

**SECTION VIII
END-USE CUSTOMER INQUIRIES AND REQUESTS FOR INFORMATION**

- 8.1. End-use Customer Requests for Program Information and/or Usage Data
- a) Upon request, End-use Customers will be sent an information package containing a summary of the program and a current list of Certified Suppliers, which will be sent to the End-use Customer's service or mailing address.
 - b) The list of Certified Suppliers will be provided to any End-use Customer upon request, all new End-use Customers, any End-use Customer returning to the Standard Offer Rate, all End-use Customers prior to initiation of competition and quarterly for the remainder of the Market Development Period.
 - c) The list of Certified Suppliers will be posted on a designated website. The list of Certified Suppliers will contain suppliers currently registered to enroll End-use Customers in the Company's service territory and, until March 1, 2001, suppliers who have a registration pending with the Company. The list of Certified Suppliers will also designate, if available, which customer classes Certified Suppliers will be serving.
 - d) End-use Customers may contact the Company and request their twelve (12) month usage data, which will be sent to the End-use Customer's service or mailing address.
- 8.2. End-use Customer Inquiries Concerning Billing-Related Issues
- a) End-use Customer inquiries concerning the Company's charges or services should be directed to the Company.
 - b) End-use Customer inquiries concerning the Certified Supplier's charges or services should be directed to the Certified Supplier.
- 8.3. End-use Customer Inquiries Related to Emergency Situations and Outages
- a) The Company will be responsible for responding to all inquiries related to distribution service, emergency system conditions, outages and safety situations. End-use Customers contacting the Certified Supplier with such inquiries should be referred directly to the Company.
 - b) It may be necessary for the Company to curtail or shed End-use Customer load at the request of the Cinergy Control Area Operator, or as otherwise provided by Commission approved tariffs. In such cases, the Company will follow the provisions of its Energy Emergency Rules contained in the Company's Retail Tariff.

Filed pursuant to an Order dated March 29, 2006 in Case No. 06-407-GE-ATA before the Public Utilities Commission of Ohio.

Issued: March 31, 2006

Effective: April 3, 2006

Issued by Sandra P. Meyer, President