



Ohio Administrative Code

Rule 4901:1-21-21 Certified request for return of mercantile customer to the standard service offer.

Effective: July 20, 2026

- (A) For purposes of this rule, "certified request" means a request from a CRES supplier on the commission form identified in paragraph (C) of this rule, or an equivalent EDI transaction, to an EDU for the expedited return to the EDU's standard service offer of a mercantile customer under a voluntary service agreement with the CRES supplier that explicitly authorizes the expedited return of the mercantile customer to the EDU's standard service offer, as authorized under section 4928.105 of the Revised Code.
- (B) A CRES supplier should provide seven calendar days' notice to the mercantile customer and EDU prior to submitting a certified request to an EDU, unless a different timeframe is agreed to between the parties in the voluntary service agreement that explicitly authorizes the expedited return.
- (C) The certified request form is available on the commission's website.