**Section 512.310 Required AGS Information**

a) Prior to an AGS initiating marketing to customers, and annually on or before January 1, the AGS shall file electronically with the Chief Clerk of the Commission the following documents and information:

1) A copy of its bill formats (if it bills customers directly rather than using natural Gas Utility consolidated billing) (combined billing for AGS services and natural Gas Utility services);

2) Standard customer contract;

3) Customer complaint and resolution procedures; and

4) The name, telephone number and email address of the company representative whom Commission employees may contact to resolve customer complaints and other matters.

b) If, at the time of annual filing, there are no changes to the documents or information on file with the Commission in compliance with subpart (a) above, the AGS may file a document that affirms there are no changes from the prior year’s filing.

c) The AGS must file updated information within 10 business days after changes in any of the documents or information required to be filed by this Section.

d) If the AGS has declared force majeure within the past 10 years on any contracts to deliver natural gas supply services, the AGS shall provide notice to the Commission Staff prior to marketing to residential and small commercial retail customers.

e) By January 1, 2020 and every January 1 thereafter, each AGS shall file with the Chief Clerk of the Commission, and provide a copy to the Commission's Consumer Services Division (CSD) and the Office of Retail Market Development (ORMD), the rates which it charged to residential customers in the prior year, including each distinct rate charged and whether the rate was a fixed or variable rate, the basis for the variable rate, and any fees charged in addition to the supply rate, including monthly fees, flat fees, or other service charges.