**Section 735.220 Second Language**

Where there is a demonstrated need for second language notices in the service area of any utility, as determined by the Commission on the basis of census figures, the community area involved, and customer complaints and requests for such notice, notices as set out in Appendices A and B herein shall be sent to customers located within the area and contain the following warning in the appropriate second language: Important – This notice affects your rights and obligations and should be translated immediately. If you cannot find a person to translate for you, call the telephone company immediately.