**Section 412.220 Termination of Sales Contract**

a) Residential and small commercial customers shall have a right to terminate their contracts with alternative retail electric suppliers at any time without any termination fees or penalties. The contract shall disclose the right to terminate and provide a toll-free phone number that the customer may call in order to terminate the agreement. This requirement does not relieve the customer of obligations to pay for services rendered under the contract until service is terminated. The caps on early termination fees and penalties shall not apply to charges or fees for devices, equipment, or other services provided by the utility or alternative retail electric supplier. The ARES shall document and retain for a period of two years all such customer requests to terminate service with the ARES. If unforeseen circumstances delay the transmission of the request to the utility, the ARES must transmit the request to the utility within the following two (2) business days, provided, however, that the ARES must detail the reason for the delay in its records.

b) An ARES must process any Customer’s termination request by transmitting a termination request to the utility within one business day after receipt of the termination request from the customer. The ARES shall document and retain for a period of two years all such customer requests to terminate service with the ARES. If unforeseen circumstances delay the transmission of the request to the utility, the ARES must transmit the request to the utility within the following two business days, provided, however, that the ARES must detail the reason for the delay in its records.

(Source: Former Section 412.230 renumbered to Section 412.220 and amended at 46 Ill. Reg. 19509, effective November 23, 2022)