

CLEARWATER POWER COMPANY
Lewiston, Idaho 83501

POLICY BULLETIN NO. 91

SUBJECT: Continuity of Service

POLICY:

The Cooperative will use reasonable diligence, within good utility practices, to provide an adequate and uninterrupted supply of electrical energy at normal voltage to its Members.

1. Regularity of Supply – In case of cessation, deficiency, variation in voltage, or any other failure or reversal of the service, resulting from acts of God, public enemies, accidents, strikes, riots, wars, repairs, orders of court, or other acts reasonably beyond the control of the Cooperative, it shall not be liable for personal injuries, loss or damages resulting there-from, nor will such failure constitute a breach of its agreement for service.

The Cooperative reserves the right to temporarily suspend service for the purpose of making repairs or improvements to the system, but shall endeavor to furnish reasonable notice of such discontinuance to the Members affected, when practicable, and every effort will be made to make such interruptions as short as possible.

2. Notice of Trouble – In the event that service is interrupted or not satisfactory, or any hazardous condition is known to exist, it shall be the obligation of the Member to notify the Cooperative of such existing condition.

If the Member's service fails, they shall first endeavor to determine if they have blown fuses, tripped breakers, or their equipment is at fault before notifying the Cooperative. If a Cooperative employee is dispatched at the Member's request, and it is determined that the Member's equipment is at fault, a charge may be rendered against the Member for the actual cost of labor, transportation and overheads.

RESPONSIBILITY:

General Manager, Manager of Engineering, Manager of Operations and Member

PROCEDURE:

As outlined in the above written policy.

SOURCE: Adopted by Board Resolution – November 13, 1961.
Amended in Part – March 21, 1990; October 24, 2007.
Board Reviewed – June 16, 2010; January 16, 2013.