



Ohio Administrative Code

Rule 4901:1-10-15 Reasons for denial or disconnection of nonresidential service.

Effective: November 1, 2021

Each electric utility may refuse or disconnect service to nonresidential customers for only the following reasons:

(A) When the customer violates or fails to comply with an applicable electric utility contract or tariff(s).

(B) When electric utility service to a customer violates any law of this state or any political subdivision thereof, or any federal law or regulation.

(C) When a consumer tampers with electric utility property or engages in a fraudulent practice to obtain service, as set forth in rule 4901:1-10-20 of the Administrative Code.

(D) For using electricity or equipment which adversely affects electric utility service to other customers, e.g., voltage fluctuations, power surges, and interruptions of service.

(E) When a safety hazard to consumers or their premises, the public, or to the electric utility's personnel or facilities exists.

(F) When the customer, landlord of the tenant/customer, or tenant leasing the landlord/customer's premises refuses access to electric utility facilities or equipment on the customer's property or property leased by the customer.

(G) For nonpayment of electric utility bills and any tariffed charges, including security deposits and amounts not in bona fide dispute. Where the customer has registered a complaint with the commission's call center or filed a formal complaint with the commission which reasonably asserts a bona fide dispute, the electric utility shall not disconnect service if the customer pays either the undisputed portion of the bill or the amount paid for the same billing period in the previous year.



(H) When the customer has moved from the service location and no new applicant is on record.

(I) For repairs, provided that the electric utility has notified customers prior to scheduled maintenance interruptions in excess of six hours.

(J) Upon the customer's request.

(K) When a former customer, whose account with that electric utility is in arrears for service furnished at the premises, consumes service at, or has requested service for, such premises.

(L) When an emergency may threaten the health or safety of a person, a surrounding area, or the operation of the electric utility's electrical system.

(M) For other good cause shown.