**Section 501.520 Interruptions of Service**

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. Whenever a utility must interrupt its customers' service for the purpose of working on the system, the utility shall conduct this work at a time that will cause the least inconvenience to customers, and the utility shall notify, in advance and in writing, the customers who will be affected by the interruption. Advanced notification is not required whenever a utility interrupts service for emergency work on a matter that represents an existing or probable hazard to persons or property, and requires immediate repair or continuous action until the conditions are no longer hazardous. A utility shall notify the Director of the Safety and Reliability Division and the Director of the Consumer Services Division by phone during working hours or via fax or email during non-working hours if it has interrupted service to more than 50 customers for a period of 12 hours or more.

b) Each utility shall annually file a report with the Director of the Safety and Reliability Division by April 1 that details the prior calendar year's service interruptions that affected more than 25 customers for longer than eight hours. The utility shall include the following information in the report:

1) Indicate the number of service interruptions that:

A) Lasted 8 or more hours, but less than 12 hours.

B) Lasted 12 or more hours.

2) Dates of service interruption that exceeded 8 hours in length.

3) City and location of service interruptions that exceeded 8 hours in length.

4) Reason for service interruptions that exceeded 8 hours in length.

c) The provisions of this Section shall not apply to customers receiving gas service on an interruptible basis.

d) A utility shall measure a service interruption beginning at the time the utility becomes aware of the interruption and ending when the utility reestablishes service or makes a first attempt at visiting a customer's premises for the purpose of reestablishing service.