



## Ohio Administrative Code Rule 4901:1-21-02 Purpose and scope.

Effective: July 15, 2024

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(A) The rules in this chapter:

(1) Apply to persons offering or providing any retail electric service which has been declared competitive pursuant to section 4928.03 of the Revised Code including retail electric generation, aggregation, power marketing, and power brokerage.

(2) Are intended to:

(a) Provide minimum standards for service quality, safety, and reliability.

(b) Provide consumers with sufficient information to make informed decisions about competitive retail electric service (CRES).

(c) Protect consumers against misleading, deceptive, unfair, and unconscionable acts and practices in the marketing, solicitation, and sale of CRES and in the administration of any contract for that service.

(B) After notice and, if necessary, an opportunity for hearing, the commission may require CRES providers to take any appropriate action necessary to comply with these rules and the state's policy as stated in section 4928.02 of the Revised Code upon:

(1) The commission's own motion.

(2) Formal or informal complaints brought to the commission.

(3) The application of any CRES provider.

(C) The commission may, upon an application or a motion by a party, waive any requirement of this



chapter, other than a requirement mandated by statute, for good cause shown. Any CRES provider requesting a waiver of any requirement in this chapter shall serve notice of the request upon the Ohio consumers' counsel and all electric utilities operating in Ohio.

(D) The rules in this chapter do not relieve CRES providers from complying with all applicable federal, state, and local laws.

(E) The rules in this chapter supersede any inconsistent provisions, terms, and conditions of each CRES provider's contracts or other documents describing service offerings for customers or potential customers in Ohio.