Ohio | Public Utilities Commission

For Immediate Release
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PUCO extends utility reconnect order

COLUMBUS, OHIO (March 13, 2020) – The Public Utilities Commission of Ohio (PUCO) today extended its winter reconnect order through May 1, 2020. The Winter Reconnect Order helps Ohioans reconnect or maintain electric and natural gas service during the heating season between Oct. 14, 2019 and May 1, 2020.

Additionally, the Commission noted due to the declared state of emergency, PUCO-regulated utilities should review their policies and identify where it may be prudent to suspend, for the duration of the emergency, any policies that would impose a service restoration hardship or create an unnecessary risk of human contact. The utilities should seek Commission approval to suspend any such policies. The Commission also encourages those utilities not regulated by the PUCO to implement similar procedures.

The Commission also directed utilities to coordinate and communicate with local community action agencies and other community-based organizations to ensure that utility service to customers is maintained during the state of emergency

Today's order does not eliminate any payment obligations. Such obligations may be deferred based upon future filings made by the utility or stakeholder proposals.

Utility customers who have questions or concerns regarding their utility service are encouraged to contact the PUCO online at PUCO.ohio.gov/contact-us.

For information and updates related to COVID-19, visit the Ohio Department of Health website at www.odh.ohio.gov or coronavirus.ohio.gov

A copy of today's entry is available on the PUCO website by clicking the link to the docketing information system (DIS) and searching for case 20-591-AU-UNC.

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The Public Utilities Commission of Ohio (PUCO) is the sole agency charged with regulating public utility service. The role of the PUCO is to assure all residential, business and industrial consumers have access to adequate, safe and reliable utility services at fair prices while facilitating an environment that provides competitive choices. Consumers with utility-related questions or concerns can call the PUCO Call Center at (800) 686-PUCO (7826) and speak with a representative.

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