

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 center or the following notice for all waterworks and sewage disposal companies that serve fifteen thousand or more customers:

If your questions are not resolved after you have called (name of provider), you may call the 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 p.m. weekdays, or visit the PUCO website at www.PUCO.ohio.gov.

Residential customers may call the Ohio Consumers' Counsel (OCC), toll free at 1-877-742-5622 from 8:30 a.m. to 5:30 p.m. weekdays, or visit the OCC website at www.pickocc.org.

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Certification

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