



Data Collection, Access, Publication and Restrictions in Ohio

16 DECEMBER 2008

ACCRA, GHANA



Key Topics

- Information collection and dissemination
- Information sharing between regulator and licensed entities
- Regulator's relationship with general public



Data Collection and Access

- The PUCO utilizes the Internet as the primary means to maintain transparency and public access to information and cooperate with the industry
- For example, the Division of Policy and Market Analysis is required to collect and make available monthly information on a quarterly basis from :
 - Electric Distribution Utilities
 - Competitive Retail Electric Service Providers
 - Certified Competitive Electric Cooperatives
 - Governmental Aggregators



Information sharing with utility

- PUCO Website
- Docketing Information System
- Electronic filing
- PUCO technical reports
- Electronic distribution lists



PUCO Website

- Rulemaking case information
- Annual financial reports
- Entries and Orders
- Procedural filing requirements and forms
- Rules and regulations of the PUCO
- Tariffs
- Topical industry Web pages
 - Market Analysis Information
 - Electric Restructuring
 - Service and Safety Standards



Docketing Information System

- The PUCO provides 24/7 access to documents filed with the PUCO through its Docketing Information System (DIS)
- Catalog of case-related documents is voluminous
- 506,384 pages of information were processed to DIS last year alone
- The new system integrates “single-sign-on” services that allows individual users to customize their experience.
- Enhanced search capabilities have also been integrated into the system



Docketing Information System

DIS - Case Record for 08-0917-EL-SSO - Windows Internet Explorer

http://dis.puc.state.oh.us/CaseRecord.aspx?CaseNo=08-0917

DIS - Case Record for 08-0917-EL-SSO

Case Record For 08-0917-EL-SSO

Case Title: COLUMBUS SOUTHERN POWER
Status: OPEN-OPEN
Industry Code: EL-ELECTRIC
Purpose Code: SSO-Standard Service Offer
Date Opened: 7/31/2008
Date Closed:

Case Documents Parties of Record Related Cases

[Printable Docket Card](#) [Service List](#)

[View All](#)

1 - 15 of 377 documents 1 / 26

Date Filed	Summary	Pages
12/11/2008	Exhibit for Volume 8, OCC Ex. 9A, for transcript docketed electronically.	135
12/11/2008	Deposition of Charles W. King on behalf of The Ohio Energy Group filed by D. Boehm.	59
12/11/2008	Letter in opposition to the proposed AEP-Ohio rate increase filed by H. Truett on behalf of Smurfit-Stone Container Corporation.	2
12/11/2008	Transcript, Vol. VIII, for AEP hearing held 11/26/08 before K. Bojko and G. See, electronically filed by Mrs. Jennifer D. Duffer on behalf of Armstrong & Okey, Inc.	426
12/10/2008	Transcript, Vol. VII, from 11/25/08 AEP hearing held before K. Bojko and G. See, electronically filed by Mrs. Jennifer D. Duffer on behalf of Armstrong & Okey, Inc.	466
12/09/2008	Letter regarding the AEP rate increase filed by consumer M. Rideout.	2

Done

Local intranet 100%

start AEP Electric Secu... Legacy Hotels an... DIS - Case Recor... Microsoft PowerP... Microsoft Excel - ... 5:21 PM



Electronic filing

- Allows parties in most types of cases to file documents online without submitting hard copies – not mandatory
- Reduces paper usage and expedites the process of filing documents into the Docketing Information System
- In 2007, the PUCO received 1,748 electronic filings through the e-filing program



Reports and statistics

- Reports published by PUCO staff on a regular basis and archived on Web site:
 - Ohio Utility Rate Survey
 - Ohio Long-Term Energy Forecast
 - Ohio Retail Electric Choice Programs Report of Market Activity
 - Electric Customer Choice Switch Rates
 - Electric Aggregation Activity in Ohio
 - Natural Gas Customer Choice Program Enrollment Levels



Electronic distribution lists

- The industry and public alike can sign-up to receive regular updates and, in some cases, communicate with other “group” members on a variety of issues
 - Weekly Commission agenda and hearing schedule
 - Natural gas and electric working groups and workshops (including electric market monitoring)
 - Press releases
 - Electronic filing updates
 - Technical reports



Regulator-to-public

- Sharing of financial and operational data & policy via:
 - News media
 - Internet
 - Toll-free call center and written letters
 - Local public hearings
 - Public outreach programs
 - Other methods
- In addition to general public other audiences include elected officials, trade and industry group, and consumer advocates among others





News Media

- Press releases
- Media calls and interviews
- Letters to the editor
- Columns / opinions and editorials

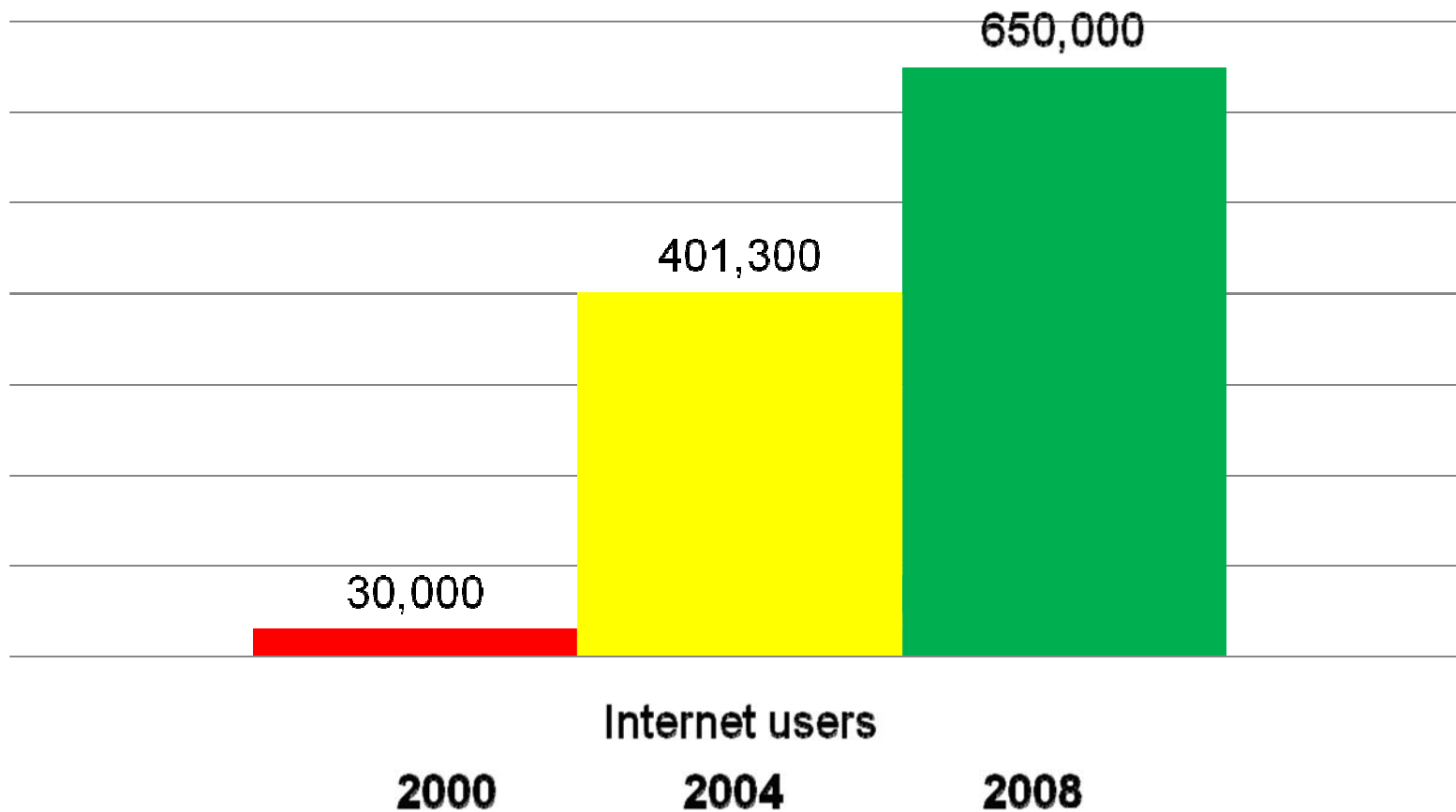


The Internet

- PUCO Website
 - File a complaint online
 - Docketing Information System
 - Live video of Commission meetings
 - Geographic information systems
- More than 770,000 visits each year
- Electronic consumer news and updates



Internet usage in Ghana



Source: <http://www.internetworldstats.com/>



Toll-free call center

- Direct link to Ohio utility customers
- Answer questions, offer suggestions to callers seeking assistance and mediate disputes between customers and utility companies
- PUCO learns from callers' experiences. This information is used to ensure that companies engage in fair and reasonable practices and helps the PUCO to formulate rules and regulations.
- Written correspondence and email as well



Local Public Hearings

- Legal notice
- Overview of issues in the case
- Opportunity for formal, sworn testimony from public
- Informal question and answer session





Additional public outreach

- Public speaking engagements
 - Speaker's bureau – draw on talents and knowledge of staff
 - Variety of topics upon request
- Fairs and trade shows
- Newsletters and other printed materials



Other methods for participation

- Formal
 - Intervention in cases by public officials and others impacted
- Informal
 - Written correspondence from elected officials
 - One-on-one meetings with interest groups

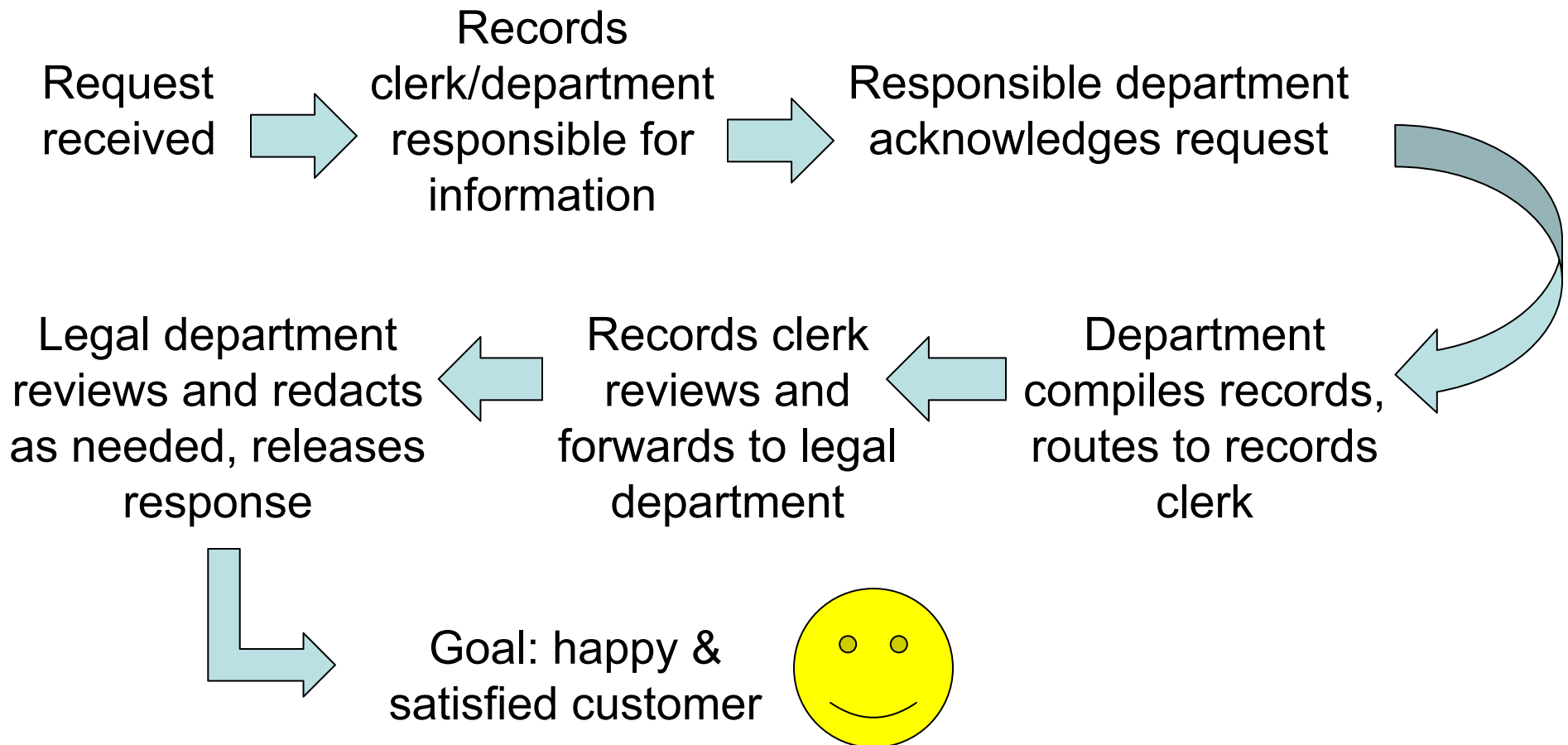


Public records and confidential information

- U.S. Freedom of Information Act
- Records retention – 2 years and up
- Detailed public records request process
- Requests handled consistently and in a reasonable amount of time
- Record each request and response for future use



Public records requests





Records Log

- The information entered into the log by the records clerk includes:
 1. Date of request
 2. Industry type (Electric, Gas, etc.)
 3. Name of the requesting party
 4. Description of the documents requested
 5. List of the documents released
 6. Date released
 7. Name of the staff and attorneys that assisted with response
 8. Name of the attorney who approved the response



Records not requiring legal review

- Records that can be obtained on PUCO Web site
- Records provided for the purpose of a state or federally funded audit
- Copy of a complainant's case report that does not related include company records
- Records that have previously gone through a public records request and were approved on a prior occasion