



Scan for more  
information

## ARE YOU FACING A UTILITY DISCONNECTION? (Electric or Natural Gas Service)

### *The Special Reconnect Order\* can help!*

The Special Reconnect Order allows any electric or natural gas customer of a regulated utility to avoid disconnection or reconnect their service for \$175, even if they owe more and cannot afford to pay the full balance.

- Available one-time per utility from Oct. 14, 2024 - April 18, 2025
- No income guidelines
- Payment plan required for amounts owed over \$175
- Reconnection fee is limited to \$36 if service is disconnected—any amount over \$36 will appear on the next bill
- Can delay disconnection up to 30 days for Winter Crisis Program appointment
- The \$175 may be split between electric and natural gas if used 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 Energy Assistance Provider/  
community action agency for more details.**

**Learn more at: [www.occ.ohio.gov/utilityassistance](http://www.occ.ohio.gov/utilityassistance)**

*\*Authorized by the Public Utilities Commission of Ohio (PUCO)*



**Office of the Ohio Consumers' Counsel**  
"Your Residential Utility Consumer Advocate"  
[www.occ.ohio.gov](http://www.occ.ohio.gov)