

FILE

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

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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
PETER BAKER

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 Peter Baker. 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 what
9 are your duties?

10 A. I am a section chief in the Reliability and Service Analysis Division of the Service
11 Monitoring and Enforcement Department. My section analyzes reliability and service
12 quality performance, and enforces reliability, service quality, and consumer
13 protection rules for electric, gas, and water utilities. This includes analyzing and
14 assessing the electric reliability and maintenance performance of electric distribution
15 utilities. My section also reviews the general terms and conditions in the tariffs of
16 electric, gas, and water utilities to ensure compliance with consumer protection rules.
17

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

19 A. I have bachelor's degrees in Psychology (1967) and Philosophy (1971) from the
20 University of Oklahoma, and a 1987 bachelor's degree in Business Administration
21 (with major in Accounting) from Franklin University. From 1972 to 1986, I was
22 employed by Dowell Division of Dow Chemical Company (an oil field service
23 operation later called Dowell Schlumberger) where I functioned as clerk/dispatcher

1 and administrative assistant. In 1987, I joined the PUCO, where I worked as an
2 analyst and coordinator in the Performance Analysis Division of the Utilities
3 Department. In December of 1994, I was promoted to Administrator in the Consumer
4 Services Department (now called the Service Monitoring and Enforcement
5 Department), and assigned to the Compliance Division (now the Facilities and
6 Operations Field Division). In that organization, I enforced electric, gas, and
7 telephone service quality, customer service, and consumer protection rules. In 1997, I
8 was transferred to the Service Quality and Analysis Division (now called the
9 Reliability and Service Analysis Division), and in 2000, I was promoted to my
10 current position and duties.

11
12 5. Q. What is the subject matter of your testimony in this case?

13 A. My testimony concerns the Office of the Ohio Consumers' Counsel Objection 39.

14 OCC objects to the Staff Report's failure to address, analyze, and report whether the
15 billing and billing backlog issues that surfaced in the last rate case are still persistent.

16
17 6. Q. Did the Staff Report address whether the billing and billing backlog problems that
18 surfaced in the last rate case still persisted?

19
20 A. At the time of the Staff Report in the current case, the staff's second audit report, filed
21 December 9, 2009 in Case No. 08-1125-WW-UNC¹, was pending before the

¹ *In the Matter of a Settlement Agreement Between the Staff of the Public Utilities Commission of Ohio, the Office of the Ohio Consumers' Counsel and Aqua Ohio, Inc. Relating to Compliance with Customer Service Terms and Conditions Outlined in the Stipulation and Recommendation in Case No. 07-564-WW-AIR and the Standards for Waterworks Companies and Sewage Disposal System Companies, Case No. 08-1125-WW-UNC.*

1 Commission. That report concluded that: "Aqua's billing and billing backlog issues,
2 that were the subject of this proceeding, are no longer of sufficient magnitude to warrant
3 additional Commission action at this time". During the subsequent period between the
4 filing of the audit report and the current Staff Report, staff saw no indication of an
5 increase in the number of billing and billing backlog complaints that would contradict
6 the earlier conclusion.

7
8 7. Q. Does this conclude your testimony?

9
10 A. Yes, it does.

CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing **Prepared Testimony of Peter Baker** 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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