



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMERS' FACT SHEET

Office of the Ohio Consumers' Counsel

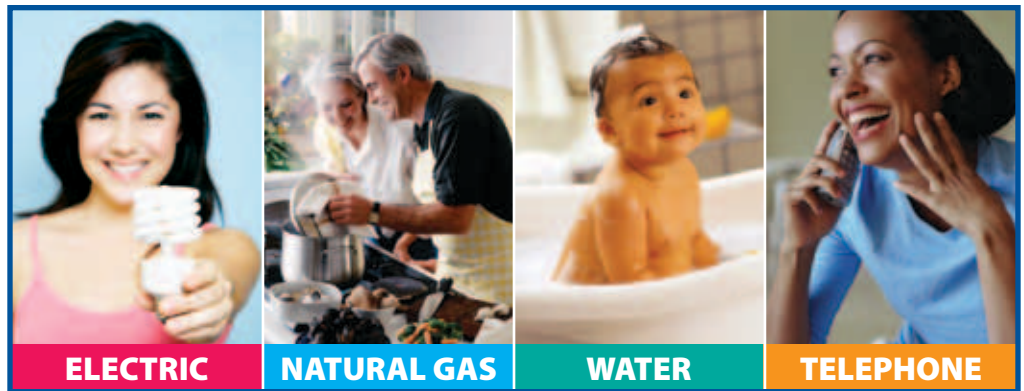
10 West Broad Street
Suite 1800, Columbus, OH
43215-3485

E-MAIL:
occ@occ.state.oh.us

WEB SITE:
www.pickocc.org

OFFICE OF THE OHIO CONSUMERS' COUNSEL

"Your Residential Utility Consumer Advocate"



The Office of the Ohio Consumers' Counsel (OCC) is here to assist you

The OCC, the residential utility consumer advocate, was created in 1976 by the Ohio General Assembly. The OCC represents the interests of 4.5 million residential customer households served by Ohio's investor-owned electric, natural gas, telephone and water companies.

The primary role of the OCC is to participate in legal proceedings in both state and federal courts and administrative agencies, such as the Public Utilities Commission of Ohio, the Federal Energy Regulatory Commission, the Federal Communications Commission and the Supreme Court of Ohio.

The OCC also educates consumers and provides information about utility services.

Governing Board

By statute, the Ohio Attorney General appoints the OCC's bi-partisan, nine-

member Governing Board. The Board consists of three members representing organized labor, residential customers and family farmers, respectively. No more than five members of the board may be from the same political party. Board members are confirmed by the Ohio Senate and serve three-year terms. The OCC Board is responsible for appointing the Consumers' Counsel and Deputy Consumers' Counsel.

The OCC governing board conducts regular public meetings every other month in Columbus.

Our Legal and Analytical departments review numerous cases on behalf of Ohioans.

The staff of the OCC Legal Department represents residential utility consumers in proceedings before the courts and regulatory commissions at both the state and federal levels, providing legal representation regarding hundreds of utility filings at the PUCO, Federal

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**ABOUT THE
OFFICE OF THE OHIO
CONSUMERS'
COUNSEL**

**CONSUMERS'
FACT
SHEET**

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at www.pickocc.org.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

Energy Regulatory Commission and the Federal Communications Commission that would affect residential utility customers in Ohio.

The OCC Analytical Department provides technical and policy analysis in utility filings, and participating in a host of proceedings, workshops and other forums where cutting-edge energy, water and telecommunications policies are debated that will greatly impact the delivery and cost of these services to customers.

24/7 Information

The OCC website is an interactive and user-friendly source for residential utility consumer utility information. Drop-down menus make it easy to navigate throughout the site and are a quick way to focus your search by utility industry, news, publications or calendar of events.



Consumers can view online versions of the OCC's free educational publications. In addition, consumers can find:

- ▶ Information about current utility scams;
- ▶ Online calculators, worksheets and supplier offers to help you compare prices when shopping for an electric or natural gas supplier; and
- ▶ Online forms to receive e-mail news alerts, and schedule a speaker for an event.

Publications

The OCC provides a variety of free publications available online to assist residential utility consumers in making informed decisions and keeping current with news about their utility services:

Newsletters:

The Consumers' Corner newsletter focuses on residential utility consumer issues. Each free, bimonthly electronic newsletter features current utility topics, money-saving tips, and other relevant news.

Brochures and Fact Sheets:

The OCC offers materials featuring key consumer information about a variety of topics, including:

- ▶ Utility payment assistance programs;
- ▶ Disconnection and reconnection of utility services;
- ▶ Choosing an alternative natural gas supplier;
- ▶ Household tips on utility conservation and weatherization; and
- ▶ Protections from common utility scams, such as telephone slamming and cramming, and unscrupulous marketing practices.

Note: All OCC publications are available for FREE at www.pickocc.org

