SETTING-UP AND PAYING UTILITIES

SIGNING UP FOR UTILITY SERVICE

- When you sign up for utility service, you may be required to pay a deposit. Here are some questions you should ask a utility company before signing up for service:
  ✓ Do I have to pay a deposit?
  ✓ How much is the deposit?
  ✓ When can I expect my service to start?
  ✓ When can I expect to receive my first bill?
  ✓ What is the toll-free number I should call to report service problems?
  ✓ If you have an issue with a utility company that you can’t resolve, call the Ohio Consumer Counsel at 1-877-742-5622 for assistance.

PAYING BILLS

- Even though several roommates may be splitting the utility bills, if your name is on the bill, you are ultimately responsible for making sure the payment is made on time.
- If the person whose name on the utility bill moves out, the service must be switched to the name of someone who is living at the residence.
- Contact the utility company if you misplace or lose your bill. The company can tell you how to send in the payment or send you a duplicate bill.
- Talk to the company about how much time they need to take the service out of your name at the end of the school year.
- If you made a deposit when you signed up for service, find out if it will be credited toward your last payment. If not, ask how your deposit will be refunded and when you should expect to receive it.
- Talk to your electric or natural gas company about a budget billing plan. This could help you spread your costs evenly over a year instead of getting hit with high cooling bills in the summer and high heating bills in the winter.

Ohio Edison (electric) 1-800-633-4766   Columbia Gas 1-800-344-4077