



NATIONAL ASSOCIATION OF REGULATORY UTILITY COMMISSIONERS REGULATORY PARTNERSHIP PROGRAM

April 11 – 15, 2005

Accra, Ghana

Sponsored by:

**US Agency for International
Development (USAID)**

OCUP



The Public Utilities Commission of Ohio



Structure of the PUC of Ohio

**Renee' J. Jenkins, Director of
Administration**

PUC



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.



PUCO Mission ...

This mission is accomplished by:

- **Mandating**
- **Ensuring**
- **Promoting**
- **Regulating**
- **Monitoring & Enforcing**
- **Safeguarding**
- **Enhancing**
- **Resolving**
- **Fostering and**
- **Utilizing**



The PUCO Commissioners

Five-member Board ...

➤ **Commissioners are appointed**

By the Governor

Confirmed by Senate

Serve five year terms

Governor designates Chairman

No more than three of same political party



The PUCO Commissioners

Five-member Board ...

➤ **Current Commissioners:**

Alan R. Schriber, Chairman

Ronda Hartman Fergus

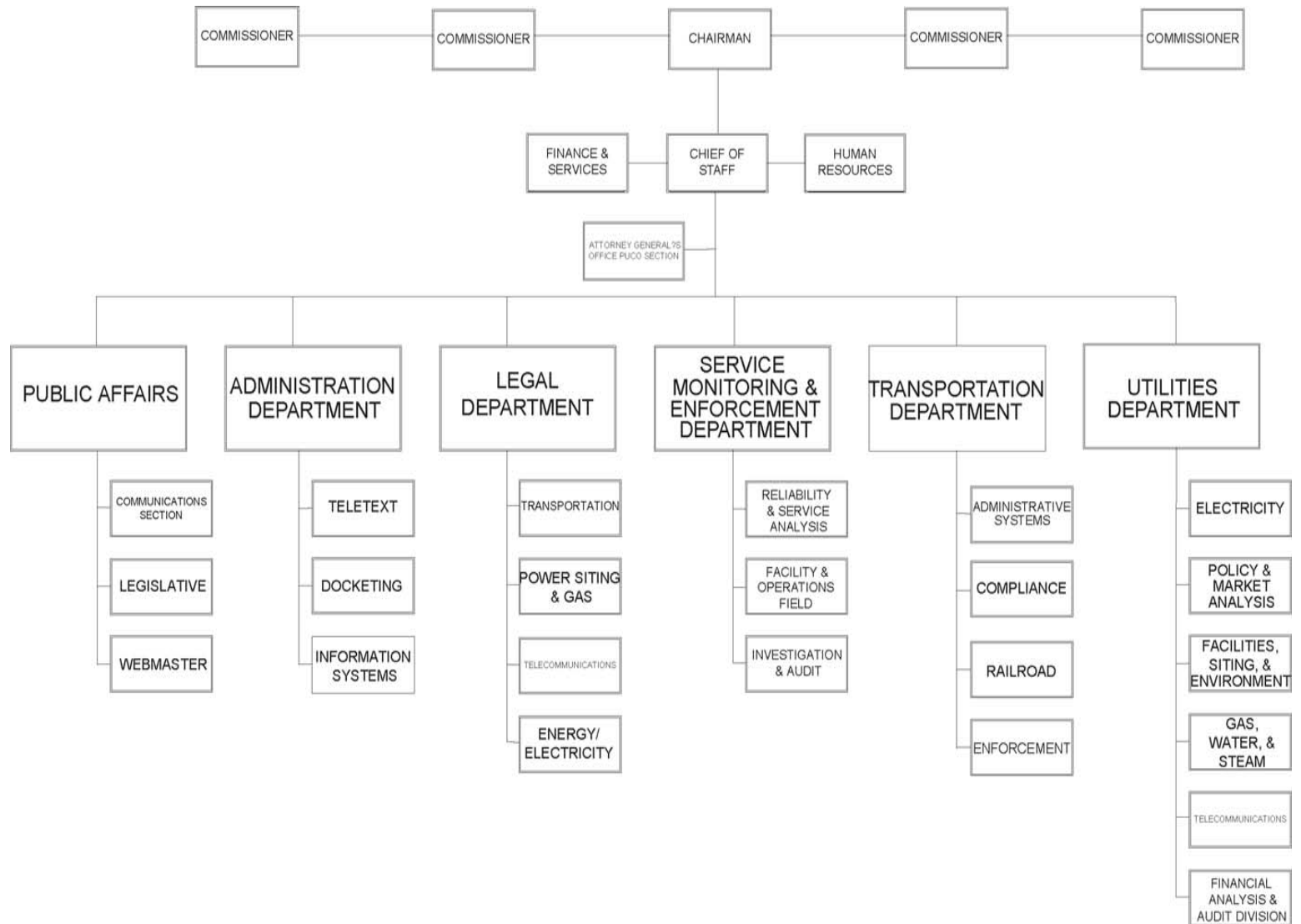
Judy A. Jones

Donald L. Mason, Esq.

Clarence D. Rogers, Jr.



PUCO Organization





PUCO Organization ...

➤ **Commission Offices**

Commissioners

Commissioner's aides.



PUCO Organization ...

➤ Chief of Staff Offices

Christine M. T. Pirik,

Chief of Staff

Administration and coordination of
PUC staff

Support staff in Chief of Staff's Office

Human Resources Division

Finance and Services Division



The PUCO professional staff carries out our mission ...

This staff of approximately 400 includes:

- Engineers, economists, accountants, attorneys, auditors and safety inspectors
- Full staff of complaint investigators





PUCO Organization ...

➤ **Administration Department**

Provides internal support, including centralizing information processing, docketing, and word processing, necessary for the day-to-day operations of the agency.



PUCO Organization ...

➤ Legal Department

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.



PUCO Organization ...

➤ Public Affairs

The Office of Public Affairs coordinates and communicates information to the public and ensures messages are timely, accurate, and understandable. Within Public Affairs are the sections of communications, legislative and webmaster.



PUCO Organization ...

➤ Attorney General Section

The 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.



PUCO Organization ...

➤ **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. Handles requests for information, complaints and attempts to resolve consumer problems without the need for a formal hearing.



PUCO Organization ...

➤ **Service Monitoring and Enforcement Department – continued**

A major section is the Investigation and Audit Division. Its investigators respond to hundreds of thousands of customer complaints and request for information received each year through the PUCO hotline.



PUCO Organization ...

➤ **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 railroad industries.



PUCO Organization ...

➤ **Transportation Department-continued**

To increase motorist and pedestrian safety, the department provides technical help and allocates federal and state funds for safety devices at railroad grade crossing.



PUCO Organization ...

➤ Utilities

Processes utility rate change requests. Perform technical investigations; develop programs, monitors marketplace development. Implement policies in the regulation of gas, electric, water, wastewater, and telephone companies. Provide technical support through its analyses, options, and recommendations on current and future regulatory issues.



PUCO Budget ...

➤ Funding

Budget

54 million dollars

Not funded by tax dollars

- Non GRF (general revenue funds)
- Assessment to the utility companies
- Transportation registration fees
- Federal funds



History of the PUCO ...

- **90 Years of service to Ohio**
- **1867 The Ohio General Assembly**
Established the Office of the Commissioner of
Railroads and Telegraphs
- **1911 The Public Service Commission was established by the legislature**
To deal with public concerns springing up outside
the limited field of railroads

PUCO



History of the PUCO ...

- 1913, The name was changed to the *Public Utilities Commission of Ohio*
- 1921 The PUCO took on comprehensive motor bus line regulatory duties
- 1923 The PUCO received jurisdiction over motor transportation of property
- 1961 The PUCO began regulating wastewater companies

PUCO



PUCO 2004 Year End Review ...

➤ Service Monitoring and Enforcement Department

The hotline staff saved Ohio consumers nearly \$600,000. Individual savings from residential and business customers ranged from as little as 43 cents to as high as \$63,732.



PUCO 2004 Year End Review ...

➤ Transportation Department

PUCO announced the creation of the Ohio Grade Crossing Profile and Safety Improvement Program.



PUCO Year End Review - Continued

- More than 860 new motor carriers registered with the PUCO
- 5,372 renewed their registration
- More than \$3.6 million in registration fees was collected
- PUCO approved more than 80 upgrades at public grade crossings throughout the state.
- PUCO inspectors completed more than 8,300 public grade crossing inspections.



Administration Department Mission statement:

To provide quality and timely
information and technology
support services to the PUCO
and its customers.

PUCO



Administration Department

➤ **Director of Administration**

Entrusted with the overall direction of the Administration department

➤ **Secretary to the Commission**

Responsible to the commission for the custody and safe preservation of all documents in its office.



For additional information:

Renee' J. Jenkins,
Director of Administration
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio, 43215-3793
USA 1-614-387-1011

renee.jenkins@puc.state.oh.us

OHIO
PUBLIC
UTILITY
COMMISSION