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BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the Application of :
Vectren Energy Delivery of Ohio, Inc., :
for Authority to Amend its Filed Tariffs : Case No. 07-1080-GA-AIR
to Increase the Rates and Charges for Gas :
Services and Related Matters. :

In the Matter of the Application of :
Vectren Energy Delivery of Ohio, Inc., :
for Approval of an Alternative Rate Plan : Case No. 07-1081-GA-ALT
for a Distribution Replacement Rider to :
Recover the Costs of a Program for the :
Accelerated Replacement of Cast Iron :
Mains and Bare Steel Mains and Service :
Lines, a Sales Reconciliation Rider to :
Collect Differences between Actual and :
Approved Revenues, and Inclusion in :
Operating Expenses of the Costs of :
Certain Reliability Programs. :

TESTIMONY
OF
DIANNE L. DOSS

PUBLIC UTILITIES COMMISSION OF OHIO
INVESTIGATIONS AND AUDITS DIVISION OF
THE SERVICE MONITORING AND ENFORCEMENT DEPARTMENT

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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,
3 Columbus, Ohio 43215-3793.
4

5 2. Q. Who is your employer?

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
9 Ohio and what are your duties?

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

1 4. Q. Would you briefly state your educational background and work history?
2 A. I have an Associate's Degree in Accounting from Southern State
3 Community College, Hillsboro, Ohio awarded in 1979 and a Bachelor's
4 Degree in Public Administration (Major Human Resources Management)
5 from Franklin University, Columbus, Ohio awarded in 1993. From April
6 1981 through May 1997, I was employed by the Ohio Student Aid
7 Commission. I began my career there as a Student Loan Specialist
8 helping current and former students avoid defaulting on their student
9 loans.
10
11 I was promoted to the position of Default Collections Supervisor in
12 October 1982. I eventually supervised a staff of ten collectors and file
13 clerks. In 1994, I was again promoted to the position of Administrative
14 Review Officer and served as a liaison with the Federal Department of
15 Education until the agency closed in mid 1997. After the Ohio Student
16 Aid Commission closed, I worked for a short time for the South-Western
17 City Schools as an Elementary School Secretary. In March 1998, I joined
18 the Public Utilities Commission of Ohio as an Investigator in the Public
19 Interest Center (now the Investigations and Audits Division) where I
20 resolved consumer complaints about utilities. In August 2000, I was
21 promoted to the new position of Intake Supervisor to launch this new
22 section that would staff the telephones up to six and one-half hours per
23 day. As the section grew, I supervised up to ten direct reports. In early

1 2006, the intake staff was placed under another division chief and I
2 became a Public Utilities Administrator serving as the Electric and back
3 up Telephone specialist supervising Investigators. In June 2007, I became
4 the Natural Gas supervisor when that position became vacant.

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

7 A. My testimony addresses a filed objection relating to educational efforts
8 regarding authorized and non-authorized agents. Specifically, Ohio
9 Partners for Affordable Energy "objects to the failure of the Staff Report
10 to require VEDO to undertake educational efforts so customers understand
11 the difference between authorized and non-authorized payment stations."

12
13 6. Q. How do you respond to this objection?

14 A. The use of authorized payment agents has existed over some time as an
15 option for customers to make payments. In O.A.C. 4901:1-13-11 (E) (1),
16 the Commission requires that utilities list area businesses that act as
17 authorized agents collecting bill payment and reporting these payments on
18 the date the payment was received. The authorized agents are allowed to
19 charge two times the cost of a postage stamp to perform this service. For
20 those customers with a computer, from Vectren's home page, one selects
21 the state where the service is located. This action brings up a page and
22 along the left side is a choice to find pay sites. Once a customer chooses
23 to find pay sites, he or she can search by city and state or zip code. To test

1 the site, I chose Dayton, OH. All of the pay sites in Dayton were listed.
2 Clicking on Stop N Save, the description of this site appeared on the
3 screen. The address, phone number, fee of \$0.84, and the hours available
4 to take the payments were all listed. The company then has a paragraph
5 about the transactions and services at the location. If the site is an
6 authorized pay agent, that is indicated. If the site is not an authorized pay
7 agent, it states that the customer must pay by cash, money order, cashier
8 check, or electronic check only and directs them to call Vectren at a toll-
9 free number for a list of authorized agents. The customer is also directed
10 to call in the receipt number to Vectren after making the payment.

11
12 For customers who call into the Vectren call center, staff has monitored
13 calls where customer service representatives encourage the use of
14 authorized payment agents and offer the customers a few authorized agent
15 locations nearby their residences or place of work.

16
17 The use of authorized payment agents has been standard in the utility
18 industries for well over a decade. Those customers who take advantage of
19 the existence of these agents have the ability via a simple phone call to
20 Customer Service or access to www.vectren.com to determine the
21 authorized agent that is most convenient. The company does educate its
22 customers when they call by encouraging the use of authorized agents as
23 opposed to the non-authorized agents.

1 It is my belief that Vectren does educate its customers about authorized
2 and non-authorized payment agents and additional efforts are not
3 necessary.

4


5 7. Q. Does this conclude your testimony?

6 A. Yes.

7

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 19th of August, 2008.



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