



Ohio Administrative Code Rule 4901:1-13-01 Definitions.

Effective: September 18, 2023

As used in this chapter:

- (A) "Bona fide dispute" means a reasonable dispute registered with the commission's call center or a formal complaint filed with the commission's docketing division.
- (B) "Business day" means, for purposes of initiation or installation of service, a day when a gas or natural gas company performs regularly scheduled installation and, for all other purposes, a day when the provider observes regularly scheduled customer service office hours.
- (C) "Commission" means the public utilities commission of Ohio.
- (D) "Company" means a gas or natural gas company as defined in section 4905.03 of the Revised Code.
- (E) "Consumer" means any person who receives service from a gas or natural gas company.
- (F) "Competitive retail natural gas service" or "CRNGS" has the meaning set forth in section 4929.01 of the Revised Code.
- (G) "Customer" means any person who has an agreement, by contract and/or tariff, with a gas or natural gas company to receive service or any person who requests or makes application for service from a gas or natural gas company.
- (H) "Customer premises" means the residence(s), building(s), or office(s) of a customer.
- (I) "Fraudulent practice" means an intentional misrepresentation or concealment of a material fact that the gas or natural gas company relies on to its detriment. Fraudulent practice does not include tampering or unauthorized reconnection of gas service.



(J) "Gas company" means a company that meets the definition of a gas company set forth in section 4905.03 of the Revised Code and that also meets the definition of a public utility under section 4905.02 of the Revised Code.

(K) "Governmental aggregator" has the meaning set forth in section 4929.01 of the Revised Code.

(L) "Manometer" means an instrument for measuring the pressure of gas or natural gas.

(M) "Natural gas company" means a company that meets the definition of a natural gas company set forth in section 4905.03 of the Revised Code and that also meets the definition of a public utility under section 4905.02 of the Revised Code.

(N) "Nonresidential gas service" means a gas or natural gas service provided to any location where the use is primarily of a business, professional, institutional, or occupational nature.

(O) "Person" includes an individual, corporation, company, co-partnership, association, or joint venture.

(P) "Postmark" means a mark, including a date, stamped or imprinted on a piece of mail which serves to record the date of its mailing. For electronic mail, postmark means the date the electronic mail was transmitted.

(Q) "Pounds per square inch gauge" refers to a measurement when testing gas pressure.

(R) "Residential gas service" means a gas or natural gas service provided to any location where the use is primarily of a domestic nature.

(S) "Retail natural gas supplier" has the meaning set forth in section 4929.01 of the Revised Code.

(T) "Slamming" means the transfer of or requesting the transfer of a customer's competitive natural gas service to another provider without obtaining the customer's consent.



(U) "Small commercial customer" means a commercial customer which is not a mercantile customer under division (L) of section 4929.01 of the Revised Code.

(V) "Small gas company" means a gas company serving seventy-five thousand or fewer customers.

(W) "Small natural gas company" means a natural gas company serving seventy-five thousand or fewer customers.

(X) "Tampering" means to interfere with, damage, or bypass a utility meter, gas line, or gas facilities with the intent to impede the correct registration of a meter or the proper functions of a gas line or gas facilities so far as to reduce the amount of utility service that is registered on or reported by the meter. Tampering includes the unauthorized reconnection of a utility meter, gas line, or gas facility that has been disconnected by the utility.