for the day-to-day operations of the agency.

Attorney General

The Attorney General's public utilities section represents the PUCO staff before the Commission and represents the Commission itself before the Ohio Supreme Court, other state and federal courts, and federal administrative agencies.



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Business Resources

The Business Resources Department includes the Human Resources division, the Fiscal and Office Services division, and the Information Systems Division.

Commission Offices

The Commission Offices consist of the commissioners and their aides.



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Energy and Environment

The Department of Energy and Environment conducts technical analysis, environmental review and field investigations to assure energy availability produced from all available fuel sources to the consumers of Ohio and the region. E&E processes electricity forecast cases, integrated resource planning, energy efficiency and portfolio compliance requirements, produces independent forecast reports of demand for energy in Ohio, participates in federal and state investigations regarding energy policy, delivery and reliability, and provides policy and analytical support for the Commission and others on energy issues. Also housed within E&E is the staff for the Ohio Power Siting Board and the Ohio Biomass Energy Program.



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Legal

The Legal Department's attorney examiners conduct public hearings, issue procedural entries, and draft the opinions and orders issued by the Commission. The attorney examiners also answer inquiries about public hearings and case processing.



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Public Affairs

The Office of Public Affairs fosters the PUCO image by communicating utility information to Ohioans in a timely, accurate, and understandable manner. The Office includes the Communications, Economic Development, Legislative sections and the Office of Retail Competition

Service Monitoring and Enforcement

The Service Monitoring and Enforcement Department examines the quality of service provided by utility companies to ensure that safe, dependable and quality services are being provided. The department also handles requests for information, complaints and attempts to resolve consumer problems without the need for a formal hearing. PUCO investigators answer and respond to hundreds of thousands of customer complaints and requests for information each year through the PUCO hotline.



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Transportation

The Transportation Department regulates railroad, trucking, bus and watercraft companies across a broad range of activities. The PUCO places strong emphasis on safety in the commercial trucking and railroad industries. To increase motorist and pedestrian safety, the department provides technical help and allocates federal and state funds for safety devices at railroad grade crossings.



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Utilities

The Utilities Department processes utility rate change requests and performs technical investigations, develops programs, monitors marketplace development and implements policies in the regulation of gas, electric, water, wastewater, and telephone companies. The department provides technical support to the PUCO through its analyses, options, and recommendations on current and future regulatory issues.



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Rate Setting

- While many aspects of utility industry move toward competition, distribution service remains fully regulated.
- Utilities must file rate plans which are fully investigated by PUCO staff. Input from interested parties, stakeholders and public via hearings.
- Moved to competitive bidding auctions for supply
 - FirstEnergy, DP&L, Duke and AEP
 - Natural gas NYMEX pricing



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Facilitating an Environment that Provides Competitive Choices

- Ensure that as competition develops, there are adequate laws and rules in place to encourage competition while allowing the consumer to continue to receive safe and reliable service.
- Certify competitive providers
- Electric Choice and Gas Choice programs



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Ensuring Safety and Reliability

- The PUCO sets standards via rulemaking to protect consumers from such things as poor service quality, unfair denial or disconnection of service, or long waits for repair or installation of service.
- Staff regularly inspect utility facilities to assure that the utilities' wires, pipes, and equipment are safe and well-maintained



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Protecting Consumers' Rights

The PUCO has a toll-free call center, where trained staff can work with consumers and the utility to help resolve any problems consumers have not been able to resolve on their own.



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Protecting Consumers' Rights

For those disputes which can't be resolved informally, the PUCO has the exclusive authority to resolve formal complaints between utilities and residential or business customers and to order any appropriate relief.



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Educational Materials

- Natural gas & Electric choice in Ohio / *Apples to Apples* Comparison Chart
- Energy efficiency tips
- Assistance programs
- Customer Bill of Rights (service standards for electric, natural gas and electric service)
- Transportation brochures
- Fact Sheets for “Hot Topics”



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Access to the PUCO is 24/7

- Daytime-live assistance via PUCO Call Center
- Anytime-information mailed to you
- PUCO website



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PUCO website

www.PUCO.ohio.gov

- Get help with a utility complaint or question
- Find information on hundreds of utility topics
- View a PUCO Commission meeting
- Find *Apples to Apples* charts
- Find out if a call is long distance
- And much more!



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Key points to remember

1. The PUCO is the sole agency charged with regulating public utility service and rates, and making sure that all consumers have access to adequate, safe, and reliable utility services at fair prices.
2. The PUCO has the exclusive authority to resolve formal complaints between utilities and residential or business customers.



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Key points to remember

3. The PUCO has the charge of assuring service quality and safety when it comes to utility services.
4. The PUCO works to facilitate an environment that provides competitive choices.
5. The PUCO protects the rights of all consumers, and works to resolve informal disputes.
6. The PUCO is in charge of regulating rates.