

R6-36 INTERRUPTIONS OF SERVICE

(a) Each utility, except where interruptions are permitted by tariff or contract, shall make reasonable efforts to avoid interruptions of service; but when interruptions occur, service shall be reestablished within the shortest time practicable, consistent with safety.

(b) Each utility shall keep records of interruptions of service on its system and shall make an analysis of the records for the purpose of determining steps to be taken to prevent recurrence of such interruptions. Such records should include the following concerning the interruptions:

- (1) Cause.
- (2) Date and time.
- (3) Duration.
- (4) Location affected.
- (5) Number of customers affected.

(c) Each utility shall notify the Commission by telephone or facsimile of any interruption of service to a major portion of its system.

(d) A detailed, written report on each interruption of service shall be filed within 30 days following the notice required in (c) above.

(e) Planned interruptions shall be made at a time that will not cause unreasonable inconvenience to customers and shall be preceded by adequate notice to those who will be affected.

(NCUC Docket No. G-100, Sub 7, 5/31/67; NCUC Docket No. G-100, Sub 74, 12/4/97.)