



93RD GENERAL ASSEMBLY

State of Illinois

2003 and 2004

Introduced 2/6/2004, by Tom Cross

SYNOPSIS AS INTRODUCED:

220 ILCS 5/16-123

Amends the Public Utilities Act. Makes a technical change in a Section concerning customer information centers.

LRB093 19293 AMC 45028 b

1 AN ACT in relation to utilities.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Public Utilities Act is amended by changing
5 Section 16-123 as follows:

6 (220 ILCS 5/16-123)

7 Sec. 16-123. Establishment of customer information centers
8 for electric utilities and alternative retail electric
9 suppliers. All electric utilities and alternative retail
10 electric suppliers shall ~~be required to~~ maintain a customer
11 call center where customers can reach a representative and
12 receive current information. Customers shall periodically be
13 notified on how to reach the call center. The Commission shall
14 have the authority to establish reporting requirements for such
15 centers.

16 (Source: P.A. 90-561, eff. 12-16-97.)