

REQUEST FOR PROPOSALS

ADDENDUM # 1

RFP ISSUED: 12/4/09

RFP NUMBER: 2010-03

The State of Ohio, through the **Ohio Consumers' Counsel**, is requesting proposals for:

Title of RFP: **Evaluation of Ohio Senate Bill 162 and Ohio House Bill 276**

Reason for Addendum: **Extended Deadline for submitting proposals to RFP from 12-11-2009 5:00 PM to 12-15-2009 5:00 PM**

Proposal Due Date: **12-15-2009 5:00 PM**

Opening Location:

10 W. Broad Street, Suite 1800 Columbus Ohio 43215

Email: Robin Tedrick @ tedrick@occ.state.oh.us

REQUEST FOR PROPOSAL

Issued by
Office of the Ohio Consumers' Counsel
10 West Broad Street, Suite 1800
Columbus, Ohio 43215

Evaluation of Ohio Senate Bill 162 and Ohio House Bill 276

**RFP Number FY 2010-03
Issued December 4, 2009**

**REQUEST FOR PROPOSAL
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PART ONE: EXECUTIVE SUMMARY

Purpose. This is a Request for Proposal (“RFP”) issued by the Office of the Ohio Consumers’ Counsel (“OCC”) to solicit proposals from Independent Contractors to provide assistance to the OCC in addressing two telephone deregulation bills; Senate Bill 162 (SB 162) and House Bill 276 (HB 276). OCC believes that Ohioans deserve fair, competitive and reasonably priced local telephone service. The OCC is concerned about the legislation being considered by the Ohio Senate and Ohio House of Representatives because it eliminates necessary consumer protections, allows telephone companies to raise rates for basic service without review and does not include any benefits for residential consumers. As a result of these concerns, OCC is seeking assistance from a consultant to provide an economic study that shows whether deregulation of telephone service leads to economic development such as more jobs and increased investment.

Background. The OCC plays an integral part in Ohio's government and economy by fulfilling its role as the advocate agency for residential utility consumers. Established in 1976, the OCC participates in major rate, fuel, rule-making and federal cases affecting the utility service of Ohio’s residential consumers.

The law governing the agency's activities is contained in Chapter 4911 of the Ohio Revised Code.

The Consumers' Counsel is appointed by and remains responsible to a nine-member Governing Board. The representative role of the Governing Board can be viewed as incorporating three broad functions: accountability to the Public, the General Assembly and the Attorney General; policy-making in directing the Consumers' Counsel; and oversight of the Consumers' Counsel Office.

The Consumers' Counsel appoints and administers a staff to carry out her legislative mandates. The office works to protect the interests of residential utility consumers, which is accomplished by formal case interventions, informal negotiation and dispute resolution, complaint and inquiry handling, educational efforts and analytical and legal assistance to legislators and others on public utility issues.

PART TWO: GENERAL INSTRUCTIONS

Calendar of Events. The schedule for this RFP and the work is given below. The OCC reserves the right to change this schedule as needed.

Firm Dates

RFP Issued: **December 4, 2009**
Proposal Due Date/Time: **December 15, 2009 @ 5:00p.m.**

Estimated Dates

Contract Award: **December 18, 2009**
Work Begins: If Controlling Board approval needed **January 11, 2010**
If Controlling Board approval is not needed **December 18, 2009**
Work Ends: January 31, 2010

If the contractor awarded a contract under this RFP has total contracts or anticipated expenditures during the current state fiscal year totaling \$50,000 or more, the OCC will seek approval from the State of Ohio Controlling Board for the use of funds for the contract under this RFP. The timing of that approval is dependent on the dates for submission to the Board and the scheduled meeting of the Board. The “work begins” dates above reflect OCC’s current estimate of the timing of that approval process.

Contacts. The following individual will represent the OCC as the primary contact for matters relating to the non-technical aspects of the RFP and during the contract negotiation/award process and subsequent invoicing.

Robin Tedrick

Records Retention Coordinator

Office of the Ohio Consumers’ Counsel
10 W. Broad Street, Suite 1800
Columbus, Ohio 43215
614-466-9591
E-mail: tedrick@occ.state.oh.us

The following individuals will represent the OCC as the primary contact for matters relating to technical aspects of the RFP and throughout the performance of the work upon the awarding of the contract.

Kathy Hagans

Principal Regulatory Analyst

Office of the Ohio Consumers’ Counsel
10 W. Broad Street, Suite 1800
Columbus, Ohio 43215
614-466-9583
E-mail: hagans@occ.state.oh.us

Proposal Submission. Proposals are to be mailed or delivered to: Robin Tedrick, Office of the Ohio Consumers’ Counsel, 10 W. Broad Street, Suite 1800, Columbus, Ohio 43215-3485. Proposals may also be faxed to (614) 466-9475 or submitted via e-mail to tedrick@occ.state.oh.us. The deadline to submit proposals for this RFP is ***5:00 p.m. on December 11, 2009.***

The OCC may reject any proposals or unsolicited proposal amendments that are received after the deadline regardless of the cause for the delay. A prospective contractor that mails its proposal must allow for adequate mailing time to ensure its timely receipt.

Each prospective contractor must carefully review the requirements of this RFP and the contents of its proposal. All prospective contractors are on notice that the OCC will not be liable for any costs incurred by any prospective contractor in responding to this RFP, regardless of whether the OCC awards the contract through this process, decides not to go forward with the work, cancels this RFP for any reason, or contracts for the work through some other process or by issuing another RFP.

By submitting a proposal, the prospective contractor acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The prospective contractor also agrees that the contract will be the complete and exclusive statement of the agreement between the OCC and the contractor and will supersede all communications between the parties regarding the contract's subject matter.

The OCC may reject any proposal if the prospective contractor takes exception to the terms and conditions of this RFP, fails to comply with the procedure for participating in the RFP process, or the prospective contractor's proposal fails to meet any requirement of this RFP. The OCC may reject any proposal that is not in the best interest of the OCC to accept. Further, the OCC may decide not to do business with any of the prospective contractors responding to this RFP.

All proposals and other material submitted will become the property of the OCC and may be returned only at the option of the OCC. Proprietary information should not be included in a proposal or supporting materials because the OCC will have the right to use any materials or ideas submitted in any proposal without compensation to the prospective contractor.

The OCC will retain all proposals as part of the contract file according to the OCC's Record Retention Schedule. Following the retention period, the OCC will destroy any existing paper or electronic copies.

Waiver of Defects. The OCC has the right to waive any defects in any proposal or in the submission process followed by a prospective contractor. However, the OCC will only do so if it is in the best interest of the OCC and will not cause any material unfairness to other prospective contractors.

Amendments to Proposals. Amendments or withdrawals of proposals will be allowed if the amendment or withdrawal is received before the proposal due date. No amendment or withdrawals will be permitted after the due date, except as expressly authorized by the OCC.

Amendments to the RFP. If the OCC decides to revise this RFP, amendments will be made available to all prospective contractors. When the OCC makes amendments to the RFP after proposals have been submitted, the OCC will permit prospective contractors to withdraw or modify their proposals.

Contract. If this RFP results in a contract award, the contract will include by reference this RFP, written amendments to this RFP, the prospective contractor's proposal, and written, authorized amendments to the Contractor's proposal. It will also include any purchase orders and change orders issued under the Contract.

In addition, the prospective contractor will agree to abide by all laws, rules and directives of the State of Ohio, as they pertain to vendors doing business with the State of Ohio.

PART THREE: SCOPE OF WORK AND DELIVERABLES

Scope of Work. This section describes the scope of work and what the selected contractor must deliver as part of the completed work (the “Deliverables”) to meet the terms and conditions of a subsequent contract.

The OCC is interested in contracting for consulting services to provide an economic study and analysis to determine whether there is a correlation between the deregulation of telephone service and an increase in economic development, resulting in an increased number of jobs and increased investment.

Pending before the Ohio Legislature are companion bills, SB 162 and HB 276, which would further deregulate the incumbent local telephone companies (ILECs). The bills would allow a monthly increase of \$1.25 per month for basic local service and allow for continued annual increases; reduce the telephone service quality standards currently in place; make changes to the Lifeline programs offered by ILECs; and reduce other regulations that apply to ILECs.

The proponents of this proposed legislation claim that if these bills are passed, economic development and increased investment will occur in Ohio. The proponents point to deregulatory changes in other states and claim that in order to compete for investment with these other states, Ohio must follow the same deregulatory path.

In addition to performing the economic study and analysis, the selected contractor may be expected to make a presentation and/or testimony of the study before the Ohio legislature, if requested. This could include formally testifying on the results of the study and analysis.

Work Requirements and Deliverables. The Independent Contractor shall undertake the following work and activities, as requested and approved by OCC, for the identification, analysis and reporting of all issues and questions raised by SB 162 and HB 276.

The analysis and report must address the following:

- Deliverable I** What are the marginal impacts of telephone deregulation on economic development and investment that may result if this legislation is enacted?
- Deliverable II** What is the contribution of telephone deregulation on the overall economy of other states which have deregulated telephone service?
- Deliverable III** What is the impact of telephone deregulation on telephone competition with regard to prices and product offerings?
- Deliverable IV** Presentation and/or testimony to the Ohio Legislature.

The following are some of the issues that OCC has identified with regard to the pending legislation and that should be taken into consideration when addressing the deliverables,

1. Increases of basic local service at \$1.25 per month which can be increased annually by all Ohio local telephone companies without review by the Public Utilities Commission of Ohio;

2. Telephone companies' imposition of a surcharge to non-Lifeline customers for a portion of the Lifeline discount provided to low-income customers.
3. Weakening or removal of consumer protections in important areas such as customer credits, billing, deposits and reconnection standards.
4. Reduced low-income consumer benefits by limiting Lifeline program enrollment and educational efforts about the program.
5. Lower telephone service quality standards by allowing telephone companies to take 72 hours (three days) to restore outages, and five days to reconnect disconnected lines.
6. No provision of commitments for broadband access to all Ohioans.
7. Failure to maintain consumer protections for bundled telecommunication services.

Attached is an OCC communication titled; "What you need to know: Local telephone service deregulation Senate Bill 162 and House Bill 276". This information may prove helpful in understanding OCC's stance on this legislation.

PART FOUR: PROPOSAL REQUIREMENTS

Proposal Format. Each proposal must include sufficient data to allow the OCC to verify the total cost for the work and all of the prospective contractor's claims of meeting the RFP's requirements. These instructions describe the required format for a responsive proposal. The prospective contractor may include any additional information it believes is relevant.

- 1. Contractor Profile.** Each proposal must include a general profile of the prospective contractor's relevant experience working on projects similar to this work. In the **Contractor Profile**, or in **Personnel Profile Summaries** (see below), details on prior and current similar and/or relevant work projects should be provided, including the scope of such work, clients, utility names and case numbers. While detail is generally preferred on a contractor's most recent work, contractors are encouraged to provide detail on all relevant work in Ohio.

The profile must also include the prospective contractor's legal name, address, and telephone number; home office location; date established; ownership (such as public firm, partnership, or subsidiary); firm leadership (such as corporate officers or partners); total number of employees nationwide and in Ohio; the percentage of women employees nationwide and in Ohio; the percentage of minorities nationwide and in Ohio; number of employees to be engaged in tasks directly related to the work; and any other background information the prospective contractor believes would be useful during the proposal evaluation process. For any subcontractors included in your proposal, indicate whether they operate as an individual, partnership or corporation; if as a corporation, include the state in which they are incorporated. State whether they are licensed to operate in the State of Ohio. State the same employee information as noted above for the primary contractor.

- 2. Work Plan.** The prospective contractor must fully describe its approach, methods, and specific work steps for doing the work and producing the **Work Requirements and Deliverables** set forth in Part Three of this RFP. The OCC encourages responses that demonstrate a thorough understanding of the nature of the work and what the Contractor must do to get the work done well. The prospective contractor must also provide a complete and detailed description of the way it will do the work that addresses the areas of concern identified below. The OCC seeks insightful responses that describe proven, state-of-the-art methods. Recommended solutions should demonstrate the prospective contractor's ability to quickly undertake and successfully complete the required tasks.

In describing its work plan the prospective contractor should provide detail sufficient to demonstrate its understanding of (1) The telecommunications industry, (2) Current issues pertaining to the telecommunications industry, (3) OCC's position on relevant issues.

The prospective contractor's work plan must clearly and specifically identify key personnel assignments and the number of hours by individual for each of the Work Requirements and Deliverables set forth in Part Three of this RFP.

3. **Personnel Profile Summaries.** Each prospective contractor must identify a project team that demonstrates a thorough understanding of the project and possesses the education and experience to support the successful completion of the project. Each proposal must include a profile and/or resume for each key member of the proposed work team to demonstrate the competency of the project team personnel and include the following information:
- **Team Member Names**
 - **Experience and Qualifications.** For each team member identify experience and qualifications relevant to this project, including presentations and/or testimonies previously presented. Identify which team members are expected to prepare presentation and/or testimony.
 - **Dates of Employment.** The length of time the team member performed relevant work requiring the necessary technical expertise.
 - **Project Experience.** The work of the team member on projects of similar or greater size and scope, including projects in Ohio and/or for the OCC.
4. **References.** The prospective contractor must include three references for which the prospective contractor has successfully provided services on projects that were similar in their nature, size, and scope of work. These references must relate to work that was completed within the past five (5) years.

Note: Each reference must be willing to discuss the prospective contractor's performance with an OCC representative.

5. **Cost Summary.** Each prospective contractor must provide a cost summary table showing: (1) project team members, (2) estimated hours, (3) hourly rates and (4) total estimated project costs for each of the Work Requirements and Deliverables set forth in Part Three of this RFP.
- a) Executive order 2009-07S, Implementing Additional Spending Control Strategies. The State of Ohio's executive order states in part "...in this time when the state is struggling to maintain services critical to the health, safety and welfare of Ohio's citizens, the willingness of a vendor to negotiate a 15% or greater reduction in a contract's financial term, while maintaining substantial equivalency of other terms, will be considered..."
- A fifteen percent reduction in an Independent Contractor's cost proposal, from their normal rates, will be looked at favorably.
- b) The OCC requires the inclusion of ALL expenses associated with this project within the hourly rates and hours used to determine the costs for the deliverables, thereby eliminating the need for expense billings. Items to be taken into consideration in determining the cost of each deliverable should include supplies and materials, transportation and per diems, copying and overnight mail charges, etc. The successful bidder will be responsible for

direct payment to vendors for any requirements for overnight mail (including OCC to Contractor) and any "on-site" photocopying charges.

c) Contractor may invoice only for actual work performed and documented.

6. **Subcontractors.** Acceptance by the Consumers' Counsel of a primary bidder's proposal does not necessarily require the Consumers' Counsel to accept the subcontractor(s) proposal proposed by the bidder. The Consumers' Counsel reserves the right to evaluate the qualifications of all subcontractors proposed by the primary bidder.

7. All firms submitting proposals on projects, with 15 or more employees, who have less than 15% minorities in their employ, will be asked to subcontract with a Minority Business Enterprise/Encouraging Diversity Growth & Equity ("MBE/EDGE") provider for not less than 20% of the contract award. Refer to the following website for information on the MBE/EDGE program www.das.ohio.gov/Eod/Edge/Index.htm.

8. The OCC will not be liable for any costs the prospective contractor does not identify in its proposal.

9. Submit a list of all Ohio public utilities for which you or your staff performed work in a professional capacity during the past three years.

10. Submit an original W9 form along with your response to this RFP so that, if a contract is awarded, the OCC can process any invoices submitted by your company. The Internet link to the form is: <http://www.irs.gov/pub/irs-pdf/fw9.pdf>. The form must be signed and dated.

11. Submit a statement as part of your response to this RFP, affirming that you or members of your staff do not currently owe any money to the state of Ohio or have an unresolved finding for recovery from the Auditor of State.

12. **Declaration of Material Assistance/Non-Assistance**

If you will receive or have received in the aggregate an amount greater than \$100,000 from the state of Ohio, you must complete a certification. You can complete the pre-certification process electronically by going to <http://www.obg.ohio.gov>.

13. **Campaign Contribution**

House Bill 694 requires that every contract for goods or services of more than \$500 must contain a certification signed by the contract recipient certifying that the recipient is in compliance with Ohio Revised Code 3517.13. If awarded a contract, contractor will certify the following:

"Contractor hereby certifies that all applicable parties listed in Division (I) (3) or (J) (3) of Ohio Revised Code Section 3517.13 are in full compliance with Divisions (I) (1) and (J) (1) of Ohio Revised Code Section 3517.13."

14. **Sweatshop Free**

By the signature affixed to this RFP, Independent Contractor certifies that all facilities used for the production of the supplies or performance of services offered in the bid/RFP are in compliance with applicable domestic labor, employment, health and safety, environmental and building laws. This certification applies to any and all suppliers and/or subcontractors used by the Independent Contractor in furnishing the supplies or services described in the bid/RFP and

awarded to the Independent Contractor. If DAS receives a complaint alleging non-compliance with sweatshop free requirements, DAS may enlist the services of an independent monitor to investigate allegations of such non-compliance on the part of the Contractor, and sub-contractors or suppliers used by the Independent Contractor in performance on the Contract. If allegations are proven to be accurate, the Contractor will be advised by DAS of the next course of action to resolve the complaint and the Contractor will be responsible for any costs associated with the investigation. Items that will be considered in an investigation include, but are not limited to, standards for wages, Occupational safety and work hours.

For more information please refer to <http://www.obm.ohio.gov>.

PART FIVE: EVALUATION OF PROPOSALS

Evaluation of Proposals. Generally, the evaluation process may consist of up to four distinct phases:

1. The Initial Review of all proposals for defects
2. The Evaluation of the proposals by the Evaluation Committee
3. Request for More Information (Interviews, Presentations, and Demonstrations)
4. Negotiations

It is within the purview of the OCC Evaluation Committee ("Committee") to decide whether phases three and four are necessary.

Rejection of Proposals. The OCC may reject any proposal that is not in the required format, does not address all the requirements of this RFP, or that the OCC believes is excessive in price or otherwise not in the best interest of the OCC to consider or to accept. In addition, the OCC may cancel this RFP, reject all the proposals, and seek to do the work through a new RFP or other means.

Clarifications: During the evaluation process, clarifications may be requested from any prospective contractor under active consideration and the clarification may give any prospective contractor the opportunity to correct defects in its proposal. This may be done in cases where doing so would not result in an unfair advantage for the prospective contractor and the clarification is in the best interest of the OCC.

1. **Initial Review:** The proposals will be reviewed for their timeliness, format, and completeness. Any incomplete or incorrectly formatted proposals may be rejected. Likewise, any defects may be waived or a prospective contractor may be allowed to submit a correction.

If a late proposal is received, it will not be opened.

All timely, complete, and properly formatted proposals will be forwarded to the Evaluation Committee.

2. **Committee Evaluation of the Proposals:** The Committee will evaluate each proposal forwarded to it. The Committee may also have the proposals or portions of them reviewed and evaluated by independent third parties or other OCC personnel with technical or professional experience that relates to the work or to the criteria used in the evaluation process. The Committee may adopt or reject any recommendations it receives from such reviews and evaluations. At any time during this phase, the Committee may ask a prospective contractor to correct, revise, or clarify any portions of its proposal.

Contract Award. The OCC plans to tentatively award the Contract for the work on December 18, 2009. The OCC reserves the right to change the contract award date if it becomes necessary. The contract will be awarded to the contractor that demonstrates a clear understanding of OCC's expectations; can complete the scope of work and deliverables within the designated timeframe, and at the lowest or competitive cost.



What you need to know: Local telephone service deregulation Senate Bill 162 and House Bill 276

Ohioans deserve fair, competitive and reasonably priced local telephone service. The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, is concerned about legislation being considered by the Ohio Senate (Senate Bill 162) and Ohio House of Representatives (House Bill 276) because it eliminates necessary consumer protections, allows telephone companies to raise rates for basic service and does not include any significant benefits for residential consumers.

Impacts of legislation

Senate Bill 162 and House Bill 276 would:

- **Allow annual price increases for all Ohio local telephone companies.** The proposed legislation would allow telephone companies to increase basic rates by \$1.25 annually without a showing to the Public Utilities Commission of Ohio (PUCO) that there is either competition for their services or that they need extra revenue from consumers. Higher rates with no alternatives for basic service may result. The annual price increases would impact customers with stand-alone basic local service, including low-income customers participating in the Lifeline program who are currently protected from such rate increases.
- **Weaken consumer protections.** The PUCO current Minimum Telephone Service Standards (MTSS) – a set of rules and consumer protections – would disappear and be replaced with weaker laws which all telephone companies would follow.

Service quality: The period of time telephone companies have to restore an out-of-service telephone line would increase from 24 hours to three days. This could lead to deterioration in service quality.

Customer credits: The PUCO's authority to order automatic credits for consumers when telephone companies do not comply with certain standards would be eliminated. For example, customers left without telephone service for several days would

not receive the automatic credit for one month of service they are entitled to under current PUCO rules. To attempt to receive a credit, consumers would have to go through the formal PUCO complaint process, including showing up in Columbus for an evidentiary hearing.

Billing: Adequate time would no longer be required between the billing of customers and their payment due date. The legislation would allow a telephone company to disconnect service within 14 days of sending a bill.

Deposits: Currently, a local telephone company may require a deposit. Under the legislation, the maximum amount customers would pay for a deposit would increase from 230 percent to 300 percent of the monthly charges. The deposit requirement for electric and natural gas customers is 130 percent of the average monthly bill. For example, if telephone service is estimated to cost a customer \$40 per month, a deposit of up to \$92 may currently be collected, but a deposit of up to \$120 could be collected under the legislation.

Reconnection: Currently, residential customers disconnected for nonpayment are reconnected within one day of making payment in full or making payment arrangements. The legislation would allow telephone companies to take five days to reconnect customers paying in full. Where payment arrangements have been made, there would be no requirement as to when reconnection would have to occur.

- **Fail to provide basic protections to customers with bundled packages.** Customers who receive a bundle or package of telecommunication services do not receive in the legislation the minimal safeguards described above. For example, there is no time requirement for telephone companies to install bundles, restore outages or reconnect a customer who has been disconnected for non-payment. There also is no limit on the deposit the telephone company could

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charge to initiate telephone services. The only protection for bundled customers is the forbidding of "unfair or deceptive" practices.

- **Weaken the Lifeline discount program and shifts costs to consumers.** The Lifeline programs for the large local telephone companies in Ohio could be scaled back if the legislation is adopted. Eligibility based on participation in certain low-income assistance programs would be eliminated and marketing efforts would be severely reduced. In addition, non-Lifeline customers would likely be charged directly through a surcharge for a portion of the Lifeline discount.
- **Fail to provide broadband access to all Ohioans.** The legislation includes no commitment for telephone companies to invest in broadband facilities in exchange for increased regulatory freedom. Expanding consumers' access to broadband, especially in rural areas, is important for economic development, job creation and providing customers with all the opportunities that accompany broadband availability (for example, the ability to receive telephone service over a high-speed connection).

OCC position

To protect Ohio's residential consumers from unnecessary increases in telephone rates and poor customer service from telephone companies, Senate Bill 162 and House Bill 276 should be rejected. The OCC is working with legislators to address its concerns.

What consumers can do

The OCC urges consumers to contact their legislators immediately and let them know the importance of keeping telephone consumer protections. A personalized telephone call, e-mail or letter will communicate how the legislation would affect residential consumers.

Call 1-800-282-0253 to find out who your legislators are or visit www.ohiosenate.gov/ and www.house.state.oh.us/.

Consumers can mail a letter to their state senator's attention by using this address:

The Honorable (fill in the name of your senator)
Statehouse, Senate Building
Columbus, OH 43215

Consumers can mail a letter to their state representative's attention by using this address:

The Honorable (fill in the name of your representative)
77 South High Street
Columbus, OH 43215-6111

The following groups are united in opposition to Senate Bill 162 and House Bill 276:

- Office of the Ohio Consumers' Counsel
- AARP Ohio
- Advocates for Basic Legal Equality
- Appalachian Peace and Justice Network
- Citizens Coalition
- Coalition on Homelessness and Housing in Ohio
- Columbus NAACP
- Communities United For Action
- Concerned Citizens Against Homelessness
- Empowerment Center of Greater Cleveland
- NAACP Marion Ohio Unit
- Neighborhood Housing Services of Toledo, Inc.
- Ohio Association of Community Action Agencies
- Ohio Farmers Union
- Ohio Poverty Law Center
- ONYX (Organized Neighbors Yielding eXcellence)
- Ottawa County Transitional Housing
- Pro Seniors Inc.
- Toledo Branch NAACP
- Urban Appalachian Council
- Ohio Association of Senior Centers, Inc.

For additional information from the Office of the Ohio Consumers' Counsel:

Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574
Write: 10 West Broad Street, 18th Floor, Columbus, Ohio 43215-3485
E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org

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