**BEFORE**
**THE PUBLIC UTILITIES COMMISSION OF OHIO**

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| In the Matter of the Motion to Modify the | : | |
| Exemption Granted to The East Ohio Gas | : | Case No. 18-1419-GA-EXM |
| Company d/b/a Dominion Energy Ohio | : | |

**PREFILED TESTIMONY**
**Of**
**Barbara Bossart**

RELIABILITY AND SERVICE ANALYSIS DIVISION WITHIN THE
SERVICE MONITORING AND ENFORCEMENT DEPARTMENT
ON BEHALF OF THE STAFF OF THE
PUBLIC UTILITIES COMMISSION OF OHIO

**STAFF EX. 1**

February 6, 2020

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

A. My name is Barbara Bossart. My business address is 180 East Broad Street, Columbus, Ohio 43215.

2. Q. By whom are you employed?

A. I am employed by the Public Utilities Commission of Ohio ("PUCO" or "Commission").

3. Q. What is your current position with the Commission and what are your duties?

A. I am Chief of the Reliability and Service Analysis Division ("RSAD") within the Service Monitoring and Enforcement Department ("SMED"). My current duties include oversight of the development, investigation and enforcement of service reliability and consumer protection policies and rules for gas, water, electric, telephone, and competitive retail gas and electric services. I am also responsible for overseeing the review of competitive retail natural gas and retail electric service applications.

4. Q. Briefly state your educational background and work experience.

A. I have a Bachelor of Arts degree from Marshall University and I have also completed additional classes at Ohio Dominican University toward a Master of Business Administration degree. I have been employed by the

PUCO since 1999. For six years I worked as an Investigator in the Investigation and Audits Division of the SMED. As an Investigator my duties included interacting with the consumer to investigate their concerns about utility companies and practices. In May 2005, I was promoted to Utility Specialist 2 in the RSAD of the SMED where I was responsible for analyzing service quality performance as well as for recommending and enforcing service quality and consumer protection policies and rules. In January 2013, I was promoted to Chief of the RSAD.

5 Q. What is the purpose of your testimony?

A. The purpose of my testimony is to support the Stipulation and Recommendation ("Stipulation") filed in this case on February 5, 2020 by showing that it meets the Commission's three-part test for determining a Stipulation's reasonableness.

6. Q. Please identify the signatory parties to the Stipulation.

A. The Stipulation reflects a unanimous settlement. The Signatory Parties to the Stipulation include the Office of the Ohio Consumers' Counsel ("OCC"), Ohio Partners for Affordable Energy ("OPAE"), the Staff of the Public Utilities Commission of Ohio ("Staff"), Retail Energy Supply Association ("RESA"), Direct Energy Business Marketing, LLC, Direct Energy Services, LLC (collectively, "Direct"), Interstate Gas Supply, Inc.

("IGS"), Dominion Energy Solutions, Inc. ("DES"), and tThe East Ohio Gas Company d/b/a Dominion Energy Ohio ("Dominion") (collectively, the "Signatory Parties").

7. Q. What is the Commission's three-part test for determining the reasonableness of a Stipulation?

A. A Stipulation before the Commission must: (1) be the product of serious bargaining among capable, knowledgeable parties; (2) as a package, benefit ratepayers and the public interest; and (3) not violate any important regulatory principle or practice.

8. Q. Is the Stipulation the product of serious bargaining among capable, knowledgeable parties?

A. Yes. The agreement is the product of an open process in which all parties were given an opportunity to participate and were represented by able counsel experienced in matters before the Commission. The Stipulation also represents a compromise of the issues raised by parties with diverse interests. Overall, the Stipulation presents a reasonable result.

9. Q. Does the Stipulation, as a package, benefit consumers and the public interest?

A. Yes. The Stipulation, as a package, benefits consumers and the public interest, and represents a reasonable resolution of the issues in this proceeding. The Monthly Variable Rate Commodity Service ("MVR program") has been subject to a wide range of posted prices, some of which have been considerably above the competitive retail natural gas offers available to customers and has been the subject of customer confusion and complaints. To address those issues, the Stipulation recommends that the Commission adopt certain changes to the MVR program tariff and the Standard Choice Offer Commodity Service ("SCO") tariff for residential and nonresidential customers that include eligibility and pricing requirements. Under the Stipulation, the MVR program will be replaced by the Monthly Retail Rate Commodity Service ("MRR program") tariff. Moreover, there will be certain modifications to both tariffs. The summary below illustrates those modifications that, when considering the Stipulation as a package, are in the public interest. Note that all customers are placed on the Standard Service Offer ("SSO") for one to two billing cycles when starting new service or transitioning from one type of service to another.

1. Dominion's SCO Commodity Service tariff will be the default commodity service for Dominion' Choice-eligible residential customers, and for Dominion's Choice-eligible non-residential customers whose annual consumption is less than or equal to 200

Mcf once their competitive retail natural gas service or governmental aggregation contract has terminated or when initiating service as new customers.

2. Dominion will transfer to SCO service all of the residential customers currently assigned to an MVR Supplier no later than 60 days after a Commission order approving the Stipulation without material modification. Dominion's transfer to SCO service of small non-residential customers currently assigned to an MVR Supplier shall commence not later than 120 days after a Commission order approving the Stipulation without material modification.
3. Non-residential customers with annual usage between 201 Mcf and 500 Mcf will default to the MRR, but those customers will have the option to select a competitive retail natural gas service supplier, join a governmental aggregation (if eligible), or select the SCO.
4. In addition to the replacement and eligibility changes noted above, the MRR program includes the following changes:
    a. New requirements for suppliers who choose to participate in the MRR program.
    b. New requirements for MRR Suppliers to post a monthly variable rate on the PUCO's Apples to Apples chart, and to provide service at or below the median monthly variable rate of the participating MRR Suppliers (MRR price).

c. The monthly median MRR price will be determined by the median price of the lowest posted monthly variable rates of each qualifying MRR Supplier.

d. The MRR price charged to customers will be the lower of the MRR monthly median price or the MRR Supplier's lowest posted monthly variable rate.

e. Disqualification of participating MRR Suppliers that are unwilling to serve customers at or below the MRR price and a "stay out" period for those that request to leave the program early after having committed to serve customers at that price.

5. Funding for an education program designed to help Choice-eligible customers, including those who are participating in the MRR program, compare options for natural gas service and understand how those options can affect the information on their natural gas bills in Dominion's service territory, as well as focus groups and surveys shall be conducted regarding the former MVR program, and the formation of a stakeholder collaborative to develop the above education programs.

10. Q. Does the Stipulation violate any regulatory principle or practice?

A. No. Under R.C. 4929.08(A), the Commission may abrogate or modify an order granting a natural gas company an exemption under R.C. 4909.04

only if it meets two conditions: "(1) The commission determines that the findings upon which the order was based are no longer valid and that the abrogation or modification is in the public interest; [and] (2) The abrogation or modification is not made more than eight years after the effective date of the order, unless the affected natural gas company consents." As I noted previously, the current MVR program is subject to a wide range of posted prices, some of which have been considerably above the competitive retail natural gas offers available to customers. The program also has been the subject of customer confusion and complaints. To address these concerns, the Stipulation proposes changes that include the establishment of the SCO as the default commodity service for residential customers and non-residential customers whose annual consumption is less than or equal to 200 Mcf, additional pricing requirements for the MRR program and a new customer education fund and collaborative. In addition, the parties recognize that Dominion's agreement to the Stipulation eliminates any questions whether the second criterion has been met.

## PROOF OF SERVICE

I hereby certify that a true copy of the foregoing Testimony of Barbara Bossart was submitted on behalf of the Staff of the Public Utilities Commission of Ohio via electronic mail upon the following parties of record this 6th day of February, 2020.

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