
OHIO CONSUMERS' COUNSEL

- Permits the Ohio Consumers' Counsel to assist consumers with utility complaint calls or forward the calls to the PUCO's call center.

Consumer complaints

(R.C. 4911.021)

The act permits the Ohio Consumers' Counsel (OCC) to assist consumers who call with utility complaints **or** to forward the calls to the Public Utilities Commission's (PUCO's) call center. Under former law, the OCC was required to forward consumer complaint calls to the PUCO's call center.

