**Section 512.180 Records Retention and Availability**

a) An AGS must retain, for a minimum of 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 AGS shall provide authorization records within seven business days.

b) Throughout the duration of the contract, and for two years after the contract ends, the AGS shall retain the customer's contract. Upon the customer's request, the AGS shall provide the customer a copy of the contract via email, U.S. mail or facsimile. The AGS shall send a copy of the contract within seven business days after 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 AGS shall not charge a fee for the copies if a customer requests fewer than three copies in a 12-month period.