**Section 500.160 Interruptions of Service**

For the purpose of this Part, a drop of pressure at the inlet to the distribution system to less than one and one-half inches of water pressure will be considered as an interruption on the system.

a) Each utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service with the shortest possible delay, consistent with general safety and public welfare. The Commission shall be notified promptly if service is interrupted to any major portion of the distribution system for a period of 12 hours or more. Whenever the service is to be interrupted for the purpose of working on the system, this work shall be done at a time which will cause the least inconvenience to customers, and those customers who will be most seriously affected by such interruption shall, so far as practicable, be notified in advance.

b) Each utility shall keep a record of all interruptions affecting service to the entire system, each community, and any major portion of the distribution system. This record shall show the date, time of day, duration, extent and cause of the interruption.

c) The provisions of this Section shall not apply to customers receiving service under so-called interruptible rate classifications.