

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 provide the Customer or Applicant with a mutually agreed upon two-hour window for appointments regarding the Customer or Applicant's electric supply and will arrive within this timeframe 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)** Service has been disconnected for nonpayment, subterfuge or theft/diversion of service;
(2) The Customer or Applicant canceled the request; or
(3) The Customer or Applicant's own equipment is the cause for the Customer not having power. *

*Also see General Exceptions.

(continued)