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October 14, 2008

*Via Federal Express  
and Facsimile (614-466-0313)*

Ms. Renee J. Jenkins  
Director, Administration Department  
Secretary to the Commission  
Docketing Division  
The Public Utilities Commission of Ohio  
180 Broad Street  
Columbus, OH 43215-3793

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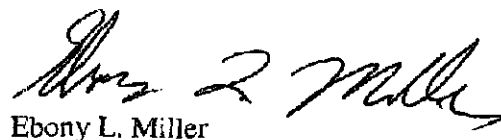
Dear Ms. Jenkins:

**Re:   *Reply Comments*  
      *Case No. 08-723-AU-ORD***

Enclosed for filing, please find the original and twelve (12) copies of the *Reply Comments* regarding the above-referenced case. Please file the enclosed *Reply Comments*, time-stamping the two extras and returning them to the undersigned in the enclosed envelope.

Thank you for your assistance in this matter. Please contact me if you have any questions concerning this matter.

Very truly yours,

  
Ebony L. MillerELB/jhp  
Enclosures

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**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Commission's Review  
of Chapters 4901:1-17 and 4901:1-18 and  
Rules 4901:1-5-07, 4901:1-10-22, 4901:1-  
13-11, 4901:1-15-17, 4901:1-21-14, and  
4901:1-29-12 of the Ohio Administrative  
Code.

Case No. 08-723-AU-ORD

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**REPLY COMMENTS OF OHIO EDISON COMPANY,  
THE CLEVELAND ELECTRIC ILLUMINATING COMPANY, AND  
THE TOLEDO EDISON COMPANY**

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James W. Burk, Counsel of Record  
Ebony L. Miller

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**I. INTRODUCTION**

Come Now Ohio Edison Company, The Cleveland Electric Illuminating Company and The Toledo Edison Company ("Companies"), by counsel, and, in compliance with the August 1, 2008 Attorney Examiner Entry, respectfully submit their reply comments to the comments of other parties regarding the Commission Staff's proposed changes to Commission rules. The Companies appreciate the opportunity to submit these reply comments.

**II. REPLY COMMENTS TO INTERVERNOR INITIAL COMMENTS**

**4901:1-17-02 General Provisions.**

**1. 4901:1-17-02(D)**

The Companies agree with Columbia Gas in supporting the intent of this provision, while at the same time seeing the need for a modification. The Companies believe that providing customers with the detailed, technical credit procedures (which is provided to the Commission) would most likely create more confusion than answers. The Companies credit procedures are written using banking and accounting terminology

that is not generally known and/or understood by the general public. The Companies have simplified the credit procedures and provide a "plain English" summary along with payment options in the Rights and Responsibilities Brochure. The Companies believe it would be more appropriate to provide customers, upon request, a copy of the Rights and Responsibilities Brochure, and urge the Commission to adopt the Companies' proposed modification.

#### **4901:1-17-03 Establishment of Credit.**

##### **1. 4901:1-17-03(A)**

OCC proposes that the items listed in (1) through (5) should be the exclusive means of establishing credit; and "no additional information should be requested". Although the Companies agree that there should be an exclusive means of establishing credit that would not require customers to provide additional personal information, it simply is not possible if the provisions contained in (1) and (2) are retained.

The existing provisions contemplate the Companies requesting more not less information. For example, in (1) the Companies could request a copy of the applicant's mortgage to demonstrate that the applicant is the owner of the property and a mortgage payment history to demonstrate that the applicant has been financially responsible with respect to the property; and in (2) the Companies could request any and all information that may demonstrate that the applicant is "a satisfactory credit risk".

As stated in the Companies' initial comments, the Companies currently use a credit agency to determine whether an applicant has a credit rating that demonstrates financial responsibility. The credit check maintains the privacy over the specifics of the applicant's financial affairs, can be performed in a few minutes, and is cost effective for

the Companies. The Companies request that the Commission delete 4901:1-17-03(A)(1) and (2) and adopt the following revised language which would make a credit check performed by a third party credit agency the exclusive means of establishing credit.

(A)(1) The applicant demonstrates that he/she is a satisfactory credit risk through a credit check which shall be performed on behalf of the utility by a third party credit agency, or as otherwise authorized by the Commission if no third party credit agency is available.

**2. 4901:1-17-03(A)(2)**

The Companies agree with Columbia Gas that it would be counter productive to affirmatively advise applicants that they need not provide their social security numbers. In a day and age when identity theft and fraud is prolific, a customer's social security number serves as one of the most reliable sources to verify an applicant's identity. The Companies have prevented fraud on a number of occasions by quickly and easily verifying the applicant's social security number. The Companies request that the Commission reject language requiring the utility to disclose in advance that a customer need not provide his/her social security number.

**3. 4901:1-17-03(A)(4)**

OCC has proposed that customers be given the option to provide a cash deposit over a period of at least three months and that cash deposits not be "required" of Lifeline, Link-Up, or PIPP customers. The Companies oppose OCC's proposed language. OCC states that their proposal to prohibit cash deposits for Lifeline, Link-Up and PIPP customers was an attempt to ensure that the rules for such programs are followed. First, the cash deposit option is one of a number of ways that a customer can establish financial responsibility—it is not a requirement. The cash deposit option is beneficial to the customer in that it provides a cushion in the event that the customer falls behind in

payments, and it is beneficial to the utility in that it reduces the amount of uncollectible arrearages. Second, Ohio Administrative Code rules and regulations should not be revised to meet various program requirements but rather programs must be revised and amended to be in compliance with the Ohio Administrative Code.

Additionally the Companies strongly oppose OCC's proposal that customers be given the option to provide a cash deposit over a period of at least three months. By requiring the security deposit up front, it establishes that at the time the applicant applied for service, the applicant had the financial wherewithal to pay the amount of an average bill. If an applicant needs three months to provide a deposit in an amount equivalent to the cost of one month of service at a particular premise, it is clear that the applicant cannot afford service at that premise. The Companies request that the Commission reject both of OCC's proposed additions to this section.

**4. 4901:1-17-03(A)(5)**

The Companies appreciate Staff's efforts to clarify and amend rules pertaining to *guarantors and guarantor agreements*. The Companies' initial comments proposed additional modifications as did several other parties submitting comments. Similar to Columbia Gas, the Companies are not aware of any complaints from guarantors relating to the current rule. Moreover, the Companies agree with Columbia Gas that the revised rule requiring the customer/guarantor to submit an additional signed form when the guaranteed customer requests a transfer of service is unreasonable. The revised language would provide a utility no security from the time the original form was no longer applicable to the time a new form was executed and submitted to the Companies. The

Companies request that the Commission maintain existing rules governing the notification process when a customer (with a guarantor) requests transfer of service.

The Companies request that the Commission revise the existing rule to increase the guarantor's liability from a sixty-day (2 month) supply for service to a ninety-day (3 month) supply for service as proposed in the Companies' initial comments, or alternatively, maintain the existing rule. In addition, as stated in the Companies' initial comments, the Companies request that the Commission modify the criteria for a guarantor to permit a utility to require that the guarantor be a current customer of the utility.

**5. 4901:1-17-03(A)(6)**

Staff has proposed a new provision that would provide an applicant/customer another opportunity to demonstrate financial responsibility. Although the Companies do not currently have prepaid meters, the Companies agree with Vectren Energy that prepaid meters may represent an innovative customer service strategy to assist customers who have difficulty making timely payments. Therefore, the Companies do not believe that the new proposed rule should be deleted as OCC proposes, but rather that the new proposed rule needs to be clarified as suggested by Vectren Energy. The Companies request that the Commission make clear that the prepaid meter option is only available where offered in the applicable service territory of the utility, as determined by the utility.

**4901:1-17-04 Deposit to Reestablish Creditworthiness.**

**1. 4901:1-17-04(A)**

The Companies strongly oppose OCC's recommendation that the full range of options that are available to establish creditworthiness be available to reestablish

creditworthiness. Such a recommendation simply does not make sense. A customer who has been disconnected for nonpayment and is now seeking to reestablish service has already affirmatively demonstrated diminished financial responsibility. It does not make sense to investigate whether the customer is paying other bills, when the customer has just failed to timely pay for utility service. The Companies believe that a utility should be permitted to require such a customer/applicant to pay a deposit in order to reestablish service. The Companies respectfully request that the Commission reject OCC's recommendation.

**2. 4901:1-17-04(D)**

See Companies' reply comments to 4901:1-17-03(A)(6)

**4901:1-17-08 Applicant and/or Customer Rights.**

**1. 4901:1-17-08(C)**

OCC has proposed to delete language that would enable the utility to ascertain whether a customer has a problem or concern before educating the customer on how they can resolve the problem. This recommendation of placing the cart before the horse is nonsensical. The existing language appropriately provides that a utility that requires a cash deposit would be required, *if a customer expresses dissatisfaction*, to inform the customer of their right to have the decision reviewed by the utility and the Commission. To offer a customer that has not expressed dissatisfaction the opportunity to have the customer call center specialist's decision reviewed by a supervisor has the effect of 1) discrediting and undermining the initial determination, 2) guaranteeing that all customers will accept the invitation to have the decision reviewed first by a supervisor at the utility and then by the Commission, and 3) needlessly increasing customer call time.



If a customer does not believe that he/she should have to provide a cash deposit, then the customer will say as much and the utility will inform the customer of the right to have the decision reviewed. The Companies urge the Commission to reject OCC's recommendation.

**2. 4901:1-17-08(D)**

OCC recommends that when the customer/applicant requests information related to the utility's request for a security deposit, that such information be sent within 2 business days instead of the current language which provides 5 business days. The 5 business days standard is reasonable (given the administrative process required) in that customers have already been provided this information verbally. The Companies are not aware of any customer complaints regarding the 5 business day time period. The Companies urge the Commission to reject OCC's recommendation.

**4901:1-18-01 Definitions.**

**1. 4901:1-18-01(C)**

OCC proposes to add its name as a party to the definition of "bona fide dispute". The Companies strongly oppose OCC's recommendation and the implications behind such a recommendation. The OCC has made a number of recommendations whereby a utility would provide a customer the OCC contact information along with the Commission's. The Companies did not oppose such recommendations as they provided customers another resource to obtain information and express any concerns. However, this OCC proposal is quite different. OCC is now encroaching on power and authority reserved for the Commission. It is only the Commission that has the authority to assess whether a customer concern is a "bona fide dispute". The OCC has no authority to assess and rule

that such a concern is a "bona fide dispute". The Companies respectfully request that the Commission reject OCC's requested language.

**4901:1-18-02 General provisions.**

**1. 4901:1-18-02(A)**

Columbus Southern Power and Ohio Power (collectively, "AEP") comment that the proposed rules appear to have deleted 4901:1-18-02(A) which provides: "For any violation of or refusal to comply with a contract and/or the general service rules and regulations on file with the commission that apply to the customer's service." The Companies agree with AEP that the existing rule should be retained. The Companies request the Commission to retain existing language that permits a utility to disconnect service if a customer violates or refuses to comply with a contract and/or the general service rules and regulations on file with and approved by the Commission that apply to the customer's service.

**2. 4901:1-18-02(E)**

The Companies agree with Columbia Gas' observation that Section (B)(3) and Section (E) appear to be contradictory. The Companies believe that the Commission needs to maintain the flexibility to waive any requirement, standard, or rule for good cause shown. Thus, the Companies request that Section (E) be deleted.

OCC proposes a new Section (F) that would prohibit the Commission from approving a utility tariff that may contain a waiver of a certain requirement, standard, or rule. OCC's recommendation attempts to deny the Commission the very flexibility contemplated in Section (B)(3). The Companies respectfully request the Commission to deny OCC's proposal.

**4901:1-18-03 Reasons for Disconnecting Residential Electric, Gas, or Natural Gas Service.**

**1. 4901:1-18-03(E)(1)**

AEP requests to retain language from the current rule (4901:1-18-02 (G)(1)) which provides that the utility can disconnect service if the utility is prevented from reading the meter for a year or more, and also at any time when the utility suspects tampering or other fraudulent activities. The Companies agree and respectfully request that the Commission retain language that permits the Companies to forgo waiting one year in cases where the utility suspects tampering or fraudulent activity.

**2. 4901:1-18-03(F)**

OCC proposes to delete the language "in excess of six hours" and require a utility to provide at least twenty-four hours notice to all customers that may experience an interruption due to planned maintenance. Although the Companies endeavor to notify customers in advance before performing planned maintenance, such a requirement is not reasonable. It is important to properly weigh the time and expense of notifying all customers that may be affected against the length of time the planned interruption will last. Such an assessment was performed in the past and the language "in excess of six hours" was incorporated into the rules. The Companies believe that the standard set forth in this language remains reasonable and appropriate and urge the Commission to reject OCC's proposed change.

**3. 4901:1-18-03(G)**

OCC has proposed to add language that would presumably require a utility to follow the landlord-tenant provisions if a customer seeks to disconnect service at a premise in

which the customer does not reside.<sup>1</sup> OCC's recommendation is unrealistic and misplaced. It is unrealistic in that the Companies are not aware of whether a customer resides at the premise at the time they call in to have their service disconnected. Moreover, at the time a customer notifies a utility that they no longer wish to be financially responsible for service, the utility ceases to have any customer that they can hold responsible for any continued service the utility may provide to that property. OCC's recommendation is misplaced in that the landlord tenant provisions are designed to protect tenants when the service is scheduled to be disconnected because the landlord *cannot or has not paid the bill*. The Companies urge the Commission to reject OCC's proposal. The landlord-tenant provisions sufficiently cover tenants and a customer is entitled to have service timely disconnected upon their request irrespective of whether they are physically residing at the premise.

#### 4. 4901:1-18-03(I)

OCC proposes to delete the provision that permits disconnection for good cause shown. The Companies strongly oppose deleting this language. It would be impossible to provide an all inclusive list of reasons a utility may reasonably disconnect service. This rule does not alleviate a utility from providing adequate documentation to substantiate disconnection of service, nor would it prevent the Commission from evaluating the utilities decision and issuing an order directing the utility to reestablish service. The Companies urge the Commission to reject OCC's recommendation.

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<sup>1</sup> OCC cites Ohio Adm. Code 4901:1-18-08 which currently addresses requests for waivers. However, the proposed rules change the order of the rules and new 4901:1-18-08 would address landlord-tenant provisions.

**4901:1-18-05 Extended Payment Plans and Responsibilities.****1. 4901:1-18-05(A)**

The Companies strongly oppose OCC's request to require utilities to collect financial information, employment status, medical issues, and "other circumstances" in order to determine an "individually-tailored" payment plan. There is no way to easily verify the information provided by a customer. In addition, OCC's request to cap a customer's monthly utility payment to 5% of their monthly income is unreasonable. Currently customers who are at 150% of the federal poverty income level qualify for the Percentage of Income Payment Plan ("PIPP") which is overseen by the Ohio Department of Development for electric customers. In addition, utilities are required to follow mandated orders such as the *winter reconnect* order which gives the customer the option to pay \$175 irrespective of income level with the remaining balance deferred on a payment plan. An "individually-tailored" payment plan, although novel in theory, in practice would create discriminatory practices that would lead to customer anger and resentment. Customers are likely to share with friends and neighbors the terms of a "special" arrangement that the utility offered but not likely to share their personal finances, medical problems and special circumstances. The Companies request that the Commission reject OCC's proposed change.

**2. 4901:1-18-05(B)**

The Companies agree with Columbia Gas that the proposed one-sixth plan should replace the existing one-sixth plan and the one-twelfth plan should be rejected. If customers have the option of extending payment over 12 months versus 6 months it is unlikely they would choose a one-sixth plan. As DP & L states, "the one-twelfth plan

represents bad policy in that it would reward a customer accumulating an arrearage and erases the benefit of subsection (D) to customers who are current on payments but would like an even billing plan." The Companies request that the Commission adopt Staff's proposed one-sixth plan in place of the existing one-sixth plan and not adopt any other additional plans including but not limited to Staff's proposed one-twelfth plan.

**3. 4901:1-18-05(E)**

OCC has proposed to delete the language "If a customer informs the company of a medical problem." OCC's proposed change is unnecessary. The existing rules require a utility to notify all residential customers twice a year by bill insert or bill message of the medical certification program. In addition, residential disconnection notices are required to reference the medical certification program. A requirement to offer the medical certification information to every residential customer calling with a disconnect notice would not only add to the customer call time, but may also encourage customers to misuse the medical certification program in an effort to avoid payment. The Companies request that the Commission reject OCC's proposed change.

**4. 4901:1-18-05(G)**

OCC has proposed that all customers participating on a payment plan be sent a hard copy of the terms of the payment plan before the customer's next payment is due. The Companies strongly oppose OCC's recommendation. As stated in the Companies' initial comments, payment terms are stated verbally on the call at the time the payment arrangement is made. In addition, the installment plan information is provided on the customer's monthly invoice. Sending the payment terms to every customer as a separate

document will needlessly increase operating costs and the administrative burden. The Companies request that the Commission reject OCC's proposed change.

**4901:1-18-06 Disconnection Procedures for Electric, Gas, and  
Natural Gas Utilities.**

**1. 4901:1-18-06(A)(1)**

OCC proposes to limit disconnection of service to prohibit disconnection on certain business days, such as Fridays. The Companies strongly oppose OCC's recommendation. Customers are provided repeated advance notice that their service will be disconnected if the bill is not timely paid. In addition, the Companies notify customers in advance that service will be disconnected on or after a specific date. The time to initiate action is when the customer receives the disconnection notice, not the day service is disconnected. The Companies request that the Commission reject OCC's proposed language.

**2. 4901:1-18-06(A)(5)**

OCC claims that regardless of its prominence, a disconnection notice that is printed on the bill will be confusing for customers and recommends that the disconnection notice be included as a separate bill insert. The Companies know from experience that the OCC's opinion is incorrect. All customers have a responsibility to review their bill. However, customers are not required, nor do they consistently choose, to review all the bill inserts. There is nothing more clear than a message in all capital letters in bold faced print alerting a customer that his/her service will be disconnected. The Companies request that the Commission reject OCC's proposed language.

**3. 4901:1-18-06(A)(5)(A)**

OCC proposes to add a provision which would require the disconnection notice to include the "date upon which delinquency occurred". However, such a requirement would only lead to confusion. The "date upon which delinquency occurred" is the day after the bill was due and each day thereafter until the outstanding balance is paid in full. Moreover, customers are provided monthly invoices with the service period identified and may request a copy of any past invoice within a reasonable period of time. The Companies request that the Commission reject OCC's proposed language.

**4. 4901:1-18-06(C)(1)(a)**

The Companies strongly disagree with OCC that a consumer should not be required to be a "permanent" resident to qualify for a medical certificate to prevent disconnection. There must be some standard that establishes some sort of permanency; otherwise, there would be no way to determine which property necessitates a medical certificate. A consumer can spend one week in four different homes and each home would then be eligible for a 30-day medical certificate. In addition, removing "permanent" resident would encompass individuals visiting and summer homes. For these reasons, the Companies recommend leaving the existing language.

**5. 4901:1-18-06(C)(3)(b)**

The Companies disagree with OCC that pertinent information, including the medical condition and medical or life supporting equipment, be removed from the medical certificate. In addition, OCC requests the statement advising the doctor not to sign the form if the loss of electric would not cause an especially dangerous situation be removed. Eliminating this information would increase the number of medical



certifications due to the doctor not having the appropriate information to ascertain whether or not the patient is in need of a medical certificate. The Companies request that the Commission reject OCC's proposed change.

**6. 4901:1-18-06(C)(3)(d)**

The Companies strongly oppose OCC's additional language that would require a utility to maintain service for an indefinite period of time to a customer with a "chronic illness and requiring life support equipment" regardless of their payments or lack of payment. Existing rules require a customer with such equipment to enter into an extended payment agreement and to make payments in accordance with that agreement. This is a reasonable expectation. The purpose of the medical certification program is to temporarily postpone disconnections and provide the customer an opportunity to contact agencies for assistance or apply for the Percentage of Income Payment Plan. OCC's recommendation to require payment of no more than three percent of the customer's monthly income for the length of time defined by the physician is unreasonable. The Companies request that the Commission reject OCC's proposed change.

**7. 4901:1-18-06(C)(3)(g)**

The Companies disagree with OCC that a customer utilizing a medical certificate to restore service should be alleviated from incurring a reconnection charge. The cost of dispatching a field representative to restore service should not be passed on to all customers. In addition, the Companies support Staffs cut-off time to reconnect service same day based upon receipt of a medical certification and oppose OCC's request which suggests that the utility would have to reconnect service at any hour in the evening up through midnight. It would be very difficult and costly to provide adequate personnel to

accommodate OCC's request. The Companies request that the Commission reject OCC's proposed change.

**8. 4901:1-18-06(C)(3)(h)**

The Companies' initial comments requested that the number of medical certificates be tied to the outstanding balance. However, alternatively, the Companies would also support Columbia Gas' proposal to permit one renewal for a total medical certification period of no more than 60 days in any twelve month period.

**9. 4901:1-18-06(C)(3)(i)**

The Companies agree with AEP and Columbia Gas that mailing a letter to every customer seven days prior to the expiration date of the medical certification would unduly increase the expense of the process. If a medical condition exists in the household the customer should be expected to meet the terms of the certification program which is to enter into a payment plan prior to the end of the medical certification period. The burden should not be placed on the utility to follow up on every customer who used a medical certificate to avoid disconnection.

**10. 4901:1-18-06(E)**

The Companies strongly disagree with OCC's request to inform all customers of the right to have the decision to disconnect service reviewed by an appropriate supervisor. Such an action would only serve to undermine the information provided by the customer service specialist and provoke the customer to accept the invitation. If a customer truly has a problem or concern the customer can request to speak to a supervisor. The Companies respectfully request that the Commission reject OCC's proposed language.

**11. 4901:1-18-06(F)**

OCC has proposed that this rule be modified to require the Companies to respond to the OCC within one business day. The Companies request that the Commission reject OCC's requested change. The Companies endeavor to respond to the OCC in a timely matter, but should not be held to the same time period that is afforded the Commission. Moreover, the two day time period provides the utility a little time to investigate the matter before responding. OCC's suggestion to reduce the time from two to one day is not reasonable and will not allow the Companies time to gather information before responding to Commission staff. The Companies request that the Commission reject OCC's proposed change.

**12. 4901:1-18-06(G)**

The Companies disagree that it would be appropriate to provide OCC a copy of the disconnection notice for proposed changes submitted to Commission staff. The Commission staff is the only body empowered to review and approve a utility's disconnection notice. The Companies request that the Commission reject OCC's proposed change.

**4901:1-18-07 Reconnection of Service****1. 4901:1-18-07(A)**

OCC proposes to delete language that would allow the utility additional time if a customer has been disconnected for more than 10 days. OCC states, very matter of fact, "There is no justification for such a provision. The time for reconnection should be the same regardless of the length of time the customer has been disconnected." However, OCC is factually incorrect; when customers prolong reconnection, a utilities workload

may be exponentially increased when the customers do request to be reconnected. The Companies will have to reconnect customers that were just disconnected, as well as, the group of customers that have been disconnected for an extended period of time. The additional time that Staff has proposed will enable the Companies to first focus on customers that were recently disconnected and then turn to customers that have been without service for ten or more days. The Companies request that the Commission reject OCC's proposed change.

**2. 4901:1-18-07(A)**

OCC opposes a requirement for reconnection that includes payment of the income-based amount during months where no service was provided. The Companies request that the Commission reject OCC's position, which misrepresents the payment that PIPP customers are required to pay. PIPP customers are not required to pay for service that has not been rendered. PIPP customers are required, however, to pay the outstanding amount that they have not yet paid for service already provided.

**3. 4901:1-18-07(B)(2)**

OCC recommends that reconnection fees be billed in lieu of requiring such fees before reconnection occurs, stating that paying such fees is an unnecessary burden on disconnected customers. The Companies disagree. It is not in the customer's best interest or the interest of all other customers to postpone collection of reconnection fees. To restore service, a customer must have, at a minimum, the ability to demonstrate financial responsibility going forward, which includes paying reconnection fees, a security deposit and the amount sufficient to cure the default. If a customer cannot afford to make these payments, it is doubtful that the customer can afford service at that

particular property. The Companies request that the Commission reject OCC's proposed change.

**4. 4901:1-18-07(C)**

Ohio Consumer Advocates ("OCA") request that fees or charges associated with disconnection and reconnection for customers with automatic meter reading (AMI) equipment be eliminated. The Companies disagree. OCA's request assumes that all AMI meters are equipped with technology to allow disconnection and reconnection of service to happen from a remote location. This assumption is not correct. In addition, under existing rules, utilities still bear the added expense of providing customers, including customers with AMI equipment, with a termination notice posted at the property. The Companies request that the Commission reject OCA's proposed change.

**4901:1-18-08 Landlord-Tenant Provisions.**

**1. 4901:1-18-08(A)**

The Companies agree with Columbus Gas and Duke that it would be impossible for a utility to monitor and review a landlord's internal books and records to assess whether tenants residing at the property have utility services as part of their rental payment. The Companies do not believe that Columbia Gas' proposed amendment would practically resolve the issue and request that the Commission reject Staff's proposed change.

**2. 4901:1-18-08**

The Companies strongly disagree with OCC that a utility should delay ending service at the customer's request merely because of a different mailing address. In situations where service has been disconnected and adequate notice was not given to the

tenant due to failure on the landlord's part to disclose certain information, the Companies do take such facts into account and work with the tenant to restore service.

**3. 4901:1-18-10(C)**

See Companies' reply comments to 4901:1-18-01(C)

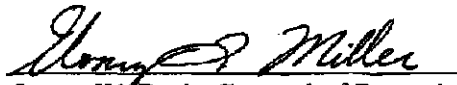
**Appendix B - OSCAR Report Modifications**

The Companies support DP&L's request to defer, at this time, consideration of revisions to the OSCAR report format. The electric PIPP program is in the process of revision, and review and comment would best be performed when the program and revised rules are in place. Notwithstanding the foregoing, the Companies do offer the following comments: 1) the Companies are not clear as to the purpose of each column and believe if additional clarity were provided more accurate and consistent information would be submitted; 2) the Companies believe "month end" for reporting data would be more appropriate than "the 28th of each month"; and 3) the Companies agree with Duke's initial comments stating that it is virtually impossible to track and maintain a list of former PIPP customers.

### III. CONCLUSION

The Companies thank the Commission for the opportunity to present reply comments and respectfully request the Commission to incorporate the Companies' recommendations as set forth above in the rules adopted in this proceeding.

Respectfully submitted



James W. Burk, Counsel of Record

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ATTORNEYS FOR OHIO EDISON  
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AND THE TOLEDO EDISON COMPANY

## CERTIFICATE OF SERVICE

I hereby certify that a true copy of the foregoing Reply Comments of Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company was served by first-class mail, postage prepaid, to the following parties of record this 14<sup>th</sup> day of October, 2008:

  
Ebony L. Miller

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