**Section 501.410 Information to Customers**

a) Bills rendered to retail customers for service shall clearly show at least the following:

1) The date of the meter reading, the number of days in the billing period, the energy used, the meter constant if applicable, the type of service rendered, a complete description of the service or rate classification under which the customer receives service, and the type of reading that was used in the bill calculation (such as actual, estimated or customer reading), and, for meters for which beginning and ending meter readings are used as billing determinants, the reading of the meter at the beginning and the reading of the meter at the end of the period for which the bill is rendered.

2) In the event that a bill rendered to retail customers is not based on usage derived from meter readings, the bill must indicate the period of time for which the bill is rendered, the type of service rendered, and a complete description of the service or rate classification under which the customer receives service.

3) Minimum content requirements listed vertically for easy readability:

A) The total amount of the bill.

B) The monthly customer charge or portion thereof.

C) The demand charges.

D) If applicable, the cost of gas detailed by the number of therms used and the price per therm for each change in the unit price. For alternative gas suppliers, only the weighted average price per therm need be provided, unless otherwise provided in the contract between the customer and the alternative gas supplier.

E) If applicable, the cost of gas adjustment.

F) Any other applicable adjustments (other charges not under categories of charges but relating to services, energy or other programs provided to customer by the utility).

G) State tax.

H) Municipal tax.

I) Optional services listed separately.

4) The due date of the bill.

5) Definitions or explanations of any abbreviations and technical words used on the bill.

6) The name and the toll-free telephone number of each service provider whose services to the customer appear on the bill.

7) The average use per day for the period over which the bill is rendered and for the comparable period one year earlier, and an indication of the difference in temperatures between the two periods. If this information is not available for a customer, the bill shall so state.

b) A utility or alternative gas supplier, upon request by a customer, shall transmit at a minimum a statement of the actual consumption of therms by the customer at the customer's present service address for each billing period during the immediately preceding 12-month period for which that customer was receiving service.

c) All gas utilities shall have on file with the Commission a proposed tariff under Section 9-201 of the Act that contains a bill form complying with the requirements of subsection (a). By January 1, 2017, all billings shall comply with the requirements of subsection (a).

d) As mandated by Section 8-302 of the Act, whenever a customer for whom a gas utility provides metering service provides the utility with a written request asking the meter reader to leave a card showing the meter readings and dates, the gas utility shall have its meter reader leave a card showing these meter readings and dates.

e) At least annually, each gas utility shall disclose to each of its customers information about the customer's service in a clear and concise manner. The disclosure shall contain the following minimum requirements:

1) A description of the rates or charges for the rate classification under which the customer receives service.

2) An identification and explanation of optional or experimental rates or classifications available to customers.

3) An identification and explanation of all charges that are not related to costs incurred in service and the supply of energy to that customer.

f) In addition, for customers served under the residential and commercial classifications, a utility disclosure statement shall contain the following:

1) An explanation of the terms appearing on the customer's bill form.

2) An example of how to calculate a bill using the customer's existing rate.

g) Disclosure statements shall be provided by the utility:

1) To each new utility customer, not later than 60 days after the date of commencement of service, through a billing insert, separate mailing or direct customer contact by a representative of the utility.

2) To all affected customers in the event of a change in overall utility rate levels. The disclosure statement shall be transmitted, at a minimum, within the second complete billing cycle after the utility rates become effective following the issuance of a final order in any rate proceeding by the utility. If the disclosure is sent during a period in which proration occurs, a statement such as the following shall be incorporated in the text:

"This summary is being sent during a period in which proration occurs. Proration occurs when part of your bill is charged on old utility rates and part of your bill is charged on new utility rates. If an attempt is made to calculate your bill using this rate summary, your calculation will not yield the proper billing amount for this billing period, but will do so in subsequent months. We recommend that you retain this summary for future reference in computing proper billing amounts."

h) Each *alternative gas supplier shall provide to* all residential and small commercial *customers* (unless otherwise indicated in subsections (h)(1) through (5)) the following information:

1) *Accurate, timely, and itemized billing statements that describe the products and services provided to the customer and their prices and that specify the gas consumption amount and any service charges and taxes.* This subsection (h)(1) *does not apply to small commercial customers*. [220 ILCS 5/19-115(g)(3)(A)]

2) *Billing statements that clearly and conspicuously disclose the name and contact information for the alternative gas supplier.* [220 ILCS 5/19-115(g)(3)(B)]

3) In the event that a bill rendered by an alternative gas supplier is not based on usage derived from meter readings, the bill must indicate the period of time for which the bill is rendered. This subsection (h)(3) does not apply to small commercial customers.

4) *An additional statement, at least annually, that adequately discloses the average monthly prices, and the terms and conditions, of the products and services sold to the customer.* This subsection (h)(4) *does not apply to small commercial customers*. [220 ILCS 5/19-115(g)(3)(C)]

5) An alternative gas supplier may satisfy its obligation to provide an additional annual statement disclosing a customer's terms and conditions by providing a notification that describes the means by which a customer can obtain the terms and conditions of the products and services sold to the customer, such as a reference to the alternative gas supplier's website or the customer service number where or through which a copy of the applicable terms and conditions can be downloaded or requested, provided that upon customer request, a written copy of the terms and conditions of the products and services sold to the customer shall be provided by the alternative gas supplier to the customer without charge to the customer.

i) "Retail customer", as used in this Section, means a single entity using natural gas at a single premises and that is receiving tariffed services from a gas utility, or a residential or small commercial customer receiving gas commodity service from an alternative gas supplier.

j) The provisions of this Section shall apply only to:

1) Natural gas public utilities; and

2) Alternative gas suppliers serving residential or small commercial customers and only to the extent that the alternative gas suppliers provide services to residential or small commercial customers.