

**FILE**

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**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

- In the Matter of the Application of The East Ohio Gas Company dba Dominion East Ohio for Authority to Increase Rates for its Gas Distribution Service. : Case No. 07-829-GA-AIR
- In the Matter of the Application of The East Ohio Gas Company dba Dominion East Ohio for Approval of an Alternative Rate Plan for its Gas Distribution Service. : Case No. 07-830-GA-ALT
- In the Matter of the Application of The East Ohio Gas Company dba Dominion East Ohio for Approval to Change Accounting Methods. : Case No. 07-831-GA-AAM
- In the Matter of the Application of The East Ohio Gas Company dba Dominion East Ohio for Approval of Tariffs to Recover Certain Costs Associated with a Pipeline Infrastructure Replacement Program Through an Automatic Adjustment Clause, and for Certain Accounting Treatment. : Case No. 08-169-GA-ALT
- In the Matter of the Application of The East Ohio Gas Company dba Dominion East Ohio for Approval of Tariffs to Recover Certain Costs Associated with Automated Meter Reading and for Certain Accounting Treatment. : Case No. 06-1453-GA-UNC

**PREFILED TESTIMONY  
OF  
DIANNE L. DOSS  
SERVICE MONITORING & ENFORCEMENT DEPARTMENT  
INVESTIGATION & AUDIT DIVISION  
PUBLIC UTILITIES COMMISSION OF OHIO**

Staff Exhibit \_\_\_\_\_

**July 31, 2008**

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

2 A. My name is Dianne L. Doss. My address is 180 East Broad Street, Columbus,  
3 Ohio 43215-3793.

4  
5 2. Q. Who is your employer?

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

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

9 A. I am a Public Utilities Administrator I in the Investigations and Audits Division of  
10 the Service Monitoring and Enforcement Department. I supervise a staff of six  
11 Compliance Investigators and serve as the Natural Gas Supervisor for the Divi-  
12 sion. I am responsible for the Natural Gas Audit Team that performs periodic  
13 customer service audits at natural gas companies around the state. I am also  
14 responsible for all supervisory duties for six direct reports, monitoring calls,  
15 evaluating performance, handling sensitive phone calls and inquiries, attending  
16 meetings, assuring compliance with PUCO work rules, researching tariffs and  
17 rules to answer questions, drafting form letters, editing and proofreading staff's  
18 letters, and writing reports.

19  
20 4. Q. Would you briefly state your educational background and work history?

21 A. I have an Associate's Degree in Accounting from Southern State Community  
22 College, Hillsboro, Ohio awarded in 1979 and a Bachelor's Degree in Public  
23 Administration (Major Human Resources Management) from Franklin University,

1 Columbus, Ohio awarded in 1993. From April 1981 through May 1997, I was  
2 employed by the Ohio Student Aid Commission. I began my career there as a  
3 Student Loan Specialist helping current and former students avoid defaulting on  
4 their student loans. I was promoted to the position of Default Collections Super-  
5 visor in October 1982. I eventually supervised a staff of ten collectors and file  
6 clerks. In 1994, I was again promoted to the position of Administrative Review  
7 Officer and served as a liaison with the Federal Department of Education until the  
8 agency closed in mid 1997. After the Ohio Student Aid Commission closed, I  
9 worked for a short time for the South-Western City Schools as an Elementary  
10 School Secretary. In March 1998, I joined the Public Utilities Commission  
11 of Ohio as an Investigator in the Public Interest Center (now the Investigations  
12 and Audits Division) where I resolved consumer complaints about utilities. In  
13 August 2000, I was promoted to the new position of Intake Supervisor to launch  
14 this new section that would staff the telephones up to six and one-half hours per  
15 day. As the section grew, I supervised up to ten direct reports. In early 2006, the  
16 intake staff was placed under another division chief and I became a Public Utili-  
17 ties Administrator serving as the Electric and back-up Telephone specialist super-  
18 vising Investigators. In June 2007, I became Natural Gas supervisor when that  
19 position became vacant.

20  
21 5. Q. What is the purpose of your testimony in this case?

22 A. My testimony addresses a filed objection relating to educational efforts regarding  
23 authorized and non-authorized agents. Specifically, Ohio Partners for Affordable

1 Energy “objects to the failure of the Staff Report to require DEO to undertake  
2 educational efforts so customers understand the difference between authorized  
3 and non-authorized payment stations.”  
4

5 6. Q. How do you respond to this objection?

6 A. The use of authorized payment agents has existed since companies began closing  
7 local offices. In O.A.C. 4901:1-13-11 (E) (1), the Commission requires that utili-  
8 ties list area businesses that act as authorized agents collecting bill payments and  
9 reporting these payments in real time via computer terminals. The authorized  
10 agents are allowed to charge two times the cost of a postage stamp to perform this  
11 service. DEO offers education about the authorized payment centers on its web  
12 site, [www.dom.com](http://www.dom.com). For those customers with a computer, within a few mouse  
13 clicks, the customer accesses a page headed by the words, Authorized Payment  
14 Centers. This page allows the customer to search by city, by zip, and by business  
15 name, *i.e.*, Convenient Food Mart, for the nearest authorized payment center.  
16 This main page also displays a table showing the payment posting schedule when  
17 a customer pays at an authorized payment center.

1 **Payment Posting Schedule<sup>1</sup>**

<b>Payments made:</b>	<b>Will be posted to your account on:</b>	<b>If you have a pending disconnection of service notice:</b>
Before 4:30 p.m. EST Monday-Friday	the same day	no further action required
Between 4:30 p.m. & 8:30 p.m. EST Monday-Friday	the next business day	no further action required
After 8:30 p.m. EST Monday-Friday	the next business day	<b>call Dominion with your receipt number</b>
Saturday, Sunday & Holidays	the next business day	no further action required

2  
3 Underneath the chart is the description of unauthorized payment centers. The site  
4 states clearly that Dominion has no responsibility for the merchant's timeliness or  
5 accuracy in recording payments made at unauthorized payment centers.

6  
7 For customers who call into the Dominion East Ohio call center, staff has moni-  
8 tored calls where customer service representatives encourage the use of author-  
9 ized payment agents and offer the customers a few authorized agent locations  
10 nearby their residences or place of work.

11  
12 The use of authorized payment agents has been standard in the utility industries  
13 for well over a decade. Those customers who take advantage of the existence of  
14 these agents have the ability via a simple phone call to Customer Service or

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1 [http://www.dom.com/customer/ohres\\_centers.jsp](http://www.dom.com/customer/ohres_centers.jsp)

1 access to www.dom.com to determine the authorized agent that is most conven-  
2 ient. The company does educate its customers when they call by encouraging the  
3 use of authorized agents as opposed to the non-authorized agents.


4

5 7. Q. Does this conclude your testimony?

6 A. Yes.

## PROOF OF SERVICE

I hereby certify that a true copy of the foregoing Prefiled Testimony of Dianne L. Doss, submitted on behalf of the Staff of the Public Utilities Commission of Ohio, was served by regular U.S. mail, postage prepaid, hand-delivered, and/or delivered via electronic mail, upon the following parties of record, this 31<sup>st</sup> day of July, 2008.



**Anne L. Hammerstein**  
Assistant Attorney General

### Parties of Record:

Joseph P. Serio  
Assistant Consumers' Counsel  
Office of the Ohio Consumers' Counsel  
10 West Broad Street, Suite 1800  
Columbus, OH 43215

David A. Kutik  
Jones Day  
North Point, 901 Lakeside Avenue  
Cleveland, Oh 44114-1190

Barth E. Royer  
Bell & Royer Co., LPA  
33 South Grant Avenue  
Columbus, OH 43215-3900

Mark A. Whitt  
Andrew J. Campbell  
Jones Day  
P.O. Box 165017  
Columbus, OH 43216-5017

M. Howard Petricoff  
Stephen Howard  
Vorys Sater Seymour & Pease  
52 East Gay Street  
P.O. Box 1008  
Columbus, OH 43216-1008

Joseph P. Meissner  
Legal Aid Society of Cleveland  
1223 West Sixth Street  
Cleveland, OH 44113

John M. Dosker  
General Counsel  
Stand Energy Corporation  
1077 Celestial Street, Suite 110  
Cincinnati, OH 45202-1629

Todd M. Smith  
Schwartzwald & McNair  
616 Penton Media Building  
1300 East Ninth Street  
Cleveland, Oh 44114

W. Jonathan Airey  
Gregory D. Russell  
Vorys Sater Seymour & Pease  
52 East Gay Street  
P.O. Box 1008  
Columbus, OH 43216-1008

David Rinebolt  
Colleen Mooney  
Ohio Partners for Affordable Energy  
P.O. Box 1793  
Findlay, OH 45839-1793

David F. Boehm  
Michael L. Kurtz  
Boehm, Kurtz & Lowry  
36 East Seventh Street, Suite 1510  
Cincinnati, Oh 45202

Steve Beeler  
City of Cleveland  
Cleveland City Hall  
601 Lakeside Avenue  
Room 206  
Cleveland, OH 44114-1077

Samuel C. Randazzo  
Daniel J. Neilsen  
Joseph M. Clark  
McNees, Wallace & Nurick  
21 East State Street, Suite 1700  
Columbus, OH 43215