

RULE NO. 14

VARIATIONS IN THE QUALITY OR SUPPLY OF ELECTRICITY

A. QUALITY

The Public Utilities Department does not give any warranty, expressed or implied, as to the quality, adequacy, safety, or other characteristics of the electricity and/or electric service provided by the Public Utilities Department.

B. SHORTAGES, BROWNOUTS, INTERRUPTIONS, SPIKES, SURGES

1. The Public Utilities Department will exercise reasonable diligence 1) to furnish a continuous and sufficient supply of electricity to its customers and 2) to minimize the occurrence of shortages, brownouts, interruptions, spikes, surges, or other electricity delivery problems; however, the Public Utilities Department cannot and does not guarantee a continuous or sufficient supply, or freedom from such conditions which may affect the quality of the electricity provided.
2. The Public Utilities Department will not be liable for variations in the quality of electricity supplied, nor for failure to supply a continuous or sufficient supply of electricity, nor will it be liable for variations in the quality of electricity supplied, nor for damage or loss occasioned by such failure to supply, or by shortages, brownouts, interruptions, spikes, surges, or other electricity delivery problems.
3. Whenever, in the operation of the Public Utilities Department's electric plants, properties, and/or systems, interruption in the delivery of electricity to customers results from or is occasioned by causes other than the exercise by the Public Utilities Department of its right to suspend temporarily the delivery of electricity for the purpose of making repairs or improvements to its system, notice of any such interruption will not be given to the customers of the Public Utilities Department, but the Public Utilities Department will exercise reasonable diligence to reinstitute delivery of electricity.

(Continued)

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C. TEMPORARY SUSPENSION FOR REPAIRS

1. The Public Utilities Department, whenever it shall find it necessary for the purpose of making repairs or improvements to its system, shall have the right to suspend temporarily the delivery of electricity. In all cases, as reasonable notice thereof as circumstances will permit will be given to the customer, and the making of such repairs or improvements will be prosecuted as rapidly as may be practicable consistent with prudent Utility practices; and, to the extent practicable and consistent with prudent Utility practices will minimize the inconvenience to the Public Utilities Department's customers.
2. When it is necessary to suspend temporarily the delivery of electricity for repairs or improvements to the system in accordance with Rule 14.C.1 above, and the customer requests that such suspension of service occur at other than during normal Public Utilities Department working hours, the Utility reserves the right to receive, in advance, the total estimated labor-related costs to be incurred by the Public Utilities Department for performing the work during non-regular Public Utilities Department work hours. The customer shall also pay any additional cost actually incurred in excess of the estimated costs.

D. APPORTIONMENT OF SUPPLY DURING TIME OF SHORTAGE

Should a shortage of supply ever occur, the Public Utilities Department will apportion its available supply of electricity among its customers as authorized or directed by the Public Utilities General Manager in the manner which he determines, at his discretion, to be equitable under conditions then prevailing. The decision of the Public Utilities General Manager shall be final in such matters.