



Ohio Administrative Code

Rule 4901:1-21-20 Notification Requirements for Fixed Introductory Rate Contracts.

Effective: January 1, 2026

(A) For purposes of this rule, "small commercial customer" excludes customers that receive electric service pursuant to a nonresidential tariff if any of the following apply:

(1) The customer's demand for electricity exceeds twenty-five kilowatts within the last twelve months;

(2) The customer does one or both of the following:

(a) Manages multiple electric meters and, within the last twelve months, the electricity demand for at least one of the meters is twenty-five kilowatts or more; or

(b) The customer has, at the customer's discretion, aggregated the demand for the customer-managed meters.

(B) If a competitive retail electric service (CRES) supplier offers a residential or small commercial customer a contract for a fixed introductory rate that converts to a variable rate upon the expiration of the fixed rate, the CRES supplier shall send two notices to each residential and small commercial customer that enters into such a contract. Each notice shall provide all of the following information to the customer:

(1) The fixed rate that is expiring under the contract;

(2) The expiration date of the contract's fixed rate;

(3) The address for the commission web site that, as a comparison tool, lists rates offered by CRES suppliers; and

(4) A statement explaining that on each customer's bill is a price-to-compare notice that lists the



utility's standard service offer price.

(C) The second notice shall include all of the requirements in paragraph (B) of this rule and shall also identify the initial rate to be charged upon the contract's conversion to a variable rate.

(D) The notices shall be sent by standard United States mail or electronically with a customer's verifiable consent, as follows:

(1) The CRES supplier shall send the first notice not earlier than ninety days, and not later than sixty days, prior to the expiration of the fixed rate.

(2) The CRES supplier shall send the second notice not earlier than forty-five days, and not later than fifteen days, prior to the expiration of the fixed rate.

(E) A CRES supplier shall provide an annual notice, by standard United States mail or electronically with a customer's verifiable consent, to each residential and small commercial customer that has entered into a contract with the CRES supplier that has converted to a variable rate upon the expiration of the contract's fixed introductory rate. The notice shall provide all of the following information to the customer:

(1) The customer is currently subject to a variable rate;

(2) Other fixed rate contracts are available; and

(3) The commission web site that, as a comparison tool, lists rates offered by CRES suppliers.

(F) CRES suppliers shall ensure that all notices required under paragraphs (B) through (E) of this rule comply with the following:

(1) The notices must use clear and unambiguous language in order to enable the customer to make an informed decision; and

(2) The notices must be designed in a way to ensure that they cannot be confused with marketing



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