



# Service Monitoring and Enforcement Department

John Williams, Director



# Service Monitoring and Enforcement Department

- Call Center
  - Customer Education and Contact Division
  - Investigation and Audit Division
- Facility and Operations Field Division
- Reliability and Service Analysis Division
- Legal Section





# Customer Education and Contact Division

- Operates Call Center
- Educates consumers on their rights and responsibilities for safe and reliable service
- Mediates simple complaints between consumer and various utility companies





# Investigation and Audit Division

- Investigate and Resolve Complaints
- Identify and Communicate Observable Trends
- Audit Utility and Household Goods Moving Companies





# Reliability and Service Analysis Division

- Enforce the Commission's consumer protection rules
- Investigate and resolve complex complaints or non-compliances
- Certify Competitive Suppliers
- Maintain the Commission's "Apples to Apples" charts
- Track consumer contact information
- Manage the annual electric reliability program





# Facility and Operation Field Division

- Field Inspections
- Incident Investigations
- Complaint/Inquiries
- Enforcement of Noncompliance's





# Legal Section Responsibilities

- Support all Divisions of SMED by providing legal interpretation and guidance
- Legal interpretations of the Administrative Code and Ohio Revised Code.
- Attorneys serve as lead for the department on all rate case proceedings.
- Serve as organizer of the rule review process managed by SMED
- Coordinate responses to all “letters to the Chairman”
- Assist / Lead negotiations with utilities on a variety of consumer issues





# Questions?