

R7-21 INFORMATION TO CUSTOMERS

(a) Information as to Kinds of Service. - A utility shall, when accepting application for water service, give full information to the applicant concerning type of service to be rendered and rates which will be applicable, advantageous, and suitable to his requirements.

(b) Meter Reading Method. - Each utility shall adopt some means of informing its consumers as to the method of reading meters.

(c) Posting of Rates, Rules and Regulations. - Every utility shall provide in its business office, near the cashier's window, where it may be available to the public, the following:

- (1) A copy of the rates, rules and regulations of the utility applicable to the territory served from that office.
- (2) A copy of these rules and regulations.