

Tenants:  
What to do if your utilities are shut off – A Checklist

## ***Why are the utilities off?***

### **Electric Service**

#### ***Cleveland Public Power (CPP)***

To report an emergency or an outage,  
call 24 hours a day, 216-664-3156  
For Customer Service, call 216-664-  
4600  
[www.cpp.org](http://www.cpp.org)

#### ***The Illuminating Company***

To report an emergency or an outage,  
call 24 hours a day, 1-888-544-4877.  
For Customer Service, call 1-800-  
589-3101  
[www.firstenergycorp.com](http://www.firstenergycorp.com)

### **Gas Service**

#### ***Dominion East Ohio***

For emergencies, call 1-877-542-2630  
For Customer Service, call 1-800-362-7557  
[www.dom.com](http://www.dom.com)

### **Water & Sewer Service**

#### ***Cleveland Division of Water***

Main # 216-664-3130  
[www.clevelandwater.com](http://www.clevelandwater.com)

#### ***Northeast Ohio Regional Sewer District***

Main # 216-881-8247  
[neorsd.org](http://neorsd.org)

## ***If the utilities are off for non-payment, who is responsible?***

Cleveland Ordinance 375.05 provides that a landlord shall pay for electric, gas, and water unless:

- each unit is separately metered for the applicable utility service,
- the rental agreement provides that the tenant is responsible for the specific service,
- the rental agreement provides the tenant with reasonable access to the meter(s) and the landlord grants such access, and
- the provisions in the rental agreement assigning utilities to the tenant are in clear and unambiguous language

Ohio Revised Code section 5321.04 (A)(6) requires that a landlord “Supply running water, reasonable amounts of hot water, and reasonable heat at all times, except where the building that includes the dwelling unit is not required by law to be equipped for that purpose, or the dwelling unit is so constructed that heat or hot water is generated by an installation within the exclusive control of the tenant and supplied by a direct public utility connection.”

## ***If the landlord is responsible, what options does a tenant have?***

### **Rent Deposit – O.R.C. 5321.07**

If a landlord fails to perform the duties required by a lease or by the Ohio Landlord-Tenant Act, the tenant has a right to deposit rent with the Cleveland Municipal Clerk of Court. The rent will

remain on deposit until the parties agree to how it should be released or until the Court makes a determination as to the release.

Tenants must meet certain requirements and follow specific procedures to ensure that the rent deposit is proper. Talk to a Housing Specialist for the full list of requirements and processes.

### **Rent Deposit - CCO 535.14(b)**

The City of Cleveland's ordinances allow tenants to maintain water service to a residential property if at least 50% of tenants:

- Deposit rent when due with the Clerk of Court, and
- Apply to the Court for an order to use the rent on deposit to pay the delinquency, and
- Continue to deposit rent when due until the account delinquency is resolved.

### **Assume responsibility for the water service - CC. 535.14 (a)**

Cleveland Ordinance allows tenants to maintain water service to a residential property by paying a deposit on the account and assuming responsibility for future bills as they come due.

### **File a Complaint for Injunctive Relief (TRO)**

**Speak with an attorney.**

Note: If utilities are shut off for tampering with a meter or other supply mechanism, or have been illegally turned on after a shut-off, the process for restoring service is much more complicated and may involve significant additional costs.

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