
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.

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