

R7-08 SERVICE INTERRUPTIONS

(a) Record. - Each utility shall keep a record of all interruptions of service of more than two (2) hours' duration, whether scheduled or unscheduled, affecting ten (10) or more customers and shall be maintained for three (3) years. A report of such interruptions shall be filed each month in the Office of the Chief Clerk with a copy to the Public Staff by the 15th day of the month following the month for which the report is required to be filed.

(b) Notice Required. - Insofar as practical every customer affected shall be notified in advance of any contemplated work which will result in interruption of service of any long duration, but such notice shall not be required in case of interruption due to accident, the elements, public enemies, strikes, which are beyond the control of the utility.

(NCUC Docket No. W-100, Sub 2, 8/21/69; NCUC Docket No. M-100, Sub 75, 10/27/77.)