New OCC Administrative Rules Adopted 1/31/19; Effective Date: 7-25-19

Part 1: Disconnection of Service by a Utility

OAC 165:35-21-2 (c) Effective period of notice

A utility may disconnect service on the date specified in the notice or within thirty (30) calendar days thereafter, during regular business hours, so long as the disconnection does not occur within the last two (2) hours of the business day, nor shall service be disconnected on a holiday, nor after noon (12:00 p.m.) on Fridays until Monday morning.

Part 3: Special Provisions Regarding Residential Disconnection

OAC 165:35-21-10 (c) Severe Weather:

1. If the National Weather Service (NWS) issues a local forecast predicting the temperature will drop below 32 degrees Fahrenheit for any time period during the following twenty-four (24) hours, the utility shall suspend its disconnection of service if the electric service is used for heating purposes. The utility must obtain the most recent local forecast for the customer’s location from the NWS reports between the hours of 6:00 a.m. and 8:00 a.m. on the morning of the day that the customer’s shut-off is scheduled. If the NWS issues an updated forecast on the day of disconnection, then such updated forecast shall be used in place of the earlier obtained forecast.

2. If the National Weather Service (NWS) issues a local forecast predicting the heat index will be 101 degrees Fahrenheit or higher on the day of disconnection, or if the actual heat index is 101 degrees Fahrenheit or higher, the utility shall suspend its disconnection of service activity if the electric service is used for cooling purposes. The utility must obtain the most recent local forecast for the customer’s location from the NWS reports between the hours of 6:00 a.m. and 8:00 a.m. on the morning of the day that the customer’s shut-off is scheduled. If the NWS issues an updated forecast on the day of disconnection, then such updated forecast shall be used in place of the earlier obtained forecast.

3. Nothing in this Section shall prohibit a utility from establishing a higher temperature threshold for residential heating purposes below which it will not discontinue utility service or from establishing a lower temperature threshold for residential cooling purposes above which it will not discontinue utility service. The utility may continue to disconnect utility service for unauthorized use of the utility’s measuring equipment or tampering with wires, pipes, meters, or any other utility equipment or obtaining service without contract.