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**ELECTRIC SERVICE REGULATION NO. 25 - Continued**

**2. DESCRIPTION OF CUSTOMER GUARANTEES: (continued)**

**(d) Customer Guarantee 4: Estimates For New Supply**

An estimate for new supply will be provided to the Applicant or Customer within 15 working days after the initial meeting and all necessary information is provided and any required payment is made. \*

\*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 10 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.

(continued)