

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application)	
of Vectren Energy Delivery of)	Case No. 18-0298-GA-AIR
Ohio, Inc. for Approval of an)	
Increase in Gas Rates		

**TESTIMONY
OF
BARBARA BOSSART
RELIABILITY AND SERVICE ANALYSIS DIVISION
SERVICE MONITORING AND ENFORCEMENT DEPARTMENT**

STAFF EXHIBIT NO. _____

January 22, 2019

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

2 A. My name is Barbara Bossart. My business address is 180 E. Broad
3 Street, Columbus, Ohio 43215-3793.

4
5 2. Q. By whom are you employed?

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

7
8 3. Q. What is your present position with the PUCO and what are your
9 duties?

10 A. I am the Chief of the Reliability and Service Analysis Division of the
11 Service Monitoring and Enforcement Department. My current duties
12 include the oversight of the development and enforcement of service
13 reliability and consumer protection policies and rules for gas, water,
14 electric, telephone, and competitive gas and electric services.

15

16 4. Q. Would you briefly state your educational background and work
17 experience.

18 A. I have a bachelor's degree from Marshall University and I have been
19 employed by the PUCO since 1999. For six years, I worked as an
20 Investigator in the Investigation and Audits Division of the Service

1 Monitoring and Enforcement Department. As an Investigator my
2 duties included interacting with the consumers to investigate their
3 concerns about utility companies' policies and practices. I also
4 participated in customer service audits to identify service issues or
5 non-compliance with rules. In May 2005, I was promoted to Utility
6 Specialist 2 in the Reliability and Service Analysis Division of the
7 Service Monitoring and Enforcement Department where I was
8 responsible for analyzing service quality performance as well as for
9 recommending and enforcing service-quality and consumer-protection
10 policies and rules. In January 2013, I was promoted to Chief of the
11 Reliability and Service Analysis Division.

12
13 5. Q. What is the purpose of you testimony?

14 A. The purpose of my testimony is to respond to Ohio Partners for
15 Affordable Energy's (OPAE) objections 4, 5 and 6.

16
17 6. Q. Please explain OPAE's fourth objection to the Staff Report.

18 A. OPAE stated that in spite of the number of customer contacts to the
19 PUCO, the Staff Report made no recommendation to improve Vectren

1 Energy Delivery of Ohio, Inc.'s (Vectren) customer outreach and
2 payment plan offerings.
3

4 7. Q. Why did the Staff Report not make any recommendations?

5 A. Staff believes the appropriate venue to propose additional customer
6 outreach and payment plan requirements is during the rule review
7 process for Ohio Adm.Code 4901:1-18. Ohio Adm.Code 4901:1-18 is
8 currently under review in Case No. 19-0052-AU-ORD and a
9 workshop is schedule for February 5, 2019. Staff would consider
10 proposals from OPAE or any interested party on additional customer
11 outreach and payment plan requirements during the rule review
12 process. Staff encourages companies to exceed the rule requirements
13 where appropriate, but those are decisions that are best evaluated by
14 the individual companies.
15

16 8. Q. Please explain OPAE's fifth objection.

17 A. OPAE stated that the Staff Report should have considered alternatives
18 to allow low-income customers to maintain their service.
19
20

1 9. Q. Does Staff agree with OPEA objections?

2 A. No. The low-income assistance provisions of Ohio Adm.Code 4901:1-
3 18 govern the alternatives that may be offered to allow customers to
4 maintain service. Staff believes that the appropriate venue to propose
5 or consider additions to these rules is during the rule review process.
6 Staff encourages OPAE and all interested parties to participate in the
7 rule review workshop in order for Staff to consider alternatives to
8 allow low-income customers to maintain their service.

9

10 10. Q. Please explain OPAE's sixth objection.

11 A. OPAE states that the Staff Report failed to require Vectren to offer
12 affordable service tariffs and payment plans based on customer's
13 income, which resulted in burdensome utility service payments on the
14 customers.

15

16 11. Q. Do you agree with OPAE's sixth objection?

17 A. No, Staff does not agree with OPAE's sixth objection. Currently the
18 Ohio Adm.Code 4901:1-18 requires that Vectren offer a payment plan
19 called the Percentage of Income Payment Plan Plus (PIPP Plus). PIPP
20 Plus is a payment plan based on a customer's income. Besides the

1 PIPP Plus plan, the Ohio Adm.Code 4901:1-18 requires that Vectren
2 offer other payment plans including a budget plan. Ohio Adm.Code
3 4901:1-18 is currently under review in Case No. 19-0052-AU-ORD.
4 Staff recommends that if OPAE believes that additional payment
5 plans are required it should participate in the workshop for Ohio
6 Adm.Code 4901:1-18 to be held on February 5, 2019.

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

9 A. Yes. This concludes my testimony.

PROOF OF SERVICE

I hereby certify that a true copy of the foregoing Testimony of Barbara Bossart, submitted on behalf of the Staff of the Public Utilities Commission of Ohio, was served via electronic mail upon the below parties.

/s/Werner L. Margard III

Werner L. Margard III

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Summary: Testimony of Barbara Bossart electronically filed by Ms. Tonnetta Scott on behalf of PUC