

Rule No. 7

INFORMATION AVAILABLE TO THE PUBLIC

A. General Information

The Utility will maintain, open for inspection at its more important commercial offices, pertinent information regarding the service rendered to the Customer, including the following:

1. Characteristics of Service

A description of service that may be furnished as set forth in Rule No. 2.

2. Rates and Rules

A copy of the tariff schedules consisting of rates, general Rules of the Utility, and forms of contracts and applications applicable to the territory served from that office.

3. Reading Meters

Information about method of reading meters.

B. Energy Consumption Records

1. Each utility shall prepare and maintain records for at least 3 years. The records must contain:

a. For each of its customers:

1. His payment performance;
2. His usage of electrical energy for each billing period; and
3. The amount of his bill for each billing period.

b. The number and general description of the written complaints filed with the utility.

c. The number of terminations and reconnections of service.

d. The number of deposits which have been collected and returned.

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2. Upon the request of the commission, a utility shall submit to the commission, in writing, a summary of the information contained in those records for a particular customer or customers.
3. A utility may not provide its list of customers names, addresses, telephone numbers, or any related customer information, or any portion thereof, to any person for commercial purposes.
4. A utility shall make available a standard form to be used by its customers for the purpose of making written complaints to the utility. The form must be available at each office of the utility.

C. Option Rates

When two or more rate schedules are applicable to the same class of service, each will be called to an applicant's attention and he must designate on his application form the one under which he elects to be billed.

D. New or Revised Rates

Should new or revised rates to established according to law, the utility will duly notify all customers affected by public notice or otherwise.

E. Change of Rate Schedule by Customer

1. Should a customer be eligible and elect to take service under a different applicable rate schedule, the change will become effective after the regular meter reading next following the date of such request.

The utility may refuse to permit such a change unless service has been taken under the current rate schedule for a period of not less than 12 months, except such change will be permitted when an applicable new or revised rate schedule is first put into effect or the customer's operations have so changed as to justify immediate transfer to a different schedule.

2. When service is furnished on an annual or seasonal basis, a change in schedule may be made only at the end of a regular billing period and no retroactive billings will be made.

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Company
P.O. Box 230
Las Vegas, Nevada 89151
Tariff No. 1-B
cancels
Tariff No. 1-A (withdrawn)

Original _____ P.S.C.N. Sheet No. 68-A

Cancelling _____ P.S.C.N. Sheet No. _____

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F. Interconnection

Except as otherwise expressly provided for in a particular schedule or rule, the Utility's rate schedules and rules apply only to service supplied entirely by the utility without interconnection by paralleling or connection by means of a double-throw switch with any other source of supply.

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