
ELECTRIC SERVICE REGULATION NO. 25 - Continued

2. DESCRIPTION OF CUSTOMER GUARANTEES: (continued)

(g) Customer Guarantee 7: Notifying Of Planned Interruptions

The Company will provide the Customer with at least two days notice prior to turning off power for planned interruptions except where:

- (1) The Customer agreed to less than two days notice;
- (2) The interruption was due to work on meters or a meter test;
- (3) The interruption was a momentary interruption of less than 5 minutes;
- (4) Permanent repairs were carried out within three working days of completing temporary repairs following an unplanned interruption;
- (5) The Customer was notified of a planned interruption which did not occur; or
- (6) The safety of the public, Company personnel or imminent failure of Company equipment is a factor leading to an immediate interruption to carry out repair work. *

*Also see General Exceptions.

To receive a credit, a Customer must make a claim for compensation within 30 calendar days of the date of the planned interruption.

3. GENERAL EXCEPTIONS:

Payment for the failure to meet a Customer Guarantee shall not be made if any of the following general exceptions occur:

- (1) The Customer or Applicant canceled the request and/or did not keep the appointment. This will include the Customer or Applicant notifying the Company they did not want the Company to start action, or take any further action.
- (2) The Customer or Applicant agreed that the action taken by the Company met the requirements of the guarantee.

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