

- Voltages within the indicated limits for normal operating conditions do not require improvement or corrective action.

2. Reliability / Continuity

Service interruption and shortage of supply

EPC will exercise reasonable diligence and care to provide a continuous and sufficient supply of electric energy to the customer, but does not guarantee continuity or sufficiency of supply. EPC will not be liable for interruption or shortage of supply nor for any loss or damage occasioned thereby.

Temporary suspension of service for repairs, upgrades and new installations

When necessary, for the purpose of making repairs, improvements to its system, or new connections to serve new or upgraded electrical loads, ENMAX Power has the right to suspend temporarily, the delivery of electric energy. In all such cases, reasonable notice will be given to the customers circumstances permitting and the making of such repairs, improvements or new connections will be implemented as quickly as may be practicable and at such times as will cause the least inconvenience to all customers. However, if the work must be done outside of regular business hours at the request of a customer, the customer shall pay the incremental cost (i.e., the overtime premium costs).

Apportionment of supply during time of shortages

Should a shortage of electrical energy supply ever occur, EPC will apportion its available supply among its customers as authorized or directed by the Power Pool of Alberta. In the absence of a Power Pool of Alberta order, the utility will apportion the supply in the manner that appears to it most equitable under the prevailing conditions.

Emergency load control

Whenever instability or cascading outages could result from actual or expected transmission overloads or other contingencies, or whenever such conditions exist in the system of another company with which EPC's system is interconnected, EPC will take such reasonable steps as the time available permits to maintain system stability. Such steps shall include but are not limited to the reduction or interruption of service to one or more customers.