



Ohio Administrative Code

Rule 4901:1-10-36 Expedited Return of Mercantile Customers to Standard Service Offer.

Effective: July 20, 2026

- (A) Upon receiving a complete certified request form from a CRES provider for a mercantile customer, the electric utility will complete the request within three business days, regardless of billing cycle.
- (B) If the certified request form is incomplete or if the utility determines that the customer in question is not a mercantile customer, the electric utility may process the return to the standard offer pursuant to paragraph (H) of rule 4901:1-10-29 of the Administrative Code.
- (C) The electric utility cannot be held liable for any disputes arising from the expedited return to the utility's standard service offer, provided the utility acts in accordance with these rules. The electric utility will refer any mercantile customer complaint concerning this process to the PUCO call center.
- (D) The utility may recover the administrative costs of processing requests under paragraph (A) of this rule through reasonable fees assessed to CRES providers as set forth in the electric utility's tariff and approved by the commission.