**Section 280.260 Customer Information Packet**

a) Intent: The utility shall develop customer information material and provide the material to customers without additional charge.

b) Content:

1) Description of the services provided; and

2) Customer rights and responsibilities under this Part, including, at a minimum:

A) A brief description of billing information such as frequency of billing, due dates, and electronic billing and other billing options;

B) A description of the estimated bill process;

C) Payment options, including budget payment plan and deferred payment arrangements;

D) Payment methods and locations;

E) Late fees;

F) Deposit requirements;

G) Disconnection and reconnection procedures;

H) Utility dispute procedures and escalation procedures if a dispute is not resolved;

I) Contact information for the utility;

J) Commission's Consumer Services Division's informal complaint procedures;

K) Contact information for the Commission's Consumer Services Division;

L) A statement that the Commission's rules apply to service standards and reliability;

M) Notice of the availability of the Commission's rules; and

N) That special rights are available to low income customers, and how to qualify for low income customer status.

c) Distribution:

1) Written copy sent or delivered to all new customers;

2) Written copy sent or delivered to customers upon request;

3) Material available on any utility web site; and

4) Notice that the material is available free of charge and instructions on obtaining material sent to all customers annually.

d) Filing with Commission: The material shall be kept current and a current copy shall be filed with the Manager of the Consumer Services Division. Any changes in the material shall be presented to the Manager of the Consumer Services Division at least 45 days prior to being made available to customers.