

RULE NO. 4

MINIMUM CUSTOMER INFORMATION REQUIREMENTS

A. GENERAL INFORMATION

The Utility will maintain on file at each of its offices or districts at which an agent is employed (except agents maintained for collection only) all of its tariffs and will also maintain on file at its principal place of business the following information:

- 1. All rules
- 2. All schedules of rates
- 3. The address and telephone number of the Commission
- 4. The rights and remedies the customer has available to them when a dispute arises with the Utility

All new customers shall be informed of their rights to review the above information.

B. INFORMATION FOR RESIDENTIAL CUSTOMERS

- 1. The Utility shall make available upon customer request a concise summary of the rate schedule applied for by such customer. The summary shall include the following:
  - a. Monthly minimum or basic service charge, identifying the amount of the charge and the specific amount of usage included in the minimum charge, where applicable.
  - b. Rate blocks, where applicable.
  - c. Any adjustment factor(s) and method of calculation.
- 2. In addition, the Utility shall make available upon customer request a copy of the Commission's Rules and Regulations concerning:
  - a. Deposits
  - b. Terminations of service

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*(Continued)*

B. INFORMATION FOR RESIDENTIAL CUSTOMERS *(Continued)*

- c. Billing and collection
- d. Complaint handling
- 3. The Utility, upon request of the customer of record, shall transmit a written statement of actual consumption by such customer for each billing period during the prior 12 months unless such data is not reasonably ascertainable.
- 4. The Utility shall determine the most applicable tariff for the customer and notify the customer of such prior to service commencement.
- 5. The Utility shall inform all new customers of their rights to obtain the information specified above.

C. INFORMATION REQUIRED DUE TO BASE TARIFF RATE CHANGES

The Utility shall notify the affected customers of any base tariff rate change.

D. CHANGE OF TARIFF SCHEDULE BY CUSTOMER

Should a customer be eligible and elect to take service under a different applicable rate schedule, the change will become effective after the regular meter reading next following the date of such request. The Utility may refuse to permit such a change unless service has been established under the current tariff schedule for a period of not less than 12 months, except customers served under Schedule Nos. G-30 and SB-1 need only have taken service for a period of not less than six months, and except such change will be permitted when an applicable new or revised tariff schedule is first put into effect or the customer's operations have changed so as to justify immediate transfer to a different schedule. It is the customer's responsibility to notify the Utility of changes in their load requirements.