
OFFICE OF THE CONSUMERS' COUNSEL (OCC)

- Prohibits the OCC from operating a call center for consumer complaints.
- Requires the OCC to follow the policies of the state in continuing law that involve supporting retail natural gas competition.

Call center prohibition

(R.C. 4911.021)

The act prohibits the Office of the Consumers' Counsel (OCC) from operating a call center for consumer complaints, and requires that consumer-complaint calls received by OCC be forwarded to the Public Utilities Commission (PUCO). The PUCO is required, under continuing law, to operate a call center for consumer complaints.³³

Requirement to follow state natural gas policy

(R.C. 4911.02)

The act requires the OCC to follow Ohio's policies in continuing law that involve supporting retail natural gas competition. These policies include the promotion of diversity in the natural gas marketplace, flexible and reduced or eliminated regulation of natural gas services and goods, and the promotion of Ohio's competitiveness in the global economy. Continuing law also requires both the PUCO and the OCC to follow these policies in exercising their respective authorities.³⁴

³³ R.C. 4905.261, not in the act.

³⁴ R.C. 4929.02, not in the act.

