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BEFORE

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THE PUBLIC UTILITIES COMMISSION OF OHIO

2010 JUL 20 PM 4:11

PUCO

In the Matter of the Application of
Aqua Ohio, Inc. for Authority to
Increase its Rates and Charges in its
Lake Erie Division.

)
) Case No. 09-1044-WW-AIR
)
)

PREPARED TESTIMONY
OF
MARY VANCE

INVESTIGATION AND AUDIT DIVISION
SERVICE MONITORING AND ENFORCEMENT DEPARTMENT

SUBMITTED ON BEHALF OF THE STAFF OF
THE PUBLIC UTILITIES COMMISSION OF OHIO

STAFF EXHIBIT__

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

2 A. My name is Mary Vance. My address is 180 E. Broad Street, Columbus, Ohio
3 43215-3793.

4

5 2. Q. By whom are you employed?

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

7

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

10 A. I am a Public Utilities Administrator in the Investigation and Audit Division of
11 the Service Monitoring and Enforcement Division. I serve as the electric and
12 water supervisor in the commission's call center. My duties include providing
13 information to call center staff and analyzing information from customer
14 contacts, supervising customer service audits of electric and water companies
15 and coordinating division input on staff reports.

16

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

18

19 A. I have a bachelor's degree in social sciences from The Ohio State University
20 (1975). I joined the PUCO in 1985, originally as an investigator in the call
21 center before promotion to a researcher and then the division energy & water
22 coordinator.

23 5. Q. What is the subject matter of your testimony in this case?

1 A. My testimony concerns certain objections that were filed by the Office of the
2 Ohio Consumers' Counsel (OCC). More specifically I will address OCC
3 Objection Number 38.
4

5 6. Q. What was OCC's Objection Number 38?

6 A. OCC objected that the Staff Report failed to provide an analysis of the Aqua
7 Ohio-Lake Erie Division customer contacts that were registered with the PUCO
8 call center. In addition, OCC objected that the Staff Report did not include
9 recommendations for ways that Aqua Ohio customer service could be improved,
10 such as including more payment plans and longer payment terms for customers
11 based on those contacts.
12

13 7. Q. What is Staff's position with regards to this objection?

14 A. The Staff Report on page 34 reviewed the number of contacts to the
15 PUCO's call center for Aqua statewide during the period of March 1, 2009
16 through March 31, 2010. The Commission's call center tracks number and type of
17 company complaints but does not segregate them by division. As a result, we
18 look at the company-wide contacts and not just those specific to one part of the
19 company.
20

21
22 8. Q. OCC also objects that the Staff Report does not (but should) include
23 recommendations for ways that Aqua Ohio customer service could be improved,

1 such as including more payment plans and longer payment terms for customers
2 based on those contacts.

3

4 A. The administrative rules in chapter 4901:1-15 that govern waterworks companies
5 do not have specific requirements for payment plans; therefore, the Staff took no
6 position as to whether the company should be required to provide more and
7 longer payment terms for customers.

8

9

10 9. Q. Does this conclude your testimony?

11 A. Yes, it does.

CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing **Prepared Testimony of Mary Vance** was served upon the following parties of record by regular U.S. mail, postage prepaid, this 20th day of July, 2010.



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