



# Customer Services Audit One-Day Seminar

Columbia Gas | 290 W Nationwide Blvd | Columbus, OH 43215

April 20, 2023

## **9:30am to 10:30am:**

Drake Riley, Chief of the Consumer Services Division (45 min.)

- Overview of Customer Service Audits
- Best Practices for Consumer Protections
- Q&A (15 min.)

## **10:35am to 11:35am:**

Jennifer Mocniak, Utility Specialist/Barbara Bossart, Chief of the Reliability and Service Analysis Division (45 min.)

- Overview of Enforcement Actions/Action Plans (timelines, modifications, and waivers)
- Trend Analysis – Top Complaint Issues
- Minimum Gas Service Standards Rule Review
- Q&A (15 min.)

## **11:35am to 11:45am: Break**

## **11:45am to 12:30pm:**

Sam Boerstler, Low Income Program Specialist (45 min.)

- Review of the Commission's Special Reconnection Order (Data)
- Review of Top Low-Income Concerns and Trends
- Best Assistance Outreach Practices

## **12:30pm to 1:15pm: Lunch and Roundtable Discussion**

- Roundtable Discussion w/ Q&A

## **1:15pm to 3:00pm: Panel Discussion**

- John Ryan, NiSource- Senior Counsel
- Jodi King, Utility Pipeline Ltd.- Customer Service Manager
- Melissa Thompson, Columbia Gas of Ohio- Director of Regulatory Policy
- Teresa Mogon, Suburban Natural Gas Director- Customer and Administrative Services