

**GENERAL RULES AND REGULATIONS**  
**CUSTOMER GUARANTEES**

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

**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.

**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
  - (4) Specialized equipment was required to restore the supply. \*

\*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 outage.

- (b) **Customer Guarantee 2: Appointments:** The Company will provide the Customer or Applicant with a mutually agreed upon two-hour window for appointments regarding the Customer or Applicant's electric supply and will arrive within this timeframe except where:
- (1) The Customer or Applicant canceled the appointment;
  - (2) The Customer or Applicant failed to keep the appointment; or
  - (3) The Company rescheduled the appointment with at least 24 hours of notice. \*

\*Also see General Exceptions.

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**Description of Customer Guarantees (continued)**

- (c) **Customer Guarantee 3: Switching On Power:**  
The Company will switch on power for an Applicant or Customer within 24 hours of the request provided no construction is required, all government inspections are met and communicated to the Company, and required payments or payment arrangements are made except where:
- (1) Service has been disconnected for nonpayment, subterfuge or theft/diversion of service;
  - (2) The Customer or Applicant canceled the request; or
  - (3) The Customer or Applicant's own equipment is the cause for the Customer not having power.\*
- \* Also see General Exceptions.
- (d) **Customer Guarantee 4: Estimates For New Supply:** An estimate for new supply will be provided to the Applicant or Customer within 15 working days after the initial meeting and all necessary information is provided and any required payment is made.
- \*Also see General Exceptions.
- (e) **Customer Guarantee 5: Responding to Bill Inquiries:** The Company will respond to most billing inquiries at the time of the initial contact from the Customer. For those inquiries that require further investigation, the Company will investigate and respond to the Customer as soon as possible or at least within 10 working days.
- (f) **Customer Guarantee 6: Resolving Meter Problems:** The Company will investigate and respond to reported problems with a Customer's meter, or conduct a meter test and report the results to the Customer, within 10 working days. If more than one requested test is made in twelve months, the Customer will pay in advance a meter test charge as specified in Schedule 300.
- (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.

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**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.
- (3) The Customer or Applicant did not provide necessary information or supplied incorrect information.
- (4) Inability to access Company, Customer or Applicant's facilities beyond the control of the Company.
- (5) An action or default by someone other than a Company employee that is outside of the Company's control, for example, road closures.
- (6) Major events, such as storms, as currently defined by the Institute of Electrical and Electronics Engineers, Inc. (IEEE).
- (7) Instances where resources required to meet the guarantees were re-deployed to restore supplies during a major event in another operating area or utility.
- (8) Safety-related issues which preclude the Company from meeting the guarantees.
- (9) Causes related to force majeure, which include but are not limited to: injunction or other decree or order of any court or governmental agency having jurisdiction, strikes or other labor disputes such as lockouts, slowdowns or work stoppages, sabotage, riot insurrection, acts of the public enemy, fire, flood, explosion, extraordinary action of the elements, earthquake or other acts of God, or accidental destruction of or damage to facilities.