

RULE NO. 14

CONTINUITY AND QUALITY OF SERVICE

A. QUALITY

1. The Utility does not warrant, expressly or impliedly, the quality, adequacy, safety, or other characteristics of the electricity and/or electric service provided by the Utility.
2. Variations in quality caused by a Customer shall be subject to other sections of the Rates, Rules and Regulations, including Rule No. 2.

B. SHORTAGES, INTERRUPTIONS, SPIKES, OR SURGES

1. The Utility will exercise reasonable diligence: (a) to furnish a continuous and sufficient supply of electricity to its Customers; and (b) to minimize the occurrence of shortages, interruptions, spikes, surges, situations that affect the regional or local electric utility grid, and other electricity delivery problems. However, the Utility does not guarantee: (a) a continuous or sufficient electric supply; or (b) the absence of such conditions, which may affect the quality of the electricity provided.
2. The Utility will not be liable regardless of its acts or omissions for (a) variations in the quality of electricity supplied or any damage or loss resulting therefrom; (b) the failure to supply a continuous or sufficient supply of electricity or any damage or loss resulting therefrom; or (c) damage or loss caused by shortages, interruptions, spikes, surges, situations that affect the regional or local electric utility grid, or other electricity delivery problems.
3. If the operations, repairs, or improvements of the Utility's electrical facilities, a contingency or an emergency results in interruption in the delivery of electricity to Customers, the Utility may provide notice of such interruption when such notice is reasonably possible. In the event that the Customer experiences three or more sustained outages within a twelve (12) month timeframe, the Utility will prioritize the Customer's electric service for any required modifications.
4. In the event that Utility-owned electric facilities or equipment are the sole cause of an unscheduled electrical outage lasting more than eight (8) consecutive hours, the Public Utilities General Manager may, at his or her discretion and subject to the Utility's financial ability, provide a courtesy bill credit. Such courtesy bill credit does not constitute admission of fault or liability for damages resulting from the unscheduled electrical outage. Courtesy bill credits will not be provided for outages caused by natural disasters, the actions of a Customer or other members of the public, the failure of Customer-owned electric facilities or equipment, or other circumstances in which Utility-owned electric facilities or equipment are not the sole cause of the outage.

C. TEMPORARY SUSPENSION FOR REPAIRS OR IMPROVEMENTS

1. The Utility, when making repairs or improvements to its system, shall have the right to suspend temporarily the delivery of electricity; however, whenever reasonably practicable, the Utility will provide notice thereof to affected Customers and will complete the repairs or improvements expeditiously to minimize any Customer inconvenience as consistent with prudent utility practices.
2. In the event that the Utility fails to notify the Customer of a planned outage when such notice is reasonably possible, or the Utility is unable to keep a specified service appointment with a Customer resulting in delays to construction or engineering services, the Customer may be accommodated in accordance with Rule No. 24.

D. APPORTIONMENT OF SUPPLY DURING TIME OF SHORTAGE

Should a shortage of supply ever occur, the Utility will apportion its available supply of electricity among its Customers as authorized or directed by the Public Utilities General Manager. This determination shall be at the Public Utilities General Manager's discretion based on public health, safety, and welfare considerations. The decision of the Public Utilities General Manager shall be final in such matters.