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**ELECTRIC SERVICE REGULATION NO. 1 - Continued**

**8. STATEMENT OF UTILITY CUSTOMER RIGHTS AND RESPONSIBILITIES**  
(continued)

**RIGHTS**

**Rocky Mountain Power will:**

- Provide service if you are a qualified applicant.
- Offer you at least one 12-month deferred payment plan if you have a financial emergency.
- Let you pay a security deposit in three installments, if one is required.
- Follow specific procedures for service disconnection which include providing you notice postmarked at least 10 days before service is disconnected.
- Offer winter shut-off protection of energy utility service to qualifying ratepayers.
- Advise you of sources of possible financial assistance in paying your bill.
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home.
- Give you written information about commission rules and your rights and responsibilities as a customer under those rules.

**RESPONSIBILITIES**

**You, the customer will:**

- Use services safely and pay for them promptly.
- Contact Rocky Mountain Power when you have a problem with payment, service, safety, billing, or customer service.
- Notify Rocky Mountain Power about billing or other errors.
- Contact Rocky Mountain Power when you anticipate a payment problem to attempt to develop a payment plan.
- Notify Rocky Mountain Power when you are moving to another residence.
- Notify Rocky Mountain Power about stopping service in your name or about stopping service altogether.
- Permit access for meter readers and other essential Rocky Mountain Power personnel and equipment.

(continued)