





# SECTION IV

**Tennessee Regulatory Authority**



# Tennessee Regulatory Authority

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TN.gov/tra

**James M. (Jim) Allison, Chairman**  
**Herbert H. Hilliard, Vice Chairman**  
**Dr. Kenneth C. Hill, Director**  
**David Jones, Director**  
**Robin Bennett, Director**  
**Earl 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 TRA 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 agency 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 rearranged 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, computer specialists, communications, and office support.

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

### **James M. (Jim) Allison, Chairman**

*Ashlee Hatfield, Executive Administrative Assistant*

Chairman Allison was appointed to the TRA by Governor Bill Haslam, Lt. Governor Ron Ramsey, and House Speaker Beth Harwell, with his term expiring in 2018. Chairman Allison is a native Tennessean, growing up and attending school in Maryville, Tenn., with current residences in both Shelbyville and Walland, Tenn. He has an undergraduate degree from the University of Tennessee at Knoxville and a graduate degree from the University of Illinois.

Chairman Allison is an accomplished utility executive with more than 35 years of industry management experience across the United States. His career has 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. He has served on numerous corporate boards and governing bodies and represented various organizations before local, state, and federal bodies, including experience working with public service commissions in six states, U.S. Congress, and various state legislative bodies.

Chairman Allison is a long-time college football official with experience officiating at the sport's highest and most prestigious levels for more than 25 years. He currently serves as an instant replay official for the Southeastern Conference.



James M. (Jim) Allison

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

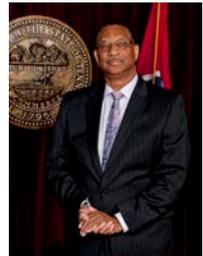
*Ashlee Hatfield, Executive Administrative Assistant*

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

Mr. 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. Hilliard is a 43-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, Hilliard was executive vice president and chief risk officer. Hilliard retired from First Horizon National Corporation in September 2012.

Mr. Hilliard is active in the community, currently serving as chairman of the board of directors of the National Civil Rights Museum, board member of Blue Cross Blue Shield of Tennessee, and a commissioner for the Memphis Shelby County Airport Authority. He serves on the Government Relations Council for the Tennessee Bankers Association and the Financial Services Roundtable.

He was chairman of the Memphis Housing Authority Board from 1992 to 1993, 1987 chairman of the United Way general fund drive, and the 1988 chairman of the Annual NAACP Freedom Fund Dinner. He is a past member of the Memphis Park Commission, the University of Memphis National Alumni Board, and the University of Memphis Foundation Board. He is also a past



Herbert H. Hilliard

member of the boards of directors for the Chickasaw Council of the Boy Scouts of America, and the Memphis Convention and Visitors Bureau. From 2000-2005, he was chairman of the board of Blue Cross Blue Shield of Tennessee. He is currently chairman of the audit committee of Blue Cross Blue Shield of Tennessee.

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. He is married to Dr. Shirley Hilliard and has two children and one grandchild.

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

*Ashlee Hatfield, Executive Administrative Assistant*

Dr. Kenneth C. Hill was appointed to the Tennessee Regulatory Authority in 2009 by Lieutenant Governor Ron Ramsey. Dr. Hill is married and lives with his wife, Janet, in Blountville, Tenn. The couple has three children.

Dr. Hill's educational achievements include Bachelor of Science degrees 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 has been active in communications and broadcasting all of his adult life, having been involved for more than three decades in virtually every aspect of television and radio. For the past 31 years, Dr. Hill has been affiliated with the non-profit Appalachian Educational Communication Corporation (AECC) in Bristol, Tenn. At the time of his appointment to the TRA, he was chief executive officer of AECC and served as general manager of five radio stations reaching portions of East Tennessee and four surrounding states. Dr. Hill was inducted into the East Tennessee State University, Department of Communications - Broadcasting, Alumni Hall of Fame in 2012.

Dr. Hill has provided consulting and contract services for more than three decades in the areas of technical writing and editing, government and public relations, proposal writing and editing, independent research and development documentation, corporate and business communication, media acquisition, media appraisal, media utilization, and utility regulation.

Dr. Hill is active in the community, serving as chairman of the publications board of the Evangelical Methodist Church, member of the board of directors of the Tri-Cities Mass Choir, member of the board of the Sister Community Project (Sullivan County, Tenn. and Siguatepeque, Honduras), and member of the Bristol Evening Lions Club. Dr. Hill served as secretary of the General Conference of the Evangelical Methodist Church for 12 years and is a former member of the Sullivan County Board of Zoning Appeals.



Kenneth C. Hill

Since his appointment, Dr. Hill has been involved 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 Committee on International Relations, and the Committee on Clean Coal and Carbon Sequestration. Also, he has been a presenter at the NARUC Annual Meeting. He is a member of the International Confederation of Energy Regulators and has also been a panelist at the National Association of Water Companies Conference, the Emerging Issues Policy Forum, and for workshops conducted by the United States Department of Energy.

### **David Jones, Director**

*Ashlee Hatfield, Executive Administrative Assistant*

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

Director Jones is president of Complete Holding Group, a workers' compensation revenue solutions company to more than 300 hospitals across 30 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. Director Jones spent 29 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. Additionally, he led separate transition teams responsible for merging the operations, technical services, engineering, financial, and commercial areas for three multi-billion dollar acquisitions.

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



David Jones

### **Robin Bennett, Director**

*Ashlee Hatfield, Executive Administrative Assistant*

Robin Bennett was appointed to the TRA by House Speaker Beth Harwell in 2013. Mrs. Bennett 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, Mrs. Bennett 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, Mrs. Bennett is a graduate of the Southeastern School of Banking and a graduate 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 Bar Association Auxiliary.



Robin Bennett

**Earl 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 (JD) from the University of Memphis School of Law. He began his career as an attorney in his home town of Johnson City, Tenn.

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

Actively engaged in his community, Mr. Taylor 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, Mr. Taylor is the authority's chief operating officer (COO), responsible for the agency's administrative duties and responsibilities. Mr. Taylor is married to Sheryl Dawson Taylor. They have four children and six grandchildren.



Earl Taylor