**Section 411.200 Specific Record-Keeping Requirements**

a) Electric utilities with 100,000 or more customers must maintain service records detailing information on each interruption that affects 10 or more customers, or power fluctuations that affect 30,000 or more customers, or 0.8% of the utility's total customers, whichever is less. The service record for each interruption shall be maintained for at least five years and shall include the following information:

1) Starting date of the interruption or power fluctuation.

2) Starting time of the interruption or power fluctuation.

3) Interruption or power fluctuation duration.

4) Number of customers affected by the interruption or power fluctuation.

5) Description of the cause of the interruption or power fluctuation.

6) Geographic area affected by the interruption or power fluctuation.

7) Specific equipment involved in the interruption or power fluctuation.

8) Description of measures taken to restore service or eliminate power fluctuation.

9) Description of measures taken to remedy the cause of the interruption or power fluctuation.

10) Description of measures taken to prevent a future interruption or power fluctuation.

11) Amount of remuneration, if any, paid to affected customers.

12) Statement of whether the fixed charge was waived for affected customers.

b) An electric utility with 100,000 or more customers shall not modify its data collection or record-keeping procedures so as to collect or record less information about the reliability of its transmission and distribution facilities under the jurisdiction of the Commission or to collect information for fewer discrete areas than the utility collected in calendar year 1997 without first seeking the comments of the Commission Staff. Any changes in data collection and record-keeping procedures made without agreement of the Staff shall not excuse a later failure to provide information required or requested under the Act or this Part.

(Source: Amended at 44 Ill. Reg. 4598, effective March 4, 2020)