

4901:1-15-16

Notification of customer rights.

Each waterworks company and/or sewage disposal system company shall provide, at the time service is initiated, to new customers and upon the request of an existing customer a summary of their rights and obligations under these rules. The notice shall include current information, be in plain language, and shall be delivered to customers separately by mail or in person. The notice shall include, but not be limited to, all of the following:

- (A) A description of the complaint procedures available at the waterworks company and/or sewage disposal system company and the commission. The notice shall clearly state the means by which a complaint can be made to the company, including a local or toll free telephone number. ~~The notice shall advise the customer that, if after contacting the company, the customer remains dissatisfied, he or she may contact the commission.~~ The notice shall further state that the ~~commission has staff available to render assistance in these matters, and list the current address, the current local or toll free telephone number, and the TDD/TTY number of the public interest center of the commission.~~ include:

(1) If your complaint is not resolved after you have called (name of utility), or for general utility information, residential and business customers may contact the public utilities commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

(2) Residential customers may also contact the Ohio consumers' counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

- (B) A listing of the rights and obligations of customers relating to the installation of service, payment of bills, disconnection of service, reconnection of service, and testing of meters and of the utility's business office and availability of customer representatives.
- (C) A description of the customer's rights regarding the holding and demanding of security deposits by the company; and any other methods used by the company to establish a residential customer's creditworthiness, as set forth in the company's tariff and in Chapter 4901:1-17 of the Administrative Code.
- (D) A statement that the customer has a right to see a proper company photo identification whenever company employee(s) or agent(s) seek access to the customer's premise(s).
- (E) A statement that the company's rates, rules, and regulations (tariff) are available for review upon request.

- (F) Customer notification of the availability of a medical certificate.
- (G) A statement that the commission has adopted a comprehensive set of minimum standards for waterworks companies and/or sewage disposal system companies, as set forth in this chapter which is available from the company or from the commission for review upon request.

Effective:

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Certification

Date

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