

**Agenda\***  
**Tuesday, November 5, 2013**

**10:00 a.m. – Introductions**

**10:15 a.m. – Customer Enrollment Options Summary - Staff**

**Panelist**

- Jim Williams – Ohio Consumers’ Counsel
- Michele Jeunelot – American Electric Power
- Teresa Ringenbach – Direct Energy

**10:30 a.m. – General Discussion and Q & A**

**11:00 a.m. – Contract Portability Summary – Staff**

**Panelist**

- Jim Williams – Ohio Consumers’ Counsel
- Dan Jones - Duke Energy Ohio
- Sharon Noewer – FirstEnergy Solutions
- Dwayne Pickett – Integrys Energy Services

**11:15 a.m. – General Discussion and Q & A**

**12:00 p.m. – Lunch**

**1:00 p.m. - Electronic Data Interchange Summary – Staff**

**Panelist**

- Jim Williams – Ohio Consumers’ Counsel
- Stacey Gabbard – American Electric Power
- Sharon Hillman - RESA

**1:15 p.m. - General Discussion and Q & A**

**2:00 p.m. Bill Formatting, Bill Messaging and CRES Logos Summary - Staff**

**Panelist**

- Jim Williams – Ohio Consumers’ Counsel
- Dan Jones - Duke Energy Ohio
- Barth Royer – Dominion Retail

**2:15 p.m. - General Discussion and Q & A**

**3:00 p.m. – Conclude**

\*Please note, times are subject to change depending upon the length of the discussions.