

WN U-74

First Revision of Sheet No. W.1
Canceling Original Sheet No. W.1

PACIFIC POWER & LIGHT COMPANY

FOR COMMISSION'S RECEIPT STAMP

GENERAL RULES AND REGULATIONS
CUSTOMER GUARANTEES
Rule 25

This Rule provides general terms and conditions for the Company's Customer Guarantees which are applicable to all active metered residential, Schedule 24 or Schedule 40 Customers or Applicants utilizing the services of the Company.

1. 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.

2. 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

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Issued December 2, 2004 Effective April 1, 2005

Issued by PACIFIC POWER & LIGHT COMPANY
By [Signature] D. Douglas Larson Title Vice President, Regulation
TF2 W.1REV for D. Douglas Larson Advice No. 04-13
Form F

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WN U-74

First Revision of Sheet No. W.4
Canceling Original Sheet No. W.4

PACIFIC POWER & LIGHT COMPANY

FOR COMMISSION'S RECEIPT STAMP

GENERAL RULES AND REGULATIONS
CUSTOMER GUARANTEES
Rule 25

3. 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). The IEEE definition is statistically-based and approximates 10% of the Company's Washington customers losing supply for approximately 75 minutes.
- (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.

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Issued December 2, 2004 Effective April 1, 2005

Issued by PACIFIC POWER & LIGHT COMPANY
By [Signature] Title Vice President, Regulation
TE2 N. 4REV for D. Douglas Larson Advice No. 04-013

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