



UTAH POWER & LIGHT COMPANY
ELECTRIC SERVICE REGULATION NO. 25

STATE OF UTAH

General Rules and Regulations
Customer Guarantees

This Rule provides general terms and conditions for the Company's Customer Guarantees which are applicable to all active metered Customers or Applicants utilizing the services of the Company.

1. CUSTOMER GUARANTEE CREDIT:

For failure to meet a Customer Guarantee for Customer Guarantees 1 and 7, Customers must make a claim for compensation. Valid compensation claims for Customer Guarantees 1 and 7 submitted within 30 days of the date of an outage will be credited to the Customer's account. If the Company fails to meet a Customer Guarantee for Customer Guarantees 2 through 6 and Customer Guarantee 8, the credit will automatically be applied to the Customer's account. Where a Customer Guarantee applies to an Applicant, the Company will mail the guarantee payment to the Applicant. See Schedule 300 for a description of the Customer Guarantee credits.

2. DESCRIPTION OF CUSTOMER GUARANTEES:

(a) Customer Guarantee 1: Restoring Supply After An Outage

In the event of an outage, the Company will restore a Customer's electric supply within 24 hours of being notified except where:

- (1) The Customer agreed to remain without supply;
- (2) The Company offered the Customer a generator as an alternative means of supply;
- (3) There were problems or safety-related issues with the Customer's internal equipment; or

(continued)

ELECTRIC SERVICE REGULATION NO. 25 - Continued**2. DESCRIPTION OF CUSTOMER GUARANTEES: (continued)****(a) Customer Guarantee 1: Restoring Supply After An Outage (continued)**

- (4) Specialized equipment was required to restore the supply. *

*Also see General Exceptions.

To receive a credit, a Customer must make a claim for compensation within 30 calendar days of the date of the outage.

(b) Customer Guarantee 2: Appointments

The Company will keep all mutually agreed upon appointments with the Customer or the Applicant regarding the Customer or Applicant's electric supply except where:

- (1) The Customer or Applicant canceled the appointment;
- (2) The Customer or Applicant failed to keep the appointment; or
- (3) The Company rescheduled the appointment with at least 24 hours of notice. *

*Also see General Exceptions.

(c) Customer Guarantee 3: Switching On Power

The Company will switch on power for an Applicant or Customer within 24 hours of the request provided no construction is required, all government inspections are met and communicated to the Company, and required payments or payment arrangements are made except where:

- (1) The Customer or Applicant canceled the request; or
- (2) The Customer or Applicant's own equipment is the cause for the Customer not having power. *

*Also see General Exceptions.

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ELECTRIC SERVICE REGULATION NO. 25 - Continued**2. DESCRIPTION OF CUSTOMER GUARANTEES: (continued)****(d) Customer Guarantee 4: Estimates For New Supply**

Within two working days from an Applicant or Customer's request to provide new supply, the Company will arrange a mutually agreed upon appointment to discuss an estimate. If no alterations to the Company's network are required, an estimate will be provided to the Applicant or Customer within five working days after the initial meeting and all necessary information is provided. If alterations to the Company's network are required, an estimate will be provided to the Applicant or Customer within 15 working days after the initial meeting and all necessary information is provided. A credit will not be provided where:

- (1) The Customer or Applicant canceled the appointment;
- (2) The Customer or Applicant failed to keep the appointment;
- (3) The Company was unable to contact the Customer or Applicant at the address or telephone number provided by the Customer or Applicant; or
- (4) The Company rescheduled the appointment with at least 24 hours of notice. *

*Also see General Exceptions.

(e) Customer Guarantee 5: Responding To Bill Inquiries

The Company will respond to most billing inquiries at the time of the initial contact from the Customer. For those inquiries that require further investigation, the Company will investigate and respond to the Customer as soon as possible or at least within 10 working days.

(f) Customer Guarantee 6: Resolving Meter Problems

The Company will investigate and respond to reported problems with a Customer's meter, or conduct a meter test and report the results to the Customer, within 15 working days. If the meter has been tested within 12 months preceding the date of the request, the Company may require the customer to make a deposit as provided in Schedule 300.

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ELECTRIC SERVICE REGULATION NO. 25 - Continued**2. DESCRIPTION OF CUSTOMER GUARANTEES: (continued)****(g) Customer Guarantee 7: Notifying Of Planned Interruptions**

The Company will provide the Customer with at least two working days notice prior to turning off power for planned interruptions except where:

- (1) The Customer agreed to less than two working days notice;
- (2) The interruption was due to work on meters or a meter test;
- (3) The interruption was a momentary interruption of less than 5 minutes;
- (4) Permanent repairs were carried out within three working days of completing temporary repairs following an unplanned interruption;
- (5) The Customer was notified of a planned interruption which did not occur; or
- (6) The safety of the public, Company personnel or imminent failure of Company equipment is a factor leading to an immediate interruption to carry out repair work. *

*Also see General Exceptions.

To receive a credit, a Customer must make a claim for compensation within 30 calendar days of the date of the planned interruption.

(h) Customer Guarantee 8: Responding To Power Quality Complaints

The Company will begin an investigation of a power quality complaint and respond to the Customer within seven working days or explain a known problem to the Customer within five working days.

3. GENERAL EXCEPTIONS:

Payment for the failure to meet a Customer Guarantee shall not be made if any of the following general exceptions occur:

- (1) The Customer or Applicant canceled the request and/or did not keep the appointment. This will include the Customer or Applicant notifying the Company they did not want the Company to start action, or take any further action.
- (2) The Customer or Applicant agreed that the action taken by the Company met the requirements of the guarantee.

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ELECTRIC SERVICE REGULATION NO. 25 - Continued**3. GENERAL EXCEPTIONS: (continued)**

- (3) The Customer or Applicant did not provide necessary information or supplied incorrect information.
- (4) Inability to access Company, Customer or Applicant's facilities beyond the control of the Company.
- (5) An action or default by someone other than a Company employee that is outside of the Company's control, for example, road closures.
- (6) Major events, such as storms.
- (7) Instances where resources required to meet the guarantees were re-deployed to restore supplies during a major event in another operating area or utility.
- (8) Safety-related issues which preclude the Company from meeting the guarantees.
- (9) Causes related to force majeure, which include but are not limited to: injunction or other decree or order of any court or governmental agency having jurisdiction, strikes or other labor disputes such as lockouts, slowdowns or work stoppages, sabotage, riot insurrection, acts of the public enemy, fire, flood, explosion, extraordinary action of the elements, earthquake or other acts of God, or accidental destruction of or damage to facilities.

4. DEFINITIONS:

Major Events for purposes of this rule are defined as:

A catastrophic event which can:

- Exceed the design limits of the electric power system, or
- Cause extensive damage to the electric power system, or
- Result in more than 10% of Customers in an operating area losing supply.

5. DISPUTE RESOLUTION:

Any disputes regarding Customer claims from Customer Guarantee failures shall be directed to the Company's Customer Guarantee Claim Center. Should the Company be unable to resolve the Customer's dispute, the Customer may obtain informal review of the dispute as described in Electric Service Regulation No. 1.