**Section 602.20 Definitions**

"Act" means the Public Utilities Act [220 ILCS 5].

"Office of the public utility" means and includes only those offices maintained by the public utility for the purpose of the public transacting business with the public utility. It does not mean or include places of business maintained primarily for another purpose, such as stores, banks, offices or organizations other than the public utility, where arrangements may have been made for the receipt of payments of bills due to the public utility or for the receipt of requests for service or for the transaction of other incidental business relating to the public utility, and it does not include a public utility office maintained primarily for operation purposes or rendering utility services to the public.

"Subcontractor" means any contractor, subcontractor, agent, individual or other entity that provide a services under contract or other payment arrangement to a public utility for the performance of services related to the physical infrastructure of the public water or sewer utility. Employees of the public utility are not subcontractors. For purposes of this Part, "subcontractor" excludes any contractor, subcontractor, agent, individual or other entity that makes contact with the customer by telephone, in writing, or through any means other than by personal contact.