

CHAPTER 67. SERVICE OUTAGES

Sec.
67.1. General provisions.

Authority

The provisions of this Chapter 67 issued under sections 901, 905 and 401 of the Public Utility Law (66 P. S. §§ 1341, 1345 and 1171), unless otherwise noted.

Source

The provisions of this Chapter 67 adopted March 12, 1976, effective March 13, 1976 6 Pa.B. 452, unless otherwise noted.

Cross References

This chapter cited in 52 Pa. Code § 65.5 (relating to interruptions of service).

§ 67.1. General provisions.

(a) Electric, gas, water and telephone utilities holding certificates of public convenience under 66 Pa.C.S. §§ 1101 and 1102 (relating to organization of public utilities and beginning of service and enumeration of acts requiring certificate) shall adopt the following steps to notify the Commission with regard to unscheduled service interruptions.

(b) All electric, gas, water, and telephone utilities shall notify the Commission when 2,500 or 5.0%, whichever is less, of their total customers have an unscheduled service interruption in a single incident for six or more projected consecutive hours. Written notification shall be filed with the Commission within five working days after the total restoration of service. Where storm conditions cause multiple reportable interruptions as defined by this section, a single composite report shall be filed. Each report shall contain the following information:

- (1) The approximate number of customers involved in a single incident.
- (2) The geographic area affected, in terms of the county and local political subdivision.
- (3) The reason for the interruption.
- (4) The projected time for service restoration.
- (5) The number of utility workers and others assigned specifically to the repair work.
- (6) The date and time of the first information of a service interruption.
- (7) The date and time that repair crews were assembled.
- (8) The date and time that the supervisor made the first call.
- (9) The approximate time that repair work was started.
- (10) The actual time that service was restored to the last affected customer.

(c) In addition to the requirements of subsection (b) the utility shall notify the Commission by telephone within one hour after preliminary assessment of conditions reasonably indicates that the criteria listed in subsection (b) may be appli-

cable. The first four items shall be used as guidelines for the telephone report. The Commission will maintain telephone lines for this purpose and will notify each utility of the numbers to be called.

(d) The Commission will implement a plan to govern its internal operations in receiving notification of service interruptions, in investigating such interruptions, and in assisting the customers of the utility, the utility and Commonwealth agencies in restoring service.

(e) All electric, gas, water and telephone utilities shall list in the local telephone directories of their service areas a telephone number to be used during normal operating hours and an emergency telephone number to be used 24 hours in emergency service situations.

Authority

The provisions of this § 67.1 amended under the Public Utility Code, 66 Pa.C.S. §§ 331, 501, 1501 and 1504.

Source

The provisions of this § 67.1 amended December 14, 1984, effective December 15, 1984, 14 Pa.B. 4511. Immediately preceding text appears at serial pages (85927) to (85928).

Cross References

This section cited in 52 Pa. Code § 57.52 (relating to emergency load control and energy conservation by electric utilities) and 52 Pa. Code § 69.1603 (relating to other associated actions).

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