

1 AN ACT in relation to utilities.

2 Be it enacted by the People of the State of Illinois,
3 represented in the General Assembly:

4 Section 5. The Public Utilities Act is amended by
5 changing Section 16-123 as follows:

6 (220 ILCS 5/16-123)

7 Sec. 16-123. Establishment of customer information
8 centers for electric utilities and alternative retail
9 electric suppliers. All electric utilities and alternative
10 retail electric suppliers shall ~~be required to~~ maintain a
11 customer call center where customers can reach a
12 representative and receive current information. Customers
13 shall periodically be notified on how to reach the call
14 center. The Commission shall have the authority to establish
15 reporting requirements for such centers.

16 (Source: P.A. 90-561, eff. 12-16-97.)