

**BARBARA R. ALEXANDER**  
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**Recent Clients:**

AARP (Oklahoma, New York, Montana, Maine, New Jersey, California, Vermont, District of Columbia, Maryland, Ohio, Delaware, Virginia, Mississippi, Idaho, Connecticut)  
Pennsylvania Office of Consumer Advocate  
Washington Public Counsel (Attorney General)  
The Energy Project (Washington)  
Delaware Division of Public Advocate  
Maryland Office of People's Counsel  
Citizens' Utility Board (Illinois)  
The Utility Reform Network (TURN) (California)  
Oak Ridge National Laboratory, Department of Energy  
COPE No. 378 (British Columbia, Canada)  
The Public Utility Project of New York  
Massachusetts Ratepayer Advocate (Attorney General)

**Areas of Expertise:**

- Default Service, Consumer Protection, Service Quality, and Universal Service policies and programs associated with the move to competition in the electric, natural gas, and telecommunications industries;
- Consumer Protection and Service Quality policies and programs associated with the regulation of competitive energy and telecommunications providers;
- The regulatory policies associated with the regulation of Credit, Collection, Consumer Protection, Low Income, and Service Quality programs and policies for public utilities;
- Rate design and pricing policies applicable to residential customers; and
- Advanced Metering Infrastructure costs and benefits and associated time-based pricing proposals.

## Prior Employment

### DIRECTOR

1986-96

*Consumer Assistance Division  
Maine Public Utilities Commission*

*Augusta, Maine*

One of five division directors appointed by a three-member regulatory commission and part of commission management team. Direct supervision of 10 employees, oversight of public utility consumer complaint function, appearance as an expert witness on customer services, consumer protection, service quality and low income policy issues before the PUC. Chair, NARUC Staff Subcommittee on Consumer Affairs.

### SUPERINTENDENT

1979-83

*Bureau of Consumer Credit Protection  
Department of Professional and Financial Regulation*

*Augusta, Maine*

Director of an independent regulatory agency charged with the implementation of Maine Consumer Credit Code and Truth in Lending Act. Investigations and audits of financial institutions and retail creditors, enforcement activities, testimony before Maine Legislature and U.S. Congress.

## Education

### JURIS DOCTOR

1973-76

*University of Maine School of Law*

*Portland, Maine*

Admitted to the Bar of the State of Maine, September 1976. Currently registered as “inactive.”

B.A. (WITH DISTINCTION) IN POLITICAL SCIENCE  
*University of Michigan*

1964-68

*Ann Arbor, Michigan*

## Publications and Testimony

“How to Construct a Service Quality Index in Performance-Based Ratemaking”, The Electricity Journal, April, 1996

“The Consumer Protection Agenda in the Electric Restructuring Debate”, William A. Spratley & Associates, May, 1996

Direct Testimony on behalf of the Telecommunications Workers Union, Telecom Public Notice 96-8, Price Cap Regulation and Related Issues, Canadian Radio-Television and Telecommunications Commission, September, 1996. [Analysis of and recommendations concerning the need to regulate service quality in move to price cap regulation]

Direct Testimony on behalf of Public Counsel Section, Office of Attorney General, Docket No. UE-960195, Application by Puget Sound Power and Light Co. And Washington Natural Gas Co. For Approval of Merger), Washington Utilities and Transportation Commission, September, 1996 [Need for and design of a Service Quality Index for both electric and gas business units as part of a multi-year rate plan]

Consumer Protection Proposals for Retail Electric Competition: Model Legislation and Regulations”, Regulatory Assistance Project, Gardiner, ME, October, 1996

Direct and Rebuttal Testimony on behalf of the Citizens Utility Board (IL), Docket 96-0178, Illinois Commerce Commission, CUB v. Illinois Bell Telephone Co., January 22, 1997; July, 1997. [Analysis of recent service quality performance and recommendations for changes in current service quality performance plan]

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate, Restructuring Proceedings before the Pennsylvania PUC: PECO Energy; Pennsylvania Power and Light Co.; GPU Energy; Duquesne Light Co.; West Penn Power Co., UGI-Electric, Pennsylvania Power Co., Pike County Light and Power Co. (1997 and 1998). [Specific consumer protection, consumer education and supplier-utility-customer interactions necessary for move to electric restructuring]

“The Transition to Local Telecommunications Competition: A New Challenge for Consumer Protection”, Public Counsel Section, Washington Attorney General, October, 1997. [Reprinted in part in NRRI Quarterly Bulletin, Vol. 19, N0.1, Spring, 1998]

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate, Restructuring Proceedings before the New Jersey Board of Public Utilities: Public Service Electric and Gas, Jersey Central (GPU), Rockland Electric Co., Atlantic Electric Co., March-April, 1998. [Phase-in and customer enrollment, Code of Conduct, consumer protections associated with the provision of Provider of Last Resort service]

Oppenheim, Gerald (NCLC) and Alexander, Barbara, Model Electricity Consumer Protection Disclosures, A Report to the National Council on Competition and the Electric Industry, April 1998.

Direct and Reply Testimony on behalf of the Maryland Office of People’s Counsel, Investigation into Certain Unauthorized Practices (Slamming and Cramming), Case. No. 8776, before the Maryland Public Service Commission, 1998 and 1999.

Direct Testimony on behalf of the Maryland Office of People’s Counsel, Universal Service Issues, Case No. 8745, before the Maryland Public Service Commission, November 20, 1998.

“Cramming is the Last Straw: A Proposal to Prevent and Discourage the Use of the Local Telephone Bill to Commit Fraud,” NRRI Quarterly Bulletin, Fall, 1998.

Alexander, Barbara, Retail Electric Competition: A Blueprint for Consumer Protection, U.S. Department of Energy, Office of Energy and Renewable Energy, Washington, D.C., October, 1998.

Alexander, Barbara, “Consumer Protection Issues in Electric Restructuring for Colorado: A Report to the Colorado Electricity Advisory Panel,” on behalf of the Colorado Office of Consumer Counsel, February, 1999.

Testimony on Proposed Interim Rules (Consumer Protection, Customer Enrollment, Code of Conduct, Supplier Licensing) on behalf of the New Jersey Division of Ratepayer Advocate before the New Jersey BPU, May, 1999.

Direct Testimony on behalf of AARP, West Virginia PUC Investigation into Retail Electric Competition (consumer protection, universal service, Code of Conduct), June 15, 1999.

Direct and Surrebuttal Testimony on behalf of the Pennsylvania OCA, Natural Gas Restructuring proceedings (8 natural gas utilities): consumer protection; consumer education; code of conduct, before the Pennsylvania PUC, October, 1999-April, 2000.

Comments on Draft Rules addressing Slamming and Cramming (Docket No. RMU-99-7) on behalf of the Iowa Office of Consumer Advocate, before the Iowa Utilities Board, October 1999.

Alexander, Barbara, "Door to Door Sales of Competitive Energy Services," LEAP Letter, January-February, 2000 [Wm. A. Spratley & Associates, Columbus, OH]

Direct Testimony on behalf of the Maine Office of Public Advocate, Central Maine Power Company Alternative Regulation Plan [Docket 99-666] on service quality issues, before the Maine PUC, May, 2000.

Direct Testimony on behalf of AARP, Universal Service Programs and Funding of low-income programs for electric and natural gas service, before the New Jersey Board of Public Utilities, Docket No. EX000200091, July, 2000.

Comments (on behalf of NASUCA and AARP) on Uniform Business Practices Reports, May and September, 2000.

Direct Testimony on behalf of the Pennsylvania OCA, Verizon-Pennsylvania Structural Separation Plan on service quality, customer service and consumer protection issues [Docket No. M-00001353] before the Pennsylvania PUC, October, 2000.

Direct and Rebuttal Testimony on behalf of the Maine Office of Public Advocate, Verizon-Maine Alternative Form of Regulation on service quality issues [Docket No. 99-851] before the Maine PUC, January and February 2001.

Direct and Rebuttal Testimony on behalf of the Citizens Utility Board, Nicor Gas Customer Select Pilot Program, on consumer protection and regulation of competitive natural gas suppliers [Docket Nos. 00-0620 and 00-0621] before the Illinois Commerce Commission, December 2000 and February 2001.

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate on consumer protection and service quality issues associated with the pending merger between GPU Energy and FirstEnergy, before the Pennsylvania PUC, Docket Nos. A-110300F0095 and A-110400F.0040 (February and March, 2001)

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate on consumer protection, service quality, and universal service issues associated with the pending merger between GPU Energy and FirstEnergy, before the New Jersey Board of Public Utilities, Docket No. EM00110870 (April 2001).

Alexander, Barbara, "Default Service: What Should be Done when the Experiment Goes Awry?" (April 2001)

Responsive Testimony on behalf of the New Jersey Division of Ratepayer Advocate on service quality issues associated with a Plan for Alternative Regulation by Verizon-New Jersey, before the New Jersey Board of Public Utilities, Docket No. To01020095 (May 2001).

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate on service quality, consumer protection, and universal service issues associated with the pending merger between Conectiv and Pepco, before the New Jersey Board of Public Utilities, BPU Docket No. EM101050308 (September and November 2001).

Direct Testimony on behalf of the Public Interest Advocacy Centre (and others) on service quality regulation in the context

of price cap rate plans, before the Canadian Radio-Television and Telecommunications Commission, Docket No. CRTC 2001-37 (August 2001).

Alexander, Barbara, "Default Service: What Should be Done when the Experiment Goes Awry?" An Update to the April 2001 paper (October 2001).

Expert Witness Report, Sparks v. AT&T and Lucent Technologies, October 2001 [National class action lawsuit concerning the leasing of residential telephones]

Expert Witness Report, Brown v. Reliant Energy, November 2001 [Claim of negligence in death of elderly resident after disconnection of electric service]

Comments on behalf of the Pennsylvania Office of Consumer Advocate on consumer protection, disclosure, and education program Guidelines applicable to local exchange telephone competition, before the Pennsylvania PUC, January 2002.

Alexander, Barbara, "Default Service for Retail Electric Competition: Can Residential and Low-Income Customers be Protected When the Experiment Goes Awry?" (April 2002) Available at [www.ncat.org/liheap/pubs/barbadefault3.doc](http://www.ncat.org/liheap/pubs/barbadefault3.doc)

Comments on behalf of AARP before the California PUC on CARE (low income program) concerning Rapid Deployment, Rulemaking 01-08-027 (2001 and 2002).

Comments on behalf of Citizens Utility Board before the Illinois Commerce Commission on Proposed Rule to Allow the Use of Credit Scoring to Determine When a Deposit May be Required, ICC Docket No. 01-0644, June 24, 2002.

Comments on behalf of Consumer Groups before the Texas PUC on Rulemaking Proceeding to Amend Requirements for Provider of Last Resort Service, Docket No. 25360, June 28, 2002.

Direct Testimony on behalf of the New Jersey Division of Ratepayer Advocate before the Board of Public Utilities on Joint Petition of New Jersey-American Water Co. and Thames Water Aqua Holding for Approval of a Change in Control of New Jersey-American Water Co., Docket No. WM01120833, July 18, 2002.

Alexander, Barbara, Consumer Education Programs to Accompany the Move to Retail Electric Competition, prepared for the National Association of State Utility Consumer Advocates (NASUCA), July 2002. Available at [www.nasuca.org](http://www.nasuca.org)

Direct Testimony on behalf of New Jersey Division of Ratepayer Advocate before the Board of Public Utilities on Petition of NUI Utilities d/b/a Elizabethtown Gas Co. for Approval of Increased Base Tariff Rates and Charges for Gas Service, Docket No. GR02040245, September 6, 2002.

Alexander, Barbara, An Analysis of Residential Energy Markets in Georgia, Massachusetts, Ohio, New York, and Texas, prepared for the National Energy Affordability and Accessibility Project, National Center for Appropriate Technology, September 2002. Available at [www.ncat.org/neaap](http://www.ncat.org/neaap)

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC on Philadelphia Gas Works' Gas Restructuring Filing, Docket No. M-00021612, September 2002 and November 2002.

Direct Testimony on behalf of Consumer Groups before the Texas PUC on Notice and Request of Mutual Energy CPL and Mutual Energy WTU for Approval of Changes in Ownership and Affiliation, Docket No. 25957, October 15, 2002.

Comments on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Advanced Notice of Proposed Rulemaking for Revision of Chapter 54 Pertaining to Electric Generation Supplier Licensing, Docket No. L-00020158, March 5, 2003.

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of Ratepayer Advocate before the New Jersey BPU on Jersey Central Power & Light's base rate case proceeding (service quality and reliability of service), Docket No. ER02080506, ERT02080507, and ER02070417, December 2002 and February 2003.

Alexander, Barbara, "Managing Default Service To Provide Consumer Benefits In Restructured States: Avoiding Short-Term Price Volatility" (National Center for Appropriate Technology, June 2003). Available at: <http://neaap.ncat.org/experts/defservintro.htm>

Comments and Reply Comments on behalf of New Jersey AARP before the New Jersey Board of Public Utilities on Basic Generation Service, Docket No. EO03050394 (August and September 2003).

Direct and Surrebuttal Testimony on behalf of the New Jersey Division of the Ratepayer Advocate before the New Jersey BPU on rate case proceedings for New Jersey-American Water Co., Elizabethtown Water Co., and Mt. Holly Water Co. (service quality and low-income programs and policies), Dockets Nos. WR03070509-WR03070511 (December 2003).

Comments on behalf of the Texas Legal Services Center and other Consumer Groups before the Public Utility Commission of Texas, Proposed Revisions to Chapter 25, Substantive Rules Applicable to Electric Service Providers, Project No. 27084 (December 2003).

Alexander, Barbara, "Natural Gas Price Volatility: Regulatory Policies to Assure Affordable and Stable Gas Supply Prices for Residential Customers," (2004), available at <http://www.ncat.org/liheap/news/Feb04/gaspricevol.htm>

Alexander, Barbara, "Montana's Universal Systems Benefit Programs and Funding for Low Income Programs: Recommendations for Reform: A Report to AARP" (January 2004).

Comments and Reply Comments on behalf of the Colorado Office of Consumer Counsel before the Public Utilities Commission of Colorado, In the Matter of the Proposed Repeal and Reenactment of all Rules Regulating Gas Utilities (Docket No. 03R-520G) and Electric Utilities (Docket No. 03R-519E) (February and September 2004).

Direct, Rebuttal, and Supplemental Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of Duquesne Light Co. for Approval of Plan for Post-Transition Period POLR Services, Docket No. P-00032071 (February-April 2004).

Comments on behalf of AARP before the California PUC, Order Instituting Rulemaking on the Commission's Own Motion to Establish Consumer Rights and Consumer Protection Rules Applicable to All Telecommunications Utilities, R. 00-02-004 (March 2004).

Comments and Reply Comments on behalf of AARP before the Maine PUC, Inquiry into Standard Offer Supply Procurement for Residential and Small Commercial Customers, Docket No. 2004-147 (April 2004).

Comments on behalf of Wisconsin Citizens' Utility Board before the Wisconsin Public Service Commission's Gas Service Standards, Docket No. 1-AC-210 (July 2004).

Comments on behalf of the Colorado Office of Consumer Counsel before the Public Utilities Commission of Colorado, In the Matter of the Proposed Repeal and Reenactment of all Rules Regulating Telephone Utilities and Providers (Docket No. 03R-524T) (September 2004).

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Investigation if Metropolitan Edison Co., Pennsylvania Electric Co. and Pennsylvania Power Co. Reliability Performance, Docket no. I-00040102, [customer service and reliability performance] (June 2004).

Direct and Surrebuttal Testimony on behalf of the Vermont Department of Public Service before the Vermont Board of Public Utilities, Investigation into Successor Alternative Regulatory Plan for Verizon Vermont, Docket 6959 [Service

Quality] (November 2004 and March 2005).

Alexander, Barbara, "Vermont Energy Programs for Low-Income Electric And Gas Customers: Filling The Gap" (November 2004), Prepared for AARP Vermont.

Direct and Surrebuttal Testimony on behalf of Wisconsin Citizens' Utility Board before the Wisconsin Public Service Commission, Application of Wisconsin Power and Light Co. for Authority to Increase Retail Electric, Natural Gas and Ripon Water Rates, Docket No. 6680-UR-114 [customer service, credit and collection programs and expenses, low income programs, fixed bill program] (April 2005).

Comments on behalf of the Maine Office of Public Advocate before the Maine Public Utilities Commission, Inquiry into Revisions to Chapter 81, Residential Utility Service Standards for Credit and Collection Programs, and Chapter 86, Disconnection and Deposit Regulations for Nonresidential Utility Service, Docket No. 2005-005 (April and May 2005).

Direct and Rebuttal Testimony on behalf of AARP Montana before the Montana Public Service Commission, Northwestern Energy Electric Cost Tracker, Docket No. D2004.6.90 [Default Service cost recovery policies and integration with low income programs] (December 2004 and July 2005).

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utilities Commission, Joint Application of PECO Energy Co. and Public Service Electric and Gas Co. for Approval of the Merger of Public Service Enterprise Group, Inc. with and into Exelon Corporation, Docket No. A-110550F0160 [customer service, reliability of service, low income programs] (June 2005).

Direct Testimony on behalf of Illinois Citizens' Utility Board, City of Chicago, and Community Action for Fair Utility Practice, before the Illinois Commerce Commission, Petition to Initiate Rulemaking with Notice and Comment for Approval of Certain Amendments to Illinois Administrative Code Part 280 Concerning Deposit Requests and Deposit Refunds by Utilities, Docket No. 05-0237 (June 2005).

Direct Testimony on behalf of The Utility Reform Network (TURN) before the California Public Utilities Commission, Order Instituting Rulemaking on the Commission's Own Motion to Establish Consumer Rights and Consumer Protection Rules Applicable to All Telecommunications Utilities, Docket R-00-02-004 (August 2005).

Alexander, Barbara, Red Flags for Consumer Protection Policies Governing Essential Electric and Gas Utility Services: How to Avoid Adverse Impacts on Low-Income Consumers, prepared under contract with Oak Ridge National Laboratory Energy Division (October 2005).

Comments on behalf of Texas Office of Public Utility Counsel, Texas Legal Services Center, Texas Ratepayers' Organization to Save Energy and AARP Texas, before the Texas PUC, Evaluation of Default Service for Residential Customers and Review of Rules Relating to the Price to Beat and Provider of Last Resort, Project No. 31416 (March 2006) [Default service policies]

Rebuttal and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, In the Matter of the Petition of the Pennsylvania Power Co. for Approval of an Interim Provider of Last Resort Supply Plan, Docket No. P-00052188 [Default Service policies] (December 2005 and January 2006).

Direct and Rebuttal Testimony on behalf of the Maine Office of Public Advocate before the Maine PUC, Investigation into Verizon Maine's Alternative Form of Regulation, Docket No. 2005-155 [Retail Service Quality] (January and May 2006).

Alexander, Barbara, "State Developments Changing for Default/Standard Retail Electric Service," Natural Gas & Electricity, September 2006.

Direct and Rebuttal Testimony on behalf of the Government and Consumer Parties (CUB, Attorney General of Illinois) before the Illinois Commerce Commission, Petition to Initiate Rulemaking with Notice and Comment for Approval of

Certain Amendments to Illinois Administrative Code Part 280, Docket No. 06-0379 (May and September 2006).  
[Consumer Protection rules]

Direct Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, In Re Application of UGI Utilities, Inc., UGI Utilities Newco, Inc., and Southern Union Co., Docket Nos. A-120011F2000, A-125146, A-125146F5000 (June 2006). [Customer Service, Service Quality, and Universal Services]

Direct and Rebuttal Testimony on behalf of the Maryland Office of People's Counsel before the Maryland PSC, In The Competitive Selection of Electricity Supplier/Standard Offer or Default Service for Investor-Owned Utility Small Commercial Customers and, Delmarva Power and Light and Potomac Electric Power Residential Customers, Case No. 9064 (August and September 2006). [Default Service policies]

Direct and Rebuttal Testimony on behalf of the Maryland Office of People's Counsel before the Maryland PSC, In The Matter of the Optimal Structure of the Electric Industry of Maryland, Case No. 9063 (October and November 2006). [Default service policies]

Comments on behalf of AARP Maine before the Maine PUC on various dockets and notices concerning the implementation of Standard Offer Service for residential customers, Docket Nos. 2006-314, 2006-557, and 2006-411 (July-November 2006). [Default service policies]

Comments on behalf of AARP District of Columbia before the District of Columbia PSC, In the Matter of the Development and Designation of Standard Offer Service in the District of Columbia, Case No. 1017 (2006). [Default service policies]

Comments on behalf of AARP New Jersey before the New Jersey Board of Public Utilities, In the Matter of the Establishment of a Universal Service Fund Pursuant to Section 12 of the Electric Discount and Energy Competition Act of 1999, Docket No. EX00020091 (August 2006) [Recommendations for USF program changes]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Joint Application of Equitable Resources, Inc. and the People's Natural Gas Co., d/b/a Dominion Peoples, for Approval of the Transfer of All Stock Rights of the Latter to the Former and for the Approval of the Transfer of All Stock of Hope Gas, Inc., d/b/a/ Dominion Hope to Equitable Resources, Inc., Docket No. A-122250F5000 (September and October 2006). [Customer Service, Service Quality, and Universal Service issues]

Direct Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Pennsylvania PUC v. Natural Fuel Gas Distribution Corp., Docket No. R-00061493 (September 2006) [Supplier Purchase of Receivables Program]

Direct Testimony on behalf of AARP Montana before the Montana Public Service Commission, Joint Application of NorthWestern Energy and BBI to purchase NorthWestern Energy, Docket No. 2006.6.82 [December 2006] [Conditions for approval of merger; low income and customer service programs]

Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition by PPL Electric Utilities Corp. for Approval of a Competitive Bridge Plan, Docket No. P-00062227 (December 2006) [Default Service policies]

Direct and Rebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Application of Duquesne Light Company for a Certificate of Public Convenience Under Section 1102(a)(3) of the Public Utility Code Approving the Acquisition of Duquesne Light Holding, Inc. by Merger, Docket A-110150F0035 (December 2006 and January 2007) [Conditions for approval of merger; low income and customer service programs]

Testimony before the House Least Cost Power Procurement Committee, Illinois General Assembly, on HB 1510, on behalf of AARP [March 22, 2007]

Rebuttal and Surrebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of Duquesne Light Co. for Approval of Default Service Plan for January 1, 2008 to December 31, 2010, Docket No. P-00072247 [April 2007] [Default Service policies]

Comments and Reply Comments on behalf of AARP New Jersey before the Board of Public Utilities BGS Working Group concerning BGS procurement policies and proposed demand response program, (March-May 2007) [Default Service policies]

Comments on behalf of AARP New Jersey to the New Jersey BPU Staff on draft proposed USF regulations (May 2007) [Low income program design and implementation]

Alexander, Barbara, Smart Meters, Real Time Pricing, And Demand Response Programs: Implications For Low Income Electric Customers (May 2007)

Direct and Surrebuttal Testimony on behalf of Maine Office of Public Advocate before the Maine Public Utilities Commission, Re: Joint Application for Approvals Related to Verizon's Transfer of Property and Customer Relations to Company to be Merged with and into FairPoint Communications, Inc., Docket 2007-67 (July and September 2007) [Service Quality and Customer Service Conditions for Merger]

Testimony on behalf of AARP Montana before the Montana Public Service Commission, In the Matter of Montana Dakota Utilities Co., Public Service Commission Investigation and Direction on Electric and Natural Gas Universal System Benefits, Docket No. D2006.1.2 (July 30, 2007) [Design and funding for low income programs]

Direct and Surrebuttal Testimony on behalf of Maine Office of Public Advocate before the Maine Public Utilities Commission, Central Maine Power Co. Chapter 120 Information (Post ARP 2000) Transmission and Distribution Utility Revenue Requirement and Rate Design And Request for Alternative Rate Plan, Docket No. 2007-215 (August 30, 2007 and February 2008) [AMI deployment]

Direct and Reply Testimony on behalf of AARP Maryland before the Maryland Public Service Commission, In the Matter of the Commission's Investigation of Investor-Owned Electric Companies' Standard Offer Service for Residential and Small Commercial Customers in Maryland, Case No. 9117, Phase I and II (September 2007) [Default Service policies]

Testimony on behalf of AARP Maryland before the Maryland Public Service Commission, In the Matter of the Commission's Investigation of Advanced Metering Technical Standards, Demand Side Management Competitive Neutrality, and Recovery of Costs of Advanced Meters and Demand Side Management Programs, Case 9111 (November 2, 2007) [Default Service policies; AMI deployment]

Comments on behalf of AARP District of Columbia before the D.C. Public Service Commission, In the Matter of The Application Of Potomac Electric Power Co. For Authorization to Establish A Demand Side Management Surcharge and an Advanced Metering Infrastructure Surcharge And to Establish a DSM Collaborative and an AMI Advisory Group, Formal Case No. 1056 (August 10, September 10, November 13, 2007, April 2008) [Default Service policies; AMI deployment]

Comments on behalf of AARP District of Columbia before the D. C. Public Service Commission, Re: The Petition of the Office of the People's Counsel for the District of Columbia for an Investigation into the Structure of the Procurement Process for Standard Offer Service, Formal Case No. 1047 (November 2007) [Default Service policies]

Direct, Rebuttal and Surrebuttal testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of the West Penn Power Co. d/b/a Allegheny Power for Approval of its Retail Electric Default Service Program and Competitive Procurement Plan for Service at the Conclusion of the Restructuring Transition Period, Docket No. P-00072342 (February-March 2008) [Default service procurement policies]

Testimony on behalf of AARP before the Virginia Commission on Electric Utility Restructuring in the General Assembly on HB 1523 and SB 311 (January 2007) [Electric Utility Integrated Resource Planning]

Testimony on behalf of AARP before the Ohio House of Representatives on SB 221 (February 2008) [Default Service procurement policies for post-transition period]

Alexander, Barbara, The Federalization Of Energy Prices: How Policies Adopted By The Federal Energy Regulatory Commission Impact Electricity Prices For Residential Customers: A Plain Language Primer (March 2008)

Comments on behalf of AARP before the New Jersey Board of Public Utilities, In the Matter of the Universal Service Fund, Docket Nos. EO07110888 and EX00020091 (April 2008) [low income program; automatic enrollment]

Direct and Surrebuttal testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, PUC v. Columbia Gas of Pennsylvania, Inc., Docket No. R-2008-2011621 (May and June 2008) [rate case: retail gas competition and Purchase of Receivables program]

Direct Testimony on behalf of Public Counsel and the Energy Project before the Washington Utilities and Transportation Commission, WUTC v. Puget Sound Energy, Inc., Docket Nos. UE-072300 and UG-072301 (May 2008) [revisions to Service Quality Index; storm cost recovery; fixed customer charge; low income program funding]

Direct Testimony on behalf of Public Counsel and the Energy Project before the Washington Utilities and Transportation Commission, In the matter of the Application of Puget Holdings LLC and Puget Sound Energy for an Order Authorizing Transaction, Docket No. U-072375 (June 2008) [Conditions for Sale: customer service; low income programs]

Direct Testimony on behalf of Local 223, UWUA before the Michigan Public Service Commission, In the Matter of the application of Detroit Edison Co. for authority to increase its rates, Case No. U-15244 (July 2008) [Customer Service standards; Advanced Metering proposal]

Reply Testimony on behalf of AARP before the Mississippi Public Service Commission, Proceeding to Review Statewide Energy Generation Needs, Docket No. 2008-AD-158 (August 2008) [Integrated Resource Planning]

Comments on behalf of Local 223, UWUA before the Michigan Public Service Commission, In the matter, on the Commission's own Motion, to investigate the development of minimum functionality standards and criteria for advanced metering infrastructure (AMI), Case No. U-15620 {August 2008} [Advanced Metering policies and standards]

Direct and Rebuttal Testimony on behalf of Illinois Citizens Utility Board and AARP before the Illinois Commerce Commission, Citizens Utility Board, Citizens Action/Illinois and AARP vs. Illinois Energy Savings Corp. d/b/a U.S. Energy Savings Corp., Complaint pursuant to 220 ILCS 5/19-110 or 19-115, Docket 08-0175. (August and November 2008) [Investigation of marketing activities and licensing conditions of an alternative gas supplier]

Direct Testimony on behalf of Ohio Partners for Affordable Energy before the Public Utilities Commission of Ohio on filings by electric utilities pursuant to SB 221: Market Rate Option plan filed by FirstEnergy (Case No. 08-936-EL-SSO), Electric Security Plan filed by FirstEnergy (Case No. 08-935-EL-SSO), and Electric Security Plan filed by AEP Ohio (Case No.08-917-EL-SSO & Case No. 08-918-EL-SSO) (September-November 2008) [Default Service procurement policies; energy efficiency and smart meter proposals]

Reply, Surrebuttal, and Supplemental Testimony on behalf of Maryland Office of People's Counsel before the Maryland Public Service Commission, In the Matter of Appropriate Forms of Regulating Telephone Companies, Case No. 9133 (August and October 2008; July 2009) [service quality performance conditions for alternative rate regulation of Verizon-MD]

Comments on behalf of AARP before the Idaho Public Utilities Commission, In the Matter of the Application Of Idaho Power Co. for a Certificate of Public Convenience and Necessity to Install Advanced Metering Infrastructure ("AMI") Technology Throughout its Service Territory, Case No. IPC-E-08-16 (December 2008) [Smart Meter costs and benefits]

Direct and Surrebuttal Testimony on behalf of the Pennsylvania Office of Consumer Advocate before the Pennsylvania Public Utility Commission, Joint Application for the Authority and Necessary Certificates of Public Convenience to Transfer all of the Issued and Outstanding Shares of Capital Stock of the Peoples Natural Gas Co. d/b/a Dominion Peoples, Currently owned by Dominion Resources, Inc. to Peoples Hope Gas Companies LLC, an Indirect Subsidiary of Babcock & Brown Infrastructure Fund North America LP, and to Approve the Resulting Change in Control of the Peoples Natural Gas Co. d/b/a Dominion Peoples, Docket No. A-2008-2063737 (December 2008 and July 2009) [Proposed conditions relating to Service Quality and Universal Service programs]

Rebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of PPL Electric Utilities Corp. for Approval of a Default Service Program and Procurement Plan, Docket No. P-2008-2060309 (January 2009) [Retail Market Programs]

Rebuttal Testimony on behalf of Pennsylvania Office of Consumer Advocate before the Pennsylvania PUC, Petition of PECO Energy Co. for Approval of its Default Service Program and Rate Mitigation Plan, Docket No. P-2008-2062739 (January 2009) [Retail Market Programs]

Comments on behalf of AARP before the Mississippi Public Service Commission, In Re: Order Establishing Docket to Consider standards established by the Energy Independence and Security Act of 2007, Docket No. 2008-ad-477 (February 2009) [PURPA Policies; Integrated Resource Planning; Time-Based Pricing]

Co-Author of Comments on behalf of The Utility Reform Network (TURN) before the California Public Utilities Commission, Order Instituting Rulemaking to consider Smart Grid Technologies Pursuant to Federal Legislation and on the Commission's own Motion to Actively Guide Policy in California's Development of a Smart Grid System, Docket R. 08-12-009 (2009 and 2010) [Smart Grid policies]

Direct and Rebuttal Testimony on behalf of the Attorney General of the Commonwealth of Massachusetts before the Department of Public Utilities, Investigation by the Department of Public Utilities on its Own Motion into the Preparation and Response on Fitchburg Gas & Electric Co. d/b/a Unitil to the December 12, 2008 Winter Storm, D.P.U. 09-01-A (March and April 2009) [Investigation of storm restoration practices]

Testimony on behalf of UWUA Local 132 before the California Public Utilities Commission, Southern California Gas Co. Advanced Metering Infrastructure, Docket No. A.08-09-023 (April 2009) [Advanced metering deployment]

Direct and Rebuttal Testimony on behalf of the Delaware Public Service Commission Staff before the Delaware Public Service Commission, In the Matter of the Investigation into the Business and Marketing Practices of Horizon Power and Light, LLC, Docket No. 355-08 (April and June 2009) [Investigation into marketing and contract practices of licensed electricity supplier]

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## **Presentations and Training Programs:**

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- Presentation on “Regulatory-Market Arbitrage: From Rate Base to Market and Back Again,” before the Harvard Electricity Policy Group, Washington, D.C., March 2016.
- Presentation on Residential Rate Design and Demand Charges, NASUCA, November 2015.
- Alexander, Barbara, “Residential Demand Charges: A Consumer Perspective,” presentation for Harvard Electricity Policy Group, Washington, D.C., June 2015.
- Presentation on “Future Utility Models: A Consumer Perspective,” for Kleinman Center for Energy Policy, U. of Pennsylvania, August 2015.
- Presentation, EUCI Workshop on Demand Rates for Residential Customers, Denver, CO [May 2015]
- Presentation, Smart Grid Future, Brookings Institute, Washington, DC [July 2010]
- Participant, Fair Pricing Conference, Rutgers Business School, New Jersey [April 2010]
- Presentation on Smart Metering, National Regulatory Conference, Williamsburg, VA [May 2010]
- Presentation on Smart Metering, Energy Bar Association Annual Meeting, Washington, DC [November 2009]
- Presentation at Workshop on Smart Grid policies, California PUC [July 2009]
- National Energy Affordability and Energy Conference (NEAUC) Annual Conference
- NARUC annual and regional meetings
- NASUCA annual and regional meetings
- National Community Action Foundation’s Annual Energy and Community Economic Development Partnerships Conference
- Testimony and Presentations to State Legislatures: Virginia, New Jersey, Texas, Kentucky, Illinois, and Maine
- Training Programs for State Regulatory Commissions: Pennsylvania, Georgia, Kentucky, Illinois, New Jersey
- DOE-NARUC National Electricity Forum
- AIC Conference on Reliability of Electric Service
- Institute of Public Utilities, MSU (Camp NARUC) [Instructor 1996-2006]
- Training Programs on customer service and service quality regulation for international regulators (India and Brazil) on behalf of Regulatory Assistance Project
- Georgia Natural Gas Deregulation Task Force [December 2001]
- Mid Atlantic Assoc. of Regulatory Utility Commissioners [July 2003]
- Illinois Commerce Commission’s Post 2006 Initiative [April 2004]
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