
ROCKY MOUNTAIN POWER
ELECTRIC SERVICE REGULATION NO. 25

STATE OF UTAH

General Rules and Regulations
Customer Guarantees

This Rule provides general terms and conditions for the Company's Customer Guarantees which are applicable to all active metered residential and Schedule 23 and Schedule 23B Customers or Applicants utilizing the services of the Company.

1. CUSTOMER GUARANTEE CREDIT:

For failure to meet a Customer Guarantee for Customer Guarantees 1 and 7, Customers must make a claim for compensation. Valid compensation claims for Customer Guarantees 1 and 7 submitted within 30 days of the date of an outage will be credited to the Customer's account. If the Company fails to meet a Customer Guarantee for Customer Guarantees 2 through 6, the credit will automatically be applied to the Customer's account. Where a Customer Guarantee applies to an Applicant, the Company will mail the guarantee payment to the Applicant. See Schedule 300 for a description of the Customer Guarantee credits.

2. DESCRIPTION OF CUSTOMER GUARANTEES:

(a) Customer Guarantee 1: Restoring Supply After An Outage

In the event of an outage, the Company will restore a Customer's electric supply within 24 hours of being notified except where:

- (1)** The Customer agreed to remain without supply;
- (2)** The Company offered the Customer a generator as an alternative means of supply;
- (3)** There were problems or safety-related issues with the Customer's internal equipment; or

(continued)