**Section 412.310 Required ARES Information**

a) Prior to the ARES initiating marketing to residential and small commercial retail customers, and annually on or before June 1 thereafter, the ARES shall file electronically with the Chief Clerk of the Commission the following documents and information:

1) A copy of its bill formats (if it bills customers directly rather than using electric utility consolidated billing) (combined billing for RES services and electric utility services on the electric utility bill);

2) Standard customer contract;

3) Customer complaint and resolution procedures; and

4) The name, telephone number and email address of the company representative whom Commission employees may contact to resolve customer complaints and other matters.

b) If, at the time of its annual filing, there are no changes to the documents or information on file with the Commission in compliance with subsection (a) above, the ARES shall file a document that affirms there are no changes from the prior year’s filing.

c) The ARES must file updated information within 10 business days after changes in any of the documents or information required to be filed by this Section.

d) If the ARES has declared force majeure within the past 10 years on any contracts to deliver electric services, the ARES shall provide notice to the Commission Staff prior to marketing to residential and small commercial retail customers.

e) *By May 31, 2020, and every* *June 30* *thereafter, each ARES shall file with* the Chief Clerk of the Commission, and provide a copy to the Commission's Consumer Services Division (CSD) and the Office of Retail Market Development (ORMD), *the rates that it charged to residential customers in the prior year, including each distinct rate charged and whether the rate was a fixed or variable rate, the basis for the variable rate, and any fees charged in addition to the supply rate, including monthly fees, flat fees, or other service charges.* [220 ILCS 5/16-115A(a)(iii)]

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