1. **Availability** - Northern Rio Arriba Electric Cooperative provides electrical service to the urban and rural areas of the northern part of Rio Arriba County, New Mexico.

2. **Delivery** - Electric service shall be supplied by the Cooperative as alternating current, 60 hertz, at available secondary voltages to the point of delivery at the consumer's premises.

3. **Secondary Voltages** - Available are:
   - **Single Phase**
     - 120/240 three wire
     - 120 two wire for special applications
   - **Three Phase**
     - 120/208 four wire Y
     - 277/480 four wire Y
     - 120/240 four wire Δ
     - 240/480 four wire Δ

   All voltage levels are nominal and will be maintained to standards established by the latest revision of REA Bulletin 169.4.

4. **Primary Voltages** - Transmission or distribution voltages are not available for consumer utilization except in very exceptional cases and by special contract.

5. **Continuity of Service** - The Cooperative will use all reasonable diligence in providing uninterrupted electric service to the consumer. However, the utility is not liable for damages resulting from service interruptions other than those caused by negligence of the Cooperative.

Advice Notice No. 19

Ira M. Avant, Manager
6. Types of Service Available -

a) Permanent

b) Temporary

c) Stand-by Services - In situations where a consumer wishes the utility to provide stand-by or supplemental services on an on-call basis. He will be classified a special consumer and be governed by a special contract.

d) Idle Service - Idle services are services disconnected but the electric facilities remain in place. At the consumer's request, the consumer may pay a monthly charge equal to the monthly minimum which would be charged under the applicable rate schedule if the service was connected. This will constitute an NRS service. Any existing facilities not in use and not billed as NRS services may be removed by the utility at its discretion. If facilities are removed from a location and later reconstructed, the reconstruction will be treated as new construction under the utility extension policy.

e) NRS Service - NRS services are idle services which the consumer wishes to have remain in place. A charge equal to the monthly minimum under the applicable rate tariff if the service was connected will be paid by the consumer.

f) Trailer Court Services - The Cooperative will not master meter a trailer court. Each trailer location will be individually metered. Meters will be physically grouped together where possible. Each meter will be individually billed according to the applicable filed rate schedule.

Advice Notice No. 19

Ira M. Avant, Manager
6. Types of Service Available (continued)

**g) Apartment Services** - The Cooperative will not master meter apartment complexes. Each apartment will be individually metered and meter locations will be physically grouped together where possible. Each meter will be individually billed according to the applicable filed rate schedule.

**h) Security Lights** - Photo electrically controlled security lights will be provided upon execution of a Security Light Service Agreement.

Advice Notice No. 19

Ira M. Avant, Manager