



Ohio Administrative Code Rule 4901:1-10-19 Delinquent residential bills.

Effective: November 1, 2021

In addition to the requirements of Chapter 4901:1-18 of the Administrative Code, no electric utility may disconnect service to a residential customer when:

- (A) That customer fails to pay any charge for a non-tariffed service, including competitive retail electric service (CRES).
- (B) Any authorized agent or CRES provider providing billing and collection services for the electric utility fails to submit payment for the customer's tariffed distribution and/or transmission service(s) rendered by that electric utility.
- (C) The customer fails to pay any amount 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 cannot disconnect service when the customer pays either the undisputed portion of the bill or the amount paid for the same billing period in the previous year.
- (D) The electric utility issues a disconnection notice which fails to separate regulated from non-tariffed charges, including CRES charges.
- (E) The electric utility fails to include on the disconnection notice a statement that:
 - (1) Failure to pay charges for non-tariffed products or services may result in loss of those products or services.
 - (2) Failure to pay charges for CRES may result in cancellation of the customer's CRES contract by the CRES provider, and return to the electric utility's standard-offer generation service. This provision is applicable only on accounts issued a consolidated bill for electric services.



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