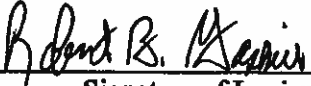


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THE PUBLIC UTILITIES COMMISSION
 FILED
 AUG 26 2003
 BY *[Signature]*
 STATE OF COLORADO

	 _____ Signature of Issuing Officer	Issue Date: _____
Decision or Authority No.	Robert B. Gaskill, General Manager _____	Effective Date: _____

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IV.
REGULATIONS GOVERNING CONSUMER
COMPLAINTS AND RELATED MATTERS

401. Scope.

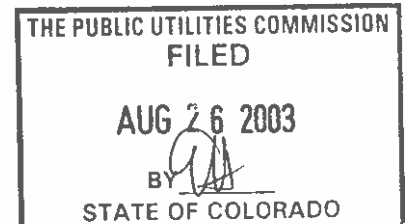
The purpose of these Regulations is to set forth the procedures which shall govern changes in rates, rules and regulations; appeals from the Application of any immediate shut-off policy; the handling of complaints of members and consumers of this Corporation; and certain related matters including the opportunity for such persons to be heard on said matters.

These Regulations are promulgated in the best interests of this Corporation and its members and consumers. They are further promulgated in accordance with 40-9.5-101, C.R.S., as amended (S.B. 224, 1983 General Assembly).

These Regulations shall be liberally construed to secure the just, speedy and inexpensive determination of matters presented under the foregoing statute and these Regulations.

402. Forms.

The attached forms are not considered to be part of these Regulations, but they should be followed whenever possible.



Robert B. Gaskill
Signature of Issuing Officer

Issue
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Robert B. Gaskill, General Manager

Effective
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403. Deviation From Regulations.

So long as not contrary to law, deviation from these Regulations may be permitted for good cause shown or if compliance therewith is found to be impossible, impracticable or unreasonable.

404. Pleadings.

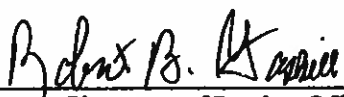
Pleadings before this Corporation are styled "Petitions", "Formal Complaints", "Motions", "Notices", and "Responses".

One responsive pleading may be filed to the following: Petitions and Motions. If a responsive pleading is filed with the Corporation, it shall be filed within 10 days following the filing of the pleading to which it responds; however, the presiding officer, upon a showing of good cause or upon his own motion, may enlarge or shorten the time for filing a response. Upon a finding that time is of the essence, a pleading may be acted upon when filed, notwithstanding the provision herein permitting one responsive pleading thereto.

Pleadings should be typewritten or legibly handwritten on 8 1/2" x 11" paper. Pleadings should be properly titled, filed and signed by an authorized person. A pleading shall state the name and address of the party, identify the proceeding, and set forth a clear and concise statement of the matters relied upon as a basis for such pleading, together with an appropriate prayer when relief is sought.

The presiding officer may permit any pleadings to be amended or corrected or any omission therein to be supplied. Defects which do not affect substantive rights of a party shall be disregarded.

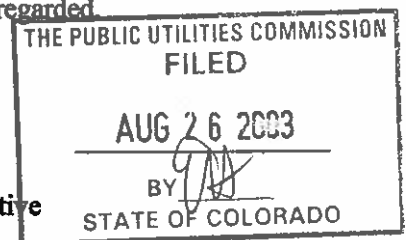
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 Robert B. Gaskill, General Manager

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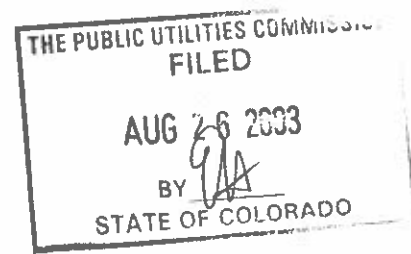
Unless otherwise ordered by the presiding officer, the number of copies of pleadings to be filed are an original and one copy of Formal Complaints, and an original and three copies of each other pleadings.

A pleading of a party represented by an attorney shall be signed by said attorney, and shall set forth his attorney registration number, address and telephone number. The signature of an attorney is a certification by him that he has read the pleading; that to the best of his knowledge, information and belief there are good grounds to support it; and that it is not interposed for purposes of delay.

Complaints shall be verified unless signed by an attorney; other pleadings need not be verified.

When the subject matter of any desired relief is not specifically covered by these Regulations, a petition seeking such relief and stating the reasons therefor may be filed and will be handled in the same manner as other petitions.

The presiding officer may order any redundant, immaterial, impertinent or scandalous matter stricken from any pleading document or other paper filed with the Corporation.



Robert B. Gaskill
Signature of Issuing Officer

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405. Computation of Time/Definitions.

A. Time. In computing a period of days, the first day is excluded and the last day is included. If the last day of any period is a Saturday, Sunday or State of Colorado legal holiday, the period shall be extended to include the next day which is not a Saturday, Sunday or State of Colorado legal holiday.

B. Definitions. As used in these Regulations, the following words shall have the meanings indicated unless the context otherwise requires:

1. The words "this Corporation" shall mean Mountain Parks Electric, Inc.
2. The word "Board" shall mean the Board of Directors of this Corporation.
3. The word "consumer" shall mean any person who is not a member but who has contracted for and directly receives electric service from this Corporation.
4. The words "immediately shuts off service" or "immediate shut off policy" shall mean any situation in which the Corporation voluntarily disconnects service to a member or consumer without prior notice.
5. The phrases "increase in rates" or "general increase" or similar terms, shall mean and include any increase in a rate or any change in a rule or regulation which has the effect of increasing any rate of this Corporation to an existing member or consumer.

Robert B. Gaskill

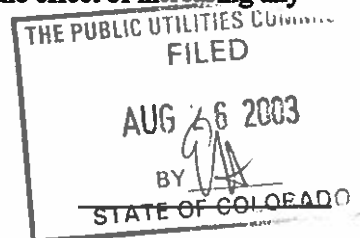
Signature of Issuing Officer

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Authority No.

Robert B. Gaskill, General Manager

Issue
Date:

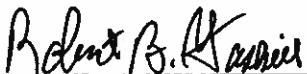
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6. The words "local newspaper" shall mean the newspapers having a circulation in the areas of the state wherein are located the members and consumers of this Corporation affected by the matter of which notice is given.
7. The word "member" shall mean any person who has executed an application for membership with this Corporation, whose application has been accepted, and who directly receives electric service from this Corporation.
8. The word "person" shall mean any natural person, firm, partnership, corporation, company, association, joint venture or any other legal entity.
9. The words "presiding officer" shall mean the President of this Corporation or such other person (s) as may be designated by the Board to conduct a hearing under these Regulations. The presiding officer need not be a Director, member or consumer of the Corporation.
10. The words "pro se" shall mean any individual appearing on his own behalf in a proceeding under these Regulations.
11. The word "rate" shall mean and include any rate, fare, toll, rental or charge.
12. The word "tariff" shall mean and include any rate, classification, rule, regulation, policy, or contract relating to or affecting any rate, classification, or service, or any privilege or facility.

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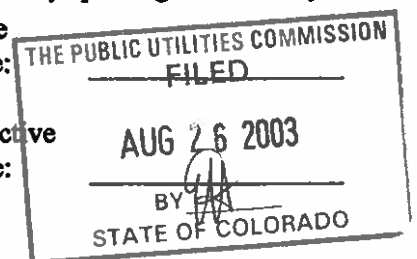


 Signature of Issuing Officer

 Robert B. Gaskill, General Manager

Issue
Date:

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Date:



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406. Parties/Nonparties

A party to a proceeding is a member or consumer who has been made a party by the institution of a proceeding, or a person who has been granted permission to appear as a party.

A non-party is a person who is, in the discretion of the presiding officer, permitted to testify at a hearing; but unless such person has become a party he shall not be a party and shall have none of the rights of a party.

A person who desires to assist in the just and reasonable determination of a proceeding, and who has been permitted by the presiding officer to participate in the proceeding, may, in the discretion of the presiding officer, be permitted to do so; however, such person may only present legal argument, either orally or in writing as permitted by the presiding officer.

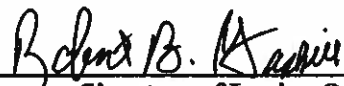
407. Representation of Parties/Withdrawal of Attorneys

An individual who is a party to a proceeding and who wishes to appear pro se may represent only his own individual interest in said proceeding. A pro se party to a proceeding which is a business entity of any type may be represented by its owner, officer, manager or a duly authorized employee.

A party to a proceeding, other than a party appearing pro se, may be represented by an attorney at law, currently in good standing before the Supreme Court of the State of Colorado.

An attorney of record may withdraw from a proceeding only upon motion, and notice to all parties of record and to the party represented by such attorney. Such motion shall contain the last known address of the party represented by the attorney and a succinct statement of the grounds for requesting withdrawal. Withdrawal of an attorney for a party may be accomplished only with the permission of the presiding officer.

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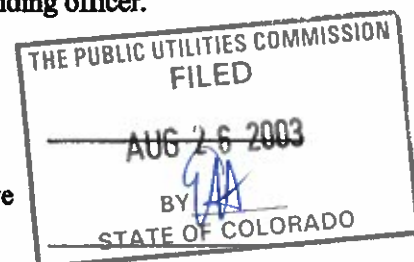


 Signature of Issuing Officer

 Robert B. Gaskill, General Manager

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Date:



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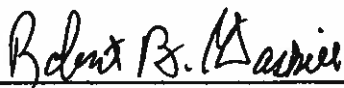
408. Change of Tariffs/Notice/Hearing

When this Association proposes to change any tariff, as defined in Tariff 405 herein, it shall proceed substantially as follows:

- A. A written or printed notice setting forth the proposed change and the effective date thereof shall be sent by United States mail with postage prepaid, or personally delivered, at least 30 days before said effective date, to each of the Corporation's members and consumers unless this Corporation elects to proceed in accordance with the following paragraph. The notice should be substantially in the form set forth as Form No. 1 hereof.

- B. In lieu of using the foregoing method of notice, the Corporation may give notice of a proposed change by causing the same to be published in one or more local newspapers, as defined in Tariff 405 hereof. The notice should be substantially in the form set forth as Form No. 1 attached to these Regulations.

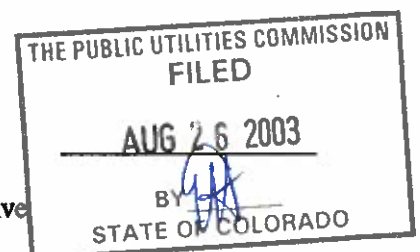
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 Signature of Issuing Officer
 Robert B. Gaskill, General Manager

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Effective
Date:

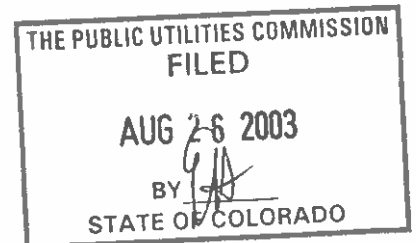


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409. Immediate Shut Offs

When this Corporation immediately shuts off service to a member or consumer without prior notice, such member or consumer may immediately appeal such action to the Board by filing a Formal Complaint as provided in Tariff 410 herein. If the Board is in session, it shall immediately hear and determine said Complaint.

The Board may from time to time designate one or more Directors to hear and determine complaints filed under this Regulation at a time when the Board is not in session, and said Directors shall immediately determine any such complaint, subject to the right of the member or consumer to seek further review of said determination, which review will be conducted and determined by the Board at its next meeting.



Robert B. Gaskill

Signature of Issuing Officer

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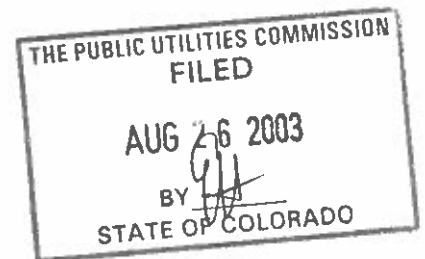
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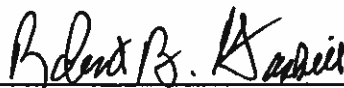
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410. Informal Complaints/Formal Complaints

A. Informal Complaints.

An informal complaint is one that may be resolved without formal order. Members and consumers must use the informal complaint procedure before filing a formal complaint, unless an emergency exists which precludes the use of the informal complaint procedure, or unless a proposed increase in rates is involved. An informal complaint may be in writing or may be made orally to an office employee of the Corporation authorized to receive complaints at any local office, but in any event shall contain such facts and other information, including supporting data and documents, to adequately state the circumstances by which any act or thing done or omitted to be done by this Corporation, including any rule, regulation or charge heretofore established or fixed or proposed to be established or fixed, is in violation, or claimed to be in violation, of any provision of law or of any order or rule of this Corporation. No anonymous informal complaint shall be considered. An informal complaint shall be referred to the General Manager of this Corporation or his designee, and said General Manager or designee shall attempt to resolve such complaint, within the law, orders, rules and regulations of this Corporation, as soon as reasonably practicable, and if the said informal complaint is not resolved within 30 days after filing, the same shall be deemed denied. Where an informal complaint is not resolved to the satisfaction of the complainant, he may file a Formal Complaint. The informal complaint, Form No. 2 attached to these regulations may be used if the complainant so desires.





 Signature of Issuing Officer

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 Robert B. Gaskill, General Manager

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Informal complaints shall be made no later than six (6) months following the act or omission complained of or within six (6) months of the date the complainant knew or reasonably should have known of the act or omission complained of.

The General Manager or his/her designee, may, in their discretion, submit an informal complaint to the Board of Directors of the Corporation for review and/or determination.

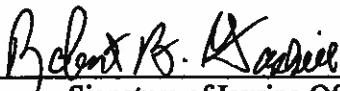
B. Formal Complaints.

Prior to filing a Formal Complaint, a complainant must comply with the informal complaint procedures set forth in Tariff 410 (A) above.

A Formal Complaint shall be in writing, and generally shall conform to Form No. 3 attached to these Regulations. Said complaint shall set forth sufficient facts and other information to adequately state the circumstances by which any law or order or rule or tariff provision of this Corporation has been violated. Said complaint may be amended up to ten days before the hearing, if any.

A Formal Complaint may be filed with this Corporation by any member or consumer of this Corporation concerning (1) the rates charged by this Corporation, (2) the manner in which electric service is provided by this Corporation, and (3) proposed changes in the rates or regulations of this Corporation. A Formal Complaint filed under this Rule shall not be entertained unless said complaint is signed as herein required. If a Formal Complaint does not substantially comply with these Regulations, it can be rejected or dismissed for that reason alone.

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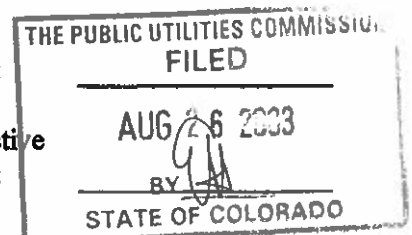


 Signature of Issuing Officer

 Robert B. Gaskill, General Manager

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411. Hearings/Notice of Hearings

A Formal Complaint shall be set for hearing at the earliest practicable time. It may be dismissed by the complainant at any time, and it shall be dismissed where it has been set for hearing and the complainant fails to appear at the time, place and date set for hearing without just cause.

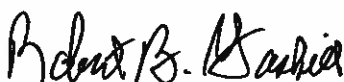
The Corporation shall give written notice of a hearing on a formal Complaint by mailing a copy of the notice setting the matter for hearing, at least 10 days before the first day of the hearing, unless shortened by the presiding officer, to (i) each party to the proceeding as of the date of mailing, (ii) any other person who, in the opinion of the presiding officer, would be interested in or affected by the proceeding involved in the hearing, and (iii) any person who has asked to receive notice of the hearing. The Notice of Hearing shall state the time, place and date of the hearing. In addition to the above described Notice, the Corporation shall give public notice of the hearing by posting a notice containing the time, place and date of the hearing in a prominent public place in the offices of the Corporation.

412. Consolidation/Pre-Hearing Conferences

Two or more proceedings may be consolidated where it appears that the issues are substantially similar and that the rights of the parties will not be prejudiced by such consolidation.

At any time after the commencement of a proceeding, the presiding officer, with or without motion, and after consideration of the probability of beneficial results to be derived therefrom, may order that a pre-hearing conference be held to expedite the hearing or settle issues, or both.

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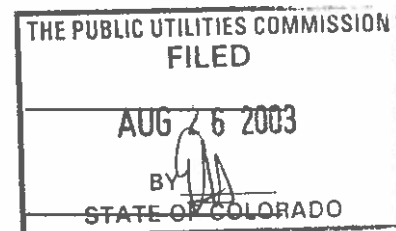


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 Robert B. Gaskill, General Manager

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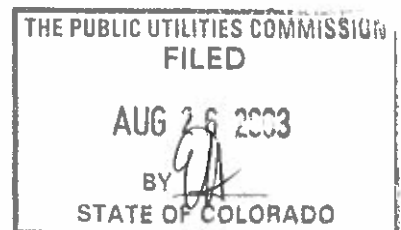
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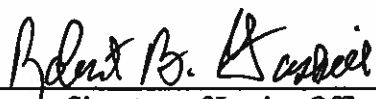


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414. Admissibility of Evidence

Neither the Board, nor one or more individual directors or any other person(s) designated by the Board to conduct a hearing shall be bound by the technical rules of evidence, and no informality in any proceeding or in the manner of taking testimony shall invalidate any order, decision, rule or regulation made, approved or confirmed. However, to the extent practicable, the Colorado Rules of Evidence applicable in civil non-jury cases in the district courts of Colorado will be followed, in order to promote uniformity in the admission of evidence. Notwithstanding the forgoing, when necessary to ascertain facts affecting the substantial rights of parties to the proceeding, evidence not admissible under such rules may be received and considered if such evidence possesses probative value commonly accepted by reasonable and prudent persons in the conduct of their affairs. Unless the context otherwise requires, whenever the words "court", "judge" or "jury" appear in any of the Colorado Rules of Evidence, such words shall be construed to mean the Corporation, its Board of Directors.



	 _____ Signature of Issuing Officer	Issue Date: _____
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413. Conduct of Hearings/Limitations on Participation/Absence from Hearings/Continuances

Hearings shall be conducted by the Board of Directors. Whenever the hearing is conducted by the Board, the president ordinarily shall preside. Hearings shall be held at this Corporation's principal place of business at 321 West Agate, Granby, Colorado, or at such place or places in the service territory of this Corporation as may be designated in the Notice of Hearing, or at such other place or places in the State of Colorado as may be considered appropriate. All hearings shall be open to the public. Any person who is disruptive, abusive, or disorderly at a hearing may be excluded from the hearing. Any hearing shall be recorded at the request of any party, including this Corporation; the cost of such recording shall be borne by the party who requested that the hearing be recorded.

At the commencement of a hearing, the presiding officer shall call the hearing to order, take appearances, and act upon any pending motions, petitions or preliminary matters. The parties may then make opening statements or reserve them to a later time in the proceeding. A witness, before being permitted to testify, shall be required to swear or affirm that the testimony he is about to give is true. No witness who refuses to so swear or affirm shall be permitted to testify.

Where two or more parties have substantially similar interests and positions, the presiding officer may, at any time during the hearing, in order to expedite the hearing, limit the number of parties who shall be permitted to cross-examine witnesses or argue motions or objections.

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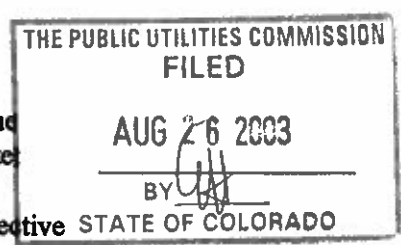


 Signature of Issuing Officer

 Robert B. Gaskill, General Manager

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415. Complaints/Burden of Going Forward/Burden of Proof

The burden of going forward and the burden of proof shall be on the Complainant. After the Complainant has gone forward, any party who appears in support of the position of the Complainant shall go forward. Then the Corporation or its representative, followed by any party who appears in support of the position of the Corporation shall go forward. The Complainant shall then have the right to present rebuttal evidence.

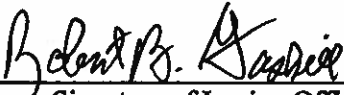
In proceedings other than complaint proceedings, the burden of going forward and the burden of proof shall be as determined by the presiding officer.

In consolidated proceedings, the presiding officer shall determine the order in which the parties shall present their evidence; in all other respects, the burden of going forward and the burden of proof shall be as above set forth.

416. Stipulations

Any two or more parties, including this Corporation, may stipulate as to any fact in issue, or otherwise reach agreement as to matters in issue, of substance or procedure, by written stipulation or agreement offered into evidence as an exhibit. The presiding officer shall enter a decision approving or not approving any such stipulation or agreement or recommending modification thereof as a condition to approval. An oral stipulation or agreement may be made upon the record, subject to the terms and conditions of this Regulation

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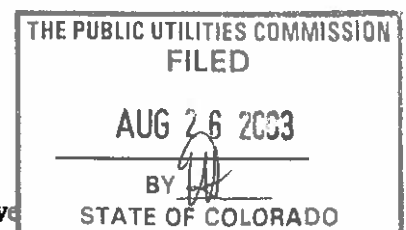


Signature of Issuing Officer

Robert B. Gaskill, General Manager

Issue
Date:

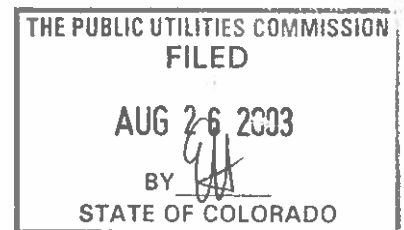
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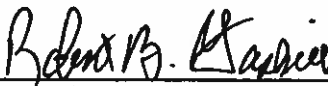


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If after notice, any party to a proceeding does not appear at a hearing either in person or by counsel, or if after making an appearance at any hearing absents himself therefrom, the matter may be heard in the absence of such party. For good cause shown, the presiding officer may grant continuances.

When a hearing will be expedited and the interests of the parties will not be substantially prejudiced thereby, a person conducting a hearing may receive all or part of the evidence in written form.



	 _____ Signature of Issuing Officer	Issue Date: _____
Decision or Authority No.	_____ Robert B. Gaskill, General Manager	Effective Date: _____

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417. Documentary Evidence

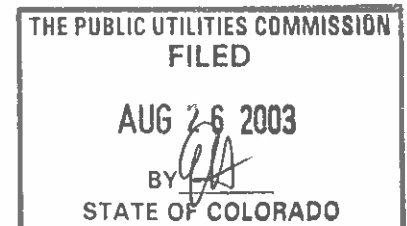
Except as otherwise provided herein, a party sponsoring an exhibit shall furnish a copy thereof to each party present and to the presiding officer at the hearing. The presiding officer may limit the number of copies required to be furnished where reproduction is impossible, extremely difficult or unduly burdensome.

418. Interim Orders

The presiding officer, during the course of a proceeding and prior to entering a decision or order, may issue one or more written interim orders. Any party aggrieved by an interim order may file a written motion to set aside or modify or stay such order.

419. Briefs or Statements of Position

At the conclusion of the presentation of evidence at any hearing, the presiding officer, upon his/her own motion or upon request by a party, may order written briefs or statements of position to be filed. Where the hearing was conducted by one or more individual Directors or by some other person(s) designated by the Board, copies of the brief or statement of position shall be filed with said Director or person(s) as well as with the Corporation. A copy of said brief or statement of position also shall be served on each party.





 Signature of Issuing Officer

Issue
Date: _____

Decision or
Authority No.

 Robert B. Gaskill, General Manager

Effective
Date: _____

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420. Reopening of the Hearing

The presiding officer, upon his/her own motion or upon motion of a party for good cause shown, may order that the hearing be reopened for further proceedings in the following circumstances:

1. Any time after a matter is taken under advisement after a hearing and before a decision is entered on the merits;
2. Any time after a decision is entered on the merits and neither administrative nor judicial review is pending with respect to the subject matter of said decision.


421. Decision/Reconsider/Appeal/Further Complaint

The Board or the Director shall proceed with reasonable dispatch to decide the matter presented. The decision shall include a statement of findings and conclusions upon all the material issues of fact, law, or discretion presented by the evidence and the appropriate order, sanction, relief, or denial thereof. The decision will be issued as soon as practicable, and in any event within 45 days after the hearing is closed.

The decision shall be served on each party by personal service or by mailing by first-class mail to the last address furnished to the Corporation by such party or its representative, and shall be effective as to such party on the date mailed or such later date as is stated in the decision.

If a party considers itself to be aggrieved by any such decision, he/she may request the Board or the Director to reconsider the same by filing a written request therefor with the Corporation or the Director or other

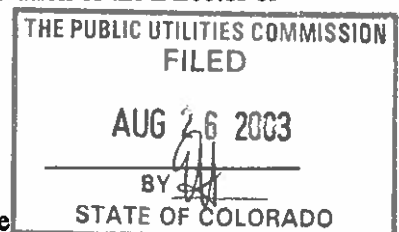
Decision or
Authority No.



 Signature of Issuing Officer
 Robert B. Gaskill, General Manager

Issue
Date:

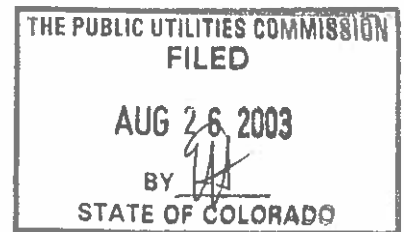
Effective
Date:



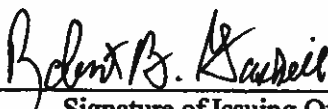
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person(s) who issued the decision. Such request must be filed within twenty (20) days after the decision is issued, and it shall specify each ground upon which the request is based. The request shall be determined within thirty (30) days after it is filed, and if not so determined reconsideration shall be deemed denied.

No member or consumer may make complaint to any agency or court about any matter within the scope of these Regulations (see Tariff 401 I hereof) without first following the procedures and exhausting his/her remedies set forth in these Regulations.



Decision or
Authority No.



 Signature of Issuing Officer
 Robert B. Gaskill, General Manager

Issue
Date: _____

 Effective
Date: _____

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FORM NO. 1

FORM OF NOTICE TO CHANGE TARIFFS

AS DEFINED IN Tariff 408

NOTICE

Date of Notice: _____, _____

**NOTICE OF A CHANGE IN THE TARIFFS
OF**

**MOUNTAIN PARKS ELECTRIC ASSOCIATION, INC.
321 WEST AGATE
P.O. BOX 170
GRANBY, COLORADO 80446**

You are hereby notified that the above name Corporation proposes to make the following changes in its tariffs, to become effective _____.
(Date)

(NOTE: State fully the changes to be put into effect and the present tariff provision(s) to be changed; or if too lengthy, call attention to the effect of the changes and state that the proposed and present tariff provisions are available for examination and explanation at each business office of such association, stating the address of each such office. In the event changes in rates are involved, the notice also shall state the dollar changes (or ranges thereof) or percentage increases (or ranges thereof) for each class or type of service).

Anyone who desires to complain about the proposed change shall file a written complaint with the Corporation at 321 West Agate, P.O. Box 170, Granby, Colorado 80446, at least 10 days before the proposed effective date. In any such complaint a request for a hearing on the complaint should be made if you wish such a hearing.

The Corporation may hold a hearing to determine what changes will be authorized. The changes ultimately authorized may or may not be the same as those proposed and may include changes different than those tariffs proposed or currently in effect. Anyone who desires to receive notice of hearing, if any, shall make a written request therefor to the Corporation, at the above address, at least 10 days before the proposed effective date.

MOUNTAIN PARKS ELECTRIC, INC.

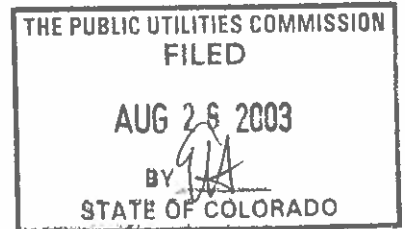
BY _____
Board President

STATE OF COLORADO)



 Signature of Issuing Officer

Issue
Date:



Decision or
Authority No.

_____ Robert B. Gaskill, General Manager _____

Effective
Date: _____

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_____)
 _____)
 (Name of Each Complainant))
 Complainant(s),)
 vs.) CASE NO. _____
 MOUNTAIN PARKS ELECTRIC, INC.)
 Respondent)
 MOUNTAIN PARKS ELECTRIC, INC.

FORM NO. 3

FORMAL COMPLAINT

The Complainant(s) state:

1. The name and address and telephone number of each person making this Complaint are as follows:

 (Names)

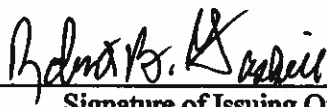
 (Address)

 (Telephone)

2. The Complainant(s) will appear at the hearing on this Complaint.

3. The specific act or thing complained of, together with such facts as are necessary to give a full understanding of the situation complained of are as follows: (Use additional sheets if necessary)

Decision or
Authority No.




 Signature of Issuing Officer
 Robert B. Gaskill, General Manager

Issue
 Date:
 Effective
 Date:

THE PUBLIC UTILITIES COMMISSION
FILED

AUG 26 2003

BY 

STATE OF COLORADO