4901:1-15-23   **Customer bill format.**

Each customer bill shall contain the following information:

(A) Customer name, billing address, and service address.

(B) Complete company name and mailing address.

(C) Address or P.O. box where payment may be made.

(D) Company telephone number(s).

(E) Billing date.

(F) Payment due date.

(G) Amount due if paid on or before due date.

(H) Amount due if paid after due date.

(I) Miscellaneous charges and credits, if any.

(J) If metered service is provided, previous and current meter readings and billed volume.

(K) Dates of service covered by bill.

(L) The applicable rate schedule or a statement to the effect that the applicable rate schedule will be furnished on request.

(M) A distinct marking to identify an estimated bill.

(N) The current local or toll free telephone number and TDD number of the commission's ~~public interest~~ call center or the following ~~notice~~ statement for all waterworks and sewage disposal companies that serve fifteen thousand or more customers:

"If your ~~questions are~~complaint is not resolved after you have called (name of provider), ~~you~~ or for general utility information, residential and business customers may call the ~~public utilities commission~~Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 ~~or 1-614-466-3292~~, or for TDD/TTY toll free at 1-800-686-1570 ~~or 1-614-466-8180~~, from 8:00 a.m. to ~~5:00~~5:30 p.m. weekdays, or visit ~~the PUCO website at~~ www.PUCO.ohio.gov.

~~Residential customers may call the~~ The Ohio ~~consumers' counsel~~Consumers' Counsel (OCC)~~,~~ represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from ~~8:30~~8:00 a.m. to ~~5:30~~5:00 p.m. weekdays, or visit ~~the OCC website at~~ www.pickocc.org."

Effective:

R.C. 119.032 review dates: 05/31/2007

_____

Certification

_____

Date

Promulgated Under: 111.15
Statutory Authority: 4905.04
Rule Amplifies: 4905.06
Prior Effective Dates: 12/12/91, 3/24/03