



Ohio Administrative Code

Rule 4901:1-18-03 Reasons for disconnecting residential electric, gas, or natural gas service.

Effective: November 1, 2021

Electric, gas, or natural gas utility companies under the jurisdiction of the commission may disconnect service to residential customers only for the following reasons:

- (A) When a customer/consumer uses electricity, gas, or natural gas in a manner detrimental to the service to other consumers.
- (B) When providing service is in conflict or incompatible with any order of the commission, court of law, laws of the state of Ohio or any political subdivision thereof, or of the federal government or any of its agencies.
- (C) When the customer has moved from the service location, and the property owner is subject to notice under paragraph (A)(3)(d) of rule 4901:1-18-06 of the Administrative Code.
- (D) When supplying electricity, gas, or natural gas creates a safety hazard to consumers or their premises, the public, or to the company's personnel or facilities or where, because of conditions beyond the consumer's premises, disconnection of the supply of electricity, gas, or natural gas is reasonably necessary. The company shall not restore service until the hazardous condition(s) has been corrected.
- (E) When a customer, consumer, property owner, landlord, or his/her agent does any of the following:
 - (1) Prevents utility company personnel from reading the meter for a year or more.
 - (2) After notice and a reasonable period of time, prevents utility company personnel from accessing, calibrating, maintaining, or replacing the utility company's meter, metering equipment, or other utility company property used to supply service.



(3) Resorts to any fraudulent act to obtain electric, gas, or natural gas service, is the beneficiary of the fraudulent act, or tampers with the utility company's meter, metering equipment, or other property used to supply the service.

(F) For repairs, provided that notice to customers is given prior to scheduled maintenance interruptions in excess of four hours.

(G) Upon the request of the customer. If the customer is a landlord, then the provisions of paragraph (K) of rule 4901:1-18-08 of the Administrative Code, shall also apply.

(H) For nonpayment of regulated services provided by the utility company, including nonpayment of security deposits.

(I) For good cause shown.