ELECTRIC SERVICE REGULATION NO. 1 - Continued

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

To contact your local Rocky Mountain Power office call the phone number listed on your bill.
If you have a problem, call Rocky Mountain Power first.
If you cannot resolve the problem, you may obtain an informal review of the dispute by
calling the Utah State Division of Public Utilities Complaint Office at the following telephone
number:

801-530-7622 in Salt Lake City
1-800-874-0904 toll free statewide

9.   INFORMAL AND FORMAL REVIEW
(a)   Informal Review
Any residential customer who is unable to resolve a dispute with the Company
concerning a matter addressed in the Utah Residential Utility Service Rules may
obtain informal review of the dispute by a designated employee within the Division of
Public Utilities. Upon receipt of a request for informal review, the Division employee
shall, within one business day, notify the utility that an informal complaint has been
filed. Absent unusual circumstances, the Company shall attempt to resolve the
complaint within five business days. In no circumstances shall the utility fail to
respond to the informal complaint within five business days. The response shall
advise the complainant and the Division employee regarding the results of the
Company's investigation and a proposed solution to the dispute or provide a timetable
to complete any investigation and propose a solution. The Company shall make
reasonable efforts to complete any investigation and resolve the dispute within 30
calendar days. A proposed solution may be that the Company request that the
informal complaint be dismissed if, in good faith, it believes the complaint is without
merit. The Company shall inform the Division employee of the Company's response
to the complaint, the proposed solution and the complainant's acceptance or rejection
of the proposed solution and shall keep the Division employee informed as to the
progress made with respect to the resolution and final disposition of the

(continued)

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