

7810.1000 INFORMATION AVAILABLE TO CUSTOMER AND PUBLIC.

Subpart 1. **Access to information provided.** Business offices shall be staffed to provide customers and others with convenient access to qualified personnel, including supervisory personnel where warranted, to provide information relating to services and rates, accept and process applications for service, explain charges on customers' bills, adjust charges made in error and to generally act as representatives of the utility. If one business office serves several communities, toll-free calling from such communities to that office shall be provided.

Subp. 2. **Information available to public.** Access to the following information shall be made available at the business office upon request:

A. copies of all tariffs as described in this chapter applicable to the area served by the business office;

B. maps showing exchange, base rate area and zone boundaries, if applicable, in sufficient size and detail from which all customer locations can be determined and mileage or zone charges quoted;

C. publicly announced information as to the present intended future availability of specific classes of service at an applicant's location;

D. publicly announced information concerning plans for major service changes in the area served by the business office; and

E. information pertaining to services and rates as proposed in pending tariff or rate change filing.

Statutory Authority: *MS s 237.07; 237.10; 237.11*

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