



USAID
FROM THE AMERICAN PEOPLE

Ohio

**Public Utilities
Commission**



**National
Association of
Regulatory
Utility
Commissioners**

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 five-year terms

- Thomas W. Johnson, Chairman
- Steven D. Lesser
- Asim Z. Haque
- Lynn Slaby
- M. Beth Trombold



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PUCO staff

The PUCO employs a staff of about 330 professionals

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



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Areas the PUCO regulates

- Investor-owned utilities
 - Natural gas (intrastate transmission and 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
- Cooperative utilities



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Key points about the PUCO

1. The PUCO is the sole agency responsible for regulating public utility service and rates in Ohio, 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 about the PUCO

3. The PUCO is responsible for ensuring 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.



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Access to the PUCO is 24/7

- Daytime-live assistance via PUCO Call Center
- PUCO website and social media presence
- Energy Choice Ohio 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 out which local utility company services your address
- And much more!



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