

4901:1-29-01 **Definitions.**

As used in this chapter:

- (A) "Ancillary service" has the meaning set forth in division (B) of section 4929.01 of the Revised Code.
- (B) "Billing and collection agent" has the meaning set forth in division (I) of section 4929.01 of the Revised Code.
- (C) "Ccf" means one hundred cubic feet of natural gas.
- (D) "Commission" means the public utilities commission of Ohio.
- (E) "Commodity sales service" has the meaning set forth in division (C) of section 4929.01 of the Revised Code.
- (F) "Competitive retail natural gas service" has the meaning set forth in division (J) of section 4929.01 of the Revised Code.
- (G) "Complaint" means any ~~consumer~~ customer/customer contact ~~in which the customer expresses dissatisfaction when such contact necessitates follow-up by or with the retail natural gas company or governmental aggregator to resolve a point of contention.~~
- (H) "Consumer" has the meaning set forth in division (E) of section 4929.01 of the Revised Code.
- (I) "Contract" means an agreement between a customer and retail natural gas supplier or governmental aggregator that specifies the terms and conditions for provision of a competitive retail natural gas service.
- (J) "Customer" means a consumer as defined in section 4929.01 of the Revised Code, who contracts with or is solicited by a retail natural gas supplier or governmental aggregator for the provision of a competitive retail natural gas service.
- (K) "Deposit" means a sum of money a retail natural gas supplier or governmental aggregator collects from a customer as a precondition for initiating service.
- (L) "Direct solicitation" means face-to-face solicitation of a customer initiated by a retail natural gas supplier or governmental aggregator at the home of a customer or at a place other than the normal place of business of the retail natural gas supplier or

governmental aggregator and includes door-to-door solicitations.

- (M) "Disclosure statement" means any communication between a customer and governmental aggregator including operation and governance plans and opt-out notices.
- (N) "Distribution service" has the meaning set forth in division (F) of section 4929.01 of the Revised Code.
- (O) "Eligible customer" means a customer that is eligible to participate in a governmental aggregation in accordance with sections 4929.26 and 4929.27 of the Revised Code and does not include any of the following: a person that is both a distribution service customer and a mercantile customer on the date of commencement of service to the governmental aggregation, or the person becomes a distribution service customer after the service commencement date and is also a mercantile customer; a person that is supplied with commodity sales service pursuant to a contract with a retail natural gas supplier that is in effect on the effective date of the ordinance or resolution authorizing the aggregation; a person that is supplied with commodity sales service as part of the percentage of income payment plan program or similar or successor program adopted by the commission under Chapter 4905. or 4929. of the Revised Code; or, a customer that has failed to discharge, or enter into a plan to discharge, all existing arrearages owed to or being billed by a natural gas company from which the person is receiving service.
- (P) "GCR" means gas cost recovery, which is the quarterly updated gas cost adjustment determined in accordance with appendix A of rule 4901:1-14-05 of the Administrative Code.
- (Q) "Governmental aggregator" has the meaning set forth in division (K)(1) of section 4929.01 of the Revised Code. For purposes of this chapter, "governmental aggregator" specifically excludes a municipal corporation acting exclusively under Section 4 of Article XVIII, Ohio Constitution, as an aggregator for the provision of competitive retail natural gas service.
- (R) "Mcf" means one thousand cubic feet of natural gas.
- (S) "Mercantile customer" has the meaning set forth in division (L) of section 4929.01 of the Revised Code.
- (T) "Natural gas company" has the meaning set forth in division (G) of section 4929.01 of the Revised Code.

- (U) "Opt-in governmental aggregator" means those governmental aggregators who perform aggregation pursuant to section 4929.27 of the Revised Code.
- (V) "Opt-out governmental aggregator" means those governmental aggregators who perform automatic governmental aggregation pursuant to section 4929.26 of the Revised Code.
- (W) "Person" has the meaning set forth in division (H) of section 4929.01 of the Revised Code.
- (X) "Residential customer" means a customer who contracts for a competitive retail natural gas service for residential purposes.
- (Y) "Retail natural gas service" has the meaning set forth in division (M) of section 4929.01 of the Revised Code.
- (Z) "Retail natural gas supplier" has the meaning set forth in division (N) of section 4929.01 of the Revised Code.
- (AA) "Small commercial customer" means a commercial customer that is not a mercantile commercial customer.
- (BB) "Solicitation" means any communication intended to elicit a customer's agreement to purchase or contract for a competitive retail natural gas service.
- (CC) "Staff" means the commission staff.
- (DD) "Toll-free" means telephone access provided to a customer without toll charges to the customer.

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Certification

Date

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