

1. What is a reasonable amount of time within which a company should be able to restore service following an outage in the absence of circumstances beyond the company's control?  
24 hours is a reasonable amount of time to restore service following an outage in the absence of circumstances beyond the company's control.
2. Does your company have service quality measures or standards for the time it takes to restore service after an outage? If so, what are those measures or standards and what has been the company's performance with respect to those measures or standards?  
Although we do not have service quality measures for the time it takes to restore service after an outage, it typically takes less than 2 hours for us to restore services.
3. What costs does a company incur to restore service within this amount of time? What additional costs would a company incur to restore service within a shorter period of time?  
A company incurs several costs to restore services including employee wages, travel expenses, and additional equipment costs to insure spares are always on hand. These costs are compounded with shorter required restoration time requirements.
4. Should the Commission establish a benchmark for service restoral (e.g., a certain percentage of outages restored within a specified period of time)? If so, what costs would a company incur to track and report on its performance using this benchmark?  
No, a benchmark for service restoral is not needed. We strive to restore service to our customers as quickly as possible because we value them as a customer and want to retain them. Having an arbitrary benchmark would be superfluous as having a competitive market accomplishes the same goal of quick restoration and a high level of service.
5. How and when do companies currently notify customers of a planned service outage?  
We notify customers of planned service outages by calling them at least 48 hours prior to the maintenance. In addition, we post notifications on our website and change our phone system greeting to make everyone aware of the planned service outage.