**Section 460.50 Customer Records and Information**

a) The applicant shall agree to adopt and follow rules and procedures ensuring that authorizations received from customers, customer billing records, and requests for metering service transmitted to utilities are retained for a period of not less than two calendar years after the calendar year in which they were created. In addition to other lawful means of discovery, these records shall be made available by request to the Commission or its Staff on a confidential and proprietary basis, as necessary to carry out the Commission's obligations under the Act.

b) The applicant shall preserve the confidentiality of its customer's data, and shall agree to adopt and follow rules and procedures to preserve the confidentiality of its customer's data.

c) In the event that an MSP renders a bill to a retail customer for providing meter services, the bill shall indicate the period of time for which the bill is rendered, a description of the service rendered, the due date of the bill and a toll-free telephone number to contact for further information.