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**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of The East Ohio :
Gas Company dba Dominion East Ohio for : Case No. 07-829-GA-AIR
Authority to Increase Rates for its Gas :
Distribution Service. :

In the Matter of the Application of The East Ohio :
Gas Company dba Dominion East Ohio for : Case No. 07-830-GA-ALT
Approval of an Alternative Rate Plan for its Gas :
Distribution Service. :

In the Matter of the Application of The East Ohio :
Gas Company dba Dominion East Ohio for : Case No. 07-831-GA-AAM
Approval to Change Accounting Methods. :

In the Matter of the Application of The East Ohio :
Gas Company dba Dominion East Ohio for : Case No. 08-169-GA-ALT
Approval of Tariffs to Recover Certain Costs :
Associated with a Pipeline Infrastructure :
Replacement Program Through an Automatic :
Adjustment Clause, and for Certain Accounting :
Treatment. :

In the Matter of the Application of The East Ohio :
Gas Company dba Dominion East Ohio for : Case No. 06-1453-GA-UNC
Approval of Tariffs to Recover Certain Costs :
Associated with Automated Meter Reading and :
for Certain Accounting Treatment. :

**PREFILED TESTIMONY
OF
DIANNE L. DOSS
SERVICE MONITORING & ENFORCEMENT DEPARTMENT
INVESTIGATION & AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO**

Staff Exhibit _____

July 31, 2008

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1 1. Q. Please state your name and business address.

2 A. My name is Dianne L. Doss. My address is 180 East Broad Street, Columbus,
3 Ohio 43215-3793.

4

5 2. Q. Who is your employer?

6 A. I am employed by the Public Utilities Commission of Ohio.

7 3. Q. What is your present position with the Public Utilities Commission of Ohio and
8 what are your duties?

9 A. I am a Public Utilities Administrator I in the Investigations and Audits Division of
10 the Service Monitoring and Enforcement Department. I supervise a staff of six
11 Compliance Investigators and serve as the Natural Gas Supervisor for the Divi-
12 sion. I am responsible for the Natural Gas Audit Team that performs periodic
13 customer service audits at natural gas companies around the state. I am also
14 responsible for all supervisory duties for six direct reports, monitoring calls,
15 evaluating performance, handling sensitive phone calls and inquiries, attending
16 meetings, assuring compliance with PUCO work rules, researching tariffs and
17 rules to answer questions, drafting form letters, editing and proofreading staff's
18 letters, and writing reports.

19

20 4. Q. Would you briefly state your educational background and work history?

21 A. I have an Associate's Degree in Accounting from Southern State Community
22 College, Hillsboro, Ohio awarded in 1979 and a Bachelor's Degree in Public
23 Administration (Major Human Resources Management) from Franklin University,

1 Columbus, Ohio awarded in 1993. From April 1981 through May 1997, I was
2 employed by the Ohio Student Aid Commission. I began my career there as a
3 Student Loan Specialist helping current and former students avoid defaulting on
4 their student loans. I was promoted to the position of Default Collections Super-
5 visor in October 1982. I eventually supervised a staff of ten collectors and file
6 clerks. In 1994, I was again promoted to the position of Administrative Review
7 Officer and served as a liaison with the Federal Department of Education until the
8 agency closed in mid 1997. After the Ohio Student Aid Commission closed, I
9 worked for a short time for the South-Western City Schools as an Elementary
10 School Secretary. In March 1998, I joined the Public Utilities Commission
11 of Ohio as an Investigator in the Public Interest Center (now the Investigations
12 and Audits Division) where I resolved consumer complaints about utilities. In
13 August 2000, I was promoted to the new position of Intake Supervisor to launch
14 this new section that would staff the telephones up to six and one-half hours per
15 day. As the section grew, I supervised up to ten direct reports. In early 2006, the
16 intake staff was placed under another division chief and I became a Public Utili-
17 ties Administrator serving as the Electric and back-up Telephone specialist super-
18 vising Investigators. In June 2007, I became Natural Gas supervisor when that
19 position became vacant.

20
21 5. Q. What is the purpose of your testimony in this case?

22 A. My testimony addresses a filed objection relating to educational efforts regarding
23 authorized and non-authorized agents. Specifically, Ohio Partners for Affordable

1 Energy "objects to the failure of the Staff Report to require DEO to undertake
2 educational efforts so customers understand the difference between authorized
3 and non-authorized payment stations."
4

5 6. Q. How do you respond to this objection?

6 A. The use of authorized payment agents has existed since companies began closing
7 local offices. In O.A.C. 4901:1-13-11 (E) (1), the Commission requires that utili-
8 ties list area businesses that act as authorized agents collecting bill payments and
9 reporting these payments in real time via computer terminals. The authorized
10 agents are allowed to charge two times the cost of a postage stamp to perform this
11 service. DEO offers education about the authorized payment centers on its web
12 site, www.dom.com. For those customers with a computer, within a few mouse
13 clicks, the customer accesses a page headed by the words, Authorized Payment
14 Centers. This page allows the customer to search by city, by zip, and by business
15 name, *i.e.*, Convenient Food Mart, for the nearest authorized payment center.
16 This main page also displays a table showing the payment posting schedule when
17 a customer pays at an authorized payment center.

Payment Posting Schedule¹

Payments made:	Will be posted to your account on:	If you have a pending disconnection of service notice:
Before 4:30 p.m. EST Monday-Friday	the same day	no further action required
Between 4:30 p.m. & 8:30 p.m. EST Monday-Friday	the next business day	no further action required
After 8:30 p.m. EST Monday-Friday	the next business day	call Dominion with your receipt number
Saturday, Sunday & Holidays	the next business day	no further action required

Underneath the chart is the description of unauthorized payment centers. The site states clearly that Dominion has no responsibility for the merchant's timeliness or accuracy in recording payments made at unauthorized payment centers.

For customers who call into the Dominion East Ohio call center, staff has monitored calls where customer service representatives encourage the use of authorized payment agents and offer the customers a few authorized agent locations nearby their residences or place of work.

The use of authorized payment agents has been standard in the utility industries for well over a decade. Those customers who take advantage of the existence of these agents have the ability via a simple phone call to Customer Service or

¹ http://www.dom.com/customer/ohres_centers.jsp

..

1 access to www.dom.com to determine the authorized agent that is most conven-
2 ient. The company does educate its customers when they call by encouraging the
3 use of authorized agents as opposed to the non-authorized agents.


4

5 7. Q. Does this conclude your testimony?

6 A. Yes.

PROOF OF SERVICE

I hereby certify that a true copy of the foregoing Prefiled Testimony of Dianne L. Doss, submitted on behalf of the Staff of the Public Utilities Commission of Ohio, was served by regular U.S. mail, postage prepaid, hand-delivered, and/or delivered via electronic mail, upon the following parties of record, this 31st day of July, 2008.



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