



IL - Missed Appointment Credits and Requirements

If an Electing Provider fails to keep a scheduled repair or installation appointment when a customer premises visit requires a customer to be present as required under Section 737.200(a)(3), the Electing Provider shall credit the customer \$25 per missed appointment. A credit required by this subsection does not apply when the Electing Provider provides the customer notice of its inability to keep the appointment no later than 8:00 pm of the day prior to the scheduled date of the appointment.