

Honorary Resolution for Lenora Best (PA)

WHEREAS, The National Association of Regulatory Utility Commissioners (NARUC) Staff Subcommittee on Consumer Affairs and NARUC's Staff Subcommittee on Telecommunications (the Staff Committees) are fully aware that Lenora Best, Chief of Policy in the Bureau of Consumer Services at the Public Utility Commission of the Commonwealth of Pennsylvania and a telecommunications, recently retired and is missed; *and*

WHEREAS, The Consumer Affairs and the Telecommunications Committees of NARUC are equally aware of, and have benefitted from, Lenora's long and productive career on behalf of consumers and the public utilities that serve consumers during her tenure with the Public Utility Commission of the Commonwealth of Pennsylvania, the Middle Atlantic Conference of Regulatory Utility Commissions (MACRUC), and NARUC; *and*

WHEREAS, Lenora began her lifelong efforts serving the public after receiving her Bachelor of Arts degree in political science from Penn. State University in 1977 and Master of Public Administration degree from Temple University in 1982; *and*

WHEREAS, Lenora's professional career started with a career in 1983 in the Commonwealth of Pennsylvania's Department of Health's Office of Policy Planning that began after she had been recruited for the Pennsylvania Management Intern Program at the Commonwealth under then-Governor Richard Thornburgh; *and*

WHEREAS, Lenora left her position at the Department of Public Health to join Pennsylvania's Public Utility Commission's Bureau of Consumer Services Planning and Policy Division; *and*

WHEREAS, Lenora's expertise and professional competence, not to mention her quiet yet effective working style, resulted in her being promoted to a Program Analyst 3 in 1988, a Policy Analyst Supervisor in 1993, and, finally, as the Pennsylvania Commission's Chief of the Bureau of Consumer Services Policy Division in 2005; *and*

WHEREAS, Lenora initially distinguished herself in 1988 as a member of the seminal joint Office of Consumer Advocate (OCA) and Public Utility Commission (PUC) prosecutory team that investigated Bell Atlantic PA's custom calling service sales practices to consumers, an investigation that resulted in a \$1.7 million settlement agreement and the creation of a Telecommunications Education Fund in 1988; *and*

WHEREAS, Starting in 1989 through her retirement in 2016, Lenora worked tirelessly with multiple State agencies, telephone utilities, consumer advocates, Pennsylvania Commission staff and the FCC, to implement State and federal mandates to promote telephone universal service programs, particularly in the Link-Up, Lifeline, and most recent Lifeline Broadband programs; *and*

WHEREAS, From 1991 to 2005, Lenora was an instrumental signatory involved in the creation of the Pennsylvania Commission's Telecommunications Relay Service (TRS) and TRS Advisory Board, including being the Commission representative on the initial TRS Advisory Board, which

was created to ensure the delivery of TRS service in Pennsylvania in advance of the creation of a federal TRS service; *and*

WHEREAS, Lenora's work on TRS during that time included ongoing work with members from deaf, hard of hearing, and speech-disabled organizations from 1991 through her retirement, including how to effectively implement a \$500,000 outreach campaign designed to make the hearing public more aware of telecommunications relay service and the use of 711; *and*

WHEREAS, In 1991, Lenora served as Chair of the Commission's "Annoyance Call Task Force," a.k.a the "Annoying Task Force" charged with making policy recommendations to the Commission on the management of annoying or harassing calls to consumers; *and*

WHEREAS, Lenora's work on behalf of consumers and the Commission extended well beyond telecommunications to other matters such as energy, including her work from 1990 to 1992 that resulted in policy recommendations to assist the Pennsylvania Commission to address uncollectible balances by implementing programs that greatly assisted customers in need and utilities serving those consumers; *and*

WHEREAS, Lenora's other efforts in the 1990s included work on addressing emerging issues related to Pennsylvania's seminal legislation promoting, and implementation of, energy and gas competition that resulted in regulations and policies for customer information provisions and quality of service standards in Chapter 54's Electricity Generation Customer Choice and Chapter 62's Natural Gas Supply Customer Choice; *and*

WHEREAS, Lenora's multi-industry work on behalf of consumers and public utilities serving those consumers led to her co-chairing the Universal Service Coordination Work Group that developed recommendations on establishing a State-wide network of all utility assistance programs aimed at assisting low-income consumers; *and*

WHEREAS, Lenora has been a very active and leading member of the NARUC Staff Subcommittee on Consumer Affairs since 2008 until her retirement in 2016 on multiple issues of concern to Pennsylvania and America's consumers, including slamming, cramming, splashing, spoofing, early termination fees, and service terminations; *and*

WHEREAS, During that same time, Lenora worked actively with the Telecommunications Staff Subcommittee to provide information regarding emerging utility issues in Pennsylvania and tracked utility service issues shared by representatives from other States; *and*

WHEREAS, Since 2013 until her retirement in 2016, Lenora has chaired the monthly State National Action Plan (SNAP) group conference call between State commission staffs and the FCC to discuss State and federal communications issues, such as slamming, cramming, Lifeline, broadband, and many other issues; *and*

WHEREAS, Lenora's active work on behalf of the public interest and behalf of the consumers has never been limited only to professional matters, but also included participation in the 1989 Class of Leadership Harrisburg Area, active involvement with the Capital Area Chapter of Big

Brothers Big Sisters as a board member and big sister, including being named Big Sister of the Year in 1998; *and*

WHEREAS, Lenora is known for wearing amazing shoes to the envy of her Subcommittee members and, therefore, generously allows her Subcommittee compatriots, both men and women, to try them on; *and*

WHEREAS, Lenora's future plans include spending more time with her family in Philly, travelling, and volunteering when she can; *now, therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners, convened at its 2016 Summer Meetings in Nashville, Tennessee, recognizes the recent retirement of Lenora Best from the Bureau of Consumer Services at the Public Utility Commission of the Commonwealth of Pennsylvania; *and be it further*

RESOLVED, That NARUC's Consumer Affairs and the Telecommunications Committees hereby recognize Lenora's retirement with much dismay and more than a little sadness because she will be sorely missed; *and be it further*

RESOLVED, All members of the Committees wish Lenora Best a fun, happy, joyous, and well-earned retirement; *and be it further*

RESOLVED, That those involved with Lenora at NARUC, whether attending or actively participating in NARUC's work, particularly over the past more than three decades of Lenora's work at NARUC, wish Lenora a very enjoyable retirement, particularly given her years of selfless, dedicated and hard work on behalf of consumers and those utilities that serve consumers.

Sponsored by the Committee on Consumer Affairs

And Sponsored by the Committee on Telecommunications

Adopted by the NARUC Board of Directors on July 27, 2016