

**GENERAL RULES AND REGULATIONS  
CONTINUITY OF ELECTRIC SERVICE AND  
INTERRUPTION AND SERVICE RESTORATION**

Page 1

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**Continuity of Electric Service and Interruption**

Unless otherwise specified in a service agreement, electric service is intended to be continuously available. It is inherent, however, that there will at times be some degree of failure, interruption, suspension, curtailment or fluctuation. The Company does not guarantee constant or uninterrupted delivery of electric service and shall have no liability to its Consumers or any other persons for any interruption, suspension, curtailment or fluctuation in electric service or for any loss or damage caused thereby if such interruption, suspension, curtailment or fluctuation results from the following:

- (a) Causes beyond the Company's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to facilities of the Company or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which the Company's system is interconnected and acts or omissions of third parties.
- (b) Repair, maintenance, improvement, renewal or replacement of facilities, or any discontinuance of service which, in Company's judgment, is necessary to permit repairs or changes to be made in Company's generating, transmission or distribution facilities or to eliminate the possibility of damage to Company's property or to the persons or property of others. To the extent practicable, such work, repairs or changes shall be done in a manner which will minimize inconvenience to the Consumer and, whenever practicable, the Consumer shall be given reasonable notice to such work, repairs or changes.
- (c) Automatic or manual actions taken by the Company, which in its sole judgment are necessary or prudent to protect the performance, integrity, reliability or stability of the Company's electrical system or any electrical system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in the Company's electrical system, including, without limitation, such equipment as automatic relays, generator controls, circuit breakers and switches.
- (d) Actions taken by Company to conserve energy at times of anticipated deficiency of resources shall be in accordance with Rule 15 of this tariff.

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Page 2

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**Service Restoration**

During a major outage due to events such as a major storm, the Company will follow priorities for service restoration as provided below. These restoration procedures are generally followed in order to restore service to the greatest number of Customers as quickly as possible with special consideration given to critical accounts that are essential services, such as 911 dispatch centers, police and fire stations, hospitals, and utility infrastructure. Service restoration to critical services is dependent upon completion of repairs to Company facilities pursuant to the general service priority guidelines identified below. Emergency severity and restoration priorities are reassessed throughout the event to ensure optimum allocation and deployment of resources. This action may result in reprioritization based on the new information and circumstances at the time. Governmental entities are encouraged to add back up generators with properly installed isolation switches to critical service facilities to provide back-up power in the event of significant damage or disruption to transmission and distribution infrastructure.

In the event of an emergency, the first priority is the safety of employees and the public. Calls taken which indicate hazards will be given the highest priority. Besides the protection of public safety, the priorities for service restoration are generally as follows:

(1) Repair Transmission Lines to Substations

The Company will first make the necessary repairs to the transmission system connecting generation facilities to substations in order to ensure system stability. The Company will then make the necessary repairs to transmission lines, substations, and distribution facilities that connect substations to critical services. Next, the Company will continue to repair remaining transmission lines and substations after service to critical services has been restored.

(2) Repair Substations

The Company will repair substations making it possible to restore service to large numbers of Customers.

(3) Repair Distribution Lines

The Company will repair distribution lines serving critical services as well as lines that may be blocking streets or highways. The Company will then repair other main distribution lines. After the Company repairs distribution lines, it will repair distribution taps and lateral lines and transformers that serve smaller groupings, such as Residential Customers.

(4) Repair of Individual Service Connections

The Company will repair individual service connections last. If Customer-owned equipment has been damaged, such as the meter base, a licensed electrician must repair it before the Company can restore service. In addition, inspection of the Customer-owned equipment may be required. Such repairs are the responsibility of the Customer.