**Section 470.210 Customer Disclosures**

a) Prior to enrolling or re-enrolling retail customers in an Opt-in or Opt-out Aggregation Program, or whenever there is a change in the rates, end date or choice of Aggregation Supplier of the Aggregation Program, the Aggregation Supplier shall verify that retail customers have been sent disclosures as required by Section 1-92 of the IPA Act evidenced by:

1) a written verification from the Governmental Aggregator that the required disclosure has been sent; or

2) the Aggregation Supplier has sent the required disclosures in compliance with subsection (b) of this Section, Section 470.220, Section 470.230 and Section 470.240.

b) If the Aggregation Supplier sends the required disclosure to retail customers, the disclosure shall state:

1) the legal name of the Aggregation Supplier, the name under which the Aggregation Supplier will market its products, if different, and its business address;

2) the Governmental Aggregator's name and, if available, the Governmental Aggregator's logo to be included on the envelope and first page of any disclosures, and the statement "Important Electricity Aggregation Information Enclosed" must be printed conspicuously on the envelope;

3) that customers may purchase their electricity supply from a RES (without providing a price comparison) or the electric utility (either utility fixed-price or hourly service) and the PlugInIllinois.org Internet address;

4) that customers may request from the Illinois Power Agency, without charge, a list of all supply options available to them in a format that allows comparison of prices and products;

5) the cost to obtain service pursuant to Section 16-103 of the PUA, how to access it, and the fact that it is available to customers without penalty if the customer is currently receiving service under that Section; the disclosure shall not contain a comparison of the proposed aggregation rate to the electric utility's fixed-price service rate;

6) the Aggregation Supplier's toll-free telephone number for billing questions, disputes and complaints;

7) a local or toll-free telephone number, with the available calling hours, that customers may call with any questions regarding the Aggregation Program; this number shall be provided by the Aggregation Supplier unless otherwise agreed to with the Government Aggregator and shall not be an electric utility number;

8) the prices, terms and conditions of the products and services being offered to the customer;

9) the presence or absence of early termination fees or penalties and applicable amounts or the formula pursuant to which they are calculated; and

10) that net metering customers, pursuant to Section 16-107.5(d)(3) and (e)(3) of the PUA, may forfeit credits for electric supply service and delivery service, or both, if they switch to the Aggregation Supplier.