



SECTION 4
MINIMUM CUSTOMER INFORMATION REQUIREMENTS

A. Information for Customers

1. The Company will make available upon Customer request not later than sixty (60) days from the date of the request, a concise summary of the Rate applied for by the Customer. The summary will include the following:
 - a. The monthly minimum or Basic Service Charge, identifying the amount of the charge and the specific amount of usage included in the minimum charge, where applicable;
 - b. Rate blocks, where applicable;
 - c. Any adjustment factor(s) and method of calculation; and
 - d. Demand charge, where applicable.
2. Upon request of the Customer, either at the time of application or after, the Company will use its best efforts to assist the Customer in choosing an appropriate Rate. However, upon application for service or upon request for assistance, the Applicant or the Customer will elect the applicable Rate best suited to his or her requirements. The Company may assist in making this election, but will not be held responsible for notifying the Customer of the most favorable Rate and will not be required to refund the difference in charges under different Rates. The Customer is solely responsible for selecting the Rate the Customer believes is appropriate. If no Rate is selected; the Customer will be placed on the most common Rate for the class of service and the Company will not be liable to refund the difference in charges had the Customer been placed on different Rates.
3. Upon written notification of any material changes in the Customer's installation or load conditions, the Company will assist in determining if a change in Rates is desirable, but not more than one (1) such change at the Customer's request will be made within any twelve-month period.
4. The supply of electric service under a residential rate to a dwelling involving some business or professional activity will be permitted only where such activity is of only occasional occurrence, or where the electricity used in connection with such activity is small in amount and used only by equipment which would normally be in use if the space were used as living quarters. Where the portion of a dwelling is used regularly for business, professional or other gainful purposes, and any considerable amount of electricity is used for other than domestic purposes, or electrical equipment not normally used in living quarters is installed in connection with such activities referred to above, the entire premises must be classified as non-residential and the appropriate general service rate will be applied.

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- 5. Upon Customer request the Company will make available within sixty (60) days from date of service commencement, a concise summary of the Company's Rates or the Commission's Rules and Regulations concerning:
 - a. Deposits;
 - b. Termination of service;
 - c. Billing and collection; and
 - d. Complaint handling.

6. Consumption History Requests

Customers will obtain Consumption History on the Company's website. If the Customer is unable to obtain the information from the Company's website, upon request of a Customer, the Company will provide a written statement of actual consumption for each billing period during the prior twelve (12) month period at no cost to the Customer, unless this data is not reasonably ascertainable. The Company will charge the Customer for the Consumption History Request as set forth as Fee No. 15 in the TEP Statement of Charges if the Customer (or a third-party on behalf of the Customer) submits more than one request in a calendar year. Upon request, a commercial Customer may request and receive a binding estimate of the total fee in advance of fulfilling the Customer's data request.

If a request is received from a third-party, the third-party is required to supply the request form authorizing permission for the Customer's data.

7. Interval History Requests

Customers will obtain Interval History (usage collected at intervals over a specified period of time) on the Company's website. If the Interval History is not available on the Company's website, upon request of a Customer, the Company will provide a written statement of Interval History for each billing period during the prior twelve (12) month period at no cost to the Customer, if this data is reasonably ascertainable by the Company. If the Customer is informed by TEP that the Interval History is available on the Company's website, and the Customer, or a third-party on the Customer's behalf, chooses to request a written statement of Interval History, the Company will charge the Customer for the Interval History Request as set forth as Fee No. 15 in the TEP Statement of Charges. Upon request, a commercial Customer may request and receive a binding estimate of the total fee in advance of fulfilling the Customer's data request.

If a request is received from a third-party, the third-party is required to supply the request form authorizing permission for the Customer's data.

- 8. The Company will inform all new Customers of their right to obtain the information specified above.



Tucson Electric Power

**Tucson Electric Power Company
Rules and Regulations**

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- B. Information Required Due to Changes in Rates
1. The Company will send to affected Customers a concise summary of any change in the Company's Rates affecting those Customers.
 2. This information will be sent to the affected Customer within sixty (60) days of the effective date of the change.

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