**Section 411.300 Purpose of Subpart D**

This Subpart provides specific instructions to the electric service jurisdictional entities on how to administer the customer satisfaction survey mandated by the Electric Service Customer Choice and Rate Relief Law of 1997 [220 ILCS 5/Art. XVI]. Each jurisdictional entity is required to submit to the Commission an annual report that includes the results of a customer satisfaction survey. The customer satisfaction survey covers reliability of electric service, customer service, and customer understanding of the jurisdictional entity's services and prices.

(Source: Added at 24 Ill. Reg. 12914, effective September 1, 2000)