

Section 28: Information to Consumers

Utility shall reasonably inform Customers about rates, rate changes and service practice policies by making such information available upon application for service and at other times upon request. Utility, at its sole discretion and as it determines appropriate, shall utilize channels such as mail, newspaper, website, text messaging, e-mail, or other technological means of communication, if available. Utility's website is www.rockwoodelectric.com. Utility, upon request, shall make available Customer's monthly consumption for the prior 12 months if it is reasonably ascertainable.