

## **CHAPTER 25. SUBSTANTIVE RULES APPLICABLE TO ELECTRIC SERVICE PROVIDERS.**

### **Subchapter B. CUSTOMER SERVICE AND PROTECTION.**

#### **§25.22. Request for Service.**

Every electric utility shall initiate service to each qualified applicant for service within its certificated area in accordance with this section.

- (1) Applications for new electric service not involving line extensions or construction of new facilities shall be filled within seven working days after the applicant has met the credit requirements as provided for in §25.24 of this title (relating to Credit Requirements and Deposits) and complied with all applicable state and municipal regulations.
- (2) An electric utility may require a residential applicant for service to satisfactorily establish credit in accordance with §25.24 of this title (relating to Credit Requirements and Deposits), but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills.
- (3) Requests for new residential service requiring construction, such as line extensions, shall be completed within 90 days or within a time period agreed to by the customer and electric utility if the applicant has met the credit requirements as provided for in §25.24 of this title; and made satisfactory payment arrangements for construction charges; and has complied with all applicable state and municipal regulations. For this section, facility placement which requires a permit for a road or railroad crossing will be considered a line extension.
- (4) If facilities must be constructed, then the electric utility shall contact the customer within 10 working days of receipt of the application, and give the customer an estimated completion date and an estimated cost for all charges to be incurred by the customer.
- (5) The electric utility shall explain any construction cost options such as rebates to the customer, sharing of construction costs between the electric utility and the customer, or sharing of costs between the customer and other applicants following the assessment of necessary line work.
- (6) Unless the delay is beyond the reasonable control of the electric utility, a delay of more than 90 days shall constitute failure to serve, unless the customer and electric utility have agreed to a longer term. The commission may revoke or amend an electric utility's certificate of convenience and necessity (or other certificate) for such failures to serve, or grant the certificate to another electric utility to serve the applicant, and the electric utility may be subject to administrative penalties pursuant to the Public Utility Regulatory Act §15.023 and §15.024.
- (7) If an electric utility must provide a line extension to or on the customer's premises and the utility will require that customer to pay a Contribution in Aid to Construction (CIAC), a prepayment, or sign a contract with a term of one year or longer, the electric utility shall provide the customer with information about on-site renewable energy and distributed generation technology alternatives. The information shall comply with guidelines established by the commission, and shall be provided to the customer at the time the estimate of the CIAC or prepayment is given to the customer. If no CIAC or prepayment is required, the information shall be given to the customer before a contract is signed. The information is intended to educate the customer on alternate options that are available.
- (8) As part of their initial contact, electric utility employees shall give the applicant a copy of the "Your Rights as a Customer" brochure, and inform an applicant of the right to file a complaint with the commission pursuant to §25.30 of this title (relating to complaints) if the applicant thinks the applicant has been treated unfairly.