

# Service Standards for Investor-Owned Utilities

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Presentation 2 -- Service Standards for  
Investor-Owned Utilities

# Major Areas to Consider for Development of Service Standards

- OAC 164:45-11
- Service installations
- Meter readings
- Billing
- Customer notifications
- Fraud procedures

# Service Installations

- Customer Deposits
- Proper Levels
- Consistency
- Fairness
- Interest on Customer Deposits
- Consistent
- Regulator Defined
- Right to Refuse Service

# Meter Readings

- Testing Standards for Meter
- Estimated bills
- Customer read bills
- Dispute process

# Billing

- Billing Cycles
- Physical Bill
- Electronic Billing
- Transparency
- Disputes

# Customer Notifications

- Cut-offs
- Service Notifications
- Changes to terms of service
- Scheduled outages
- System upgrades
- Rate changes
- Energy Assistance Programs

# Fraud Procedures

- Electricity Theft
- ID Theft

# Disconnects

- Billing Related
- Elderly and Disabled Procedures
- Weather Related Limitations
- Notification

