



## Ohio Administrative Code Rule 4901:1-21-03 General provisions.

Effective: December 1, 2014

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(A) Competitive retail electric service (CRES) providers shall not engage in unfair, misleading, deceptive, or unconscionable acts or practices related to, without limitation, the following activities:

(1) Marketing, solicitation, or sale of a CRES.

(2) Administration of contracts for CRES.

(3) Provision of CRES, including interactions with consumers.

(B) CRES providers shall not cause or arrange for the disconnection of distribution service, or employ the threat of such actions, as a consequence of contract termination, customer nonpayment, or for any other reason.

(C) CRES providers shall not change or authorize the changing of a customer's supplier of retail electric service without the customer's prior consent, as provided for under rule 4901:1-21-06 of the Administrative Code. For the purpose of procuring CRES, this requirement does not apply to governmental aggregation pursuant to division (A) of section 4928.10 of the Revised Code, or for programs funded by the universal service fund for whom the Ohio development services agency procures electric services pursuant to section 4928.52 of the Revised Code or the assignment of contracts where such assignment occurs in accordance with the rules in Chapter 4901:1-24 of the Administrative Code.

(D) For the purposes of market monitoring and providing the public comparative information from CRES providers' residential contract offers, CRES providers shall furnish in a manner designated by the director of the service monitoring and enforcement department, at least one current offer for posting on the apples-to-apples chart within four calendar days of making such offers to Ohio customers.



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