

OCC's Funding and Benefits to Consumers

The OCC is funded from the Fixed Utility Fund, an assessment on the state's regulated utilities, and not through general tax revenues. Since its creation in 1984, the office has saved consumers \$500 million in energy and telecommunications rates, almost \$160 million of which has come through its efforts alone and over \$340 million in shared savings with other parties. The OCC has achieved these savings and many other consumer benefits with only seven staff and an annual budget of about \$1.3 million. Historically, the OCC participates in about 80 to 100 utility cases annually.

We want to hear from you!

If you have questions or concerns about utility filings for electric, gas or telephone service, please let us know via our e-mail at occ@dora.state.co.us. Your opinions and ideas are important to us. If, however, you have a complaint about your utility service or a problem with your utility bill, please call the PUC at 303-894-2070, or toll-free within Colorado at 1-800-456-0858.



DORA is dedicated to preserving the integrity of the marketplace and is committed to promoting a fair and competitive business environment in Colorado. Consumer protection is our mission.

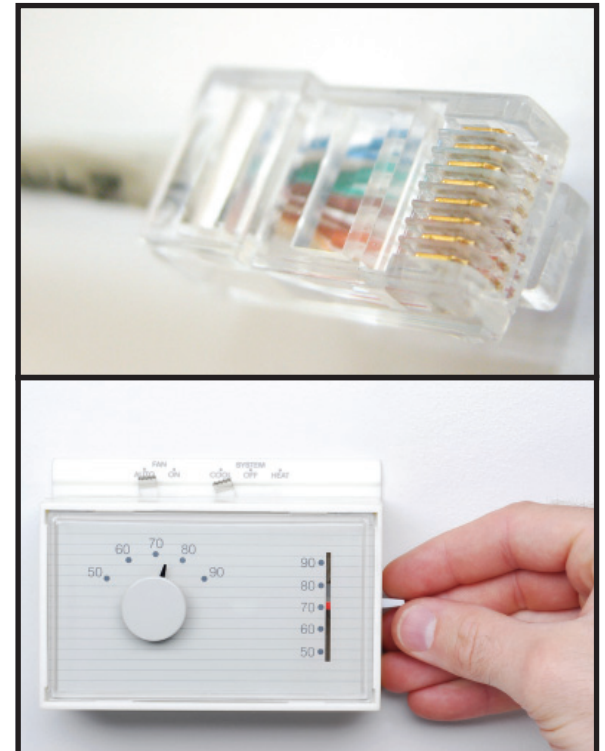


*Consumer protection
is our mission*

Office of Consumer Counsel Department of Regulatory Agencies

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The Colorado Office of Consumer Counsel



Dora
Department of Regulatory Agencies

The Office of Consumer Counsel

Mission Statement

The Colorado Office of Consumer Counsel (OCC), a division within the Department of Regulatory Agencies (DORA), represents residential, small business and agricultural utility consumers as a class in electric, natural gas and telephone proceedings before the Public Utilities Commission (PUC). Led by the Consumer Counsel, the OCC promotes affordable, high quality and reliable service. The office does not regulate—we advise and advocate on behalf of consumers. Consumer protection is the mission of the OCC and DORA.

About the Consumer Counsel

Bill Levis became Consumer Counsel in March 2009. He spent nearly 20 years at MCI where he was director of public policy and appeared before public utilities commissions in 20 states. Levis also was an Assistant Attorney General in Colorado where he represented many state agencies including DORA. Prior to that, he was the Regional Attorney for the Rocky Mountain Office of the U. S. Commission of Civil Rights.



The Utility Consumers' Board

The Utility Consumers' Board is composed of 11 members who are appointed by the Governor. They give the OCC policy guidance and evaluate the performance of the office and the Consumer Counsel. Visit our website to see the list of our current members at: www.dora.state.co.us/occ.



What do we do?

The State Legislature created the OCC in 1984. Most of the agency's work is done in proceedings before the PUC that cover aspects of a regulated utility's business from its rates to its disconnection policies. The PUC hears evidence from the utility, the OCC, industrial or commercial customers, the PUC staff, and other parties. When the OCC prepares its case as the advocate for consumers, our staff examines the technical evidence and policy arguments filed by the utility, provides expert witness testimony, cross-examines other witnesses, and makes legal arguments to support the OCC's recommendation. The PUC balances the interest of all sides and makes a decision based on the evidence. To ensure that the rights of utility consumers are protected, the OCC can appeal an unfavorable PUC decision to the Colorado courts.



Have an individual complaint regarding your bill?

Based on our name, many consumers believe they can file their individual complaints against utilities with the OCC. However, that is not the case. The OCC is statutorily not permitted to represent individual consumers before the Public Utilities Commission. Several agencies in the state and federal governments do handle individual complaints.



For specific complaints concerning telecommunications and energy utilities, contact the Colorado Public Utilities Commission at (303) 894-2070 or email: puc@dora.state.co.us.

For other consumer complaints, contact the Colorado Attorney General's office at (303) 866-5189 or email at: stop.fraud@state.co.us.

For cable issues, contact the Federal Communications Commission at 1-888-CALL FCC (1-888-225-5322) or email at: fccinfo@fcc.gov.

For telemarketing, Internet and other general consumer complaints, contact the Federal Trade Commission at 1-877-FTC-HELP (1-877-382-4357) or visit the website at: <https://www.ftccomplaintassistant.gov/>.