1. SCOPE OF SERVICE STANDARDS

1.1 PURPOSE OF SERVICE STANDARDS

These service standards are provided by the Company for use of present and potential Customers, industry associates and employees to govern the supplying and utilization of electric service on a uniform basis among like Customers. All electric service furnished by the Company to the public for compensation shall be subject to these service standards and the "Regulations Governing Service Supplied by Electric Utilities" as may from time to time be promulgated by the Commission.

1.2 DEFINITIONS

The words below as used herein refer to the following:

A. CUSTOMER: The word "Customer" means a person, partnership, corporation or other legal entity which has agreed to be responsible for electric service and has been accepted by Interstate as a Customer.

B. COMPANY: The word "Company" refers to Interstate Power Company, a Delaware Corporation, with its principal office at 1000 Main Street, Dubuque, Iowa.

C. COMMISSION: The word "Commission" is used to designate the state commission having jurisdiction over the respective service provided.

1.3 CONFLICTS

If any provisions of these service standards conflict with any provisions of special regulations applying to any particular class, type, or area of service, as stated in any contract, service agreement, rate schedule, or regulatory rule, then the specific provisions of such special regulation will apply.

1.4 MODIFICATIONS OF SERVICE STANDARDS

No agent, representative, or employee of the Company shall have the power or authority to amend, modify, alter, or waive the provisions contained herein, but the Company shall have the right to amend these standards and regulations, or to make such additional standards or regulations as it may deem necessary from time to time, subject only to the approval of the Commission or other regulatory bodies having jurisdiction thereof.

1.5 CANCELLATION OF PRIOR SERVICE STANDARDS

These service standards supersede and cancel the electric service standards of the Company generally in effect prior to the effective date hereof.