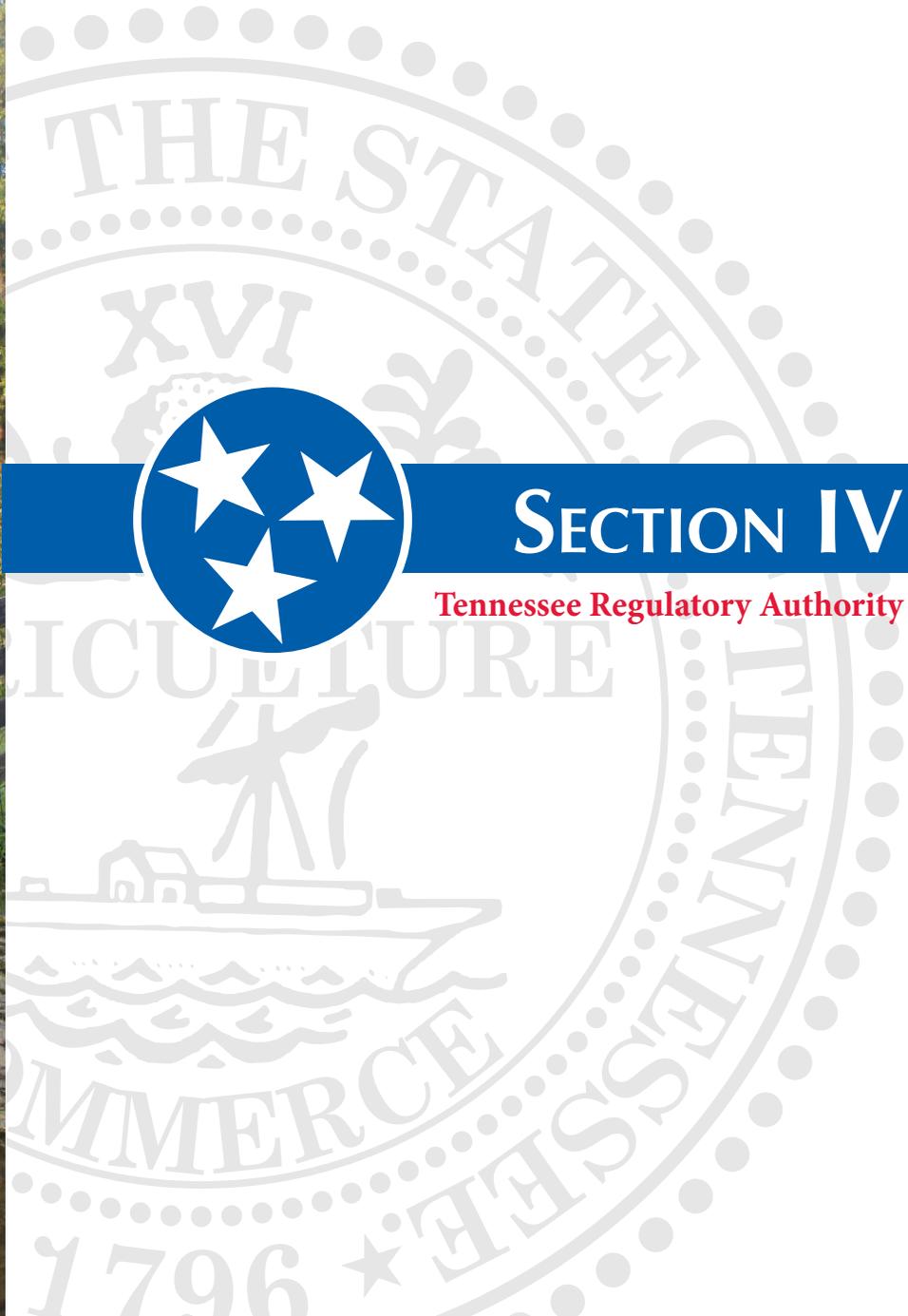




# SECTION IV

**Tennessee Regulatory Authority**





# Tennessee Regulatory Authority

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Nashville, TN 37243-0505  
(615) 741-2904 or (800) 342-8359  
TN.gov/tra

**Herbert H. Hilliard, Chairman**

**David F. Jones, Vice Chairman**

**James M. “Jim” Allison, Director (1953–2015)**

**Robin L. Morrison, Director**

**Dr. Kenneth C. Hill, Director**

**Earl R. Taylor, Executive Director**

The mission of the Tennessee Regulatory Authority (TRA) is to promote the public interest by balancing the interests of utility consumers and providers while facilitating the transition to a more competitive environment.

The 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 TRA 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, and Do Not Call/Do Not Fax.

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. To stagger the term end dates, in 2008, two directors were appointed to three-year terms ending in 2011, and two were appointed to six-year terms ending in 2014.

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 appoint one director. The other two directors are appointed by joint agreement between the Governor, the Speaker of the Senate, and the Speaker of the House. The appointments are for six-year terms. The authority elects one of its directors to be the chairman of the authority for a two-year term and elects one of its directors to be the vice chairman of the authority for a two-year term. The vice chairman shall assume the role of chairman at the expiration of the chairman's two-year term.

The staff of the TRA 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 TRA is composed of seven divisions: Utilities, Communications and External Affairs, Consumer Services, Compliance, Gas Pipeline Safety, Information Technology, and Legal.

### **Herbert H. Hilliard, Chairman**

*Ashlee Hatfield, Executive Administrative Assistant*

Chairman Hilliard was appointed to the Tennessee Regulatory Authority in 2012 by Governor Bill Haslam.

Chairman 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. Chairman Hilliard retired from First Horizon National Corporation on September 26, 2012.

Chairman 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.

Chairman 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.



**Herbert H. Hilliard**

### **David F. Jones, Vice Chairman**

*Ashlee Hatfield, Executive Administrative Assistant*

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

Vice Chairman Jones is President of Complete Holding Group, a workers' compensation revenue solutions company to more than 450 hospitals across thirty-six states. He is a certified facilitator/executive coach with the Alternative Board, a peer-to-peer advisory group for 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. Vice Chairman Jones spent twenty-nine years in the natural gas pipeline industry. The first half of his career was spent in Human Resources with a Fortune 500 energy company, where he worked in a variety of areas, including Field Operations.



**David F. Jones**

Vice 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*.

### **James M. “Jim” Allison, Director (1953–2015)**

*Ashlee Hatfield, Executive Administrative Assistant*

TRA Director Jim Allison passed away September 8, 2015 at the age of sixty-two. Director Allison was appointed to the TRA in 2012 by Governor Bill Haslam, Lt. Governor Ron Ramsey, and House Speaker Beth Harwell, and confirmed by the Tennessee General Assembly in 2013.

Director Allison was an accomplished utility executive with over thirty-five years of industry management experience across the United States. His career spanned all sectors of the electric utility industry, with service at the Officer/CEO level in the investor-owned, government-owned, and cooperative sectors of the electric industry. Most recently, he retired as President and Chief Executive Officer for Duck River Electric Membership Corporation, one of the nation’s largest electric power cooperatives that serves sixteen counties in south central Tennessee. Furthermore, Director Allison was also a longtime college football official, with experience officiating at sport’s highest and most prestigious levels for over twenty-five years. He also served on numerous corporate boards and governing bodies, including, but not limited to, Traders Bank, the Tennessee Walking Horse National Celebration, Rotary Club International, and First Presbyterian Church of Shelbyville.

Director Allison was an exemplary public servant who represented the TRA with integrity, dedication, and thoughtfulness. His thirty-five years of utility experience made him uniquely qualified to lead the TRA as the first Chairman under the new organizational structure established in 2012. He guided the legislative initiatives to implement alternative rate-making methodologies, as well as modifications to funding structure, which reduced litigation and ultimately reduced costs for consumers. While a director at the TRA, he served on the National Electric Committee for Regulatory Commissioners (National Association of Regulatory Utility Commissioners), as well as serving as a member on the Board of OPSI (Organization of PJM States, Inc.).

The TRA is truly saddened by his passing and very grateful for his contributions to the agency.

### **Robin L. Morrison, Director**

*Ashlee Hatfield, Executive Administrative Assistant*

Robin Morrison was appointed to the TRA by House Speaker Beth Harwell in 2013. Director 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 TRA 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, Director 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.



James M. “Jim” Allison



Robin Morrison

In addition, Director 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.

### **Dr. Kenneth C. Hill, Director**

*Ashlee Hatfield, Executive Administrative Assistant*

Dr. Kenneth C. Hill, a native of Morrison City (North Kingsport), was appointed to the Tennessee Regulatory Authority by Lt. Governor Ron Ramsey in 2009.

Since his appointment, Dr. Hill has served as Chairman of the Tennessee Regulatory Authority 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 TRA, 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 World Forum on Energy Regulation (WFER V), 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-four 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-four 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.

### **Earl R. Taylor, Executive Director**

*Ashlee Hatfield, Executive Administrative Assistant*

Earl R. Taylor was appointed to the Tennessee Regulatory Authority 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 TRA, he functions as the Authority'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