



Ohio Administrative Code

Rule 4901:1-29-13 Notification Requirements for Fixed Introductory Rate Contracts.

Effective: January 1, 2026

(A) If a competitive retail natural gas service supplier offers a residential customer or non-mercantile commercial customer a contract for a fixed introductory rate that converts to a variable rate upon the expiration of the fixed rate, the competitive retail natural gas service supplier shall send two notices to each residential and non-mercantile 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 competitive retail natural gas service suppliers.

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

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

(1) The competitive retail natural gas service 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 competitive retail natural gas service 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.

(D) A competitive retail natural gas service supplier shall provide an annual notice, by standard United States mail or electronically with a customer's verifiable consent, to each residential and non-mercantile commercial customer that has entered into a contract with the competitive retail natural



gas service supplier that has converted to a variable rate upon the expiration of the contract's fixed introductory rate. The notice shall inform the customer that the customer is currently subject to a variable rate and that other fixed rate contracts are available.

(E) Competitive retail natural gas service suppliers shall ensure that all notices required under paragraphs (A) through (D) 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 materials.