**Section 600.220 Interruptions of Service**

a) Each utility shall make all reasonable efforts to prevent interruptions of service. When interruption occurs, the utility shall re-establish service with the shortest possible delay consistent with general safety and public welfare. The Commission shall be notified promptly if service is interrupted for a period of 12 hours or more in any major portion of the distribution system.

b) Whenever 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 practical, be notified in advance. The utility shall also notify the proper officer of the fire department at least 6 hours in advance, if at all possible, as to the extent of the interruption. At the completion of repairs, the same officer shall be notified that service has been restored.

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