



Ohio Administrative Code

Rule 4901:1-17-08 Applicant and/or customer rights.

Effective: October 1, 2026

-
- (A) Each utility company that requests a cash deposit shall notify the applicant/customer of all options available to establish credit as listed in paragraph (A) of rule 4901:1-17-03 of the Administrative Code.
- (B) If an applicant for gas or natural gas service indicates that his/her household income is such that the applicant may be eligible for the gas percentage of income payment plan (PIPP) program, the gas or natural gas utility company shall advise the applicant that he/she may apply for the gas PIPP program, in accordance with rule 4901:1-18-12 of the Administrative Code.
- (C) If a utility company requires a cash deposit to establish or reestablish service and the applicant/customer expresses dissatisfaction with the utility company's decision, the utility company shall inform the applicant/customer of the following:
- (1) The reason(s) for its decision and how the deposit was calculated.
 - (2) How to contest the utility company's decision.
 - (3) The right to have the utility company's decision reviewed by an appropriate utility company supervisor.
 - (4) The right to have the commission staff verify whether the utility company's decision complies with these rules, and provide the applicant/customer the telephone number, address, and the website address of the public utilities commission of Ohio as stated below:

"If you wish to have the commission staff review the company's decision for a security deposit, you may call the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service)."
- (D) Upon request, each utility company shall send the information required by paragraph (C) of this rule to the applicant/customer, in writing, within five business days of the request.