

House Public Utilities Committee PUCO Overview

March 14, 2017

Asim Z. Haque, Chairman

Our 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.

Commissioners

Appointed by the governor, serving staggered five-year terms



Chairman
Asim Z. Haque

Term Ends April 2021



Commissioner
Lynn Slaby

Term Ends April 2017



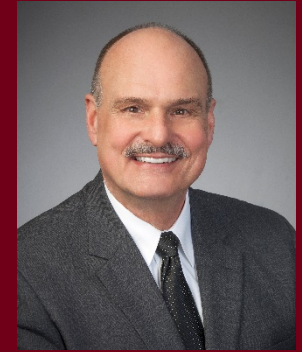
Commissioner
M. Beth Trombold

Term Ends April 2018



Commissioner
Thomas Johnson

Term Ends April 2019



Commissioner
Larry Friedeman

Term Ends April 2020

Areas the PUCO regulates

- Investor-owned utilities
 - Natural gas (intrastate transmission and distribution)
 - Electric
 - Telephone (intrastate local and long-distance)
 - Water and wastewater
- Commercial motor carriers, moving companies and transportation network companies
- Railroad crossing safety

PUCO operating budget

- Annual budget of approximately \$55 million
- PUCO is a self-supporting agency and does not receive appropriations from the General Revenue Fund
- Funded by utility assessments, motor carrier registration fees and federal grants

Areas the PUCO does not regulate

- Cellular telephone service and towers
- Internet service
- Cable service
- Propane and fuel oil
- Municipal utilities
- Cooperative utilities

The PUCO employs a staff of about 300 professionals:

- Accountants
- Attorneys
- Auditors
- Complaint investigators
- Economists
- Engineers
- Safety inspectors

PUCO types of cases and due process

Examples of case types	Examples of due process
Formal complaints	Workshops
Certification requests	Public hearings
Rulemakings	Written comment periods
Tariff filings	Legal pleadings
Rider reconciliation	Evidentiary hearings
Rate proceedings	Rehearing requests

Appeal of Commission order

- Appealing party must file a notice of appeal with the Supreme Court of Ohio within 60 days of the date of denial of the application for rehearing by the Commission.
- No deadline in which the Court must act; however, the Court must hear PUCO appeals. Most appeals to the Court are discretionary – the court chooses what it will hear.
- Court can affirm/agree with the Commission order. Court can reverse the PUCO decision. Court can reverse and remand to the Commission.

Protecting consumers' rights

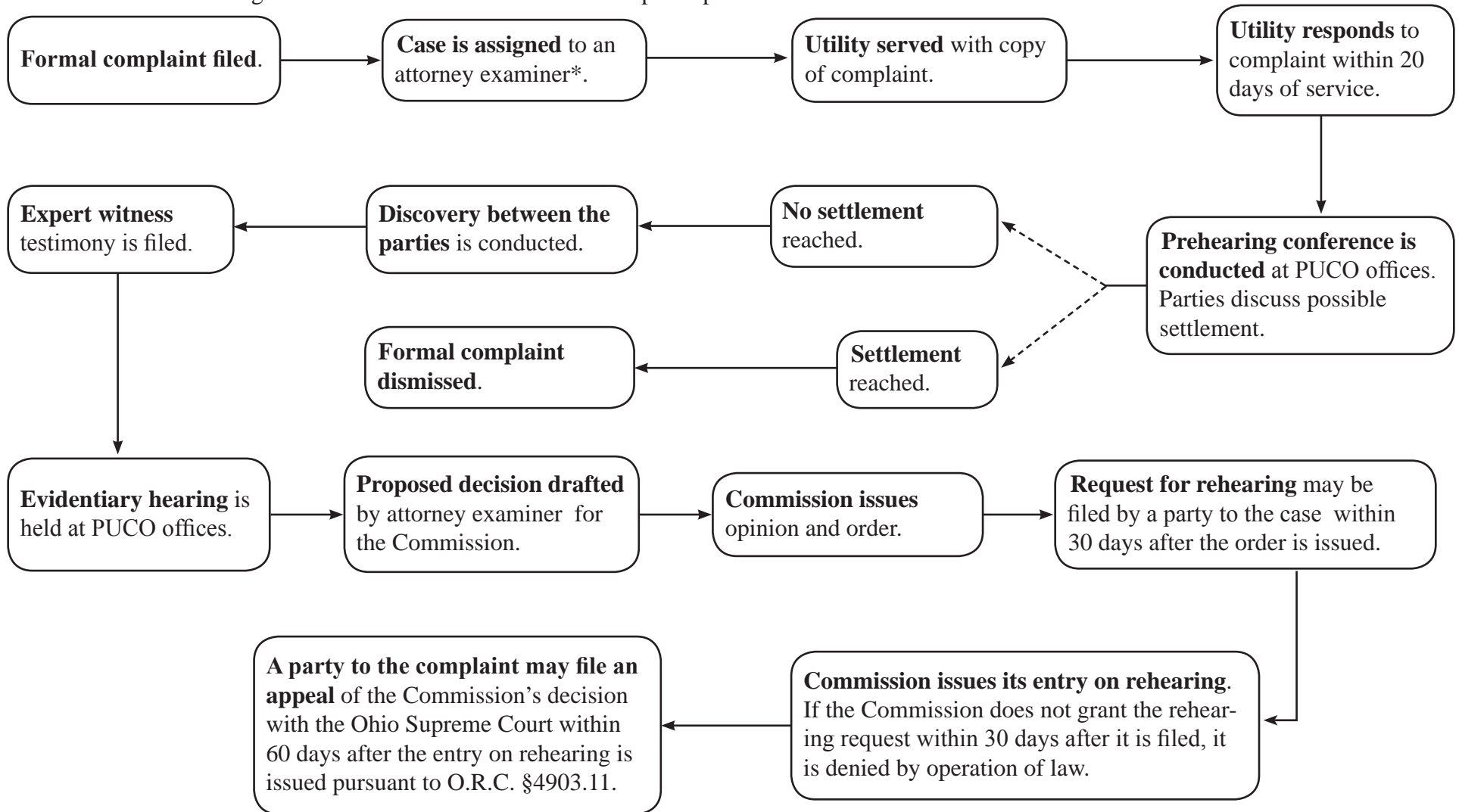
- Toll-free call center where trained staff can work with consumers and the utility to help resolve any problems consumers have not been able to resolve on their own.
- For those disputes which can't be resolved informally, the PUCO has the exclusive authority to resolve formal complaints between utilities and residential or business customers and to order any appropriate relief.

PUCO Call Center

- Each day, callers across Ohio contact PUCO customer service representatives, seeking assistance with utility issues.
- Each year, the Call Center receives tens of thousands of contacts.
- In 2016, the Call Center received 74,860 contacts resulting in 10,600 investigations.
- Last year, the PUCO's consumer call center saved consumers over \$1.7 million.

PUCO Formal Complaint Process

The PUCO operates a call center staffed by professionals trained to resolve issues between consumers and utility companies. In most cases, the PUCO's call center staff are able to help the consumer and utility reach an agreement over the concern at hand. From time to time, however, the consumer will choose to file a formal complaint if a solution cannot be worked out. The following chart outlines the PUCO's formal complaint process.



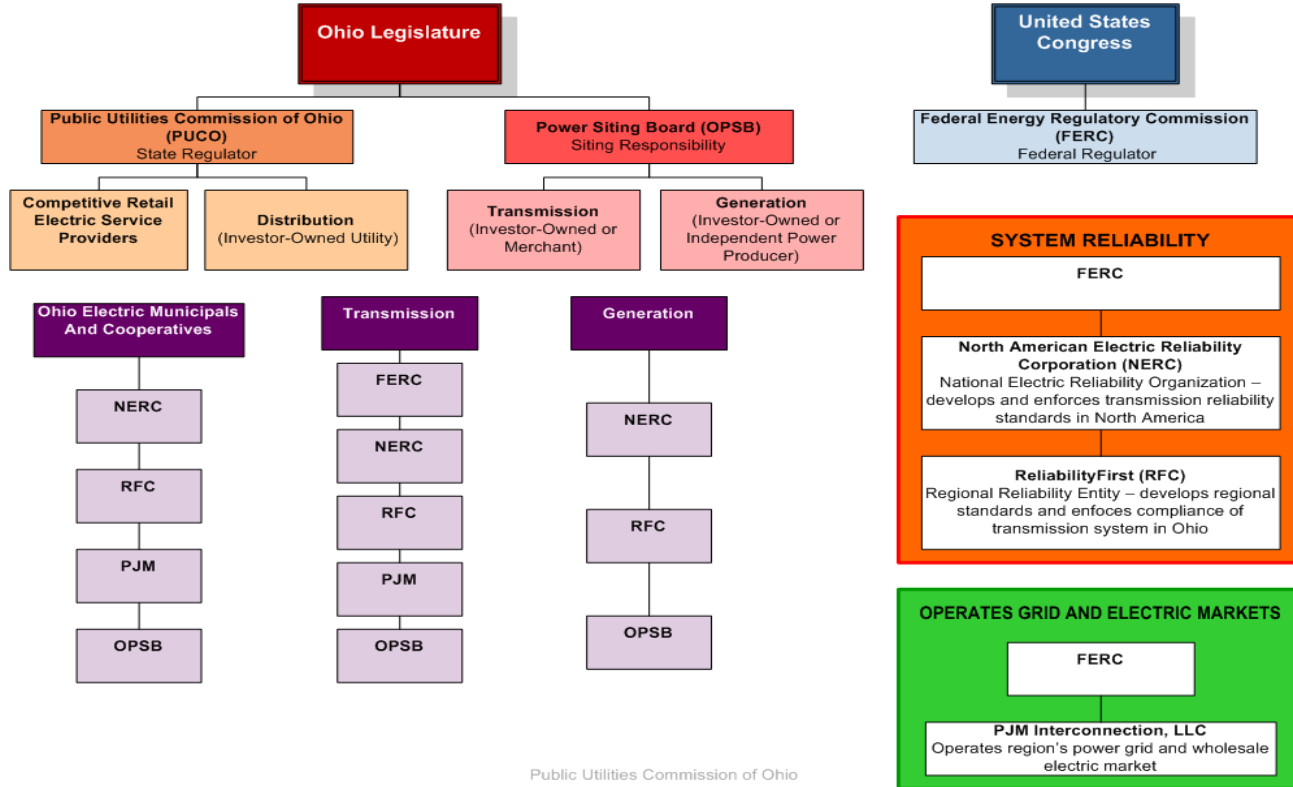
* PUCO attorney examiners perform the duties of an administrative law judge.

How the PUCO can help you

Legislative affairs team to assist with constituent inquiries, such as:

- Billing questions
- Percentage of Income Payment Plan (PIPP)
- Behind the meter concerns
- Outage occurrences
- Safety issues

Electric Regulation

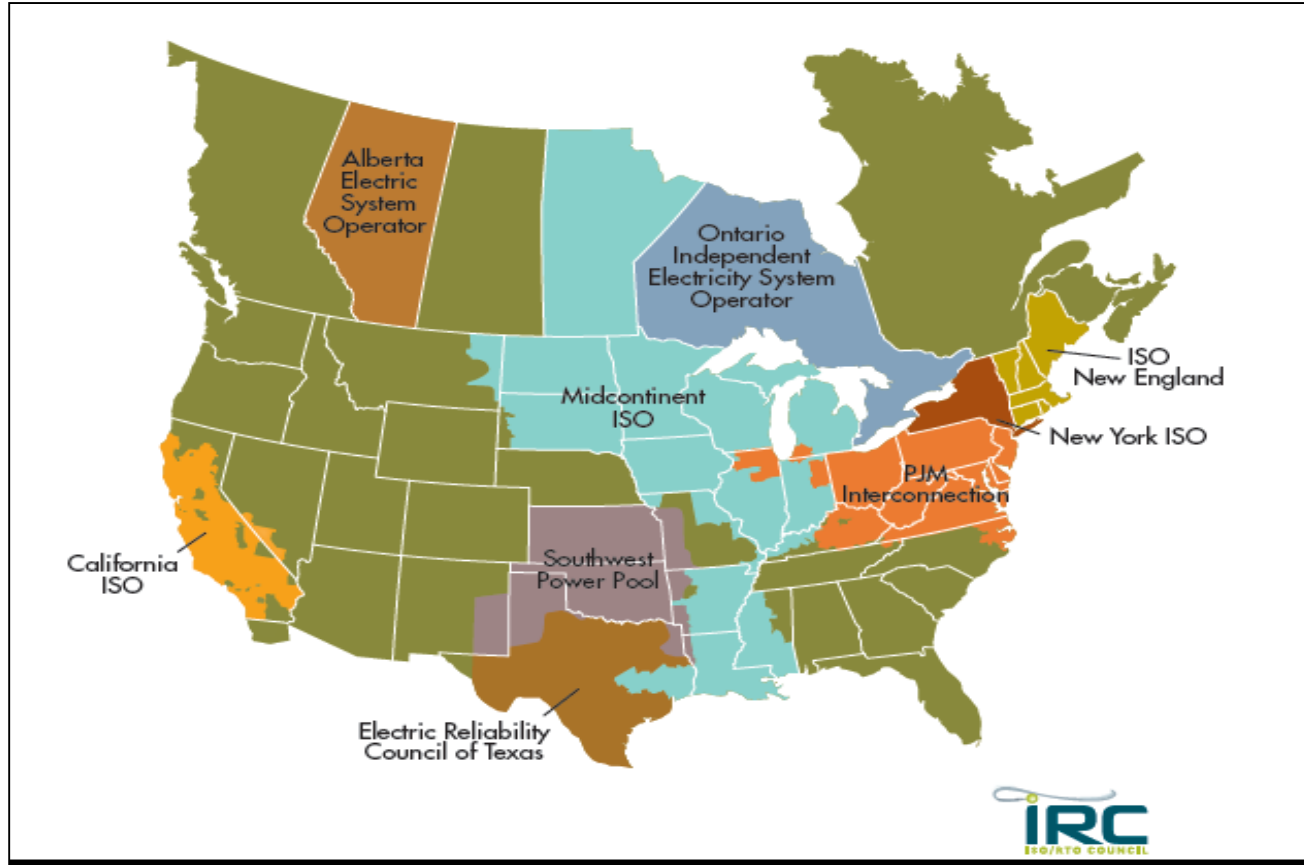


FERC oversight

- Wholesale electricity - sales for resale
- Bulk power system
- Transmission tariffs
- Wholesale market monitoring
- Reliability assurance (North American Electric Reliability Corporation)

State oversight

- Retail electric sales
- Distribution system reliability/safety
- Intrastate infrastructure maintenance/siting
- Renewable portfolio standards/energy efficiency standards (if applicable)



PUCO highlights

- Winter Reconnect Order
- Telephone network collaborative
- Rail crossing safety
- Commercial motor vehicles oversight
- Gas pipeline safety
- PowerForward

PowerForward



Public Utilities
Commission

Ohio Power Siting Board

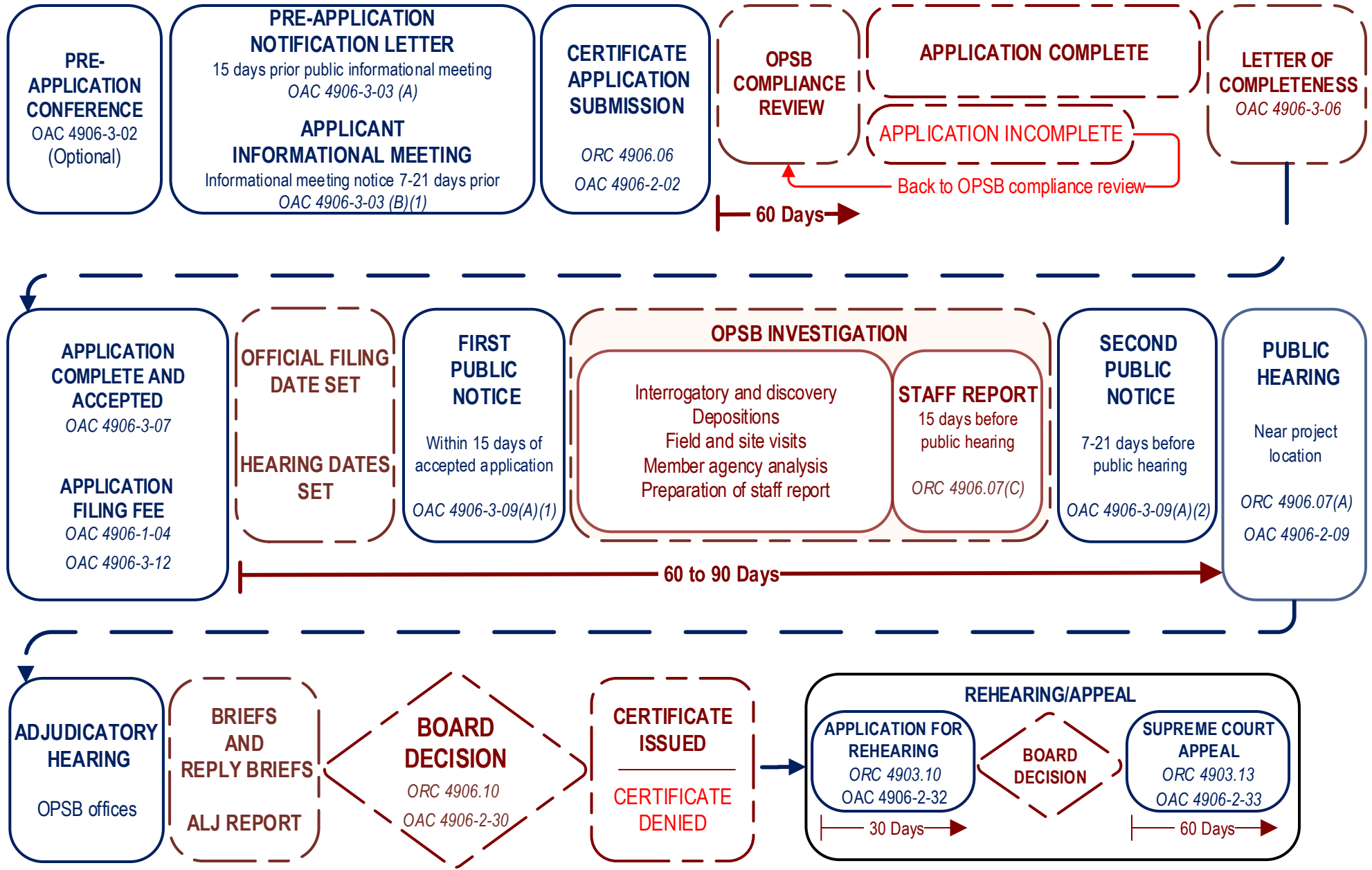


OPSB jurisdiction

Siting of major utility facilities:

- A generating plant of 50 megawatts (MW) or more
- Wind facilities greater than 5 MW
- An electric transmission line of 125 kilovolts or greater
- Intrastate gas or natural gas transmission line capable of transporting gas at or greater than 125 pounds per square inch of pressure (does not include production, gathering or liquids lines)

STANDARD APPLICATION PROCESS FLOWCHART



LEGEND



Construction and operation are monitored by the OPSB

Public Utilities Commission of Ohio

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