

Are you facing a utility disconnection?

(Electric or Natural Gas Service)

The “Special Reconnect Order” can help!

The **Special Reconnect Order** (formerly known as the **Winter Reconnect Order**) allows any electric or natural gas consumer of an investor-owned utility to avoid disconnection or to reconnect their service for \$175, even if the consumer owes more and cannot afford to pay the entire balance.

- ▶ Available one-time per utility October 17, 2022 through April 14, 2023
- ▶ Available to any household regardless of income
- ▶ You may be charged an additional reconnection fee
- ▶ The \$175 may be split between electric and natural gas if using for both at the same time
- ▶ Municipal utilities and rural co-ops are not required to offer the Special Reconnect Order

Contact your utility or your local Community Action Agency for more details

For more utility assistance information visit:
www.occ.ohio.gov/utilityassistance



Office of the Ohio Consumers' Counsel

"Your Residential Utility Consumer Advocate"