



Ohio Administrative Code Rule 4901:1-10-01 Definitions.

Effective: [October 5, 2026](#)

As used in this chapter:

- (A) "Advanced meter" means any electric meter that meets the pertinent engineering standards using digital technology and is capable of providing two-way communications with the electric utility to provide usage and/or other technical data.
- (B) "Advanced meter opt-out service" means a service provided by an electric utility under the terms and conditions of a commission-approved tariff, which allows a customer to take electric distribution service using a traditional meter.
- (C) "Applicant" means a person who requests or makes application for service.
- (D) "Commission" means the public utilities commission of Ohio.
- (E) "Competitive retail electric service provider" or "CRES" means a provider of competitive retail electric service, subject to certification under section 4928.08 of the Revised Code.
- (F) "Consolidated billing" means that a customer receives a single bill for electric services provided during a billing period for services from both an electric utility and a competitive retail electric service provider.
- (G) "Consumer" means any person who receives service from an electric utility or a competitive retail electric service provider.
- (H) "Critical customer" means any customer or consumer on a medical or life-support system who has provided appropriate documentation to the electric utility that an interruption of service would be immediately life-threatening.
- (I) "Customer" means any person who has an agreement, by contract and/or tariff with an electric utility or by contract with a competitive retail electric service provider, to receive service.
- (J) "Customer account information" has the meaning set forth in division (A) of section 4928.103 of the Revised Code.
- (K) "Customer energy usage data" means data collected from a customer's meter, which is identifiable to a retail customer.
- (L) "Customer premises" means the residence(s), building(s), or office(s) of a customer.
- (M) "Director of the service monitoring and enforcement department" means the director of the service monitoring and enforcement department of the commission or the director's designee.



4901:1-10-01

2

- (N) "Electric distribution utility" or "EDU" has the meaning set forth in division (A)(6) of section 4928.01 of the Revised Code.
- (O) "Electric light company" has the meaning set forth in division (C) of section 4905.03 of the Revised Code.
- (P) "Electric services company" has the meaning set forth in division (A)(9) of section 4928.01 of the Revised Code.
- (Q) "Electric utility" as used in this chapter has the meaning set forth in division (A)(11) of section 4928.01 of the Revised Code.
- (R) "Electric utility call center" means an office or department or any third party contractor of an electric utility designated to receive customer calls.
- (S) "Fraudulent act" means an intentional misrepresentation or concealment by the customer or consumer of a material fact that the electric utility relies on to its detriment. Fraudulent act does not include tampering.
- (T) "Governmental aggregation program" means the aggregation program established by the governmental aggregator with a fixed aggregation term, of one to three years.
- (U) "Major event" encompasses any calendar day when an electric utility's system average interruption duration index (SAIDI) exceeds the major event day threshold using the methodology outlined in section 3.5 of standard 1366-2012 adopted by the institute of electrical and electronics engineers (IEEE) in "IEEE Guide for Electric Power Distribution Reliability Indices." The threshold will be calculated by determining the SAIDI associated with adding 2.5 standard deviations to the average of the natural logarithms of the electric utility's daily SAIDI performance during the most recent five-year period. For purposes of this definition, the SAIDI will be determined in accordance with paragraph (C)(3)(e)(iii) of rule 4901:1-10-11 of the Administrative Code.
- (V) "Mercantile customer" has the meaning set forth in division (A)(19) of section 4928.01 of the Revised Code.
- (W) "Mercantile customer member" has the meaning set forth in division (A)(1) of section 4928.73 of the Revised Code.
- (X) "Mercantile customer self-power system" has the meaning set forth in division (A)(2) of section 4928.73 of the Revised Code.
- (Y) "Momentary interruption" means an interruption of electric service with a duration of five minutes or less.



4901:1-10-01

3

- (Z) "Non-jurisdictional services" means services which do not meet the definition of "retail electric service" set forth in division (A)(27) of section 4928.01 of the Revised Code.
- (AA) "Outage coordinator" means the commission's service monitoring and enforcement department director or the director's designee.
- (BB) "Person" has the meaning set forth in division (A)(24) of section 4928.01 of the Revised Code.
- (CC) "Postmark" means a mark, including a date, stamped or imprinted on a piece of mail which services to record the date of its mailing, which in no event will be earlier than the date on which the item is actually deposited in the mail. For electronic mail, postmark means the date the electronic mail was transmitted.
- (DD) "Renewable energy credit" means the fully aggregated attributes associated with one megawatt hour of electricity generated by a renewable energy resource as defined in division (A)(37) of section 4928.01 of the Revised Code.
- (EE) "Slamming" means the transfer of or requesting the transfer of a customer's competitive electric service to another provider without obtaining the customer's consent.
- (FF) "Staff" means the commission staff or its authorized representative.
- (GG) "Sustained outage" means the interruption of service to a customer for more than five minutes.
- (HH) "Tampering" means to interfere with, damage, or by-pass a utility meter, conduit, or attachment with the intent to impede the correct registration of a meter or the proper functions of a conduit or attachment 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, conduit, or attachment that has been disconnected by the utility.
- (II) "Time differentiated rates" means rates that vary from one time period to another, such as hourly, daily, or seasonally.
- (JJ) "Traditional meter" means any meter with an analog or digital display that does not have the capability to communicate with the utility using two-way communications.
- (KK) "Transmission outage" means an outage involving facilities that would be included in rate setting by the federal energy regulation commission.



4901:1-10-01

4

(LL) "Universal service fund" means a fund established pursuant to section 4928.51 of the Revised Code, for the purpose of providing funding for low-income customer assistance programs, including the percentage of income payment plan program, customer education, and associated administrative costs.

(MM) "Voltage excursions" are those voltage conditions that occur outside of the voltage limits as defined in the electric utility's tariffs and are beyond the control of the electric utility.