



Ohio Administrative Code Rule 4901:1-18-10 Combination utility companies.

Effective: November 1, 2010

The utility company shall not refuse service to or disconnect service to any applicant/customer for any of the following reasons:

- (A) Failure to pay for service furnished to a former customer unless the former customer and the new applicant for service continue to be members of the same household.

 - (B) Failure to pay for nonresidential service.

 - (C) Failure to pay any amount which is in bona fide dispute. Where the customer has registered a complaint with the commission's call center or filed a formal complaint with the commission that reasonably asserts a bona fide dispute, the utility company shall not disconnect service if the customer pays either the undisputed portion of the bill, if known or can reasonably be determined, or the amount billed for the same billing period in the previous year.

 - (D) Failure to pay any nontariffed service charges, including competitive retail electric service.
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