



RULE 22

SPECIAL SERVICE CHARGES

A. Customer Electrical System Faults

1. Minimum Normal Service.

If a customer contacts the utility concerning a lack of power, the utility shall provide the following services at no charge to the customer:

- a. The utility will verify whether or not power is being supplied to the customer's meter base.
- b. The utility will inform the customer that the lack of power, when power is being supplied to the meter base, is due to a problem on the customer's side of the meter.

2. Customer Electrical System Fault.

A Customer Electrical System Fault exists whenever a customer, to whose meter base the utility is currently supplying power, complains to the utility of a lack of power in any part of the customer's premises.

3. Special Service, Requirements.

The utility will provide the service of assessing and correcting customer electrical system faults only upon request by the customer, and the utility determines that it is possible, practical and reasonable to take corrective action, for:

- a. Residential and Small Commercial customers, and
- b. All other customers, only in emergency circumstances when no other assistance is available.

4. Special Service, Scope

Customer service provided by the utility in cases of Customer Electrical System Faults shall include, if the utility determines that it is possible, practical and reasonable to take corrective action;

- a. An investigation of the customer's complaint,
- b. A determination of the likely cause(s) of the customer's complaint, and
- c. The correction of any problems found with the customer's electrical system, including the replacement of defective parts when the replacement parts are on hand.

(Continued)

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RULE 22

SPECIAL SERVICE CHARGES

A. Customer Electrical System Faults (Continued)

5. Mandatory Special Service Charge.

The utility shall apply a Customer Service Charge to the customer's bill, if the utility, at its sole discretion, corrects the Customer Electrical System Fault.

6. Notice of Special Service Charge.

The utility shall inform the customer of the Customer Service Charge:

- a. Verbally, at the time of first contact, and
- b. In writing, prior to actually performing any service on the customer's side of the meter.

7. Amount and Limits of Special Service Charges.

For special services with Customer Electrical System Faults, the Customer Service Charge shall be:

- a. For Residential customers, an amount equal to the actual cost of such service, but not to exceed the amounts in the following schedule:
 - (1) May 1, 1995 to May 1, 1996 - \$15.00
 - (2) May 1, 1996 to May 1, 1997 - \$30.00
 - (3) After May 1, 1997 - \$50.00
- b. For all other customers, the charge may be based on any reasonable amount or rate, but not less than the actual costs of such services.

8. Waiver of Charge for Trivial Residential Service.

For Residential customers, in trivial cases where the remedy for, or correction of, the customer's electrical system fault is immediately determined, the Customer Service Charge may, at the utility's discretion, be waived.