



PUCO Publications Order Form

If you are interested in providing your constituents with utility-related brochures, please fill out the below information and specify the quantity needed. (Limit of 5 per brochure and 25 per order.) To reduce printing costs, you will be provided with one copy of any fact sheets that you request. Feel free to make as many copies that you need. You can also access PDF versions of the publications at www.PUCO.ohio.gov.

Please Fax this form to the PUCO Office of Public Affairs at (614) 466-7366.

Legislator: _____ Phone number: _____

Contact: _____

General Information Materials

Energy and Water Conservation Tips Order Quantity _____
A comprehensive resource for consumers about ways to conserve energy and water every day, throughout the day. (brochure)

Energy Assistance Programs: Help with Paying Your Utility Bill Order Quantity _____
Describes the available financial assistance plans for electric, natural gas and telephone services, the criteria for each and how to enroll. (multi-page fact sheet)

How to Testify at a PUCO Public Hearing Order Quantity _____
Explains the kinds of public testimony that can be given at a public hearing and the procedures for PUCO public hearings. (fact sheet)

PUCO Community Outreach Order Quantity _____
Provides general information about the services of the PUCO education and outreach program, including public speaking engagements, participation in fairs and seminars, the PUCO Web site, newsletters and publications and the PUCO Call Center. (fact sheet)

PUCO Consumer Hotline Order Quantity _____
Explains how the PUCO can help Ohioans with resolving customer concerns and provides contact information. (card)

PUCO Guide to Establishing Utility Services Order Quantity _____
Provides general information about establishing electric, natural gas, telephone and water service before moving to a new residence. (multi-page fact sheet)

The PUCO: Working for You Order Quantity _____
Describes what the PUCO does and how we work for Ohioans. The enclosed return-mailer card may be used by consumers to request additional information or bulk materials. (brochure)

Utility Information for Ohio Senior Citizens

Provides, in large print, general utility information that is helpful for senior citizens (multi-page fact sheet)

Order Quantity _____

Ohio Power Siting Board

Provides information about the Ohio Power Siting Board and explains the process for building a new energy facility. (brochure)

Order Quantity _____

Business Information

Utility Solutions for Ohio Businesses from the PUCO

A fact sheet with information for Ohio businesses on how the PUCO can help them resolve utility issues. (fact sheet)

Order Quantity _____

Utility Tips for Small Businesses

A fact sheet with tips on how small businesses can reduce energy waste and develop energy savings and solutions. (fact sheet)

Order Quantity _____

Electric Information

Budget Billing for Electric and Natural Gas Service

Summarizes the budget billing program which can help customers manage utility costs. Includes how customers can sign up and how the budget amount is determined. (fact sheet)

Order Quantity _____

Electric Customer Bill of Rights

Summarizes some of the rights and responsibilities of Ohio electric customers. (brochure)

Order Quantity _____

Electric Safety

Provides safety tips to follow around electric appliances, tools and power lines. (fact sheet)

Order Quantity _____

Weather Related Power Outages: A PUCO Guide to Being Prepared

Provides a checklist of things to know or have on hand before, during and after a power outage. (fact sheet)

Order Quantity _____

Winter Reconnect Order

Describes the terms of the PUCO's winter reconnect order which allows consumers to maintain their service or be reconnected during the winter heating season. (fact sheet)

Order Quantity _____

Electric Security Plans

Provides information on the history of electric deregulation in Ohio and the electric security plans for American Electric Power, Dayton Power and Light Duke Energy or First Energy. (fact sheet) (circle appropriate utility)

Order Quantity _____

Generating Wind Power in Ohio

Provides information on how to develop a wind energy project for small customer owned wind generation or for-profit commercial wind generation. (fact sheet)

Order Quantity _____

Natural Gas Information

Apples to Apples Charts

Utility specific chart that provides consumers with a "snapshot" comparison of current supplier price options, contract terms and an estimated annual total cost (estimated cost). (fact sheet)

Order Quantity _____

Governmental Energy Aggregation

Describes governmental aggregations for natural gas and electric services including opt-in and opt-out programs, eligibility and things to consider when joining. (brochure)

Order Quantity _____

Gas Cost Recovery (GCR): How it affects your natural gas bill

Provides an explanation of the gas cost recovery including how the GCR is determined and the PUCO's role in mandating the GCR. (fact sheet)

Order Quantity _____

Natural Gas Choice: Your Guide to Choosing a Supplier

Explains the natural gas choice program for Columbia Gas of Ohio, Duke Energy, Dominion East Ohio and Vectren Energy Delivery of Ohio. Includes information about reliability, safety, steps to choosing and the complaint process. Promotes the PUCO *Apples to Apples* comparison charts and provides a checklist of questions to ask a potential supplier. Also available in Spanish. (brochure)

Order Quantity _____

Natural Gas Customer Bill of Rights

Summarizes some of the rights and responsibilities of Ohio natural gas customers. (brochure)

Order Quantity _____

Natural Gas Safety

Provides safety tips to follow around natural gas including information about gas leaks and carbon monoxide poisoning. (fact sheet)

Order Quantity _____

Columbia Gas of Ohio & Natural Gas Riser Safety

Explains what a natural gas riser is, the investigation process and the riser replacement program. (fact sheet)

Order Quantity _____

New Natural Gas Distribution Rates

Frequently asked questions about the new levelized distribution rates for Columbia Gas of Ohio, Dominion East Ohio, Duke Energy Ohio, and Vectren Energy Delivery of Ohio. (fact sheet) (circle appropriate utility)

Order Quantity _____

Telephone Information

Consumer Guide to Internet Phone Service

Frequently asked questions about Voice over Internet Protocol telephone service. (fact sheet)

Order Quantity _____

Ohio Enhanced Emergency 9-1-1 Service

Provides information about the 9-1-1 systems in Ohio for both traditional wireline and wireless phones. (brochure)

Order Quantity _____

Ohio Relay Service

Information about how the Ohio Relay Service can make telephone service accessible to Ohioans who are deaf, deaf-blind, hard-of-hearing or speech-disabled. (fact sheet)

Order Quantity _____

Recognizing Telephone Scams: Your Guide to Slamming and Cramming

Defines the telephone scams “slamming” (having telephone service changed to another provider without permission) and cramming (having services added without permission), provides tips on avoiding being slammed and contact information for help with a slamming incident. (brochure)

Order Quantity _____

Rules for Flexible Pricing of Basic Local Telephone Service

A fact sheet detailing the rules passed by the PUCO allowing flexible pricing of basic local telephone service. (fact sheet)

Order Quantity _____

Telephone Customers' Bill of Rights

Describes a telephone customer’s rights and responsibilities under the PUCO’s Minimum Telephone Service Standards, including Ohio’s phone service disconnection policy. Also provides contact information for complaints and inquiries. (brochure)

Order Quantity _____

Telephone Elective Alternative Regulation: How it Benefits Consumers

Defines telephone alternative regulation (alt reg) rules, how they may be implemented, and the benefits associated with alt reg. Based on the PUCO cases establishing the alt reg framework. (fact sheet)

Order Quantity _____

Telephone Savings Tips

Provides a list of tips that a consumer can follow to help reduce phone bills. Includes everything from directory listings to long distance minutes monitoring. Also available in Spanish. (fact sheet)

Order Quantity _____

Understanding your Telephone Bill

Provides a description of the charges that appear on telephone bills and why they are there. Also lists telephone company bill requirements by PUCO rule and provides tips for protecting against unwanted charges. (fact sheet)

Order Quantity _____

The Do Not Call Registry: Preventing Unwanted Telemarketing Calls

Provides information about the National Do Not Call Registry and other telemarketing rules. (fact sheet)

Order Quantity _____

Water Information

Safe Drinking Water

Provides information about the three-step process to ensure safe drinking water. (fact sheet)

Order Quantity _____

Energy and Water Conservation

Tips on how to conserve inside and outside of your home. (brochure)

Order Quantity _____

Water Service in Ohio: Frequently Asked Questions

Frequently asked questions about water service including answers to questions about water color, water pressure, line break responsibilities and billing. (fact sheet)

Order Quantity _____

Motor Carrier Information

Hazardous Materials Incident Investigations

For emergency response organizations (fire, police, etc.), describes the services offered by the PUCO including incident investigation, training and hazardous materials surveying reports. (fact sheet)

Order Quantity _____

Moving? Know Your Rights

Quick reference guide for Ohioans moving within the state. (brochure)

Order Quantity _____

Radioactive Shipments and Security

Provides information about state and federal roles and requirements when inspecting radioactive shipments in Ohio. (fact sheet)

Order Quantity _____

Railroad Information

Ohio's Rail Grade Crossing Programs

For local governments, provides a description of state and federal funding opportunities for upgrading the warning systems where railroad tracks cross roads. (brochure)

Order Quantity _____