

**ELECTRIC TARIFF**

**RULES, REGULATIONS AND CONDITIONS OF SERVICE**

**4. SUPPLYING OF SERVICE**

Service shall be supplied only under and pursuant to these Rules and Regulations and any modifications or additions thereto lawfully made, and such applicable Rate Schedules as may from time to time be lawfully fixed. Service shall be supplied under a given Rate Schedule only at such points of delivery located adjacent to facilities of Company which, in the Company's opinion, are adequate and suitable, as to capacity and voltage, for the service desired. Otherwise, a Service Agreement or a Special Contract may be required.

The Company shall not be required to supply service until a reasonable time after the application is approved and after any necessary permits have been obtained. However, if, due to circumstances beyond the control of the Company, service cannot be furnished within a reasonable length of time, Customer shall be advised promptly regarding the delay.

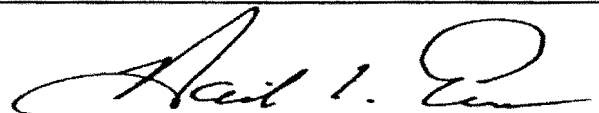
- (1) Applications for new electric service not involving line extensions or construction of new facilities shall be filled within seven working days after the applicant has met the credit requirements as provided for in §25.24 of the Commission's Substantive Rules (relating to Credit Requirements and 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 the Commission's Substantive Rules (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 the Company if the applicant has met the credit requirements as provided for in §25.24 of the Commission's Substantive Rules; 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.

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PUBLIC UTILITY COMMISSION OF TEXAS



PRESIDENT AND CEO,  
SOUTHWESTERN PUBLIC SERVICE COMPANY

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- (4) If facilities must be constructed, then the Company 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) Unless the delay is beyond the reasonable control of the Company, a delay of more than 90 days shall constitute failure to serve, unless the Customer and electric utility have agreed to a longer term.

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