





SECTION IV

Tennessee Public Utility Commission



Tennessee Public Utility Commission

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David F. Jones, Chairman
Robin L. Morrison, Vice Chairman
Dr. Kenneth C. Hill, Commissioner
Herbert H. Hilliard, Commissioner
Keith Jordan, Commissioner
Earl R. Taylor, Executive Director

The Tennessee Public Utility Commission (TPUC), formerly known as the Tennessee Regulatory Authority (TRA), was created to meet the challenge of the changing telecommunications and utility environment.

The agency is charged with the responsibility of setting the rates and establishing service standards of privately owned telephone, natural gas, electric, water, and sewer utilities. The TPUC also has safety jurisdiction over all natural gas utility providers, as well as providing consumer services relative to the following state and federal programs: Lifeline, Telecommunication Devices Access Program (TDAP), Tennessee Relay Service (TRS), Captioned Relay Service, Do Not Call/Do Not Fax, Underground Utility Damage Prevention efforts, and the provisioning of assistive devices through the National Deaf-Blind Equipment Distribution Program.

The TRA was established on July 1, 1996 as a result of the 1995 sunset of the Tennessee Public Service Commission. The agency was originally headed by a three-member body appointed by the Governor, Lieutenant Governor, and Speaker of the House. A fourth member, appointed by joint agreement among the Governor, Lieutenant Governor, and Speaker of the House, was added by the General Assembly in 2002.

The agency was restructured in 2012 when the General Assembly enacted Public Chapter 1070. It revised the agency from four full-time directors to five part-time directors and added an executive director appointed by the Governor, the Speaker of the Senate, and the Speaker of the House to oversee the agency's operations. The Governor, the Speaker of the Senate, and the Speaker of the House each appointed one director. The other two directors were appointed by joint agreement between the Governor, the Speaker of the Senate, and the Speaker of the House. The appointments were for six-year terms. The authority elected one of its directors to be the chairman of the authority for a two-year term and elected one of its directors to be the vice chairman of the authority for a two-year term. The vice chairman assumed the role of chairman at the expiration of the chairman's two-year term.

In 2017, Governor Bill Haslam signed legislation officially renaming the agency. The agency's new name, the Tennessee Public Utility Commission (TPUC), was a move to align Tennessee with regulatory industry standards. In addition, the legislation also changed the title of the Commission's leadership board members from directors to commissioners, again to establish commonality with similar public utility commissions across the country.

The staff of the TPUC draws from various professional disciplines and includes accountants, administrators, attorneys, consumer specialists, economists, engineers, information systems professionals, computer specialists, communications professionals, and office support.

The TPUC is composed of five divisions: Utilities, Consumer Services, Gas Pipeline Safety, Information Technology, and Legal.

David F. Jones, Chairman

Ashlee Hatfield, Executive Administrative Assistant

Chairman Jones was appointed to the TPUC by Governor Bill Haslam, Lt. Governor Ron Ramsey, and House Speaker Beth Harwell in 2013.

Chairman Jones is CEO and President of Complete Holdings Group, a workers' compensation revenue solutions company to more than 600 hospitals across thirty-six states. He is a certified facilitator/executive coach to CEOs and owners of private businesses. He is also President of the David Jones Group, a management consulting firm that focuses on helping small businesses overcome the four barriers to growth. Chairman Jones spent twenty-nine years in the natural gas pipeline industry. The first half of his corporate career was with a Fortune 500 energy company, where he worked as an executive in a variety of areas, including Field Operations and Human Resources. He has been at Complete Holdings Group since 2009, and he serves on a number of boards including the Tennessee Center for Performance Excellence.

Chairman Jones obtained a B.S. in Business from the University of Tennessee and an MBA from the University of Houston. He is the author of the book *Surviving and Thriving After Losing Your Job*.



David F. Jones

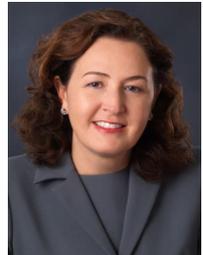
Robin L. Morrison, Vice Chairman

Ashlee Hatfield, Executive Administrative Assistant

Robin L. Morrison was appointed to the TPUC by House Speaker Beth Harwell in 2013 and reappointed in 2015. Ms. Morrison currently serves as a Vice President and financial center manager for one of the South's largest banks, First Tennessee, and brings to the TPUC broad experience in customer relations, business management, and federal and regulatory compliance.

A graduate of the University of Tennessee at Chattanooga with a bachelor's degree in business administration-finance, Ms. Morrison possesses a comprehensive background in banking and finance and has obtained her Series 6/63 financial licenses to sell securities, as well as being licensed to sell life and health insurance.

In addition, Ms. Morrison is a graduate of both the Southeastern School of Banking and of Leadership Chattanooga. She is active in leadership roles in her community, having served on the boards of the South Broad Redevelopment Group, Junior League of Chattanooga, and the Chattanooga Chamber of Commerce's Southside Council. She is also a member of the Chattanooga Women's Leadership Institute.



Robin L. Morrison

Dr. Kenneth C. Hill, Commissioner

Ashlee Hatfield, Executive Administrative Assistant

Dr. Kenneth C. Hill, a native of Morrison City (North Kingsport), was appointed to the Tennessee Public Utility Commission by Lt. Governor Ron Ramsey in 2009 and reappointed in 2016.

Since his appointment, Dr. Hill has served as Chairman of the Tennessee Public Utility Commission and is currently active with the National Association of Regulatory Utility Commissioners (NARUC) and the Southeastern Association of Regulatory Utility Commissioners (SEARUC). He is a member of the NARUC Committee on Water, the NARUC Committee on International Relations, and the NARUC Subcommittee on Clean Coal and Carbon Sequestration.



Dr. Kenneth C. Hill

At present, he is also a member of the International Confederation of Energy Regulators (ICER), a member of the ICER Working Group for Small Energy Consumers, and a mentor in the ICER Women In Energy Mentoring Program.

Dr. Hill has been a presenter at the NARUC and SEARUC annual meetings. He has also been a presenter and participant at the National Association of Water Companies (NAWC) Water Summit, the NAWC Commissioners' Forum, and the Emerging Issues Policy Forum (EIPF) (Energy) multiple times. Additionally, he has been a panelist at the NAWC Southeastern Chapter Conference, as well as at the United States' Department of Energy Industrial Energy Efficiency Conference in Little Rock, Ark.

During his tenure with the TPUC, he has also served as a member of the Tennessee State Information Systems Council, member of the Board of the Organization of PJM States, Inc. (OPSI), member of the Eastern Interconnection States Planning Council (EISPC), delegate to the 5th and 6th World Forum on Energy Regulation (WFERV), and a Tennessee Team Member of the National Governors' Association Policy Academy on Enhancing Industry through Energy Efficiency and Combined Heat and Power.

Dr. Hill has been active in communications and broadcasting all of his adult life, having been involved for more than four decades in virtually every aspect of radio. For the past thirty-six years, Dr. Hill has been President and CEO of the nonprofit Appalachian Educational Communication Corporation (AECC) in Bristol, Tenn. AECC is the licensee of WHCB 91.5 FM. Dr. Hill has also provided consulting services for the past thirty-six years in the areas of technical writing and editing, public relations, proposal writing and editing, independent R&D documentation, government relations, corporate and business communication, media acquisition, media appraisal, and media utilization.

He earned his Bachelor of Science degree in Speech (Broadcasting) and History from East Tennessee State University; a Master of Science degree in Speech (Broadcasting) from Indiana State University; a Bachelor of Arts degree in Biblical Studies from Baptist Christian College; a Master of Religious Education from Manahath School of Theology; and a Doctor of Religious Education from Andersonville Baptist Seminary.

Dr. Hill and his wife, Janet, reside in Blountville. They have one daughter, Lydia, who serves as a nurse, and two sons: Matthew, who serves as the 7th District Tennessee State Representative, and Timothy, who serves as the 3rd District Tennessee State Representative.

Herbert H. Hilliard, Commissioner

Ashlee Hatfield, Executive Administrative Assistant

Commissioner Hilliard was appointed to the Tennessee Public Utility Commission in 2012 by Governor Bill Haslam and reappointed in 2017.

Commissioner Hilliard served as Executive Vice President and Chief Government Relations Officer for First Horizon National Corporation. In this role, he was responsible for the corporation's lobbying activities at the federal and state levels. He is a forty-three-year veteran of the company, having joined First Horizon in 1969 after earning a BBA in Personnel Administration and Industrial Relations from the University of Memphis. Prior to his current role, he was Executive Vice President and Chief Risk Officer. Commissioner Hilliard retired from First Horizon National Corporation on September 26, 2012.



Herbert H. Hilliard

Commissioner Hilliard is active in the community, currently serving as Chairman of the Board of Directors of The National Civil Rights Museum, and he is a Board Member of BlueCross BlueShield of Tennessee.

He was Chairman of the Memphis Housing Authority Board from 1992–1993, Chairman of the United Way General Fund Drive in 1987, and Chairman of the Annual NAACP Freedom Fund Dinner in 1988. He is a past member of the Memphis Park Commission, the University of Memphis National Alumni Board, the University of Memphis Foundation Board, and the Boards of Directors for the Chickasaw Council of the Boy Scouts of America and the Memphis Convention and Visitors Bureau. From 2000 to 2005, he was Chairman of the Board of BlueCross BlueShield of Tennessee, and he is currently Chairman of the Audit Committee of BlueCross BlueShield of Tennessee.

Commissioner Hilliard has completed additional studies at the Southwestern Graduate School of Banking at Southern Methodist University, the Tennessee Executive Development Program at the University of Tennessee at Knoxville, Cornell University's Executive Development Program, and Crosby Quality College.

Keith Jordan, Commissioner

Ashlee Hatfield, Executive Administrative Assistant

Attorney Keith Jordan was appointed to the Tennessee Public Utility Commission in 2017 by Governor Bill Haslam, Lieutenant Governor Randy McNally, and House Speaker Beth Harwell.

Keith Jordan comes to the Tennessee Public Utility Commission with 41 years of legal experience as a litigator representing plaintiffs and defendants in federal, state, and local courts and before Tennessee's administrative agencies. A former Tennessee state senator, he was elected to two terms from 1990 to 1998, having served as Vice Chairman of the Senate Judiciary Committee for four consecutive legislative sessions of the Tennessee General Assembly. In addition, he served on the Government Operations, Transportation, and Energy and Conservation Committees in the Tennessee State Senate. He was also a member of the Tennessee Bicentennial Commission and has prior executive State service as a former Executive Director of the Tennessee Law Enforcement Planning Agency. He began his career with the State as an Assistant Attorney General. He also has experience as a prosecutor with the Davidson County Office of the District Attorney General.



Keith Jordan

Commissioner Jordan is a graduate of Dartmouth College and received his Juris Doctor from Vanderbilt University School of Law. A resident of Franklin, Tennessee, he is married to Judy Henley Jordan, and together they have three married children and six grandchildren.

Earl R. Taylor, Executive Director

Ashlee Hatfield, Executive Administrative Assistant

Earl R. Taylor was appointed to the Tennessee Public Utility Commission as Executive Director in 2012 by Governor Bill Haslam, House Speaker Beth Harwell, and Lt. Governor Ron Ramsey.

Taylor received a Bachelor of Science degree from the University of Tennessee at Knoxville and a Juris Doctor from the University of Memphis School of Law. He began his career as an attorney in his hometown of Johnson City.

Later professional endeavors included the development of WKXT-TV, the CBS Television affiliate in Knoxville, and the subsequent launch of the Warner Brothers affiliate in the same market. Most recently, Taylor has been a franchisee of Panera Bread, developing bakery-cafes in Florida, Texas, and Louisiana.

Actively engaged in his community, he has served as a mentor in the Knoxville Fellows program, as a commissioner for the Metropolitan Knoxville Airport Authority, and on the Knoxville Young Life Committee. As Executive Director of the TPUC, he functions as the Commission's Chief Operating Officer, responsible for the agency's administrative duties and responsibilities. Mr. Taylor is married to Sheryl Dawson Taylor. They have four children and nine grandchildren.



Earl R. Taylor