

Resolution Honoring Sandra Sloane

WHEREAS, Sandra honorably served the people of the State of New York in various capacities during her public service career; *and*

WHEREAS, She served as Director of the New York State Public Service Commission's Office of Consumer Services from October 2004 through July 2014; *and*

WHEREAS, Sandra served ably as the chair of the Staff Subcommittee on Consumer Affairs from 2006 to her retirement in 2014, rarely missing a NARUC meeting in all that time; *and*

WHEREAS, In her time at the PSC and NARUC she was a staunch proponent of utility consumer protections but also was respected by industry for her knowledge, fairness, and equal handed treatment; *and*

WHEREAS, She convinced energy utilities in New York State to voluntarily offer extended protections to their most vulnerable customers during the winter months, including the suspension of service terminations when temperatures dropped below freezing; *and*

WHEREAS, She also convinced energy utilities in New York State to voluntarily suspend service terminations during periods of extreme heat; *and*

WHEREAS, She was concerned about carbon monoxide poisoning and worked closely with the Portable Generator Manufacturers and developed easy to understand model portable generator carbon monoxide safety information; *and*

WHEREAS, She hosted a delegation of energy professionals from the Ukraine and also traveled to Croatia sharing New York's best practices in utility consumer protections; *and*

WHEREAS, She was committed to maintaining an open dialog with utility customer service professionals through New York's Complaint Managers Users Group meetings; *and*

WHEREAS, She served as Chair of NARUC's 2008 Individual State Collections Data Gathering Initiative and was staff to the Federal-State Joint Conference on Advanced Services; *and*

WHEREAS, She continuously fostered excellence in customer service among her staff and brought that same belief in quality customer service to her leadership of the NARUC Staff Subcommittee on Consumer Affairs; *and*

WHEREAS, Sandra never stopped advocating for consumers. As one small example, she kept the New York commissioners focused on large telephone company service quality with regular detailed reports and anecdotes from customer complaints; *and*

WHEREAS, She was really fun to hang out with at NARUC meetings and wasn't afraid to let her hair down after the very long and hectic days at the conference; *and*

WHEREAS, She so enjoyed golfing at the Albany Country Club every Wednesday afternoon during the summer months; *and*

WHEREAS, She attended informal staff lunches, even though she disliked the pizza they were serving; *and*

WHEREAS, She was known to push her office door closed a bit too hard on occasion; *and*

WHEREAS, She enjoyed dancing and demonstrated her enthusiasm on the dance floor many times with her NARUC colleagues; *now therefore be it*

RESOLVED, That the National Association of Regulatory Utility Commissioners, convened at its 126th Annual Meeting in San Francisco, California, extends its sincere appreciation to Sandra for her outstanding public service and wishes her continued success in future endeavors.

Sponsored by the Committee on Consumer Affairs

Recommended by the NARUC Board of Directors November 18, 2014

Adopted by the NARUC Committee of the Whole November 19, 2014