



Janine L. Migden-Ostrander  
*Consumers' Counsel*

**AGENDA**  
**GOVERNING BOARD MEETING**  
**March 31, 2011**  
**9:00 a.m. – 1:45 p.m.**

- 9:00 a.m. Call to Order and Approval of Minutes ~ Chairman Solove
- 9:15 a.m. Resolution Honoring Richard Solove  
Report of the Consumers' Counsel ~ Janine L. Migden-Ostrander  
Employees of the Month & New Employee Introductions  
Legislative Update
- 10:30 a.m. Break
- 11:00 a.m. Case Summaries ~ Bruce Weston
- 11:30 a.m. New Case Summaries ~ Aster Adams
- 12:00 p.m. Executive Session and Lunch
- 12:45 p.m. Communications Summary ~ Beth Gianforcaro
- 1:00 p.m. Operations Summary ~ Chuck Repuzynsky  
Consumers Services Division ~ Maria Durban
- 1:15 p.m. House Bill 95 ~ Joe Serio
- 1:45 p.m. Adjourn ~ Chairman Solove

**Next meeting is scheduled for May 17, 2011.**