**Section 512.220 Termination of Sales Contract**

a) Residential and small commercial customers shall have a right to terminate their contracts with alternative gas suppliers at any time without any termination fees or penalties. The contract shall disclose the right to terminate and provide a toll-free phone number that the customer may call in order to terminate the agreement. This requirement does not relieve the customer of obligations to pay for services rendered under the contract until service is terminated.

b) An AGS must process any Customer’s termination request by transmitting a termination request to the utility within two business days after receipt of the termination request from the Customer. The AGS shall document and retain for a period of two years all such customer requests to terminate service with the AGS. If unforeseen circumstances delay the transmission of the request to the utility, the AGS must transmit the request to the utility within the following two business days, provided, however, that the AGS must detail the reason for the delay in its records.