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Rule No. 2

GENERAL PROVISIONS

- 2-1 Coverage - These rules govern the supplying by the Utility and the taking by Customers of electric service in the state of Montana. The service conditions set forth in these rules are governed by the Public Service Commission of Montana and are subject to revision from time to time as the Commission may duly authorize or mandate in the exercise of its jurisdiction.
- 2-2 Purpose - These rules are intended to define good practice, which can normally be expected, but are not intended to exclude other accepted standards and practices not covered herein. They are intended to ensure adequate service to the public and protect the Utility from unreasonable demands.
- 2-3 Information Available to Public - There shall be made available to the public, at the office of the Commission and at the principal offices of the Utility, copies of these rules, rate schedules, forms of agreement for electric service, and service standards of the Utility.
- 2-4 Waiver of Rules - In any case where compliance with any of these rules introduces unusual difficulty, such rule may be temporarily waived by the Commission upon application of the Utility or the Customer. If, in any case, compliance with a rule would cost more than the results of such compliance are worth, such rule may be permanently set aside by the Commission.

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Effective for service rendered on or after  
July 1, 2002  
**PUBLIC SERVICE COMMISSION**  
*Rhonda Jimmons*  
Secretary