**Section 412.180 Records Retention and Availability**

a) An ARES must retain, for the longer of two years or the length of the contract, verifiable proof of authorization to change suppliers for each customer. Upon request by the Commission or Commission Staff, the ARES shall provide authorization records within seven business days.

b) Throughout the duration of the contract, and for two years thereafter, the ARES shall retain the customer's contract. Upon the customer's request, the ARES shall provide the customer a copy of the contract via email, U.S. mail or facsimile. The ARES shall send a copy of the contract within seven business days from receipt of the customer’s request if the customer is currently taking service under the contract or within fourteen business days if the customer is not currently taking service under the contract. The ARES shall not charge a fee for the copies if a customer requests fewer than three copies in a 12-month period.

(Source: Amended at 46 Ill. Reg. 19509, effective November 23, 2022)