**Section 412.240 Assignment**

An ARES that is certified to serve residential or small commercial customers shall not assign an agreement with a customer to any different ARES unless:

a) The new supplier is an ARES certified by the Commission;

b) The new ARES is in compliance with all applicable requirements of the Commission and the electric utility to provide electric service;

c) The customer is given written notice by the ARES of the assignment no less than 30 days prior to the assignment.

d) The written notice shall include contact information for the new supplier, contact information for the default electric supplier should the customer not wish to take service with the new ARES, and contact information for the Commission’s Consumer Services Division; and

e) The Commission’s Customer Service Division and the Office of Retail Market Development are given written notice of the assignment no less than 30 days prior to the assignment. The ARES assigning the contract provides contact information that a customer can use to resolve a dispute.

(Source: Former Section 412.250 renumbered to Section 412.240 and amended at 46 Ill. Reg. 19509, effective November 23, 2022)