

Ohio

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Ohio. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

R.C. § 4905.02, Ohio Admin Code 4901:1-18-02 and 4901:1-18-01

Weather Protections

From Nov. 15 to Apr. 15 each year, power cannot be disconnected unless the customer has been in arrears for at least 30 days. From Nov. 1 to Apr. 15 each year, customers facing disconnection that refuse to enter into a payment plan will be given an additional 10 days of service before disconnection.

There are no similar protections that limit disconnections during times of hot weather.

Ohio Admin Code 4901:1-18-06 and 4901:1-18-05, OH ST 4933.121

Medical Protections

If a medical condition exists for a household in Ohio, disconnection will be delayed for 30 days. There is a medical condition if the disconnection of service would be especially dangerous to the health of any consumer who is a permanent resident of the premises, or when the disconnection of service would make operation of necessary medical or life-supporting equipment impossible or impractical. The condition must be certified by a licensed physician, physician assistant, clinical nurse specialist, certified nurse practitioner, certified nurse-midwife, or local board of health physician. The certificate shall include such details as a statement of the need for the medical or life-supporting equipment, if applicable; and a signed statement by the certifying party that disconnection of service will be especially dangerous to the health of a permanent resident of the premises. The medical certificate can be renewed two times, for a maximum total delay of disconnection of 90 days. Customers that receive medical protection will be required to enter a payment agreement.

Ohio Admin Code 4901:1-18-06

Other Customer Protections

There are no specific protections for households with children, elderly residents, or individuals with disabilities.

No company shall cease to provide electricity to the residential premises of any consumer who is deployed on active duty for nonpayment for electricity provided to the residential premises. Upon return of a residential consumer from active duty, the company shall offer the residential consumer a period equal to at least the period of deployment on active duty to pay any

arrears incurred during the period of deployment. The company shall inform the residential consumer that, if the period the company offers presents a hardship to the consumer, the consumer may request a longer period to pay the arrears.

R.C. §4933.121

General Exemptions

There are no exemptions listed for these rules.

Notification Requirements

Customers must be given at least 14 days of notice before their disconnection. Written and in-person notifications are required in at least some circumstances, while telephone notifications are not. A utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

Ohio Admin Code 4901:1-18-06

Payment Information, Delinquency, and Fee Information

Customers are given 14 days to pay their bills. The bill will become late if it is not paid within this period.

Customers may be charged fees associated with a disconnection or a reconnection.

Payment plans are available to customers.

Ohio Admin Code 4901:1-10-22, 4901:1-18-05 and 4901:1-18-06

Landlords and Tenants

If a landlord is listed as the electricity customer, his or her tenants must receive 10 days of notice before disconnection.

Ohio Admin Code 4901:1-18-08

Availability of Protection Policies

The electric utility company shall give notice of the availability of medical protections to its residential customers by means of bill inserts or special notices at the beginning of the winter

heating period (Nov. 1 to Apr.15) and at the beginning of the summer cooling period. A summary of all customer rights should always be available on the utility's website. Utilities must provide information on available sources of financial assistance.

Ohio Admin Code 4901:1-18-06 and 4901:1-10-12