



Public Utilities Commission

**ANNUAL REPORT
FY 2025**

MESSAGE FROM THE CHAIR

To Whom it May Concern,

The Public Utilities Commission of Ohio's mission is to assure all residential and business consumers access to adequate, safe and reliable utility services at fair prices, while facilitating an environment that provides competitive choices. The PUCO impacts every Ohioan every day by regulating essential utility services and monitoring commercial transportation safety.

The PUCO is funded through utility assessments, registrations and fees, and does not obtain any revenue support from Ohio's general revenue fund (GRF).

As directed by R.C. 4935.01 this report highlights emerging trends specific to Ohio's long-term energy needs.

Please do not hesitate to reach out to me with any questions about this report or the PUCO.

Sincerely,
Jenifer French

PUCO COMMISSIONERS



Chair Jenifer French

Term ends: April 10, 2029



Commissioner Daniel R. Conway

Term ends: April 10, 2027



Commissioner Lawrence K. Friedeman

Term ends: April 10, 2030



Commissioner Dennis P. Deters

Term ends: April 10, 2026



Commissioner John D. Williams

Term ends: April 10, 2028

CASES FILED IN FISCAL YEAR (FY) 2025

In a balanced and transparent manner, the PUCO decides matters ranging from rate cases to service complaints. Regulated utilities, consumers and interested parties regularly participate in the proceedings. During FY 25, 1,124 cases were filed. Each category of utility, along with the number of formal cases opened in fiscal year 2025 in each category, is represented below.

Industry Code	Industry	Number
AU	More than two utilities	19
EL	Electric	419
GA	Gas	186
GE	Gas & Electric	11
HT	Heating	1
PL	Pipeline	10
RR	Railroad	32
ST	Sewage Treatment	3
TP	Telephone	133
TR	Transportation	218
UN	Industry not regulated by PUCO	1
WS	Water & Sewer	9
WW	Waterworks	10
Total cases filed		1,124*

**No cases were filed in the following industry codes for FY2025: BR (Bridge); BS (Bus); BT (Bus & Truck); CC (Cooling Company); CT (Competitive Telephone); DE (Depot); HC (Heating and Cooling); Non-regulated Industries; RC (Radio Common Carriers); WT (Water Transportation).*

**Approximately 48 cases were voided, resulting in 1,076 total cases filed (compared to 1,068 from FY2024).*

All FY 25 PUCO cases and related documents are available online on the [Docketing Information System \(DIS\)](#). DIS allows users to subscribe and receive notifications about specific cases as well as view daily reports and search previous cases.

FINANCIAL INFORMATION FISCAL YEAR 2025

Revenues FY 2025	
Assessment to utilities	\$41,187,359
Fines and Penalties - Utilities	\$859,080
Federal gas pipeline safety	\$1,323,915
Federal motor carrier safety	\$18,380,637
Federal HazMat carrier inspection	\$181,801
Gas pipeline assessment	\$192,604
Hazardous materials and civil forfeitures	\$4,982,261
Miscellaneous revenues	\$186,954
Motor carrier registration	\$5,734,108
Power siting	\$1,224,377
State grade crossing protection	\$1,200,000
Telecommunication relay service	\$360,417
Underground facilities protection	\$356,800
Total revenues received by the PUCO	\$77,494,228
Revenue contributed to the General Revenue Fund	\$3,047,760

Expenditures FY 2025	
Personal services (payroll)	\$44,950,027
Purchased personal services	\$2,919,063
Supplies and maintenance	\$9,215,964
Equipment	\$1,328,221
Subsidies and shared revenue	\$1,897,749
Transfers	\$9,886,145
Total expenditures by the PUCO	\$70,197,169

PUCO OUTREACH

ONLINE OUTREACH

Online outreach is one of the key ways that the PUCO connects with consumers across Ohio. On Facebook, LinkedIn, Twitter and Instagram, the PUCO regularly posts updates on cases, key consumer information and educational materials.

In FY 25, the PUCO used its social media to provide critical information on utility issues. With over **9,600** followers across all social platforms, consumers were able to watch virtual commission meetings, stay up-to-date on rising energy costs and learn more about assistance programs.

In addition to social media, the PUCO website is one of the first places that consumers turn to when they need assistance. www.PUCO.ohio.gov received over **502,805** visitors and more than **2.1 million** page views.

The PUCO also maintains the Ohio Power Siting Board website, which received **67,060** visitors as well as the Energy Choice Ohio website, which received **1.25 million** visitors.

The PUCO serves over **71,000** individual consumers and stakeholders through email lists with an average engagement rate of **68.7%**. These lists publish consumer updates, job opportunities and keep businesses informed on required filings.

PUCO CALL CENTER SAVES OHIOANS MONEY

Throughout FY 25, the PUCO Call Center received **59,945** calls, emails, letters, faxes and walk-in inquiries from consumers. Many of these consumers have a question a representative can quickly handle. In other instances, issues require a closer examination. At that point, a PUCO investigator is assigned to look into the matter. In FY 25, the PUCO Call Center saved Ohio consumers a total of **\$890,418**.



RATE CHANGE ALERTS

Customers of PUCO-regulated electric and natural gas companies can sign up to receive instant notification through text or email when their utility's default rate changes. Customers are on the default rate if they choose not to shop for an alternative supplier. These Rate Change Alerts are often sent monthly, quarterly or semiannually.

In FY 25, over **16,500** new individuals signed up to receive Rate Change Alerts. In total, Rate Change Alerts are sent to **99,000+** consumers and have an average engagement rate of **48%**.

ACROSS THE STATE

As the state agency that regulates public services, the PUCO often provides Ohioans with helpful information on a variety of utility issues.

Outreach events across the state focus on a variety of topics, from energy choice and government aggregation to motor carrier training.



Here are some of the ways that the PUCO reached out to consumers in FY 25:

90 speeches and presentations
21 local public hearings
18 public information meetings
32 exhibits at fairs and festivals
13 workshops

Consumers can always request a speaker or presentation from the PUCO online or through our Consumer Call Center.



PUCO EDUCATES CONSUMERS ON ELECTRICITY PRICE CHANGES

On June 1, 2025, new standard service offer rates went into effect to customers of Ohio's six major electric distribution utilities. Average rates for residential customers rose approximately 2 cents per kilowatt hour (kWh).

The PUCO launched a coordinated effort to help residents understand their options and make educated decisions about their electricity usage and suppliers.

The PUCO issued tailored press releases, each specific to the utility company affected by the rate increases. This ensured that customers received accurate and relevant information about the changes happening in their area. In addition to these formal announcements, social media posts reached a broader audience. A comparative

chart of the new electric rates quickly became the most popular of the year and was viewed by over 80,000 Ohioans.

PUCO staff answered questions from reporters and clarified the reasons behind the rate increases, as well as what customers could do in response.

Finally, long-term education efforts also continued: offering resources to help Ohioans learn how to read their electric bills, explore energy suppliers, and monitor their usage to reduce costs.

KEY CASES 2025

HB 15 SIGNED INTO LAW

On May 15, 2025 Governor Mike DeWine signed House Bill 15, sponsored by State Representative Roy Klopfenstein (R-Haviland), to amend the competitive retail electric service law, modify taxation of certain public utility property, and repeal parts of H.B. 6 of the 133rd General Assembly.

Among other things, the law alters the electric distribution rate case process and sets specific deadlines for the PUCO to review proposed rate increases.

PUCO ENFORCES DUKE BILLING PRACTICES

In April 2025, the PUCO approved a stipulation with Duke Energy Ohio that resolved customer billing issues.

Customers contacted the PUCO Consumer Call Center with reports of inaccurate, untimely and unusual high bills.

The terms of the stipulation mandate that Duke will conduct regular audits on its billing system as well as credit customers affected by the violations. Duke will also contribute \$250,000 of shareholder funds to a bill assistance program and provide yearly disconnection data by zip code.

PUCO ENFORCES RELIABILITY METRICS FOR AES OHIO AND AEP OHIO

In 2024, the PUCO approved a settlement with AES Ohio for failing to meet its electric reliability standards in 2021 and 2022. Under the agreement, AES Ohio paid \$150,000 fine and contributed \$100,000 to an energy bill assistance program, with further penalties possible if standards are missed again.

The PUCO also approved a settlement requiring AEP Ohio to implement stronger electric reliability standards starting in January 2025. The agreement, supported by several consumer and advocacy groups, includes updates to key reliability metrics (SAIFI and CAIDI) and mandates that AEP Ohio file a new reliability standards case by June 1, 2029.

PUCO AUTHORIZES DUKE ELECTRIC SECURITY PLAN

In May 2025, the PUCO authorized an electric security plan for Duke Energy Ohio that is effective through May 2028.

Duke will continue to source electricity for its customers through a competitive bidding process, which was modified by the PUCO to minimize price volatility.

Duke will also continue programs to recover its investments in the distribution grid and vegetation management, subject to future PUCO audit and approval.

Additionally, Duke will implement a \$7.2 million energy efficiency program targeted at low-income customers and contribute \$575,000 in shareholder funds towards payment assistance and customer education initiatives.

EMERGING TRENDS 2025

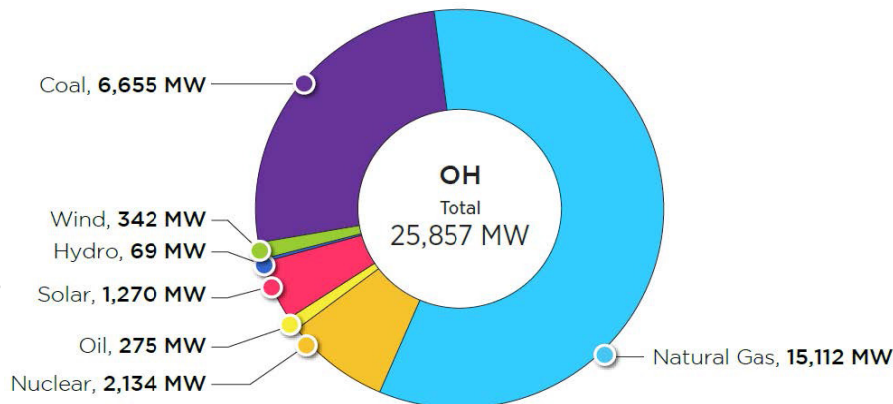
Ohio is part of a regional electric market served by PJM Interconnection—the regional transmission operator. The region includes 13 states and the District of Columbia wherein PJM is responsible for maintaining the reliability of the grid, developing regional transmission expansion plans, and administering wholesale energy, capacity, and ancillary services markets.

Generally on an annual basis, PJM procures enough electric supply resources (capacity) to ensure reliability three years ahead. The reliability target includes an excess reserve margin to address unforeseen widespread outages.

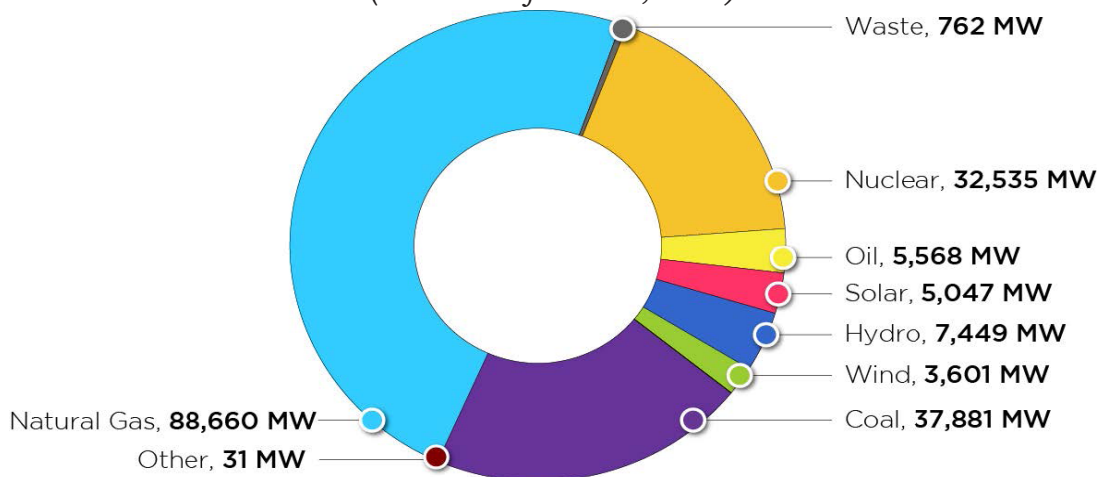
For the 2025/2026 delivery year beginning on June 1, 2025, PJM's reserve margin is 18.5%, with a forecast peak load of 153,883 megawatts (MW). For the 2026/2027 delivery year beginning on June 1, 2026, PJM's reserve margin is 18.9%, with a forecast peak load of 159,329 MW. Existing installed capacity for Ohio and PJM as of December 31, 2024 is shown in the charts on this page.

The PUCO expects Ohio's peak load, or maximum electric demand, to increase by approximately 56% over the 20-year horizon (2023-2043) when considering projected data centers and industrial growth in Ohio. This is equivalent to a 2.81% electric demand increase per year. Ohio consumed 146.7 million MWh of electricity in 2023 and is forecasted to consume 272.7 million MWh in 2043 when factoring in anticipated large load additions.

*Ohio - Existing Installed Capacity (MW) by Fuel Type
as of Dec. 31, 2024*



*PJM Existing Installed Capacity Mix
(CIRs —as of Dec. 31, 2024)*

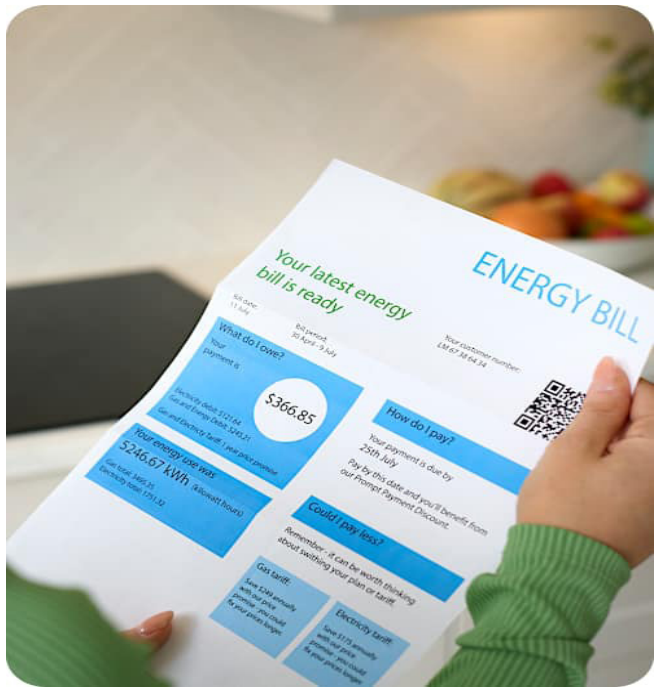


MONITORING SAFETY AND INFRASTRUCTURE

Ohio is home to more than 125,000 miles of regulated gas pipelines and 88,000 miles of electricity overhead distribution. The PUCO employs field inspectors who perform compliance inspections of gas pipelines and electric distribution facilities to ensure they are following design, construction, operation and maintenance safety regulations.

Each year, PUCO field inspectors work to ensure the safety of gas pipelines and electrical equipment all over the state. During FY 25, staff completed **277** different audits of gas pipeline operators and conducted 1,515 inspections of electrical infrastructure.

The PUCO also annually inspects water and wastewater systems with most inspections occurring in the second half of a calendar year. In FY 25, inspectors visited **44** water facilities and **13** wastewater facilities.



SPECIAL RECONNECT ORDER

The Special Reconnect Order (SRO) allows customers who have had their home heating service disconnected for nonpayment or who have been threatened with disconnection the opportunity to pay a maximum of \$175, plus a reconnection fee, to restore or maintain their utility service. Customers who use the SRO are required to make payment arrangements with their natural gas or electric company on any outstanding balance.

During the 2024–2025 heating season, **214,107** consumers utilized the Special Reconnect Order.

The PUCO has also ordered Ohio's investor-owned electric and natural gas utilities to suspend disconnections of customers for nonpayment if the customer has taken steps to apply for energy assistance bill payment programs.

Utilities will now be prohibited from disconnecting for nonpayment for 30 days after a customer has applied for Winter and Summer Crisis programs, Home Energy Assistance Programs (HEAP), or the Percentage of Income Payment Plan (PIPP).



AQUA SYSTEM IMPROVEMENT CHARGE

In 2024, the PUCO approved Aqua Ohio, Inc.'s application to collect a system improvement charge in parts of their service area.

The customer charge varies from \$1.81 to \$2.78 per month and will recover infrastructure improvement costs.

PUCO TAKES ENFORCEMENT ACTIONS

Realgy Energy Services

The PUCO authorized a settlement that mandates Realgy Energy Services pay a civil forfeiture of \$355,000, credit impacted customers, and cease doing business in Ohio. A PUCO staff investigation found probable violations by Realgy Energy Services of various PUCO regulations related to the marketing and enrollment of competitive retail electricity and natural gas services.

Enbridge Gas Ohio

Enbridge Gas Ohio will also pay a civil forfeiture of \$350,000 to the State of Ohio for gas pipeline safety violations.

A 2023 PUCO staff audit identified multiple failures on Enbridge's part to maintain proper construction records, follow necessary procedures, and ensure proper operator qualifications for its outside contractors.

NEW MOTOR CARRIER INSPECTION SOFTWARE

The PUCO Transportation Department has adopted SafeSpect, a new web-based inspection system from the Federal Motor Carrier Safety Administration, to streamline roadside inspections of commercial motor vehicles (CMVs).

SafeSpect reduces administrative tasks by pulling data from multiple sources, improving efficiency and safety for both inspectors and drivers. This system supports over 200 inspectors in the PUCO and Ohio State Highway Patrol in ensuring CMVs meet all regulatory requirements.

SafeSpect has also been integrated into the PUCO's civil forfeiture system, allowing inspections to be directly connected to assessments.

PUCO AWARDS UNDERGROUND DIGGING GRANTS

A new grant program by the Public Utilities Commission of Ohio will help protect Ohio's underground utilities and prevent costly damage across the state.

The new Underground Utility Damage Prevention Grant program is designed to fund initiatives that improve public awareness, enhance training and incentivize compliance within the utility sector.

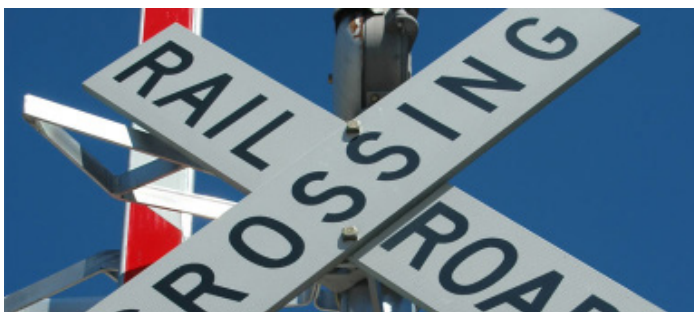
Money for these grants comes from fines paid by excavators, utilities and other entities. The PUCO issued its inaugural set of grants in April: over \$70,000 was awarded to 9 organizations.

Ohio's Underground Technical Committee hears complaints about unsafe digging practices around utility infrastructure and can order corrective action or monetary fines. Money for these grants comes from fines paid by excavators, utilities and other entities.



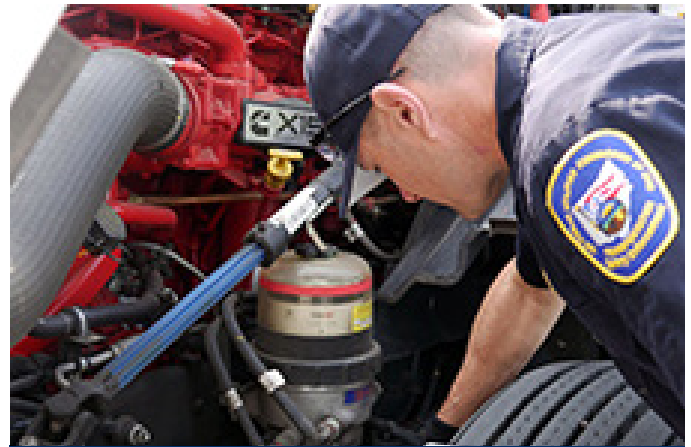
PUCO AWARDS HAZARDOUS MATERIALS TRAINING GRANTS

Throughout FY 25, the PUCO awarded 27 hazardous materials training grants totaling **\$800,000**. The funds will be used to train **3,610** public safety and emergency services professionals in Ohio. The PUCO awards hazardous materials planning and training grants to local government subdivisions, educational institutions and state agencies. Funds for these grants comes from fines paid by hazardous material carriers and shippers. Individual grants are based upon applications to the PUCO and are awarded on a reimbursement basis. The grant funds are used for emergency response planning and proper techniques for the management of hazardous material releases.



RAIL CROSSING SAFETY UPGRADES AND INSPECTIONS

The PUCO ordered a total of **187** rail crossing safety upgrades during FY 25, including the installation of lights and gates, supplemental assistance upgrades and circuitry upgrades. These upgrades are funded through federal, state and local monies. The rail division also conducted **953** federal rail safety inspections and **5,592** grade crossings in the state were inspected for state compliance. The number of train-motor vehicle crashes in Ohio in 2024 was 67.



PUCO KEEPS OHIO HIGHWAYS SAFE

The PUCO serves as the lead agency for the Motor Carrier Safety Assistance Program and in this capacity, partners with the Ohio State Highway Patrol (OSHP) to ensure that commercial motor vehicles are safely traveling throughout Ohio. PUCO and OSHP inspectors conducted more than **77,303** driver/vehicle inspections during FY 25.

Each inspection follows a thorough process to ensure that the driver and vehicle meet necessary state and federal regulations. Vehicles, drivers and companies that fail to meet these regulations may be declared out-of-service and cannot continue operating until they comply. FY 25 inspections resulted in **10,915** vehicles and **4,646** drivers being placed out-of-service due to severe violations.

Additionally, the PUCO conducted **657** motor carrier and shipper compliance reviews to ensure proper state and federal safety and hazardous materials regulations were followed. The PUCO staff processed **6,590** cCertificates of public convenience and necessity and conducted **2,917** new entrant safety audits. **4,420** motor carriers were trained during public appearances from the PUCO.

PUCO CONSUMER CALL CENTER

The PUCO can help resolve problems that arise between customers and utility companies under PUCO jurisdiction.

Need help with a utility service? Contact the PUCO Call Center:

PUCO Call Center
(800) 686-PUCO (7826)
7-1-1 (TDD/TTY)
www.PUCO.ohio.gov/contact-us

Ways the PUCO works for you:

- Helps solve utility and supplier disputes
- Provides payment plan information
- Explains utility rules and regulations
- Provides information about PUCO public hearings and how to participate
- Provides tips on energy conservation
- Explains energy choice and the Apples to Apples comparison tool
- Provides speakers for civic, consumer, religious and community organizations

ENERGY CHOICE OHIO

Just as you shop for other products and services, you may also be able to shop for an energy supplier.

With choice, energy customers from large manufacturers to residential homeowners are able to shop for energy options from a diverse group of competitive suppliers certified by the PUCO.

As more suppliers are offering their services in your area, you have the opportunity

to choose the company that supplies the generation of your electricity and supplies your natural gas.

The PUCO's Apples to Apples tool helps customers compare prices, contract terms and other plan differences between suppliers.

Compare offers at
www.EnergyChoice.Ohio.gov



Energy Choice Ohio
powered by **choice.**



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www.PUCO.ohio.gov

Jenifer French, Chair
Mike DeWine, Governor
Jim Tressel, Lt. Governor

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