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| SCHEDULE NO. 131 |
| RESTORATION OF SERVICE GUARANTEES (Continued) |
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| 24-HOUR RESTORATION SERVICE GUARANTEE (Continued) |

1. **CONDITIONS OF 24-HOUR GUARANTEE:** (Continued)
   1. The Company will provide a bill credit to eligible electric Customers in the amount of $50 if the Company fails to restore Electric Service within 24 hours of notification of an outage, except for the following instances:
      * 1. The outage is associated with a Major Event Day, which includes any associated subsequent days while the Company is restoring the major-event-outage; (See Section 11, Definitions for the definition of Major Event Day.)
        2. The Company is prevented from restoring electric service by an action or default by someone outside the control of the Company (other than a Company employee/agent);
        3. The Company does not have safe access to its facilities in order to perform the needed repair;
        4. The Company verifies that there was no outage as reported by the Customer;
        5. The Customer’s equipment has caused the outage; or
        6. The Customer’s system has not received the proper electrical inspections and certifications.