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Annual Report



**Public Utilities
Commission**



Public Utilities Commission

John R. Kasich, Governor
Andre T. Porter, Chairman

Commissioners

Asim Z. Haque
Lynn Slaby
M. Beth Trombold
Thomas W. Johnson

July 30, 2015

Governor John R. Kasich:

I am pleased to present this Fiscal Year 2015 Annual Report of the Public Utilities Commission of Ohio (PUCO).

The PUCO affects the lives of nearly every Ohioan everyday. As the state regulatory agency for electric and natural gas utilities, local and long distance telephone companies, the rail and commercial transportation industry, and water and wastewater companies, we understand how important each of these industries is to an economically growing state as well as how essential their services are to every Ohioan's quality of life.

This report highlights the PUCO's contribution to the growth and success of the state of Ohio. By ensuring a competitive energy environment, promoting consumer engagement through advanced technologies, prioritizing safety and representing Ohio's interests on the national level, the PUCO strives to fulfill its mission.

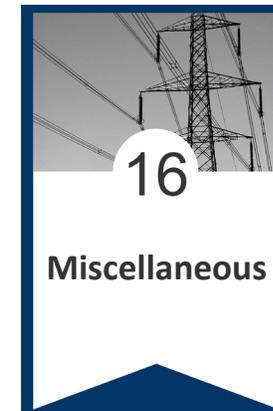
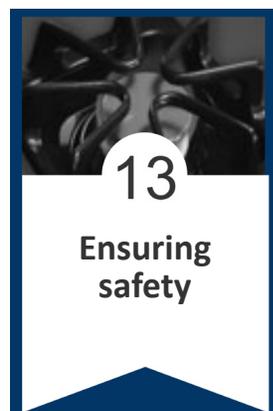
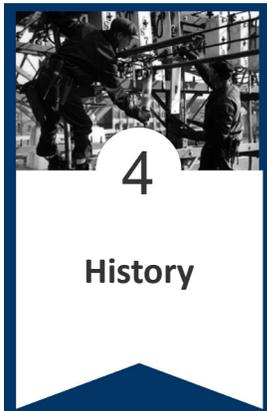
As the PUCO plays a large role in the growth and success of Ohio, we appreciate the support from Ohio government, citizens and industry.

Sincerely,

Andre T. Porter
Chairman

Public Utilities Commission of Ohio

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.



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Utility and transportation regulation began in Ohio in 1867 when the General Assembly established the Office of the Commissioner of Railroads and Telegraphs. With the advice and consent of the Senate, the governor appointed the commissioner for a two-year term. The office primarily served as a fact-finding agency for the General Assembly, reporting on the physical, financial and operating conditions of railroad and telegraph companies in Ohio. In 1888 the Ohio General Assembly created additional responsibilities to secure the safe operation of railroads.

In 1906, the Ohio General Assembly passed legislation restructuring the office as the Railroad Commission and expanding its duties. The legislation, known as the Railroad Act, increased the number of commissioners to three, provided for a small staff and for the first time, gave the body the authority to fix reasonable and non-discriminatory rates. The commission was also permitted to formulate its own rules and regulations and exercise powers incidental to its hearings, such as administering oaths and keeping records.

In 1911, the Public Service Commission was established by the legislature to deal with public concerns arising outside the limited field of railroads. At that time, jurisdiction was extended to electric, gas, telephone and water companies, and the Commission was granted the authority to value utilities and prescribe a uniform system of accounts. The Commission was authorized to approve or deny the issuance of corporate securities by public utilities and railroads.

In 1913, the name was changed to the Public Utilities Commission of Ohio (PUCO). The PUCO took on comprehensive motor bus line regulatory duties in 1921 and two years later received jurisdiction over the motor transportation of property. The PUCO began regulating wastewater companies in 1961.



Major change occurred in 1983 when the PUCO expanded from a three- to five-person commission. Commissioners remain appointed by the governor and serve five-year terms. The governor makes the selection from a list of names submitted by the PUCO Nominating Council, a broad-based group charged with screening suitable candidates for the office of commissioner.

Today's PUCO affects nearly every household in Ohio. That is because the PUCO regulates providers of all kinds of utility services, including electric and natural gas companies, local and long distance telephone companies, water and wastewater companies and rail and commercial transportation companies. More recently, the PUCO gained responsibility for facilitating competitive utility choices for Ohio consumers.

To carry out its responsibilities, the PUCO employs a professional staff that includes engineers, economists, attorneys and safety inspectors. Continually monitoring the activities of utility and transportation companies, the PUCO works to ensure safe and reliable services for all Ohioans.

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Chairman

Andre T. Porter



Andre T. Porter was appointed chairman of the Public Utilities Commission of Ohio by Governor John R. Kasich in 2015. Porter previously served as a commissioner of the PUCO from 2011–2013.

As chairman of the PUCO, Porter leads the agency that oversees the regulation of electric, natural gas, telecommunications, water and commercial transportation companies in Ohio. He also chairs the Ohio Power Siting Board, which reviews, evaluates and approves the siting of electric generation plants and electric and natural gas transmission lines.

Before his appointment to chairman of the PUCO, Porter led the Ohio Department of Commerce, a post he was appointed to by Governor Kasich in 2013. While at the Department of Commerce, Porter implemented three major initiatives: the One-Commerce strategic framework initiative which aligns the divisions of commerce around a common mission; the Ohio Business Compliance Incentive, which recognizes businesses for compliance with state rules and regulations; and he instituted stringent standards to ensure Ohio's businesses receive exceptional customer service when working with the Department of Commerce.

During his prior service at the PUCO, Porter served as vice-president of the Organization of PJM States, Inc. (OPSI); was the PUCO's representative to the Eastern Interconnection States' Planning Council (EISPC); and served as president of the Independent State Agencies Committee (ISAC).

Prior to serving the State of Ohio, Porter was an energy, public utilities and real estate taxation attorney with a leading Columbus, Ohio law firm. Chairman Porter received his bachelor's degree in political science from Capital University and his law degree from The Ohio State University Moritz College of Law.

Chairman Porter is also active in his local community. He serves as a trustee at his undergraduate alma mater, Capital University, where he leads the governance committee. Previously, Porter served as a member of the Gahanna City Council, chair of the Gahanna Board of Zoning Appeals and president of the Gahanna Community Improvement Corporation.

Porter and his wife, Erica, and their three sons reside in Gahanna, Ohio.

Commissioner

Asim Z. Haque



Commissioner Asim Z. Haque was appointed to the Public Utilities Commission of Ohio by Governor John R. Kasich in 2013, and currently serves as vice-chairman.

Commissioner Haque, an attorney, began his professional career at Ice Miller LLP (f/k/a Schottenstein, Zox & Dunn Co. LPA) where he represented a broad spectrum of clients in energy and utility matters. After six years of practicing at Ice Miller, Commissioner Haque took a position as legal counsel for Honda North America, Inc., where he worked immediately prior to his appointment to the Commission.

Commissioner Haque currently serves on the board of directors of the National Association of Regulatory Utility Commissioners (NARUC). At NARUC, he is also a member of the Gas Committee and the Critical Infrastructure Committee; vice-chair of the Clean Coal Subcommittee; and an appointed member of the NARUC Task Force on Environmental Regulation and Generation. Currently, he is a member of the board of directors of the Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC), and serves as president of MACRUC for the 2015-2016 term. In addition, Commissioner Haque serves on the Member Representative Committee of the North American Electric Reliability Corporation (NERC), where he was elected to represent state government interests in maintaining reliability of the electric grid.

Passionate about public service, Commissioner Haque is heavily involved in his local community. He is the immediate past president of the board of directors of the non-profit organization Community Research Partners. Commissioner Haque is also the president of The Columbus Academy Alumni Board and serves on the Academy's board of trustees. Additionally, he is a graduate of the FBI Citizens Academy, and has been a mentor in the Big Brothers/Big Sisters school-based mentor program.

Commissioner Haque is a graduate of Case Western Reserve University where he received a bachelor's degree in chemistry and political science, and is also a graduate of The Ohio State University Moritz College of Law. He graduated cum laude with department honors from Case, and was selected as an Ohio Super Lawyers Rising Star by Super Lawyers Magazine on multiple occasions during his time in private practice.

Commissioner Haque resides in Columbus with his wife, Dr. Huma Ansari Haque, and their son.

Commissioner

Lynn Slaby



Commissioner Lynn Slaby was appointed to the Public Utilities Commission of Ohio by Governor John R. Kasich in 2012.

Commissioner Slaby received both his Juris Doctorate Degree and Bachelor of Science Degree in Business Administration from the University of Akron. Slaby most recently served in the Ohio House of Representatives, representing the 41st District, which includes parts of Summit County. Prior to his term in the legislature, Slaby served on the Ninth District Court of Appeals. Before his appointment and election there, he served 14 years as the Summit County Prosecuting Attorney and as Assistant Law Director and Prosecutor for the cities of Akron and Cuyahoga Falls. Slaby has been a guest lecturer at both the University of Akron Business College and the College of Law, as well a presenter at the Ohio State Bar Association and the Akron Bar Association. In addition, he is the past president of both the National District Attorneys Association and the Ohio Prosecuting Attorneys Association.

Commissioner Slaby currently serves on the Committee on Telecommunications for the National Association of Regulatory Utility Commissioners and also is a member of the Ohio Water Resources Council.

Commissioner Slaby serves on the board of trustees for the Cleveland Christian Home for Children, West Side Ministries, Community Care Network and High Street Christian Church, serving as chairman of the latter two organizations. He has also served on various boards and foundations, including the Alumni Board of the University of Akron College of Law, the Business College Alumni Board of the University of Akron, the Cuyahoga Falls High School Alumni Foundation, the Ohio Judicial Conference and the Ohio Judicial College.

During his legal career, Representative Slaby was awarded the Ohio Forensic Leadership Award by the Ohio Department of Mental Health for his dedication and progressive efforts to study the insanity defense. Other awards include Outstanding Prosecutor of the Year, Resolution of Honor Award, Leadership Award from the Ohio Prosecuting Attorney Association and the President's Award from the National District Attorneys Association.

Commissioner Slaby's memberships include the Akron Bar Association, Ohio State Bar Association, American Bar Association, Cuyahoga Falls Masonic Lodge, Akron Tadmor Shrine, Akron Consistory and Past Master Councilor DeMolay.

He and his wife, State Representative Marilyn Slaby, have three children and four grandchildren.

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Commissioner M. Beth Trombold



Commissioner M. Beth Trombold was appointed to the Public Utilities Commission of Ohio (PUCO) by Governor John R. Kasich in 2013.

Prior to her appointment, Trombold served as assistant director of the Ohio Development Services Agency where she focused on economic and community development. A long time public servant, she also served in a variety of roles within the PUCO, including director of Economic Development and Public Affairs. During her career with the PUCO, Commissioner Trombold focused on public policy and agency communications, leading legislative efforts on many important utility issues; including: electric restructuring, the establishment of natural gas choice and telecommunications regulatory reform.

Commissioner Trombold is a member of the National Association of Regulatory Utilities Commissioners where she serves on the Committee on Energy Resources and the Environment. She also serves as vice president of the Organization of PJM States, Inc., a 14-state organization of utility regulatory agencies in the service area of PJM, the regional transmission system operator. She is current chair of the Independent State Agencies Committee focused on transmission needs within the PJM region as well as chair of the Gas Committee for the Mid-Atlantic Conference of Regulatory Utilities Commissioners. Trombold also serves on the Financial Research Institute advisory board at the University of Missouri.

Commissioner Trombold received a bachelor's degree in business administration from Ohio University and a master's degree in public policy and management from the Glenn College at The Ohio State University. In 2002, the PUCO awarded Trombold the Frank B. Richards Award for Excellence in Management and Public Service. In 2012, she received the Outstanding State Government Alumnus Award from the Voinovich School of Leadership and Public Affairs at Ohio University, recognizing professional accomplishments and contributions to public service in Ohio. She lives in Columbus with her husband Eric and their three children.

Commissioner Thomas W. Johnson



Thomas W. Johnson was appointed to the Public Utilities Commission of Ohio by Governor John R. Kasich in April 2014. Johnson served as PUCO chairman for the first year of his term. In addition to his role as Commissioner of the PUCO, he is a member of the NARUC Committee on Consumer Affairs as well as the Subcommittee on Pipeline Safety.

Johnson has a long tradition of public service, having served for 22 years in the Ohio House of Representatives, where he represented Southeastern Ohio. He chaired the House Finance and Appropriations Committee and was a member of the House Public Utilities Committee and the House Energy and Environment Committee. While in the House, Johnson worked on many key policy issues including: telecommunication deregulation, oil and gas regulations, coal guidelines, power plant strategies, pipelines, railroads and many other energy management concerns.

After leaving elected office, Johnson served as Governor Bob Taft's director of the Office of Budget and Management from 1999 to 2006. There he earned praise for crafting fiscally responsible budget policies and Ohio's School Facilities Program. He also reviewed and made policy recommendations regarding the PUCO's budget and Ohio's transportation budget.

Following his time at the Office of Budget and Management, Johnson served The Ohio State University as interim university treasurer and assistant vice president of financial services. While with The Ohio State University, he also taught graduate-level courses on public budgeting at the John Glenn School of Public Affairs.

Johnson earned his Bachelor of Arts degree in Government from Muskingum University. He grew up in Guernsey County, where his grandparents were farmers, and he developed a keen appreciation for stewardship of the environment.

His commitment to public service and improving people's lives led to many awards, including the Distinguished Service Award for Outstanding Service to Humanity from the Muskingum University Alumni Association; the Legislator of the Year Award on behalf of children with special needs; and the Conservation Legislator Award for his outstanding contributions to the wise use of the nation's natural resources.

Johnson, formerly of New Concord, resides in Columbus with his wife Joyce, a retired reading teacher. They have two grown daughters and three grandchildren.

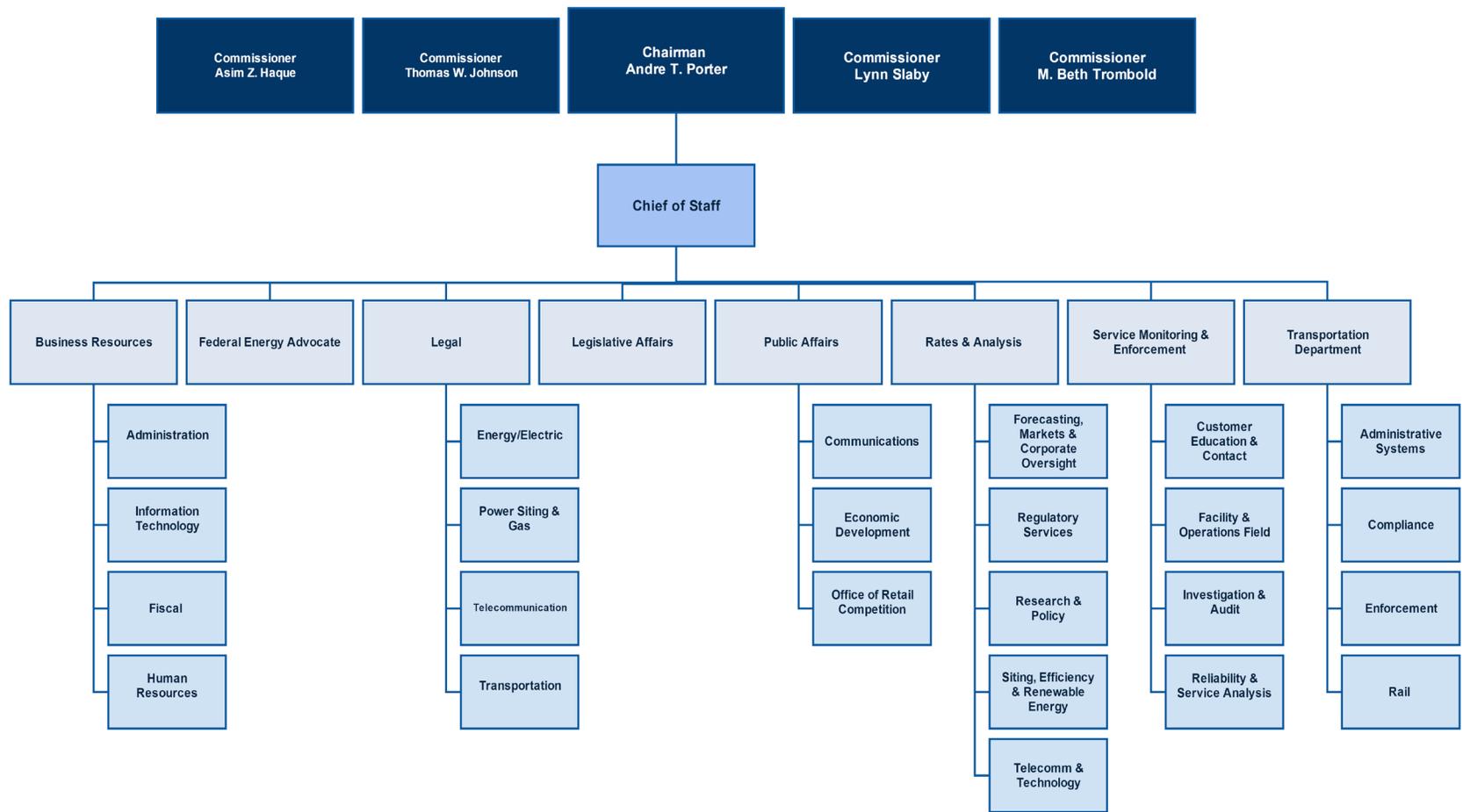
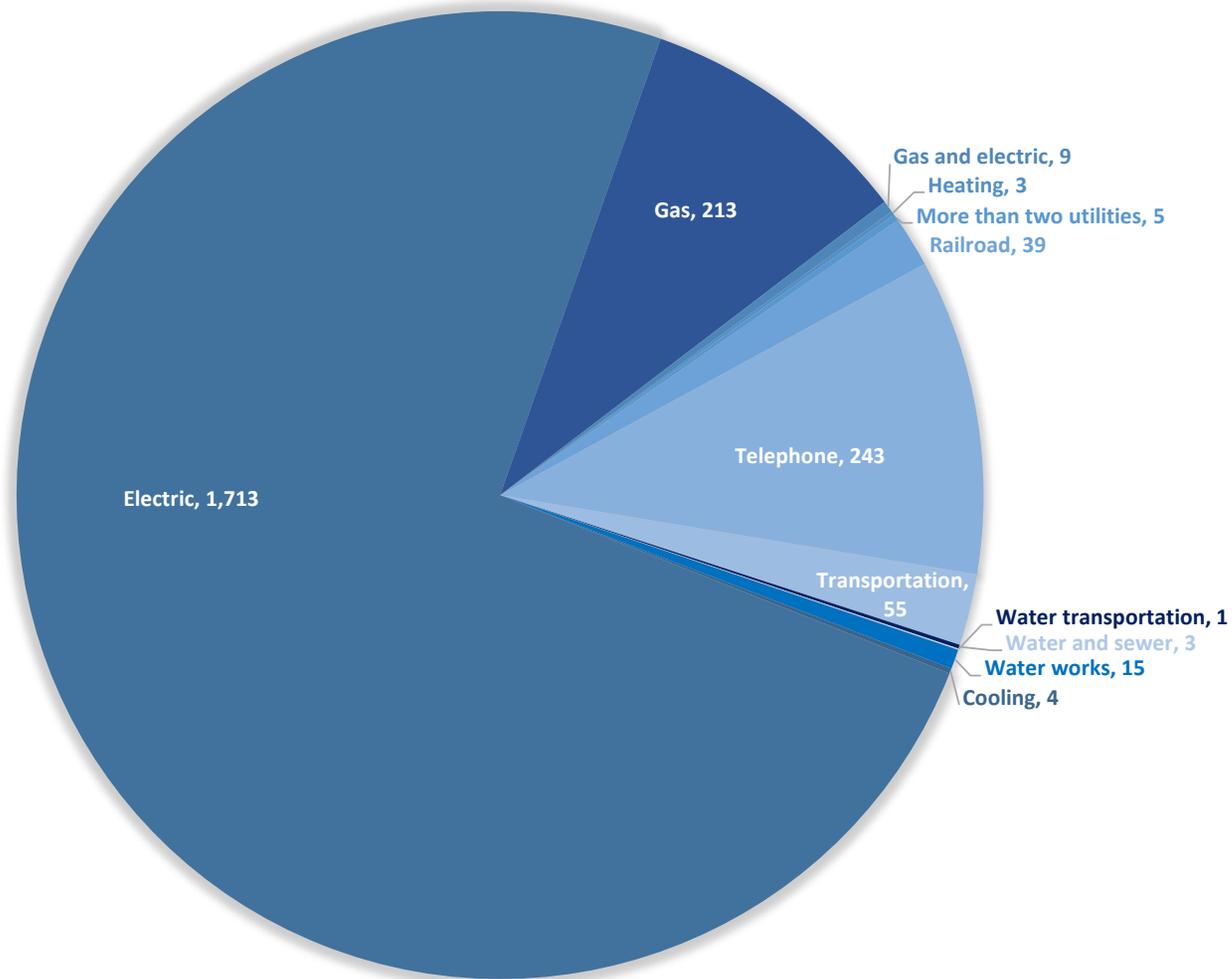


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In a fair and transparent manner, the PUCO decides matters ranging from rate cases and service complaints, to issues with regulated utilities, consumers and interested parties participating in the proceedings. During fiscal year 2015, 2,300 cases were opened. Each category of utility, along with the number of formal cases opened in FY 2015 in that category is represented below. In addition to formal cases before the Commission, the PUCO also informally regulates public utilities on a daily basis in many ways.



Fiscal year 2015 cases opened

The PUCO is committed to ensuring that the competitive energy environment is as even as possible for all players. The PUCO works to accomplish fairness in several ways; monitoring the competitive bidding process used to procure energy for non-shopping utility customers, certifying competitive retail electric and natural gas suppliers, and providing tools to enhance the consumer shopping experience.

The PUCO continues to monitor competitive auctions

The PUCO has the responsibility to monitor and approve auctions used to set default service rates for Ohio's electric and natural gas distribution utilities that have transitioned to competitive models. Auctions for AEP Ohio, Columbia Gas of Ohio, Dominion East Ohio Gas, Dayton Power & Light, Duke Energy Ohio, FirstEnergy and Vectren Energy Ohio were approved throughout fiscal year 2015.

Energy Choice Ohio useful tool for Ohio consumers



The PUCO provides the Energy Choice Ohio website to inform Ohioans on their options as electric and natural gas customers. Customers of the investor-owned electric and natural gas utilities can choose an alternative supplier for the supply portion of their energy bills. The Energy Choice Ohio website has useful information like what to ask suppliers, frequently asked questions and the *Apples to Apples* cost comparison charts. This year, www.energychoice.ohio.gov received over 350,000 visitors. It is updated daily to reflect supplier offers.

Fostering competition

Safety is and will continue to be a primary focus of the PUCO. The PUCO works to promote and enforce safety on Ohio's highways, rail crossings and at electric and natural gas facilities. Performing audits, conducting inspections and ordering upgrades are important tools in making the well-being of Ohioans a top priority.

PUCO awards hazardous materials training grants

Throughout fiscal year 2015, the PUCO awarded 15 hazardous materials training grants totaling \$393,286.11. The funds will be used to train more than 2,400 public safety and emergency services professionals. The PUCO awards hazardous materials planning and training grants to local government subdivisions, educational institutions and state agencies in Ohio. Money for these grants comes from fines paid by hazardous material carriers and shippers. Individual grants are based upon applications to the PUCO and are awarded on a reimbursement basis.

Keeping Ohio's highways safe

The PUCO serves as the lead agency for the Motor Carrier Safety Assistance Program and in this capacity partners with the Ohio State Highway Patrol (OSHP) to ensure that commercial motor vehicles are safely traveling throughout Ohio. PUCO and OSHP inspectors conducted more than 77,000 driver/vehicle inspections during fiscal year 2015. Each inspection follows a thorough process to ensure that the driver and vehicle meet necessary state and federal regulations. In addition, the PUCO conducted 541 motor carrier and shipper investigations to ensure proper state and federal safety and hazardous materials regulations are followed. PUCO staff worked with more than 1,000 new motor carriers during fiscal year 2015 to help them understand and comply with applicable safety and hazardous materials regulations. Vehicles, drivers and companies that fail to meet these regulations may be declared out-of-service and cannot continue operating until they comply with the regulations.



Rail crossing safety upgrades and inspections

The PUCO ordered a total of 172 federal, state and locally funded rail crossing safety upgrades during the 2015 fiscal year, including the installation of lights and gates, supplemental assistance upgrades and circuitry upgrades. The annual number of train-motor vehicle crashes in Ohio has decreased from 123 in 2001 to 76 in 2014.

Monitoring safety of electric and natural gas infrastructure

Ohio has more than 66,000 miles of regulated gas pipelines. The PUCO employs field inspectors who perform compliance inspections of gas pipelines and electric distribution facilities to ensure compliance with design, construction, operation and maintenance safety regulations.

Each year, PUCO field inspectors work to ensure the safety of gas pipelines and electric infrastructure all over the state. During fiscal year 2015, staff conducted 173 audits of natural gas pipelines and worked 806 total days inspecting electric distribution facilities.

The PUCO understands that engaged consumers are a result of access to more information and innovative, updated technologies.

Promoting innovation

The PUCO continues to work with electric distribution utilities to oversee smart grid technologies and roll-outs. The PUCO closely monitors all development of innovative tools that have the potential to benefit consumers in managing their energy consumption and costs.

Smart grid applies advanced technology to our existing electric system, making the system more reliable and efficient while giving utility customers more control over their usage. In order to be effective, the smart grid must begin at the power plant and run all the way through the delivery system to customers' meters. System upgrades include transmission and distribution monitoring devices, smart meters, smart appliances and energy efficiency tools.

Helping consumers with utility questions and concerns

The PUCO employs a staff of professional customer service representatives who work to assist consumers with concerns, issues or questions they may have regarding their utility service. The PUCO learns a great deal from consumers who call in with questions and complaints. This information is used to ensure that companies engage in fair and reasonable practices. Additionally, it helps the PUCO to formulate rules and regulations.

Throughout the year, the PUCO Call Center received nearly 66,000 calls from consumers. Many of these customers have a question that a representative can handle quickly. In other instances, issues require a closer examination. At that point, a PUCO investigator is assigned to look into the matter. Throughout fiscal year 2015, the PUCO Call Center saved Ohio consumers more than \$690,000.

The PUCO website continues to be a resource for consumers, stakeholders and Ohioans that are looking for more information about the industries regulated by the PUCO. This year, www.PUCO.ohio.gov received over 580,000 visitors and more than two million page views.

Educating on utility-related topics

PUCO staff regularly travel the state to educate Ohioans on a variety of utility-related matters, from energy choice to motor carrier regulations to renewable energy, staff members provide their expertise to interested groups throughout the year. In fiscal year 2015, staff spoke to thousands of Ohioans at more than 600 outreach events across the state.



Engaging Ohioans

The PUCO regulates utilities and the services provided to Ohioans. On a broader scale, the PUCO provides expertise to policy-makers on energy-related matters and partners with state and federal agencies to ensure that Ohio's perspective is valued in the national arena.

PUCO submits comments on Clean Power Plan

In December 2014, the PUCO, along with the Ohio Environmental Protection Agency and the Ohio Attorney General's Office, submitted comments on behalf of Ohio, to the United States Environmental Protection Agency regarding the proposed Clean Power Plan (CPP). The comments highlighted that in Ohio, reliable electric service at affordable rates is critical to the success of Ohio's economy and the health of its residents.

The PUCO comments identified the technical flaws in the CPP and explained the impact the rules could have on the delivery of reliable and affordable electric service to consumers in the state of Ohio.

Emerging trends related to energy supply, demand and cost of energy to consumers

Per O.R.C. 4935.01(A)(3), the PUCO staff provides the following information identifying emerging trends related to energy supply, demand and costs of energy to consumers, and specifying statewide and regional energy needs. For statutory requirement of this Fiscal Year 2015 Annual Report, forecasting for the years 2014 through 2033 is represented based on a summary of a larger report entitled Ohio Long Term Forecast of Energy Requirements. According to the PUCO staff's recently published report, annual non-coincident peak load for the state of Ohio is projected to increase by 5.5% in 2033 over the 2013 actual peak load. Additionally, total end use demand for electricity was 143.0 million MWh in 2013. It is expected to increase to 147.7 million MWh in 2033. The full report is available on the PUCO's website, [here](#).

Ohio is part of a 13-state and the District of Columbia regional market served by PJM – the regional transmission operator. PJM is responsible for 1) maintaining the reliability of the grid, 2) developing the regional transmission expansion plans, and 3) administering the energy, ancillary services, and capacity markets. In administering the capacity market, PJM procures a sufficient amount of supply resources, three years ahead. The reliability target for an installed reserve margin (IRM) in PJM's footprint is determined using a loss of load expectation probability event of no more than one day in ten years. The IRM reliability target is generally in the range of 15.2% to 15.9%. PJM's most recent projections indicate an IRM for June 1, 2016 of 20.7% and 16.2% for June 1, 2019. Source: <http://www.pjm.com/planning/resource-adequacy-planning/resource-reports-info.aspx>, Forecasted Reserve Margin Graphs, 2015, June 9, 2015.

Although annual energy prices have been suppressed more recently, consumers may not have noticed the reduction in their overall electricity bill due to increases in distribution and transmission charges. These increases are a result of upgrading and replacing aging infrastructure. Capital investments associated with infrastructure upgrades in Ohio, and across the United States, are necessary to ensure reliability. Additionally, with the emergence of new technologies on the grid, Ohio consumers will have access to innovative products and services offered by competitive suppliers.

Disclaimer: The above forecasts are projections dependent upon assumptions and historical data and trends. The future, however, is unknown. Periodic reviews of past forecasts are, therefore, a wise and necessary step to both test the validity of the current forecast scenarios and be able to identify and monitor emerging alterations in prevailing trends due to the impacts of more recent historical events.

Participating in national and international energy discussion

PUCO commissioners and staff are dedicated to forward-focused and innovative regulation. To better serve Ohioans, PUCO staff partners with regional, national and international organizations to better understand regulatory issues and best practices in various areas of the country and the world.

In fiscal year 2015, PUCO staff participated in discussions with utility regulators from Bosnia and Herzegovina, Ukraine and Kosovo and continued partnerships with other state utility commissions.

Monitoring energy landscape

PUCO updates rules regarding door-to-door marketing

The PUCO regularly reviews and updates its rules to protect Ohioans. In December, updated rules regarding competitive retail electric service and competitive retail natural gas service became effective. The rules were revised to align the application requirements for service providers and establish minimum standards for door-to-door solicitations.

Winter Reconnect Order issued

The Winter Reconnect Order allows customers who have had their home heating service disconnected for nonpayment, or who have been threatened with disconnection the opportunity to pay a maximum of \$175, plus a reconnection fee to restore or maintain their utility service. Ohioans can use the Winter Reconnect Order once per winter heating season. Customers who use the Winter Reconnect Order are required to make payment arrangements with their natural gas or electric company on the outstanding balance. During the 2014–2015 heating season more than 270,000 customers utilized the Winter Reconnect Order.

PUCO staff contribute to the community

Each year PUCO staff participates in a number of charity drives, such as the Combined Charitable Campaign and Operation Feed which raises money for the Mid-Ohio Foodbank. During the 2015 fiscal year PUCO staff contributed over \$43,000 to the Combined Charitable Campaign, over \$5,000 to the Mid-Ohio Foodbank and more than \$400 to Honor Flight Columbus.

Exceeding state minority business enterprises goals

The State of Ohio's Minority Business Enterprise (MBE) Program is designed to assist minority businesses in obtaining state government contracts through a set aside procurement program for goods and services. The State of Ohio developed the program because it is committed to making all state contracts, services, benefits and opportunities available without discriminating on the basis of race, color, religion, sex, national origin, disability, age or ancestry. MBE establishes a 15 percent goal for state agencies, boards and commissions in awarding contracts to certified MBE businesses. The PUCO is proud to have greatly surpassed the goal in FY 2015, achieving a set-aside of 39 percent — among the highest percentage of cabinet-level agencies.

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**180 East Broad Street
Columbus, Ohio 43215**

www.PUCO.ohio.gov

**John R. Kasich, Governor
Andre T. Porter, Chairman**

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