

FILE

BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

- In the Matter of the Application of Duke Energy Ohio, Inc. for an Increase in Electric Distribution Rates) Case No. 08-709-EL-AIR
- In the Matter of the Application of Duke Energy Ohio, Inc. for Tariff Approval) Case No. 08-710-EL-ATA
- In the Matter of the Application of Duke Energy Ohio, Inc. for Approval to Change Accounting Methods) Case No. 08-710-EL-AAM
- In the Matter of the Application of Duke Energy Ohio, Inc. for Approval of its Rider BDP, Backup Delivery Point Rider) Case No. 06-718-EL-ATA

Prepared Testimony
of
Barbara Bossart
Capital Recovery and Financial Analysis Division
Utilities Department

Staff Exhibit

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1 PREPARED TESTIMONY OF BARBARA BOSSART

2
3 1) Q. Please state your name and business address.

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

6
7 2) Q. By whom are you employed?

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

9
10 3) Q. What is your present position with the Public Utilities Commission of Ohio
11 and what are your duties?

12 A. I am a Utility Specialist 2 in the Reliability and Service Analysis Division
13 of the Service Monitoring and Enforcement Department. I am responsible
14 for analyzing service quality performance as well as recommending and
15 enforcing service-quality and consumer-protection policies and rules for
16 non-competitive gas and electric utilities.

17
18 4) Q. Would you briefly state your education background and work experience.

19 A. I have a bachelors degree from Marshall University and I have been
20 employed by the Public Utilities Commission of Ohio since 1999. For six
21 years, I worked as an Investigator in the Investigation and Audits Division
22 of the Service Monitoring and Enforcement Department. As an

1 Investigator my duties included interacting with the consumers to
2 investigate their concerns about utility companies' policies and practices. I
3 also performed Customer Service Audits to identify customer service issues
4 or non-compliance with rules. In May 2005 I was promoted to my current
5 position and duties.

6

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

8 A. My testimony responds to Objection F of the Office of the Ohio
9 Consumers' Counsel (OCC) and to Objections VII, VIII of Ohio Partners
10 for Affordable Energy (OPAE).

11

12 6) Q. Can you address OCC's objection that the Staff Report failed to
13 recommend that Duke provide its customers OCC's correct telephone
14 number on its Final Disconnection Notice?

15 A. Yes, Staff agrees that Duke should provide OCC's correct telephone
16 number on its Final Disconnection notice.

17

18 7) Q. Can you address OCC's objection that the Staff Report failed to
19 recommend that Duke provide the option of allowing its customers to pay
20 their deposits in three (3) monthly installments?

21 A. The Ohio Revised Code (O.R.C.) Section 4933.17 allows gas companies
22 an opportunity to collect a security deposit in order to secure payment of

1 bills for commodity furnished. Deposits are only required if customers
2 cannot establish creditworthiness. Chapter 4901:1-17 of the Ohio
3 Administrative Code (Chapter 17) outlines the requirements that gas
4 companies must follow to determine if a customer is creditworthy.
5 Recently Chapter 17 was opened for comment and the Commission did not
6 change the rule to require the companies to bill the deposit in installments.
7 Staff does not believe the Commission should require Duke to offer its
8 customers more than what is required by Chapter 17, but Staff is not
9 opposed to the practice of billing deposits in three installments.

10
11 8) Q. Can you address OP&E's objection that the Staff Report failed to require
12 Duke to undertake educational efforts to help customers understand the
13 difference between authorized and non-authorized payment stations?

14 A. Yes, I can. The Commission recently adopted new requirement that electric
15 utilities provide signage to the authorized agent with its logo, or other
16 appropriate indicator, affirming that the payment location is an authorized
17 agent of the electric utility. Staff believes that this addition to Rule 4901:1-
18 10-22 (D) of the Ohio Administrative Code, will help ensure that customers
19 are aware of whether or not a merchant is an authorized agent. Staff has
20 also found (while monitoring customer calls to Duke's call center) that
21 Duke's customer service representatives (CSRs) do advise customers of the
22 need to pay at an authorized agent and provide the location of the nearest

1 agents upon request. Based on the new requirement mentioned above and
2 Duke's current CSR practices, Staff does not believe Duke should be
3 required to undertake an education program in this proceeding.

4

5 9) Q. Does this conclude your testimony?

6 A. Yes, it does.

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Testimony of **BARBARA BOSSART** was served via electronic mail and/or regular U.S. mail, postage prepaid upon the following parties of record this 30th day of March, 2009.



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