



Office of the Ohio Consumers' Counsel

Your Residential Utility Consumer Advocate

CONSUMER FACT SHEET

Office of the Ohio Consumers' Counsel

65 East State Street
Suite 700, Columbus, OH
43215

TWITTER:
@OCC4Consumers

E-MAIL:
occ@occ.ohio.gov

WEBSITE:
www.occ.ohio.gov

SPECIAL RECONNECT ORDER



Reconnect or avoid disconnection

Ohio's electric and natural gas customers have the opportunity to use the Public Utilities Commission of Ohio's (PUCO) Special Reconnect Order (SRO) from mid-October through mid-April to reconnect or to avoid disconnection of their utilities.

The SRO is available to customers of Ohio's investor-owned electric and natural gas utilities. **There are no income restrictions to use the SRO.**

- ▶ The Order allows any electric or natural gas customer of an investor-owned utility to pay a maximum of \$175.00 to maintain or reconnect service even if the customer owes more.
- ▶ If the service has been disconnected, the customer may be charged a reconnection fee of no more than \$36 upfront to restore service. If the company's reconnection fee is

greater than \$36, the customer may have to pay the balance on the next month's bill.

- ▶ Customers who owe more than \$175 will need to make payment arrangements with the utility company for the remaining past due amount. Customers who are at or below 175% of the federal poverty guidelines may enroll in the Percentage of Income Payment Plan (PIPP Plus). For more information and to get enrolled in a payment plan, contact your local utility company.
- ▶ PIPP Plus customers with past due amounts greater than \$175 may be able to have any remaining unpaid balance placed in their PIPP arrearage (total account balance). For more information, contact the local energy assistance provider (community action agency), or the utility company.

Continued on next page

SPECIAL RECONNECT ORDER

CONSUMER FACT SHEET

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at www.occ.ohio.gov.



The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

- ▶ Customers who are not enrolled in PIPP Plus may be charged a security deposit. If the security deposit amount exceeds \$175, the SRO can be used. The remainder of the deposit may be applied to the next month's bill.

No income restrictions

- ▶ Customers who are at or below 175% of the federal poverty guidelines may be eligible for the Home Energy Assistance Program (HEAP) Winter Crisis Program and may be able to secure the \$175 required to maintain or restore their utility service under the SRO. Consumers may use the SRO once per utility during the heating season; or
- ▶ If both the gas and electric utilities are in disconnect status (disconnected or with a disconnect notice) the customer may use the SRO to apply to both utilities at the same time, splitting the \$175 between the two.

Speak with a representative of the utility company or your local energy assistance provider (community action agency) before using the SRO to ensure that the utility understands the \$175 payment is being used in accordance with the SRO. Otherwise, you may not receive the benefit and protection of the SRO.

If a customer is using the HEAP Winter Crisis Program, the local energy assistance provider (community action agency) will coordinate with the utility.

To find your local energy assistance provider (Community Action Agency), select "find a local provider" at www.energyhelp.ohio.gov or call 1-800-282-0880. Customers may also contact the PUCO at 1-800-686-7826 for questions or assistance with using the SRO.

Utility Company Contact Information

American Electric Power
1-800-672-2231

Cleveland Electric Illuminating
1-800-589-3101

Columbia Gas of Ohio
1-800-344-4077

AES Ohio
1-800-433-8500

Dominion East Ohio Gas
1-800-362-7557

Duke Energy Ohio
1-800-544-6900

Ohio Edison
1-800-633-4766

Toledo Edison
1-800-447-3333

CenterPoint Energy
1-800-227-1376