

Article 10.

FUEL BASED RATE CHANGES.

R8-48 INFORMATION TO BE PROVIDED TO NEW CONSUMERS

(a) Each utility shall provide to each of its new consumers within sixty (60) days after commencement of service a clear and concise explanation of the rate schedule(s) applicable to such consumer. This can be accomplished in one of the following manners at the option of the utility:

- (1) A description of the rate schedules, special clauses, and riders which are reasonably available to the consumer with respect to the customer's particular rate classification or usage pattern (e.g., residential, small commercial, general service, large power).
- (2) A copy of applicable rate schedules or similar documents on file with the Commission which contain such information.
- (3) A combination of items (1) and (2) above to inform the customer of rate schedules available to that particular service.
- (4) The information stated in (1) and (2) above may also be provided to a new consumer prior to commencement of service at the utility's option if such is normally provided in the course of routine service negotiation.
- (5) In addition to the above, each new consumer is to be furnished either a summary description of the current procedures whereby the utility, pursuant to provisions of G.S. 62-134(e), is permitted to increase or decrease its rates based solely upon the cost of fuel used in generation or production of power, or a copy of the Commission rule setting forth such procedures.

(b) Each utility is encouraged, but is not required, to furnish the following information to each new consumer at the time that it provides the information required to be provided by subparagraph (a) of this rule:

- (1) an explanation of its policies and rules with respect to consumer credit;
- (2) an explanation of its policies and practices with respect to meter reading and billing cycles;
- (3) an explanation of its service termination and reconnect procedures;
- (4) general company information concerning reporting power failures, billing information, requests for service changes, and the like; and
- (5) energy conservation tips and load management information.

(c) Nothing in this rule shall be construed to conflict with the provisions of Rule R8-25(a) or to negate the duty of the utility to supply any information to a consumer upon request as provided in that rule.

(NCUC Docket No. E-100, Sub 36, 1/5/81; NCUC Docket No. M-100, Sub 140, 12/03/13.)