**Section 501.40 Complaints**

a) A utility or alternative gas supplier shall investigate each complaint received. The utility or alternative gas supplier shall acknowledge the receipt of all written complaints orally or in writing.

b) A utility or alternative gas supplier shall document each complaint and make any records required by this Part available to Commission personnel upon request. Each record shall contain, at a minimum, the name and address of the complainant, the time of day and the date received, the nature of the complaint, the result of the investigation or analysis, when and by whom the investigation or analysis was conducted, the final disposition of the complaint, and the date of disposition.

c) A utility shall keep records of complaints related to pressure regulation or accuracy of metering equipment or data, other than requests for meter rereads, in the following manner. A utility will keep an index or file containing all complaints for three years, separated by year. If a utility chooses to maintain an index of these complaints, the index shall contain enough information to allow access to individual records of each complaint.

d) 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* the *alternative gas suppliers provide services to residential or small commercial customers*. [220 ILCS 5/19‑111(a)]