**Section 677.70 Notice of Action**

Every customer has the right to a written notice of the disposition of any referral, application, or any denial, termination, or change in services. Such a notice shall be mailed at least 15 working days prior to the effective date of the action and shall include:

a) a clear statement of the action taken;

b) a clear statement of the reason for the action;

c) a clear and complete statement of the customer's right of appeal;

d) a statement indicating that, if an appeal is filed, services will continue at the level at the time the appeal is filed during the period of the appeal under the conditions and limitations stated at 89 Ill. Adm. Code 510.60.