



UTAH POWER & LIGHT COMPANY

ELECTRIC SERVICE REGULATION NO. 1

STATE OF UTAH

General Provisions

1. The Company undertakes to furnish electric service subject to the rules of the Public Service Commission of Utah (P.S.C.U.) as supplemented by these Electric Service Regulations. These Regulations are designed to govern the supplying and receiving of electric service consistent with good operating practices and the Electric Service Schedules of the Company.
2. The P.S.C.U. adopted the Utah Residential Utility Service Rules, Utah Administrative Code R746-200, which became effective December 20, 1988. Pursuant to those rules, designated portions of these Electric Service Regulations apply only to residential electric service to consumers in single or multiple family dwellings. Such portions of these Electric Service Regulations will be designated as applying only to residential customers. Unless specifically stated otherwise, these portions of the Regulations do not apply to master-metered apartment dwellings. Commercial, industrial, government accounts and special contracts are expressly excluded from the requirements of these portions of the Regulations.
3. At the time that residential electric service is extended to an account holder the Company will provide the consumer with an up-to-date consumer information pamphlet approved by the Utah Public Service Commission, which clearly describes and summarizes the substance of the Utah Residential Utility Service Rules. The Company will mail or deliver a copy of this pamphlet, or a summarized version approved by the Commission to all residential customers annually. Copies of this pamphlet shall be prominently displayed in all business offices maintained by the Company and furnished to consumers upon request. The Company will make available upon request a Spanish edition of the consumer information pamphlet.

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ELECTRIC SERVICE REGULATION NO. 1 - Continued

4. When electric service is extended to a residential account holder, annually, and upon first notice of an impending service disconnection, the Company shall provide a copy of the "Customer's Statement of Rights and Responsibilities" as approved by the Public Service Commission. The Statement of Rights and Responsibilities shall be a single page document. It shall be prominently displayed in all customer service centers.
5. In accepting service from the Company, each Customer agrees to comply with and be bound by said regulations and the applicable electric service schedules. These Regulations supersede all previous Regulations which may have been effective. Interconnection and operation agreements in effect at the time these Regulations became effective shall continue in effect for the term of such agreements. These Regulations may be revised, when occasion requires, upon approval of the Public Service Commission of Utah.
6. For work which a Customer requests the Company to perform, and remuneration is not given in the Electric Service Schedules or addressed or referenced in these Regulations, the Customer shall pay the Company's cost for performing that work.
67. The rules regulating service prescribed by the Public Service Commission of Utah, Utah Administrative Code R746, are hereby adopted and by this reference made a part of the Regulations and this Tariff.
78. **STATEMENT OF UTILITY CUSTOMER RIGHTS AND RESPONSIBILITIES**
The Utah Public Service Commission has established rules about utility consumer/company relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service disconnection and other matters. These rules assure customers of certain rights and outline customer responsibilities.

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ELECTRIC SERVICE REGULATION NO. 1 - Continued

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

RIGHTS

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

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ELECTRIC SERVICE REGULATION NO. 1 - Continued

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

To contact your local Utah Power office call the phone number listed on your bill.

If you have a problem, call Utah 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:

530-6652 in Salt Lake City
1-800-874-0904 toll free statewide

89. INFORMAL AND FORMAL 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. Such employee shall investigate the dispute, make an attempt to resolve it, and inform both the Company and the Customer of his findings within five days from receipt of the informal review request. The Division of Public Utilities shall in all cases inform the customer of his right to petition the Commission for a formal review of the dispute, and shall make available to the consumer a standardized complaint form with instructions approved by the Commission. While an account holder is proceeding with an informal or a formal review of a dispute, no termination of service shall be permitted, provided any amounts not disputed are paid when due.~~

(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~~

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ELECTRIC SERVICE REGULATION NO. 1 - Continued**9. INFORMAL AND FORMAL REVIEW (continued)****(a) Informal Review (continued)**

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 informal complaint. If, after 30 calendar days from the receipt of a request for informal review, the Division employee has received no information that the complainant has accepted a proposed solution or otherwise completely resolved the complaint with the utility, the complaint shall be presumed to be unresolved.

(b) Mediation

If the Company or the complainant determine that they cannot resolve the dispute by themselves, either of them may request that the Division attempt to mediate the dispute. When a mediation request is made, the Division employee shall inform the other party within five business days of the mediation request. The other party shall either accept or reject the mediation request within ten business days of the request, and so advise the mediation requesting party and the Division employee. If mediation is accepted by both parties or the complaint continues to be unresolved 30 calendar days after receipt, the Division employee shall further investigate and evaluate the dispute, considering both the customer's complaint and the utility's response, their past efforts to resolve the dispute, and try to mediate a resolution between the complainant and the Company. Mediation efforts may continue for 30 days or until the Division employee informs the parties that the Division has determined that mediation is not likely to result in a mutually acceptable resolution, whichever is shorter.

(c) Division Access to Information During Informal Review or Mediation

The Company and the complainant shall provide documents, data or other information requested by the Division, to evaluate the complaint, within five business days of the Division's request, if reasonably possible or as expeditiously as possible if they cannot be provided within five business days.

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ELECTRIC SERVICE REGULATION NO. 1 - Continued**9. INFORMAL AND FORMAL REVIEW (continued)****(d) Commission Review**

If the Company has proposed that the complaint be dismissed from informal review for lack of merit and the Division concurs in the disposition, if either party has rejected mediation or if mediation efforts are unsuccessful and the Division has not been able to assist the parties in reaching a mutually accepted resolution of the informal dispute, or the dispute is otherwise unresolved between the parties, the Division in all cases shall inform the complainant of the right to petition the Commission for a review of the dispute, and shall make available to the complainant a standardized complaint form with instructions approved by the Commission. The Division itself may petition the Commission for review of a dispute in any case which the Division determines appropriate. While a complainant is proceeding with an informal review or mediation by the Division or a Commission review of a dispute, no termination of service shall be permitted, provided any amounts not disputed are paid when due, subject to the Company's right to terminate service pursuant to Utah Administrative Code R 746-200-g (F), Termination of Service Without Notice.

The Commission, upon its own motion or upon petition of any person, may initiate formal or investigative proceedings upon any matter arising out of an informal complaint.

Any residential account holder who claims that the Company has violated any provision of these customer service rules, other Public Service commission rules, or company tariff or other approved company practices may utilize the informal and formal grievance procedures. If deemed appropriate, the Commission may assess a penalty.