

**7820.4800 INFORMATION AVAILABLE TO CUSTOMERS AND PUBLIC.**

The utility shall retain customer billing, complaint, payment, and deposit records for the length of time necessary to permit the utility to comply with the commission's rules; provided the utility shall retain these records for not less than three years. A customer's own billing, complaint, payment, and deposit records shall be available to that customer.

Each utility shall have available for existing customers and applicants for service such information as is needed to obtain and maintain adequate, timely, and efficient service.

Each utility shall furnish additional information as the customer may reasonably request.

**Statutory Authority:** *MS s 216B.08; 216B.09*

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