

# Customer Rights & Responsibilities

Over the past several years, the Illinois Commerce Commission and other Illinois utilities worked to improve the state's regulations dealing with customer rights and responsibilities. These regulations, known as [83 Illinois Administrative Code Section 280 \(Part 280\)](#), establish fair, clear procedures for utilities to follow regarding:

- Eligibility for service
- Customer deposits
- Billing
- Payments
- Refunds
- Disconnection of service

The improvements called for in the revised Part 280 must be fully implemented by May 1, 2016.

If you have questions about Part 280, please call us at 800-633-6250. You can [read Part 280 online](#) or review copies of it at the ICC's offices at 160 N. LaSalle St., Suite C-800, Chicago, IL 60601 or 527 E. Capitol Ave., Springfield, IL 62701.