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The Public Utilities Commission of Ohio

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George V. Voinovich, Governor

98 MAR 12 AM 9:46
Craig A. Glazer, Chairman

PUCO

March 12, 1998

96-1113-GA-ATA
95-656-GA-AIR
96-1019-GA-ATA

Dear Sir or Madam:

Since the inception of the first Columbia Gas Choice program in Toledo early last year, there has been considerable interest expressed among marketers, the gas utilities and, especially, by other customers, in making gas choice available to more customers in Ohio.

As you are aware, the three gas utilities, Cincinnati Gas and Electric, Columbia Gas of Ohio and East Ohio Gas, and the commission staff, are evaluating the strengths and weaknesses of the three gas choice pilot programs. I know that the gas distribution utilities, working with marketers and customer representatives, will be using the results of their evaluations to develop their proposals for expanding the gas choice programs.

Because the Commission believes that your point of view about the results of these experimental programs should be carefully considered, we are conducting two forums on gas choice to learn directly from those most affected what works and what doesn't and what you would like to have included in the future design of gas choice in Ohio. The first forum will focus on customer issues and the second will focus on issues between marketers and the LDCs. The two forums will be held following the Commission meetings on April 1 and April 8 in hearing room 11A at the Commission offices 180 East Broad Street, 11th Floor Hearing Room A in Columbus.

In each of the two forums the representatives of customers, the three gas utilities and marketers are invited to make brief presentations during the first hour. For the first forum, each of the three groups will be allocated 20 minutes during the first hour for prepared remarks, and for the second forum the utilities and marketers will each be allocated 30 minutes. During the second hour in each forum there will be open dialogue. If you would like to speak during the first hour of either session, please call Steve Puican (614-466-1836) or Dianna Dewell (614-466-2871) to reserve a place.

I join my fellow commissioners in cordially inviting you to attend the GAS Choice Forums and I look forward to hearing your views about the future of gas choice in Ohio.

Very truly yours,

Craig A. Glazer
Chairman

CAG:ct

Enclosure

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technician Date Processed March 13, 1998

AGENDA

PUBLIC FORUMS ON EXPANSION OF THE CUSTOMER CHOICE PROGRAMS

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These forums are designed to provide a dialog between the Commissioners and participants in the customer choice programs prior to the decision on expansion of those programs.

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SESSION 1: CUSTOMER RELATIONS WITH MARKETERS AND LDCS

Date: April 1, 1998, following the discussion session in Room 11-A

First Hour: Prepared statements from East Ohio Gas, Columbia Gas, Cincinnati Gas & Electric, customer representatives and marketer representatives.

Issues for discussion:

- ☛ Customer outreach
- ☛ Customer contract issues
- ☛ Complaint resolution process
- ☛ Billing issues
- ☛ PIPP bidding process

Second Hour: The prepared statements will be followed by an open discussion between the Commissioners and all attendees.

SESSION 2: MARKETER RELATIONS WITH LDCS

Date: April 8, 1998, following the discussion session in Room 11A

First Hour: Prepared statements from East Ohio Gas, Columbia Gas, Cincinnati Gas & Electric, and representatives of participating marketers.

Issues for discussion:

- ☛ Customer sign up procedures
- ☛ Affiliate LDC relations/branding issues
- ☛ Mandatory vs. voluntary capacity assignment
- ☛ Balancing issues
- ☛ Customer movement from marketer to marketer
- ☛ Need for standardization

Second Hour: The prepared statements will be followed by an open discussion between the Commissioners and all attendees.