

4901:1-10-01 **Definitions.**

As used in this chapter:

- (A) "Applicant" means a person who requests or makes application for service.
- ~~(B)~~ "~~Chief of the public interest center~~" means the chief of the public interest center of the commission's consumer services department.
- ~~(C)~~(B) "Commission" means the public utilities commission of Ohio.
- (C) "Competitive retail electric service provider" means a provider of competitive retail electric service, subject to certification under section 4928.08 of the Revised Code.
- (D) "Consolidated billing" means that a customer receives a single bill for electric services provided during a billing period for services from both ~~EDU~~ an electric utility and ~~CRES~~ a competitive retail electric service provider services.
- (E) "Consumer" means any person who receives service from an electric ~~distribution company utility~~ or ~~electric service company~~ a competitive retail electric service provider.
- ~~(F)~~ "~~CRES provider~~" means a provider of competitive retail electric service.
- ~~(G)~~(F) "Critical customer" means any customer or consumer on a medical or life-support system who has provided appropriate documentation to the ~~EDU~~ electric utility that an interruption of service would be immediately life-threatening.
- ~~(H)~~(G) "Customer" means any person who has an agreement, by contract and/or tariff with an ~~EDU~~ electric utility or by contract with ~~an~~ a competitive retail electric service company provider, to receive service.
- ~~(I)~~(H) "Customer premises" means the residence(s), building(s), or office(s) of a customer.
- ~~(J)~~(I) "Director of the ~~consumer services~~ service monitoring and enforcement department" means the ~~commission's~~ director of ~~consumer services~~ the service monitoring and enforcement department of the commission or the director's designee.
- ~~(K)~~(J) "~~EDU~~" means an ~~electric~~ Electric distribution utility" shall have the meaning as defined set forth in division (A)(6) of section 4928.01 of the Revised Code.
- (K) "Electric light company" shall have the meaning set forth in division (A)(4) of

section 4905.03 of the Revised Code.

(L) "Electric services company" shall have the meaning set forth in division (A)(9) of section 4928.01 of the Revised Code.

~~(L)~~(M) "Electric utility" as used in this chapter includes EDUs and electric transmission owners shall have the meaning set forth in division (A)(11) of section 4928.01 of the Revised Code.

(N) "Electric utility call center" means an office or department or any third party contractor of an electric utility designated to receive customer calls.

~~(M)~~(O) "Fraudulent practice act" means an intentional misrepresentation or concealment by the customer or consumer of a material fact that the EDU electric utility relies on to its detriment. Fraudulent act does not include tampering.

(P) "Governmental aggregation program" means the aggregation program established by the governmental aggregator with a fixed aggregation term, which shall be a period of not less than one year and no more than three years.

(Q) "Major event" encompasses any calendar day when an electric utility's system average interruption duration index (SAIDI) exceeds the major event day threshold using the methodology outlined in section 4.5 of standard 1366-2003 adopted by the institute of electric and electronics engineers (IEEE) in "IEEE Guide for Electric Power Distribution Reliability Indices." The threshold will be calculated by determining the SAIDI associated with adding 2.5 standard deviations to the average of the natural logarithms of the electric utility's daily SAIDI performance during the most recent five-year period. The computation for a major event requires the exclusion of transmission outages. For purposes of this definition, the SAIDI shall be determined in accordance with paragraph (C)(3)(e)(iii) of rule 4901:1-10-11 of the Administrative Code.

(R) "Mercantile customer" shall have the meaning set forth in division (A)(19) of section 4928.01 of the Revised Code.

~~(N)~~(S) "Outage coordinator" means the commission's emergency-outage coordinator of the commission's consumer services department.

~~(O)~~(T) "Person" includes an individual, corporation, company, co-partnership, association, or joint venture shall have the meaning set forth in division (A)(24) of section 4928.01 of the Revised Code.

(U) "Postmark" means a mark, including a date, stamped or imprinted on a piece of mail which services to record the date of its mailing, which in no event shall be earlier than the date on which the item is actually deposited in the mail. For electronic

mail, postmark means the date the electronic mail was transmitted.

(V) "Renewable energy credit" means the fully aggregated attributes associated with one megawatt hour of electricity generated by a renewable energy resource as defined in division (A)(35) of section 4928.01 of the Revised Code.

~~(P)~~(W) "Slamming" means the transfer of or requesting the transfer of a customer's competitive electric service to another provider without obtaining the customer's consent.

(X) "Staff" means the commission staff or its authorized representative.

(Y) "Sustained outage" means the interruption of service to a customer for more than five minutes.

(Z) "Tampering" means to interfere with, damage, or by-pass a utility meter, conduit, or attachment with the intent to impede the correct registration of a meter or the proper functions of a conduit or attachment so far as to reduce the amount of utility service that is registered on or reported by the meter. Tampering includes the unauthorized reconnection of a utility meter, conduit, or attachment that has been disconnected by the utility.

(AA) "Transmission outage" means an outage involving facilities that would be included in rate setting by the federal energy regulation commission.

~~(Q)~~(BB) "Universal service fund" means a fund established pursuant to section 4928.51 of the Revised Code, for the purpose of providing funding for low-income customer assistance programs, including the percentage of income payment plan program, customer education, and associated administrative costs.

~~(R)~~(CC) "Voltage excursions" are those voltage conditions that occur outside of the voltage limits as defined in the electric utility's tariffs ~~that may result from: the operations of customer equipment (e.g. spot welders or motor starting), lightning, storms, winds, accidents, or other factors and are~~ beyond the control of the electric utility; ~~the electric utility's system operations (e.g., switching operations); or by emergency operations.~~

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