

AUTHENTICATED, OHIO LEGISLATIVE SERVICE COMMISSION DOCUMENT #247591

## Ohio Revised Code

Section 4911.021 Customer telephone complaints.

Effective: September 29, 2017 Legislation: House Bill 49 - 132nd General Assembly

The consumers' counsel shall not operate a telephone call center for consumer complaints. However, for any calls received by the consumers' counsel concerning consumer complaints, the consumers' counsel may assist consumers with their complaints or forward the calls to the public utilities commission's call center.