**Section 411.100 Reliability Obligations**

a) Each jurisdictional entity shall provide services and facilities that, in accordance with the Act and other applicable statutes, provide an adequate, efficient and reasonable level of reliability giving appropriate consideration to the costs and benefits of changing or maintaining the level of reliability.

b) Each jurisdictional entity shall plan, design, construct, operate and maintain its facilities, including equipment, apparatus, systems, and property, to prevent controllable interruptions of service and to meet the requirements of this Part, consistent with the requirements in subsection (a). If such interruptions occur, the jurisdictional entity shall reestablish service as soon as it can and in a time consistent with general safety and public welfare.

c) Each jurisdictional entity shall adopt and implement procedures for restoration of transmission and distribution services to customers after an interruption on a non-discriminatory basis without regard to the identity of the provider of power and energy.

d) Whenever a jurisdictional entity intends to interrupt electric service for the purpose of working on the system, the jurisdictional entity shall make reasonable efforts to notify those customers who may be affected by such interruption in advance of the construction, repair, or maintenance.

e) Each jurisdictional entity shall design its system according to generally accepted engineering practices, including consideration of normally expected weather, animal activity and other conditions.

f) Each jurisdictional entity shall adopt and maintain appropriate operating procedures and reliability related administrative procedures.