

## **R6-12 CUSTOMER INFORMATION**

Each utility shall:

- (1) Maintain up-to-date maps, plans, or records of its entire transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving any locality.
- (2) Assist the customer or prospective customer in selecting the most economical rate schedule.
- (3) Notify customers, as required by the Commission, affected by a change in rates or schedule classification.
- (4) Post a notice in a conspicuous place in each office of the utility where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the utility, as filed with the Commission, are available for inspection.
- (5) Upon request, inform its customers as to the method of reading meters.
- (6) Furnish such additional information as the customer may reasonably request.
- (7) During July and August of each year, consumption for each customer for the twelve-months ending June 30 of such year and the prior year shall be reviewed. If it is found that the customer has either increased or decreased his annual consumption based on the two prior years' consumption to the point it would place him on a different rate schedule, the customer shall be automatically reclassified to the proper rate schedule effective the following September 1. In determining consumption, periods of involuntary curtailment shall be excluded.

Each customer reclassified under this rule shall be notified of the change in rate schedule, along with a copy of the tariff sheets applicable to his old and new rate schedules, at least twenty-one days prior to the effective date of the change.

(NCUC Docket No. G-100, Sub 48, 2/22/91.)