

# CLARKSVILLE DEPARTMENT OF ELECTRICITY

## Operating Policy No. 2-2

**Subject:** Information to Customers

**Policy:**

CDE will provide information regarding rates, service policies, and rules and regulations to customers using the following: CDE bill, CDE website ([www.clarksvilled.com](http://www.clarksvilled.com)), electronic communication, and advertisements with local media. Customers shall be notified of any retail rate actions initiated by CDE 30 days prior to implementation whenever possible.

Upon request, CDE will make available to customers their energy consumption data for the prior 12- month period. There is no charge for this service.

CDE will not provide to other parties any customer's individually identifiable energy consumption data or any other individually identifiable data collected by CDE without customer authorization.