

ELECTRIC RULE 5—SPECIAL INFORMATION REQUIRED ON FORMS

A. CONTRACTS

Each contract for electric service will contain the following provisions: "This contract shall at all times be subject to such changes or modification by the IPUC Board of Commissioners and may, from time to time, direct in the exercise of its jurisdiction."

B. CUSTOMERS' BILLS

On each bill for electric service will be printed the following statement: "This bill is now due and payable. "Should you question this bill, please request an explanation from IPUC. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to the Industry Public Utility Commission Board of Commissioners. To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to IPUC Board of Commissioners. If you are unable to pay the amount in dispute, you must inform the Board of your inability to pay. Your service will remain on until the IPUC Board of Commissioners completes its review. The Board will review the basis of the billed amount, communicate the results of its review to the parties and make disbursement of the deposit. The Board will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matter includes the quality of a utility's service, general level of rates, pending rate changes, and sources of fuel and power.

C. DISCONTINUANCE OF SERVICE NOTICE

On each notice of discontinuance of service for nonpayment of bills there will be printed the following information:

1. The name and address of the customer whose account is delinquent.
2. The amount of the delinquency.
3. The date by which payment or arrangements for payment is required or dispute is documented in order to avoid termination.
4. The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges as defined herein.
5. The telephone number of a representative of IPUC who can provide additional information or institute arrangements for payment.

6. The telephone number of the Board to which inquiries by the customer may be directed