**Section 602.30 Notice to Customers**

Notice to customers of the obligations of subcontractors for presenting proper identification when contacting customers.

a) Notice to the public. The public utility shall post in two public and conspicuous places in each office of the public utility a notice not less than seven by ten inches in size printed in black on a white background, reading substantially as follows:

PUBLIC NOTICE

No subcontractor of this public utility is authorized to contact any customer for the purpose of soliciting or receiving payment of any kind for any service provided by this utility. Employees of this utility shall carry proper identification and unilaterally present such identification to each customer when initiating contact with that customer. While subcontractors are not authorized to contact customers to solicit payment for services, whenever a subcontractor contacts a customer for any other purpose, the subcontractor is required to carry proper identification and unilaterally to present that identification to customers.

An employee of this public utility will assist any person that has questions about this notice.

b) Written notice

1) By March 1 of each year, each water or sewer public utility shall provide written notice of required identification of subcontractors and utility employees to each of its customers. This written notice may be included with the customer's billing for utility services. The written notice shall detail the information to be contained in the identification of each employee of the water or sewer public utility that is authorized to contact customers for the purpose of soliciting or accepting payment for services provided. The written notice shall detail the information to be contained in the identification of subcontractors and further notify customers that subcontractors are not authorized to contact customers for the purpose of soliciting or accepting payment for services that are provided by the utility. The written notice shall also inform the customers that notice is posted in the utility's office and that an employee of the public utility is available for assisting customers in understanding the contents of the notice.

2) At the time each new customer is accepted for service, the utility shall provide the customer written notice of required identification of employees of the public utility and subcontractors. This written notice shall contain the information that is required by subsection (b)(1).