



Ohio Administrative Code Rule 4901:1-17-02 General provisions.

Effective: November 1, 2021

(A) The rules in this chapter apply to all electric, gas, natural gas, waterworks, and sewage disposal utility companies who provide service to residential customers.

(B) Nothing contained in this chapter shall in any way preclude the commission from any of the following:

(1) Altering or amending, in whole or in part, these rules and regulations.

(2) Prescribing different standards for the establishment of credit for utility service as deemed necessary by the commission in any proceeding.

(3) Waiving any requirement, standard, or rule set forth in this chapter for good cause shown, as supported by a motion and supporting memorandum. The application for a waiver shall include the specific rule(s) requested to be waived. If the request is to waive only a part or parts of a rule, then the application should identify the appropriate paragraphs, sections, or subsections to be waived. The waiver request shall provide sufficient explanation, for each rule provision sought to be waived, to allow the commission to thoroughly evaluate the waiver request.

(C) The rules of this chapter supersede any inconsistent provisions, terms, and conditions of utility company tariffs. A utility company may adopt or maintain tariffs providing greater protection for customers or consumers.

(D) Each utility company shall establish and maintain written credit procedures consistent with these rules that allow an applicant for residential service to establish, or an existing residential customer to reestablish, credit with the utility company. The procedures should be equitable and administered in a nondiscriminatory manner. The utility company, without regard to race, color, religion, gender, national origin, age, handicap, or disability, shall base its credit procedures upon the credit risk of the individual as determined by the utility company without regard to the



collective credit reputation of the area in which the residential applicant or customer lives. The utility company shall make its current credit procedures available to applicants and customers upon request and shall provide this information either verbally or in writing, based upon the applicant's or customer's preference.

(E) The rules of this chapter allow the use of electronic transactions and all notices, if the customer and the utility company are both in agreement with such use, and such use is consistent with commission requirements or guidelines. The customer does not affirmatively consent to electronic notices by merely paying the bill electronically. The customer may withdraw consent to communicate electronically at any time.