



## Ohio Administrative Code

### Rule 4901:1-19-10 Consumer protection for exemption and exit-the-merchant-function plans.

Effective: June 7, 2019

---

Retail natural gas suppliers assigned a choice-eligible customer shall:

- (A) Not charge that customer any more than the retail natural gas supplier's posted standard variable rate, which the supplier shall submit to the commission and which the commission shall post on its web site.
  - (B) Not charge that customer a termination fee if the customer chooses another retail natural gas supplier.
  - (C) Not require that the customer remain a customer of that retail natural gas supplier for a minimum period of time beyond the first month in which that customer is assigned to the retail natural gas supplier.
  - (D) Keep the assigned customer's personal, billing, account number, and usage information confidential except to the natural gas company with the distribution function or as otherwise provided under commission rules.
-