

Errata for Nedra Ramsey's Testimony

The testimony and footnote references should be modified to read as follows:

- Page 7, line 6: delete "customers".
- Page 10, line 15: change "has" to "have".
- Page 19, line 9: There should be a space between TPV and RPA.
- Page 19, line 14: change "indicted" to "indicated".
- Page 21, line 4: between "consumers" and "reported", add "who"; It should read "consumers who reported..."
- Page 24, line 15: the 2nd rule cite should be 4901:1-29-06. I had 4901:1-29-05 twice.
- Page 30, line 9: "state" should be "statements".
- Page 31, line 5: "confirmation" should be "confirm".
- Page 32, line 7: "appears" should be "appear".
- Page 33, line 7: strike out "a" and "violation" should be "violations". It should read "unconscionable statements which are violations of OAC..."
- Page 41, line 1: it should read "to the health and safety requirements"
- Page 41, line 4: "responsible" should be "responsibility"
- Footnote 13: Email sent to Nedra.ramsey@puco.ohio.gov from Valerie Cahill on July 23, 2021 attachment MBM june6 Part 1, 06-01-2021: audio file *****2726 and folder 06-02-2021; audio file 007132329_*****7096.
- Footnote 14: Email sent to Nedra.ramsey@puco.ohio.gov from Valerie Cahill on July 23, 2021 attachment MBM june6 Part 1, folder 06-01-2021: audio file *****5336, folder 06-02-2021; 006132438_*****2759; folder 06-04-2021: audio file 000132847_*****8916 and 005132798_*****3717.
- Footnote 17: Case Report-00696256_Redacted, TB Affidavit_Redacted, also see footnote 56 for TPV audio file.
- Footnote 24: PUCO Case Nos. 00664386 (see footnote 7 page 316), 00660823 (see footnote 7 page 248), and 00672275 (see footnote 7 pages 689-690).
- Footnote 33: Email sent to Nedra.ramsey@puco.ohio.gov from Valerie Cahill on July 23, 2021 attachment MBM june6 part 1, 06-01-2021: Audio file *****25336
- Footnote 35: PUCO Case Nos. 00660823, 00664386, Email sent to Nedra.ramsey@puco.ohio.gov from Mark Whit on June 28, 2021 attachment Southeast 0531 to 0606; 003132135_*****1949.
- Footnote 37: PUCO Case No. 00693651 (see footnote 6 TPV audio file).
- Footnote 38: Email sent to Nedra.ramsey@puco.ohio.gov from Valerie Cahill on July 23, 2021 attachments 06-04-202100013720_*****4358; folder 06-03-2021: 009132614_*****6720; and 009312588_*****6319.
- Footnote 39: Email sent to Nedra.ramsey@puco.ohio.gov from Valeria Cahill on July 23, 2021 attachment; folder AGR 0531 to 0606: audio files *****2182 and *****0734

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Summary: Transcript Staff Exhibit 10 - Errata for Nedra Ramsey's Testimony
electronically filed by Mr. Ken Spencer on behalf of Armstrong & Okey, Inc. and
Grubaugh, Valerie