

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Amendment of Certain)
Rules of the Ohio Administrative Code to) Case No. 11-4910-AU-ORD
Implement Section 4911.021, Revised Code.)

ENTRY

The Commission finds:

- (1) By finding and order issued November 29, 2011, the Commission adopted revisions to various rules throughout the Ohio Administrative Code (O.A.C.) in order to comply with the provisions of Section 4911.021, Revised Code. This new statute states that the Office of the Ohio Consumers' Counsel (OCC) "shall not operate a telephone call center for consumer complaints" and that "(a)ny calls received by the consumers' counsel concerning consumer complaints shall be forwarded to the public utilities commission call center." The November 29, 2011, finding and order directed that the amended rules be filed with the Joint Committee on Agency Rule Review, the Legislative Service Commission, and the Secretary of State's office in accordance with divisions (D) and (E) of Section 111.15, Revised Code.
- (2) The amended rules were filed as directed by the November 29, 2011, finding and order and became effective on February 16, 2012. To the extent that the Commission's rules require current bill formats to be on file with the Commission (i.e., Rules 4901:1-10-22(C), 4901:1-10-33(F), 4901:1-13-11(D), 4901:1-15-15(D), 4901:1-15-16(B), 4901:1-15-23(B), 4901:1-18-06(G), and 4901:1-21-18(F), O.A.C.), the Commission directs the companies to file their revised bill formats in the instant proceeding within 30 days of this entry. A separate bill format proceeding for each company would be unnecessary, inefficient, and imprudent given that the language modifications contained in the amended rules are minimal and affect all companies across the industries.

It is, therefore,

ORDERED, That the affected companies file revised bill formats consistent with this entry within 30 days. It is, further,

ORDERED, That a copy of this entry be served upon all regulated utilities; the Office of the Ohio Consumers' Counsel; Ohio Gas Association; Ohio Rural Electric Cooperatives, Inc.; Ohio Electric Utility Institute; Ohio Propane Gas Association; Ohio Oil and Gas Association; Ohio Telecom Association; Ohio Cable Telecommunications Association; Ohio Manufacturers' Association; Ohio Municipal League; Ohio Environmental Council; Ohio State Bar Association; and the Legal Aid Societies of Cleveland, Columbus, Cincinnati, Dayton, and Toledo.

THE PUBLIC UTILITIES COMMISSION OF OHIO


Todd A. Snitchler, Chairman
Paul A. Centolella
Steven D. Lesser
Andre T. Porter
Cheryl L. Roberto

JRJ/vrm

Entered in the Journal

FEB 23 2012Barcy F. McNeal
Secretary