UPPER MICHIGAN ENERGY RESOURCES CORPORATION

RATE BOOK
FOR
ELECTRIC SERVICE

These Standard Rules and Regulations and Rate Schedules contained herein have been adopted by the Company to govern its relations with customers and have been approved by the Michigan Public Service Commission as an integral part of its Rate Book for Electric Service.

Copies of the Company's Rate Book for Electric Service are available on Upper Michigan Energy Resources Corporation's website at the following website address, ***www.uppermichiganenergy.com/rates/rates.htm*** or at the Michigan Public Service Commission's website at the following website address, ***http://www.michigan.gov/mpsc/0,1607,7-159-16377_52818_53477-214344--,00.html***
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Territory

This Rate Book for Electric Service applies to the entire territory served with Electricity by the Corporation. The territory served is comprised of the following rate areas:

WEPCo Rate Zone: The service area in southeastern Wisconsin, formerly served by the Wisconsin Electric Power Company, and more fully described in this Volume 1

WPSC Rate Zone: The service area in central Wisconsin, formerly served by the Wisconsin Public Service Corporation, and more fully described in this Volume 1.

THIS RATE BOOK SUPERSEDES AND CANCELS RATE BOOKS
M.P.S.C. No. 3 – Electric – Wisconsin Electric Power Company
M.P.S.C. No. 5 – Electric – Wisconsin Public Service Corporation

Michigan Public Service Commission
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http://dmbinternet.state.mi.us/DMB/DTMBORR/AdminCode.aspx?AdminCode=Department&Dpt=LR&Level_1=Public+Service+Commission

B1.	Technical Standards for Electric Service (R 460.3101 - R 460.3804) (For All Customers) ***http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1923_2019-030LR_AdminCode.pdf***	B-1.00
B2.	Consumer Standards and Billing Practices for Electric and Natural Gas Service (R 460.101 - R 460.169) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1365_2014-038LR_AdminCode.pdf	B-2.00
B3.	Uncollectibles Allowance Recovery Fund (R 460.2601 - R 460.2625) (Residential Customers) http://w3.lara.state.mi.us/orrsearch/108_09_AdminCode.pdf (RESCINDED Nov. 12, 2013)	B-5.00
B4.	Billing Practices Applicable to Non-Residential Electric and Gas Customers (R 460.1601 - 460.1640) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1364_2014-037LR_AdminCode.pdf (RESCINDED)	B-5.00
B5.	Underground Electric Lines (R 460.511 - R 460.519) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/824_10790_AdminCode.pdf	B-5.00
B6.	Electrical Supply and Communication Lines and Associated Equipment (R 460.811 - R 460.814) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1683_2017-007LR_AdminCode.pdf	B-5.00
B7.	Rules and Regulations Governing Animal Contact Current Mitigation (Stray Voltage)(R 460.2701 - R 460.2707) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/838_10804_AdminCode.pdf	B-5.00
B8.	Electric Interconnection and Net Metering Standards (R 460.601a - R 460.656) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/825_10791_AdminCode.pdf	B-6.00
B9.	Service Quality and Reliability Standards for Electric Distribution Systems (R 460.701 - R 460.752) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/826_10792_AdminCode.pdf	B-6.00
B10.	Practice and Procedure Before the Commission (R 460.17101 - R 460.17701) http://w3.lara.state.mi.us/GSA_Indexed/ORR/108_15_AdminCode.pdf	B-7.00
B11.	Filing Procedures for Electric, Wastewater, Steam and Gas Utilities (R 460.2011 - R 460.2031) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/832_10798_AdminCode.pdf	B-7.00
B12.	Residential Conservation Program Standards (R 460.2401 - R 460.2414) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/835_10801_AdminCode.pdf (RESCINDED)	B-7.00
B13.	Preservation of Records of Electric, Gas and Water Utilities (R 460.2501 - R 460.2582) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1679_2017-003LR_AdminCode.pdf	B-7.00
B14.	Uniform System of Accounts for Major and Non major Electric Utilities (R 460.9001-R 460.9019) http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/840_10806_AdminCode.pdf	B-7.00
B15.	Rate Case Filing Requirements for Major Electric Utilities http://www.michigan.gov/documents/mpsc/U-4771_05-10-1976_586636_7.PDF	B-7.00

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Third Revised Sheet No. D-6.00	***September 1, 2020***
First Revised Sheet No. D-7.00	April 23, 2018
Third Revised Sheet No. D-7.01	July 1, 2020
Third Revised Sheet No. D-9.00	July 1, 2018
Third Revised Sheet No. D-8.00	July 1, 2018
Original Sheet No. D-8.01	June 1, 2018
Original Sheet No. D-10.00	January 1, 2017
Original Sheet No. D-11.00	January 1, 2017
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Third Revised Sheet No. D-13.00	July 1, 2018
Original Sheet No. D-14.00	January 1, 2017
Third Revised Sheet No. D-15.00	July 1, 2018
Original Sheet No. D-16.00	January 1, 2017
Third Revised Sheet No. D-17.00	July 1, 2018
Original Sheet No. D-18.00	January 1, 2017
Original Sheet No. D-19.00	January 1, 2017
Original Sheet No. D-20.00	January 1, 2017
Third Revised Sheet No. D-21.00	July 1, 2018
Original Sheet No. D-22.00	January 1, 2017
Third Revised Sheet No. D-23.00	July 1, 2018
First Revised Sheet No. D-24.00	June 1, 2018
Original Sheet No. D-25.00	January 1, 2017
Original Sheet No. D-26.00	January 1, 2017
Third Revised Sheet No. D-27.00	July 1, 2018
Original Sheet No. D-28.00	January 1, 2017
Second Revised Sheet No. D-29.00	July 1, 2018
First Revised Sheet No. D-30.00	January 1, 2018
Original Sheet No. D-31.00	January 1, 2017
Original Sheet No. D-32.00	January 1, 2017
Second Revised Sheet No. D-33.00	July 1, 2018
First Revised Sheet No. D-34.00	June 1, 2018
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Third Revised Sheet No. D-36.00	July 1, 2018
First Revised Sheet No. D-37.00	June 1, 2018
Original Sheet No. D-38.00	January 1, 2017
Original Sheet No. D-39.00	January 1, 2017
Third Revised Sheet No. D-40.00	July 1, 2018
Original Sheet No. D-41.00	January 1, 2017
Original Sheet No. D-42.00	January 1, 2017
Original Sheet No. D-43.00	January 1, 2017
Third Revised Sheet No. D-44.00	July 1, 2018
Second Revised Sheet No. D-45.00	August 28, 2018
Original Sheet No. D-45.01	August 28, 2018
Third Revised Sheet No. D-46.00	July 1, 2018

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Michigan Public Service Commission
August 10, 2020
Filed by: DW

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First Revised Sheet No. D-49.00	August 28, 2018
Third Revised Sheet No. D-50.00	August 28, 2018
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Original Sheet No. D-51.02	August 28, 2018
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Michigan Public Service Commission
July 28, 2020
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Original Sheet No. D-136.01	April 26, 2018
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Fourth Revised Sheet No. D-144.00	June 1, 2020
Original Sheet No. D-144.01	January 1, 2019
Fourth Revised Sheet No. D-145.00	June 1, 2020
Second Revised Sheet No. D-146.00	January 1, 2019
Second Revised Sheet No. D-147.00	January 1, 2019

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Michigan Public Service Commission
July 28, 2020
Filed by: DW

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First Revised Sheet No. D-148.00	October 31, 2017
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Original Sheet No. D-153.00	January 1, 2017
Original Sheet No. D-154.00	January 1, 2017
Original Sheet No. D-155.00	January 1, 2017
Fourth Revised Sheet No. D-156.00	***September 1, 2020***
Second Revised Sheet No. D-157.00	April 24, 2020
Third Revised Sheet No. D-158.00	July 1, 2020
Original Sheet No. E-1.00	January 1, 2017
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Original Sheet No. E-5.00	January 1, 2017
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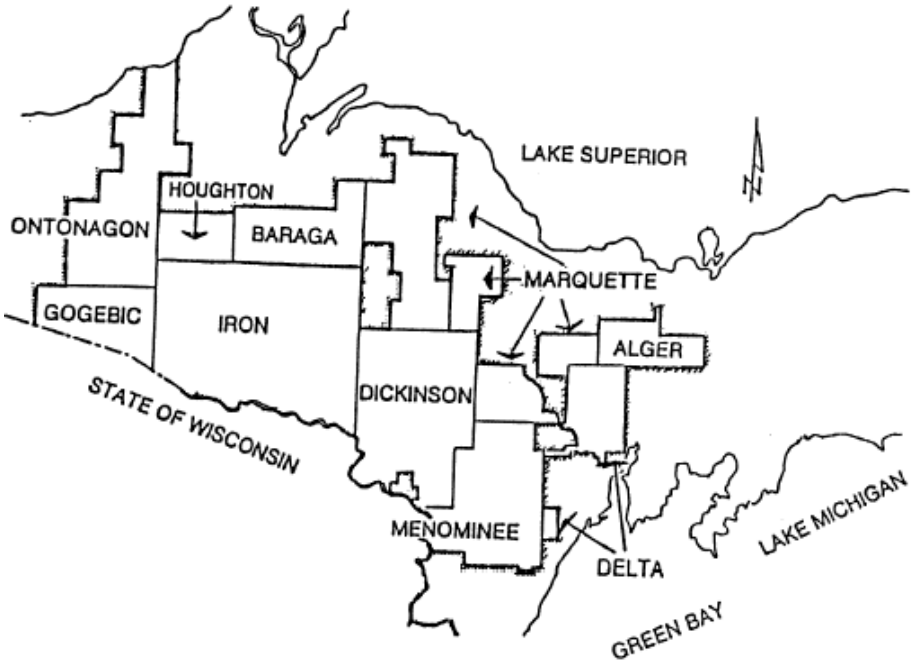
Original Sheet No. E-13.00	January 1, 2017
Original Sheet No. E-14.00	January 1, 2017
Original Sheet No. F-1.00	January 1, 2017

Michigan Public Service Commission
August 10, 2020
Filed by: DW

TERRITORY SERVED – WEPCO AND WPSC RATE ZONES

WEPCo Rate Zone



WPSC Rate Zone

(Continued on Sheet No. A-16.00)

Michigan Public Service Commission
January 3, 2017
Filed

TERRITORY SERVED – WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. A-*15*.00)

WEPCO RATE ZONE

County	Incorporated Cities & Villages	Townships	
Alger		Limestone	Rock River
		Mathias	
Baraga		Covington	Spurr
Delta		Baldwin	Cornell
		Bark River	Escanaba
		Brampton	Maple Ridge
Dickinson	Iron Mountain	Breen	Sagola
	Kingsford	Breitung	Waucedah
	Norway	Felch	West Branch
		Norway	
Goegebic		Marensico	Watersmeet
Houghton		Duncan	
Iron	Alpha	Bates	Mansfield
	Crystal Falls	Crystal Falls	Mastodon
	Mineral Hills	Hematite	Stambaugh
	Stambaugh	Iron River	
Marquette		Champion	Richmond
		Ely	Tilden
		Humboldt	Turin
		Michigamme	
Menominee	Carney	Faithorn	Meyer
	Powers	Gourley	Nadeau
		Harris	Spalding
		Holmes	
Ontonagon		Bohemia	Interior
		Greenland	McMillan
		Haight	Stannard

This service territory includes the Tilden Mining Company L.C. open pit iron ore mine and related ore processing facilities in Tilden Township, Marquette County, Michigan and the Empire Iron Mining Partnership open pit iron ore mine and related ore processing facilities in Richmond Township, Marquette County, Michigan.

Michigan Public Service Commission
April 16, 2019
Filed DBR

TERRITORY SERVED – WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. A-16.00)

WPSC RATE ZONE

Menominee County, Michigan, the City of Menominee; the entire townships of Daggett, Ingallston, Mellen, Menominee and Stephenson; and portions of Holmes, Lake, and Nadeau Townships.

Wholesale service is rendered to the villages of Stephenson, Daggett, and the Alger-Delta Electric Association of Gladstone.

County	Cities	Villages and Unicorporated Communities			Townships	
Menominee	Menominee	Birch Creek	Ingalls	Talbot	Daggett	Mellen
		Carbondale	Hansen	Wallace	Holmes	Menominee
					Ingallston	Nadeau
					Lake	Stephenson

Villages	Retail Service to:
Daggett*	Daggett Electric Department
Stephenson**	Stephenson Utilities Department

* Full electric requirements furnished to municipal distribution system.
** Full electric requirements furnished to municipal distribution system. Several customers within village served directly.

Others
Resale service to Alger Delta Electric Association for a specified portion of their service territory.

Michigan Public Service Commission
April 16, 2019
Filed DBR

TECHNICAL TERMS AND ABBREVIATIONS (FOR ALL CUSTOMERS)

I. The definitions of the following technical terms and abbreviations are applicable to the Company's Electric Rate Book and are not contained in the other Sections thereof:

A. For All Utilities

(1) "Commission" means the Michigan public service commission.
(2) "Effective Date" means the date when the tariff sheet must be followed.
(3) "Issue Date" means the date the Company files a tariff sheet with the Commission.
(4) "Rate Book" means the complete set of Company filings submitted in accordance with the "Filing Procedures for Electric, Wastewater, Steam and Gas Utilities".
(5) "Rate Schedule" or "Rider" means the rate or charge for a particular classification of service, including all special terms and conditions under which that service is furnished at the prescribed rate or charge.
(6) "Rate Sheet" or "Tariff Sheet" means any of the documents filed in accordance with "Filing Procedures for Electric, Wastewater, Steam and Gas Utilities".
(7) "Rules and Regulations" means the rules, regulations, practices, classifications, exceptions, and conditions that the Company must observe when providing service.
(8) "Standard Customer Form" means a contract or other agreement that create or alter a customer's rights or responsibilities in dealings with the Company. Standard customer forms require a customer signature or are specifically referenced within the Rate Book for execution between the Company and customers.

B. Company

Advance – For the purposes of deposits and contributions, "in advance" means in advance of commencement of construction; however, under no circumstances will the meter(s) be set or the system energized until the required deposit or contribution has been made.

Ampere: Rate of flow of electricity.

Company – Upper Michigan Energy Resources Corporation.

Energy ***Waste Reduction*** Surcharge: A delivery/distribution surcharge to allow recovery of the energy ***waste reduction*** alternative compliance payment made by the Company in compliance with Section 91(1) of 2008 PA 295. An annual energy ***waste reduction*** cost reconciliation shall be conducted. The approved Energy ***Waste Reduction*** Surcharges are shown on Sheet No. D-5.01.

Full Requirements Service: The provision of retail regulated electric service including generation, transmission, distribution and ancillary services all provided by the Company.

Hertz (Hz): The international unit of frequency equal to one cycle per second.

60 Hertz Service: Shortened form of described "60-cycle" (per second) alternating current service" in these rate schedules.

Horsepower (hp) - Unit of mechanical power equivalent to 746 watts of electrical power.

Kilowatt (kW): One thousand watts. Unit of electric power representing rate of consumption.

(Continued on Sheet No. A-18.00)

TECHNICAL TERMS AND ABBREVIATIONS (FOR ALL CUSTOMERS)
(Continued From Sheet No. A-12.00)

B. Company (Contd)

Kilovoltampere (kVA): Product of volts and amperes, divided by one thousand.

Kilowatthours (kWh): Consumption of energy equivalent to the use of one kilowatt for one hour.

Maximum Demand or Demand: Measured in kilowatts, is the highest power required as metered by a demand recorder.

Minimum Charge: The charge for the billing period when there is no kWh consumption in that billing period.

Month: The term "month" shall refer to the period between two successive, scheduled meter readings.

Power Factor: The ratio of watts to the product of volts and amperes.

Power Supply Cost Recovery Factor: That element of the rates to be charged for electric service to reflect Power Supply Costs incurred and made pursuant to a Power Supply Cost Recovery Clause incorporated in the rates or Rate Schedules.

Power Supply Cost Recovery Plan: A filing made annually describing the expected sources of electric power supply and changes over a future 12 month period specified by the Commission and requesting for each of those 12 months a specific Power Supply Cost Recovery Factor.

Power Supply Costs: Those elements of the costs of fuel and purchased and net interchanged power as determined by the Commission to be included in the calculation of the Power Supply Cost Recovery Factor.

Renewable Energy Surcharge: A power supply surcharge to allow recovery of the incremental cost of compliance with the renewable energy standards included in 2008 PA 295. An annual renewable cost reconciliation shall be conducted pursuant to Section 49 of 2008 PA 295. The approved Renewable Energy Surcharges are shown on Sheet No. D-5.03.

Rate Realignment Adjustment: Adjustments in the form of a surcharge or credit applicable to all Power Supply kilowatt hours to realign rates to cost of service as required by 2008 PA 286.

Retail Access Service: Service offered by the Company under applicable laws, regulations, tariffs and agreements, which allows the customer to purchase generation service and transmission service from a licensed AES (Alternative Electric Supplier), with power delivered through the Company's distribution system.

Volt: Unit of electric force or pressure.

SECTION B- WEPCO AND WPSC RATE ZONES
ADMINISTRATIVE RULES INDEX

B1. Technical Standards for Electric Service (R 460.3101 - ***R 460.3804***) (For All Customers)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1923_2019-030LR_AdminCode.pdf

PART 1. GENERAL PROVISIONS

R 460.3101 ***Applicability; purpose; modification; adoption of rules and regulations by utility***
R 460.3102 Definitions

PART 2. RECORDS AND REPORTS

R 460.3201 Records; location; examination
R 460.3202 Records; preservation
R 460.3203 Documents and information; required submission
R 460.3204 Customer records; retention period; content
R 460.3205 Security reporting

PART 3. METER REQUIREMENTS

R 460.3301 Metered measurement of electricity required; exceptions
R 460.3303 Meter reading data
R 460.3304 Meter data collection system
R 460.3305 Meter multiplier
R 460.3308 Standards of Good Practice; adoption by reference
R 460.3309 Metering inaccuracies; billing adjustments

PART 4. CUSTOMER RELATIONS

R 460.3408 Temporary service; cost of installing and removing equipment owned by utility
R 460.3409 Protection of utility-owned equipment on customer's premises
R 460.3410 Extension of facilities plan
R 460.3411 Extension of electric service in areas served by 2 or more utilities

PART 5. ENGINEERING

R 460.3501 Electric plant; construction, installation, maintenance, and operation pursuant to good engineering practice required
R 460.3502 Standards of good practice; adoption by reference
R 460.3503 Utility plant capacity
R 460.3504 Electric plant inspection program
R 460.3505 Utility line clearance program

PART 6. METERING EQUIPMENT INSPECTIONS AND TESTS

R 460.3601 Customer-requested meter tests
R 460.3602 Meter and associated device inspections and tests; certification of accuracy
R 460.3603 Meters with transformers; post-installation inspection; exception
R 460.3604 Meters and associated devices; removal tests
R 460.3605 Metering electrical quantities

(Continued on Sheet No. B-2.00)

SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-1.00)

B1. Technical Standards for Electric Service (R 460.3101 - R 460.3804) (For All Customers) (Cont.)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1923_2019-030LR_AdminCode.pdf

PART 6. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont.)

R 460.3606 Non-direct reading meters and meters operating from instrument transformers; marking of multiplier on instruments; marking of charts and magnetic tapes; marking of register ratio on meter registers; watthour constants
R 460.3607 Watthour meter requirements
R 460.3608 Demand meters, registers, and attachments; requirements
R 460.3609 Instrument transformers used in conjunction with metering equipment; requirements; phase shifting transformers; secondary voltage
R 460.3610 Portable indicating voltmeters; accuracy
R 460.3611 Meter testing equipment; availability; provision and use of primary standards
R 460.3612 Test standards; accuracy
R 460.3613 Meter equipment testing requirements
R 460.3614 Standards check by the commission
R 460.3615 Metering equipment records
R 460.3616 Average meter error; determination
R 460.3617 Reports to be filed with the commission
R 460.3618 Generating and interchange station meter tests; schedule; accuracy limits

PART 7. STANDARDS OF QUALITY OF SERVICES

R 460.3701 Alternating current systems; standard frequency
R 460.3702 Standard nominal service voltage; limits; exceptions
R 460.3703 Voltage measurements and records
R 460.3704 Voltage measurements; required equipment; periodic checks; certificate or calibration card for standards
R 460.3705 Interruptions of service; records; planned interruption; notice to commission

PART 8. SAFETY

R 460.3801 Protective measures
R 460.3802 Safety program
R 460.3803 Energizing service
R 460.3804 Accidents; notice to commission

B2. Consumer Standards and Billing Practices for Electric and Natural Gas Service (R 460.101 - R 460.169)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1365_2014-038LR_AdminCode.pdf

PART 1. GENERAL PROVISIONS

R 460.101 Applicability; purpose
R 460.101a Scope of Rules
R 460.102 Definitions; A to F
R 460.102a Definitions; G to P
R 460.102b Definitions; Q to Z
R 460.103 Discrimination prohibited
R 460.104 Conduct of proceedings
R 460.105 Additional rules

(Continued on Sheet No. B-3.00)

SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-2.00)

B2. Consumer Standards and Billing Practices for Electric and ***Natural*** Gas Service (R 460.101 - R 460.169) (Contd)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1365_2014-038LR_AdminCode.pdf

PART 2. APPLICATION FOR SERVICE

R 460.106 Service requests
R 460.107 ***Residential service account requirements***

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

R 460.108 Prohibited practices
R 460.109 Deposit for ***residential*** customer
R 460.110 ***Rescinded***
R 460.111 General deposit conditions ***for residential customers***
R 460.111a ***General deposit conditions for nonresidential customers***
R 460.112 Guarantee terms and conditions ***for residential customers***

PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND RELOCATION

R 460.113 Actual and estimated meter reading
R 460.114 ***Customer meter reading***
R 460.115 ***Meter accuracy and errors***
R 460.116 Meter relocation

PART 5. BILLING AND PAYMENT STANDARDS

R 460.117 ***Bill information***
R 460.118 ***Electronic billing requirements***
R 460.119 ***Separate bill; consolidation and balance transfers for residential and small nonresidential customers***
R 460.120 ***Billing frequency; method of delivery***
R 460.121 ***Equal Monthly billing***
R 460.122 ***Cycle billing***
R 460.123 ***Payment of bill***
R 460.124 ***Payment period***
R 460.125 ***Late payment charges***
R 460.126 ***Billing for unregulated non-energy services***
R 460.126a ***Billing error***
R 460.126b ***Responsibility for unauthorized use of utility service***

PART 6. VOLUNTARY TERMINATION OF SERVICE

R 460.127 Voluntary termination

PART 7. ***ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS FOR RESDIDENTIAL CUSTOMERS***

R 460.128 ***Listing of energy assistance programs for residential customers***
R 460.129 ***Notice of energy assistance programs for residential customers***
R 460.130 ***Medical emergency***
R 460.130a ***Critical care customer shut off protection***

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SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-3.00)

B2. Consumer Standards and Billing Practices for Electric and ***Natural*** Gas Service (R 460.101 - R 460.169) (Contd)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1365_2014-038LR_AdminCode.pdf

PART 7. ***ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS FOR RESIDENTIAL CUSTOMERS*** (Cont.)

R 460.131 ***Winter protection plan for eligible low-income customers***
R 460.132 ***Winter protection plan for eligible senior citizen customers***
R 460.133 ***Eligible military customer***
R 460.134 ***Extreme weather condition policy***
R 460.135 ***Rescinded***

PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE

R 460.136 Emergency shutoff
R 460.137 Shutoff ***or denial of service permitted***
R 460.138 ***Shutoff prohibited***
R 460.139 ***Notice of shutoff***
R 460.140 ***Form of Notice***
R 460.141 ***Time*** of shutoff
R 460.142 Manner of shutoff
R 460.143 ***Manner of shutoff for service provided with remote shutoff and restoration capability***
R 460.144 Restoration of service

PART 9. ***CUSTOMER RELATIONS AND UTILITY PROCEDURES***

R 460.145 ***Applicability***
R 460.146 ***Payment plan procedures for residential and small nonresidential customers***
R 460.147 ***Personnel procedures***
R 460.148 ***Publication of prodedures for residential and small nonresidential customers***
R 460.149 ***Access to rules and rates***
R 460.150 ***Complaint procedures***
R 460.151 ***Reporting requirements***
R 460.152 ***Inspection***
R 460.153 ***Customer access to consumption data and confidentiality***

PART 10. ***DISPUTES, HEARINGS AND SETTLEMENTS***

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R 460.155 ***Customer hearing and hearing officers for residential and small nonresidential customers***
R 460.156 ***Notice of hearing***
R 460.157 ***Customer hearing procedures***
R 460.158 ***Settlement agreement procedures for residential and small nonresidential customers***
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PART 11. ***APPEAL PROCEDURES***

R 460.160 ***Customer hearing*** appeal
R 460.161 ***Filing procedures***
R 460.162 ***Customer hearing appeal procedures***

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SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-4.00)

B2. Consumer Standards and Billing Practices for Electric and ***Natural*** Gas Service (R 460.101 - R 460.169) (Contd)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1365_2014-038LR_AdminCode.pdf

PART 11. ***APPEAL PROCEDURES*** (Cont.)

R 460.163 ***Interim determination***
R 460.164 ***Appeal review***
R 460.165 ***Customer hearing appeal decision***
R 460.166 ***Failure to comply with customer hearing appeal decision***
R 460.167 ***Same dispute***
R 460.168 ***Formal appeal***
R 460.169 ***Other remedies***

B3. Uncollectibles Allowance Recovery Fund (R 460.2601 - R 460.2625) (Residential Customers)
https://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/108_09_AdminCode.pdf (RESCINDED Nov. 12, 2013)

B4. Billing Practices Applicable to Non-Residential Electric and Gas Customers (R 460.1601 - R 460.1640)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1364_2014-037LR_AdminCode.pdf (RESCINDED)

B5. Underground Electric Lines (R 460.511 - R 460.519)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/824_10790_AdminCode.pdf

R 460.511 Payment of difference in costs
R 460.512 Extensions of residential distribution and service lines in the lower peninsula mainland
R 460.513 Extensions of commercial and industrial lines in lower peninsula mainland
R 460.514 Costs in case of special conditions
R 460.515 Extensions of lines in other areas of state
R 460.516 Replacement of existing overhead lines
R 460.517 Underground facilities for convenience of utilities or where required by ordinances
R 460.518 Exceptions
R 460.519 Effective dates

B6. Electrical Supply and Communication Lines and Associated Equipment (R 460.811 - ***R 460.814***)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1683_2017-007LR_AdminCode.pdf

R 460.811 Definitions
R 460.812 Purpose
R 460.813 Standards of good practice; adoption by reference
R 460.814 Exemption from rules; application to Commission; public hearing

B7. Rules and Regulations Governing Animal Contact Current Mitigation (Stray Voltage) (R 460.2701 - R 460.2707)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/838_10804_AdminCode.pdf

R 460.2701 Definitions
R 460.2702 Measuring animal contact voltage
R 460.2703 Action required to mitigate animal contact current
R 460.2704 Request for investigation
R 460.2705 Appointment of experts
R 460.2706 Request for a contested case hearing
R 460.2707 Protocol to evaluate utility contribution to animal contact current

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SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-5.00)

B8. Electric Interconnection and Net Metering Standards (R 460.601***a*** - R 460.656)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/825_10791_AdminCode.pdf

R 460.601	Definitions
R 460.602	Adoption of standards by reference
R 460.604	Prohibited practices
R 460.606	Designated points of contact
R 460.608	Alternative dispute resolution
R 460.610	Appointment of experts
R 460.612	Waivers
R 460.615	Electric utility interconnection procedures
R 460.618	Interconnection fees
R 460.620	Application and interconnection process
R 460.622	Modifications to project
R 460.624	Insurance
R 460.626	Disconnection
R 460.628	Easements and rights-of-way
R 460.640	Application process
R 460.642	Net metering application and fees
R 460.644	Net metering program size
R 460.646	Generation and net metering equipment
R 460.648	Meters
R 460.650	Billing and credit for true net metering customers
R 460.652	Billing and credit for modified net metering customers
R 460.654	Renewable energy credits
R 460.656	Penalties

B9. Service Quality and Reliability Standards for Electric Distribution Systems (R 460.701 - R 460.752)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/826_10792_AdminCode.pdf

PART 1. GENERAL PROVISION

R 460.701	Application of Rules
R 460.702	Definitions
R 460.703	Revisions of tariff provisions

PART 2. UNACCEPTABLE LEVELS OF PERFORMANCE

R 460.721	Duty to plan to avoid unacceptable levels of performance
R 460.722	Unacceptable levels of performance during service interruptions
R 460.723	Wire down relief request
R 460.724	Unacceptable service quality levels of performance

PART 3. RECORDS AND REPORTS

R 460.731	Deadline for filing annual reports
R 460.732	Annual report contents
R 460.733	Availability of records
R 460.734	Retention of records

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SECTION B- WEPCO AND WPSC RATE ZONES
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B9. Service Quality and Reliability Standards for Electric Distribution Systems (R 460.701 - R 460.752) (cont.)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/826_10792_AdminCode.pdf

PART 4. FINANCIAL INCENTIVES AND PENALTIES

R 460.741 Approval of incentives by the Commission
R 460.742 Criteria for receipt of an incentive
R 460.743 Disqualification
R 460.744 Penalty for failure to restore service after an interruption due to catastrophic conditions
R 460.745 Penalty for failure to restore service during normal conditions
R 460.746 Penalty for repetitive interruptions of the same circuit
R 460.747 Multiple billing credits allowed
R 460.748 Effect in other proceedings

PART 5. WAIVERS AND EXCEPTIONS

R 460.751 Waivers and exceptions by electric utilities
R 460.752 Proceedings for waivers and exceptions

B10. Practice and Procedure Before the Commission (R 460.17101 - R 460.17701)
http://w3.lara.state.mi.us/GSA_Indexed/ORR/108_15_AdminCode.pdf

B11. Filing Procedures for Electric, Wastewater, Steam and Gas Utilities (R 460.2011 - R 460.2031)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/832_10798_AdminCode.pdf

B12. Residential Conservation Program Standards (R 460.2401 - R 460.2414)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/835_10801_AdminCode.pdf ***(RESCINDED)***

B13. Preservation of Records of Electric, Gas and Water Utilities (R 460.2501 - R 460.2582)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/1679_2017-003LR_AdminCode.pdf

B14. Uniform System of Accounts for Major and Nonmajor Electric Utilities (R 460.9001- R 460.9019)
http://dmbinternet.state.mi.us/DMB/ORRDocs/AdminCode/840_10806_AdminCode.pdf

B15. Rate Case Filing Requirements for Major Electric Utilities
http://www.michigan.gov/documents/mpsc/U-4771_05-10-1976_586636_7.PDF

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SECTION B- WEPCO AND WPSC RATE ZONES
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Reserved for future use.

(Continued on Sheet No. B-9.00)

SECTION B- WEPCO AND WPSC RATE ZONES
(Continued From Sheet No. B-8.00)

Reserved for future use.

SECTION C – WEPCO RATE ZONE
COMPANY RULES AND REGULATIONS

INTENT OF SECTION C

These Company Rules and Regulations for all customers are not to supersede but are in addition to Rule B1., Services Supplied by Electric Utilities; Rule B2., Consumer Standards and Billing Practices for Electric and ***Natural*** Gas Service; Rule B5., Underground Electric Lines; Rule B6., Electrical Supply and Communication Lines and Associated Equipment; Rule B7., Rules and Regulations Governing Animal Contact Current Mitigation (Stray Voltage); Rule B8, Electric Interconnection Standards; and Rule B9., Service Quality and Reliability Standards for Electric Distribution Systems.

C1. INTRODUCTION

A. These rules and regulations set forth the terms and conditions under which electric service will be provided by the Company. They shall apply to all classes of service and shall govern the terms of all contracts for such service except that the Company reserves the right to enter into special contracts subject to the general regulations of the Michigan Public Service Commission. Failure of the Company to enforce any of the terms of these rules and regulations shall not be deemed as a waiver of the right to do so.

B. Any promises or agreements made by agents or employees of the Company which are not in conformance with these rules and regulations, nor with the terms of special contracts executed by authorized representatives of the Company shall not have binding effect on the Company.

C. No ownership rights in any facilities provided by the Company shall pass to any person as a result of any contribution or deposit made under these rules. No deposits or contributions made by customers shall be refundable unless expressly so provided in these rules.

D. Copies of the Company's Rules and Regulations and Rate Schedules for electric service, as filed with the Michigan Public Service Commission, are open to public inspection at the Company's offices and are available upon request. Copies of the Company's Rate Book for Electric Service are available on Upper Michigan Energy Resources Corporation's website at the following website address, ***www.uppermichiganenergy.com/rates/rates.htm***

C2. TERMS AND CONDITIONS OF SERVICE

C2.1. Membership and Electric Service

Each applicant for electric service may be required to sign the Company's "Application for Membership and for Electric Service." Acceptance of service, with or without a signed application, shall be subject to compliance with the terms of the Standard Rules and Regulations and Rate Schedules as filed with the commission.

C2.2. Company-Owned Facilities

A. The Company will normally install, own , operate and maintain all distribution facilities on the supply side of the point of attachment as shown on the Company's standard drawings, including metering equipment. All service entrance conductor wiring from a point of connection to the Company's service line at a location satisfactory to the Company shall be the responsibility of the customer. If building modifications hinder access to metering facilities, create a hazardous condition, or cause a violation of code, the customer will be responsible for all costs incurred by the Company to correct these conditions.

(Continued on Sheet No. C-2.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-1.00)

C2.2. Company-Owned Facilities (Cont.)

B. Access to Premises – The customer shall provide at no expense to the Company suitable space with provisions for installation and maintenance of the Company's facilities on the customer's premises. Authorized agents of the Company shall have access to the premises at all reasonable times for construction, operation, maintenance, removal or inspection of the Company's facilities, or to inspect the customer's facilities or measure the customer's load. Authorized employees and agents shall carry identification furnished by the Company and shall display it upon request. Failure to provide access for any of the above reasons may result in termination of service.

C. Use of Facilities – The Company will not allow use of its poles or other facilities by others for installations or attachments of any kind without written authorization from the Company. This includes, but is not limited to, electrical or communication equipment, lights, signs and fences. The Company assumes no liability for property owned by others attached to its facilities. Unauthorized attachments to Company facilities may be removed by the Company.

D. Protection – The customer shall use reasonable diligence to protect the Company's facilities located on the customer's premises, and to prevent tampering or interference with such facilities. The Company may discontinue service in accordance with any applicable rules of the Michigan Public Service Commission, in case the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used. In case of such unauthorized use of service, the Company will continue service only after the customer has agreed to pay for the unmetered energy used, cost of discovery, and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the Company. Failure to enter into such an agreement or failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the Company or commission. Restoration of service will be made upon receipt of reasonable assurance of the customer's compliance with the Company's approved Standard Rules and Regulations.

C2.3. Customer-Owned Facilities

A. The Company reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the Company's equipment or its service to others. However, it disclaims any responsibility to inspect the customer's wiring, equipment or any subsequent wiring changes or modifications and shall not be held liable for any injury or damage or billing errors resulting from the condition thereof.

B. The customer shall be responsible for inadequate performance of such facilities. Before purchasing equipment or installing wiring, it shall be the customer's responsibility to check with the Company as to the characteristics of the service available. Any changes required to bring customer's service into compliance with code will be paid for by customer. The Company reserves the right to make reasonable service charges for work performed by Company personnel resulting from malfunction of the customer's facilities.

(Continued on Sheet No. C-3.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-2.00)

C2.3. Customer-Owned Facilities (Cont.)

C. The customer shall be responsible for notifying the Company of any additions to or changes in the customer's equipment which might exceed the capacity of the Company's facilities, or otherwise affect the quality of service. The customer shall also be responsible for the installation of auxiliary or standby equipment and of alarms and protective devices as required to provide reasonable protection in the event of disturbance or interruption of electrical service. The customer shall install and maintain the necessary devices to protect his or her other equipment against service interruptions and other disturbances on the Company's system, as well as the necessary devices to protect the Company's facilities against overload caused by the customer's equipment. Characteristics and installation of all such equipment or devices shall meet the approval of the Company.

C2.4. Customer-Owned Generating Systems

A. Interconnection of a generating facility with the Company's system shall not be permitted until application has been made to and approval received from the Company. The Company may withhold approval only for good reason such as failure to comply with applicable Company rules or governmental laws. The Company shall require a contract specifying reasonable technical connection and operating aspects for the parallel generating facility.

B. The Company may require that for each generating facility there be provided between the generator (or generators) and the Company's system a lockable load-break disconnect switch. For installations interconnected at greater than 600 volts, a fused cutout switch may be substituted, where practicable. The switches shall be accessible to the Company for the purpose of isolating the parallel generating facility from the Company's system, when necessary.

C. The Company shall require a separate distribution transformer for a customer having a generating facility, where necessary for reasons of public or employee safety or where the potential exists for the generating facility to cause problems with the service of other customers. Ordinarily this requirement should not be necessary for an induction-type generator with a capacity of 5 kW or less, or other generating units of 10 kW or less that utilize line-commutated inverters.

D. Where necessary, to avoid the potential for a generating facility causing problems with the service of other customers, the Company should limit the capacity and operating characteristics of single-phase generators in a manner consistent with its existing limitations for single-phase motors. Ordinarily single-phase generators should be limited to a capacity of 10 kW or less.

E. The Company shall require that each generating facility have a system for automatically isolating the generator from the Company's system upon loss of the Company supply, unless the Company desires that the local generation be continued to supply isolated load. For synchronous and induction generators such protection against continued operation when isolated from the utility system will ordinarily consist of overcurrent protection, fuse or circuit breaker, plus a voltage or frequency controlled contactor which would automatically disconnect the unit whenever its output voltage or frequency drifted outside predetermined limits. Other suitable protective systems against abnormal voltages or frequencies may be accepted by the Company.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-3.00)

C2.4. Customer-Owned Generating Systems (Cont.)

F. The Company shall require that the customer discontinue parallel generation operation when it so requests and the Company may isolate the generating installation from its system at times:

When considered necessary to facilitate maintenance or repair of utility facilities.

When considered necessary during system emergencies.

When considered necessary during such times as the generating facility is operating in a hazardous manner, or is operating such that it adversely affects service to other customers or to nearby communication systems or circuits.

G. The owner of the generating facility shall be required to make the equipment available and permit entry upon the property by Company personnel at reasonable times for the purposes of testing isolation and protective equipment, and evaluating the quality of power delivered to the Company's system; and testing to determine whether the local generating facility is the source of any electric service or communication systems problems.

H. The power output of the generating facility shall be maintained such that frequency and voltage are compatible with normal Company service and do not cause the Company service to fall outside the prescribed limits of commission rules and other standard limitations.

I. The generating facility shall be operated so that variations from acceptable voltage levels and other service impairing disturbances do not result in adverse effects on the service or equipment of other customers, and in a manner which does not produce undesirable levels of harmonics in the Company power supply.

J. The owner of the generating facility shall be responsible for providing protection for the owner's installed equipment and for adhering to all applicable national, state and local codes. The design and configuration of certain generating equipment, such as that utilizing line-commutated inverters, sometimes requires an isolation transformer as part of the generating installation for safety and for protection of the generating facilities.

C2.5. Use of Service

Each customer shall, as soon as electric service becomes available, receive delivery from the Company practically all electric energy used on the premise, and shall become liable for all charges incurred in the delivery of said electrical energy from the Company. The customer's power supply may be purchased from an Alternative Electric Supplier or the Company. Standby and/or supplemental on-site generation may be utilized only if approved by the Company and properly connected so as to prevent parallel operations with the Company's system.

C2.6. Notice of Intent

A. Application – Prior to use of electrical service, each customer shall make proper application to the Company, and shall furnish all reasonable information required by the Company. Failure to comply with this requirement may result in refusal by the Company to provide service.

(Continued on Sheet No. C-5.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-4.00)

C2.6. Notice of Intent (Cont.)

Any customer using service without first notifying and enabling the Company to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding his or her occupancy.

B. Termination – Any customer desiring termination of service shall so notify the Company a minimum of five working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.

C. Switching - An eligible customer electing to purchase their power supply service from a licensed Alternative Electric Supplier with power delivered through the Company's distribution system shall abide by the terms specified in the Company's Retail Access Service RAS-1.

C2.7. Conditions of Use

A. The rules in this section are designed to assist in maintaining a high standard of electric service for all customers with maximum economy of facilities and are based on industry standards of good practice. When installing any utilization equipment, it shall be the customer's responsibility to comply with the provisions of this section.

B. The customer shall not use the service in any way that causes a safety hazard, endangers the Company's facilities, or disturbs service to other customers. Failure to comply with this provision may result in discontinuance of the customer's service.

C. Customer shall install only such motors or other apparatus or appliances as are suitable for operation with the character of the service supplied by the Company, and electric energy must not be used in such a manner as to cause detrimental voltage fluctuations or disturbances in the Company's distribution system.

D. In order to limit the impact of voltage variations and disturbances to acceptable industry limits, the Company may establish starting and operating criteria for equipment on customer premises. Customer loads shall be sized and operated in accordance with such criteria.

E. The Company may require the installation of a separate retail power service to serve equipment which does not conform to the rules which govern standard retail service or to serve other devices which are likely to interfere with standard voltage regulation. Power service, as defined in these rules, means service furnished principally for electromotive or industrial purposes and may include service for lighting thereto. Equipment or operations associated with a power service may affect voltage regulation or cause flicker or other disturbances that are not adequate for standard retail service.

F. Where a customer connects single-phase equipment to a three-phase service, the single-phase equipment shall be connected to prevent unbalance of the loads on the three phases in excess of 10%, and the power factor of such single-phase loads shall not be less than 75% at rated load. When these requirements cannot be met the customer may contract for separate single-phase service.

(Continued on Sheet No. C-6.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-5.00)

C2.7. Conditions of Use (Cont.)

G. It shall be the customer's responsibility to install any protective devices such as time-delay under-voltage relays, phase reversal relays, devices to protect against unbalanced phase operation of three-phase equipment and any other device necessary to prevent damage to utilization equipment which might result from imperfections in the service provided.

H. It shall be the customer's responsibility to avoid installing and/or operating any utilization equipment that causes objectionable distortion of the system voltage waveform, or produces objectionable harmonic or other high frequency currents in the system, or interferes with the operation of any other customer's equipment or the Company's equipment or causes interference with the operation of another utility's facilities which may be in close proximity to the power system facilities. When the source of objectionable voltage distortion or interference is determined to be equipment owned by a specific customer, the customer will be informed and advised of his or her responsibility to correct the problem to acceptable industry limits. The Company has the right to require the customer to correct the problem or to disconnect the equipment causing the objectionable voltage distortion or interference.

I. The Company may advise the customer concerning specific installations on request, but will not test or investigate any customer's equipment except when necessary to determine the cause of interference or substandard voltage conditions. The Company may refuse to connect service or may suspend service when such equipment does not conform to these rules and has not been corrected after reasonable notice.

C2.8. Non-standard Service

A. The Company shall not be required to provide nonstandard service voltages or service at any voltage other than the standard voltages adopted for use on the distribution system.

B. Customers shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages adopted by the Company, or to provide closer voltage regulation or meet specific criteria which exceed that required for standard retail service. (See also, Section ***C6.3*** Special Service.)

C. The usual supply of electric service shall be subject to the provision of Michigan Public Service Commission rules, but where special service-supply conditions or problems arise for which provision is not otherwise made, the Company may modify or adapt its supply terms to meet the peculiar requirements of such case.

D. The Company reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions with respect to customers whose establishments are remote from the Company's existing suitable facilities, or whose service requirements exceed the capabilities of the Company system in the area, or otherwise necessitate unusual investments by the Company in service facilities or where the permanence of the service is questionable.

C2.9. Resale of Electric Energy

Customers shall not resell to, or share with others, any electric service furnished by the Company under the terms of its filed rate schedules not applicable to such resale of energy, unless otherwise authorized by the Michigan Public Service Commission.

(Continued on Sheet No. C-7.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-6.00)

C2.10. Service to a Single Metering Point

Where resale of electric service exists, the Company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user. The use of "Master Metering" will be limited to existing customers.

Electric service will no longer be granted where connection is made to a single metering point for the purpose of resale to the reselling customer's ultimate user. Each user will be metered as an individual unit. For the purposes of this rule, resale will also include sales where the electric service is included in the rent.

C2.11. Point of Attachment

A. Not more than one service drop or service lateral for either standard retail service or retail power service will be installed to the same building or utilization point except:

(1) where more than one point of delivery is necessary because of voltage regulation, governmental requirements, or regulatory orders;

(2) for installations where, in the opinion of the Company, more than one service drop or lateral is necessary to meet the load requirements;

(3) for row houses and other multiple occupancy buildings in compliance with Electrical Code requirements; or

(4) where additional services may be required for billing under different rate schedules.

B. Where suitable service is available, the Company will install service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the Company. Where the customer requests a point of attachment other than that specified by the Company, and such alternative point of attachment is approved by the Company, the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer, shall be borne by the customer.

C. Should it become necessary for any cause beyond the Company's control to change the location of the point of attachment of service connections, the entire cost of any changes in the customer's wiring made necessary thereby, shall be borne by the customer.

D. A service connection will not be made unless the customer has installed his or her service entrance facilities in compliance with code requirements and specifications set forth by the Company.

E. The customer may be required to provide at no expense to the Company space for Company facilities on the customer's premises.

F. For overhead service, the location of the point of attachment must be such that the Company's service conductors can be installed without attachment to the building in any other locations.

G. For underground service, the point of attachment may be on the building, meter pedestal, or other agreed point.

(Continued on Sheet No. C-8.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-7.00)

C2.11. Point of Attachment (Cont.)

H. Service will be provided to meter poles for farm service or other service where more than one structure is to be supplied from a single meter. The customer shall be required to install a fused disconnect switch on the pole at his or her own expense in accordance with Company specifications.

C2.12. Service to House Trailers, Vans, Buses, Used as Dwelling Units

The Company will make service connections to house trailers, vans, buses, or any other dwelling of a mobile nature without special charges, except as specified herein under Section C3, when the customer owns the premises and has installed an approved septic tank and well for his or her own use.

If the above conditions are not met, such installation and service facilities shall be considered to be Temporary Service as applicable under Section C3.92.

C2.13. Nature and Quality of Service

A. The Company will endeavor to, but does not guarantee to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

B. The Company shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the Company's control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of customers or third parties; operation of safety devices, except when such operation is caused by the negligence of the Company; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the Company has carried on a program of maintenance consistent with the general practices prevailing in the industry; act of God; war; action of the elements; storm or flood; fire; riot; labor dispute or disturbances; or the exercise of authority or regulation by governmental or military authorities.

C. The customer shall be responsible for giving immediate notice to the Company of interruptions or variations in electric service so that appropriate corrective action can be taken.

D. The Company reserves the right to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety, and state or national emergencies and shall be under no liability with respect to any such interruption, curtailment or suspension.

C2.14. Metering and Metering Equipment

A. The customer shall provide, free of expense to the Company and close to the point of service entrance, a space suitable to the Company for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the Company or other persons lawfully authorized to do so, to inspect, test or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer. Customers who desire to purchase their power supply from an Alternative Electric Supplier may have additional metering requirements as described in the Company's Retail Access Service Tariff, RAS 1. The Company reserves the right to make final decisions with respect to methods and equipment used in measurement of loads for billing purposes.

(Continued on Sheet No. C-9.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-8.00)

C2.14. Metering and Metering Equipment (Cont.)

B. Meter Testing - All testing of metering equipment will be done by qualified personnel, either Company employees or by independent agents meeting the requirements of both the Company and the commission. The Company may, at its option, either conduct field tests on the customer's premises, or remove metering equipment for shop testing.

C. Routine Tests - The Company will, through test procedures established by the commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the commission. Test procedures and accuracy limits are set forth in R 460.3101 - ***R 460.3804.***

D. Location of Meters - Meters for all single family residential service will be installed outdoors. Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather, while being serviced or tested, shall be located indoors or in a suitable housing where such work can be performed.

Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

In cases of multiple buildings such as two-family flats or apartment buildings, if the meters are installed indoors, they shall be located within the premises served or at a common location readily accessible to the tenants and the Company.

An authorized representative of the Company will determine the acceptability of the meter location in all cases.

C2.15. Special Charges

The Company will make such charges for reasonable special services as necessary to discourage abuse and to minimize subsidy of such services by other customers. The following schedule shall apply where applicable:

Charge for any Special Services at Customer's Request:	
During Regular Working Hours	$35
Outside Regular Working Hours	$70
Meter Reading Charge	$10
Meter Test Charge	$20
Reconnect Charge:	
During Regular Working Hours	$31
Outside Regular Working Hours	$77
Disconnect Charge:	
Disconnect at Pole, During Regular Working Hours Greater of	$31 or actual cost
Disconnect at Pole, Outside Regular Working Hours Greater of	$77 or actual cost
Bad Check Handling Charge	$15
Connections Outside Regular Working Hours	$40

(Continued on Sheet No. C-10.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-9.00)

C2.15. Special Charges (Cont.)

Charge for usage and billing information per request beyond one within a calendar year	$15
Switch processing charge per switch request beyond one within a calendar year	$62
Manual meter interrogation charge (per 2.5.3 of RAS 1)	$15

Bills may be paid at authorized pay stations. A convenience fee may be charged by the third party processing the payment at the authorized pay stations. The Company will not be responsible for payments made to unauthorized pay stations.

C2.16. Service Disconnect at Customer's Request

Service to the customer's premises may be disconnected by the Company at the customer's request under the following conditions:

A. Upon Termination – The Company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve month period immediately following disconnect.

B For Repairs – The Company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section C2.15, will be applicable.

C2.17. Rate Application

A. The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in these rules and regulations. In no case may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately metered and separately billed.

B. Customers who have switched to an Alternative Electric Supplier will be allowed to only contract with a single Alternative Electric Supplier for each meter that serves them as described in the Company's Retail Access Service RAS-1.

C. The customer may be eligible to take service under any one or two or more of the Company's delivery or power supply rates. Upon request, the Company will advise the customer in the selection of the rate which will give him or her the lowest cost of service, based on the information provided to the Company, but the responsibility for the selection of the Company rate lies with the customer. However, the Company will not advise the customer on the rates or services offered by an Alternative Electric Supplier nor compare the rates or services offered by an Alternative Electric Supplier to the Company's rates and services. The Company will provide information on the Company's rates.

(Continued on Sheet No. C-11.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-10.00)

C2.17. Rate Application (Cont.)

D. After the customer has selected the rate under which he or she elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer be permitted to evade this rule by temporarily terminating service. However, the Company may, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.

E. No refund will be made of the difference in charges under different rates applicable to the same class of service.

F. The Retail Access Service RAS-1, provides the necessary information on a customer's rights and limitations associated with retail access, if they choose to exercise that option.

C3. CONSTRUCTION POLICY

C3.1. General

A. This section of the rules and regulations sets forth the terms and conditions under which the Company will construct and extend its facilities to serve new loads and replace, relocate or otherwise modify its facilities.

B. Except where specifically stated otherwise, service extension policy is based on overhead construction and any financial participation by the customers for underground facilities shall be in addition to other charges provided for in these rules.

C. Contributions in aid of construction and other deposits made with the Company under the provisions of this section shall be considered nonrefundable except where provisions for refunds are specifically stated.

D. No refunds will be made in excess of the refundable amount deposited, and deposits shall not bear interest. Refunds, where applicable, will be made in accordance with the terms stated hereinafter.

E. Each distribution line extension shall be a separate, distinct unit and any further line extension therefrom shall have no effect upon the agreements under which such extension is constructed.

F. See also Section C2.8, Non-standard Service and Section C2.12, Service to House Trailers, Vans, and Buses Used as Dwelling Units.

C3.2. Residential Overhead Extension Policy

A. Charges- For each permanent, year around dwelling, the Company will provide a single-phase line extension excluding service drop at no additional charge for a distance of 600 feet, of which no more than 200 feet is a lateral extension on the customer's private property. For each permanent, seasonal type dwelling, the Company will provide at no extra charge a 200 foot extension from a main line distribution feeder. Distribution line extension in excess of the above footages will require an advance deposit in the entire amount of excess estimated construction costs. There will also be a non-refundable contribution equal to the cost of right-of-way and clearing on such excess footage. Three-phase extensions will be on the same basis as Commercial and Industrial.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-11.00)

C3.2. Residential Overhead Extension Policy (Cont.)

B. Measurement- The length of any main line distribution feeder extension will be measured along the route of the extension from the Company's nearest facilities from which the extension can be made to the customer's property line. The length of any lateral extension on the customer's property shall be measured from the customer's property line to the service pole. Should the Company, for its own reasons, choose a longer route, the applicant will not be charged for the additional distance. However, if the customer requests special routing of the line, the customer will be required to pay the extra cost resulting from the special routing.

C. Refunds – During the five year period immediately following the date of payment, the Company will make refunds of the charges paid for a financed extension under provisions of Paragraph (A) above. The amount of any such refund shall be $500 for each permanent electric service subsequently connected directly to the facilities financed by the customer. Directly connected customers are those which do not require the construction of more than 300 feet of lateral primary distribution line. Such refunds will be made only to the original contributor and will not include any amount of contribution in aid of construction for underground service made under the provisions of the Company's underground service policy as set forth in this section. The total refund shall not exceed the refundable portion of the contribution.

C3.3. Non-residential Overhead Extension Policy

A. Company Financed Extensions – Except for contributions in aid of construction for underground service made under the provisions of Section C3.5 of these rules, the Company will finance the construction cost necessary to extend its facilities to serve commercial or industrial customers when such investment does not exceed 2 times the annual distribution revenue anticipated to be collected from customers initially served by the extension.

B. Charges – When the estimated cost of construction of such facilities exceeds the Company's maximum initial investment as defined in Paragraph (A), the applicant shall be required to make a deposit in the entire amount of such excess construction costs. Owners or developers of mobile home parks shall be required to deposit the entire amount of the estimated cost of construction, subject to the refund provisions of Paragraph (C).

C. Refunds - That portion of the deposit related to the difference in the cost of underground construction and the equivalent overhead facilities shall be considered nonrefundable.

This amount shall be determined under applicable provisions of the Company's underground service policy as set forth in this section. The Company will make refunds on remaining amounts of deposits collected under the provisions of Paragraph (B) above in cases where actual experience shows that the electric revenues supplied by the customer are sufficient to warrant a greater initial investment by the Company. Such refunds shall be computed as follows:

(1) Original Customer – At the end of the first complete 12-month period immediately following the date of initial service, the Company will compute a revised initial investment based on 2 times the actual distribution revenue provided by the original customer in the 12-month period. Any amount by which twice the actual annual distribution revenue exceeds the Company's initial investment will be made available for refund to the customer; no such refund shall exceed the amount deposited under provisions of Paragraph (B) above.

(2) Refunds for additional new customers directly connected to the financed extension during the refund period will be governed by Section C3.2, C.

(Continued on Sheet No. C-13.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-12.00)

C3.4. Service Extensions to Loads of Questionable Permanence

When service is requested for loads of questionable permanence, such as, but not limited to, saw mills, mixer plants, gravel pits, oil wells, oil facilities, etc., the Company will install, own, operate and maintain all distribution facilities up to the point of attachment to the customer's service equipment subject to the following:

A. Charges – Prior to commencement of construction, the customer shall make a deposit with the Company in the amount of the Company's estimated construction and removal less cost of salvage . Such estimates shall include the cost of extending the Company distribution facilities and of increasing capacity of its existing facilities to serve the customer's load.

B. Refunds – At the end of each year the Company will make a refund on the amount deposited from distribution revenues derived from the customer for electric service from the facilities covered by the deposit. The amount of such refund for any given year or part thereof shall be computed as follows:

(1) Year to year for the first four years of the deposit period.

(a) Twenty percent (20%) of the deposit if this amount is equal to or less than 20% of the new annual distribution revenue, excluding sales tax revenues.

(b) Twenty percent (20%) of the new annual distribution revenue, excluding sales tax revenues, if this amount is less than 20% of the deposit.

(2) The final year of the five-year refund period

(a) If at the end of the five-year refund period, the total distribution revenue for that period, excluding sales tax revenues, is equal to or greater than 5 times the original deposit, the balance of the deposit will be refunded.

(b) If at the end of the five-year refund period, the total distribution revenue, excluding sales tax revenue, is less than 5 times the original deposit, the refund for the fifth year will be applied in accordance with (1), (a) or (b) above.

No refund is to be made in excess of the deposit and the deposit shall bear no interest.

C3.5. General Underground Service Policy

A. This portion of the rules provides for the extension and/or replacement of underground electric distribution facilities. The Upper Peninsula of Michigan was excluded from the mandatory underground rules adopted by the Michigan Public Service Commission in Case No. U-3001. The general policy of the Company is that real estate developers, property owners or other applicants for underground service shall make a contribution in aid of construction to the Company in an amount equal to the estimated difference in cost between underground and equivalent overhead facilities.

B. Methods for determining this cost differential for specific classifications of services are provided herein. In cases where the nature of service or the construction conditions are such that these provisions are not applicable, the general policy stated above shall apply.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-13.00)

C3.5. General Underground Service Policy (Cont.)

C. The Company, at the request of the developer, will install an underground electric distribution system for all new residential subdivisions, mobile home parks, multiple occupancy building complexes, and commercial subdivisions, in cooperation with the developer or owner, evidenced by a signed agreement, and in compliance with the following specific conditions:

(1) The developer or owners must provide for recorded easements or rights-or-way acceptable to the Company. The easements are to be coordinated with other utilities and will include easements for streetlighting cable.

(2) The developer or owner must provide for grading the easement to finished grade or for clearing the easement of trees, large stumps and obstructions sufficiently to allow trenching equipment to operate. Survey stakes indicating easements, lot lines and grade must be in place. The developer or owner must certify to the Company that the easements are graded to within four inches of final grade before the underground distribution facilities are installed.

(3) The developer or owner requesting underground construction must make a nonrefundable contribution to the Company for primary switching cabinets. When a switching cabinet is required exclusively for one customer, that customer will contribute the actual installed cost of the switching cabinet. When more than one customer is served from the switching cabinet, each customer's contribution will be the prorated total installed cost of the switching cabinet based on the number of positions required for each customer.

(4) If trenching is required where practical difficulties exist, such as in rock or in sodden ground or when boring under streets, driveways, patios or any other paved areas, the per foot charges stated in this rule shall not apply; and the contribution in aid of construction shall be an amount equal to the total cost differential between overhead and underground construction costs, but not less than the amount calculated on the per foot basis.

(5) The developer or owner will be responsible for any costs of relocating Company facilities to accommodate changes in grade or other changes after underground equipment is installed, and also be responsible for any damage to Company facilities caused by his or her operations or the operations of his or her contractors. An amount equal to the total costs involved, including overheads, is required for relocation or rearrangement of facilities whether specifically requested by the developer or owner, or due to the facilities becoming endangered by a change in grade.

(6) An additional amount of $1.00 per foot shall be added to trenching charges for practical difficulties associated with winter construction in the period from November 15 to April 30 inclusive. This charge will not apply to jobs which are ready for construction and for which the construction meeting has been held prior to September 30.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-14.00)

C3.6. Residential Underground Service Policy

If underground is requested, these provisions will apply to permanent dwellings. Mobile homes will be considered permanent dwellings when meeting the Company's requirements for permanent installations.

A. New Platted Subdivisions – Distribution facilities in all new residential subdivisions and existing residential subdivisions in which electric distribution facilities have not already been constructed shall be placed underground, except that a lot facing a previously existing street or county road and having an existing overhead distribution line on its side of the street or county road shall be served with an underground service from these facilities and shall be considered a part of the underground service area.

(1) New Platted Subdivision Distribution System – The Company will install an underground distribution system, including primary and secondary cable and all associated equipment, to provide service to the lot line of each lot in the subdivision.

For purposes of definition, all one-family and two-family buildings on individual lots are residential. The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cable for new residential subdivisions. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and other utilities.

The service normally available from the system will be at secondary voltage, single-phase, three wire, 60 Hz. Three phase service will be made available for schools, pumping stations, and other special installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment and service pedestals may be above grade. The area must be suitable for the direct burial installations of cable.

The use of the lot front-foot measurements in these rules shall not be construed to require that the underground electric distribution system be placed at the front of the lot.

Where sewer and/or water lines will parallel Company cables, taps must be extended to each lot for a distance of four feet beyond the route of the cables prior to installation of the cables.

The property owner shall not make any changes in established grade in or near the easement that will interfere with utility facilities already installed. In the event the property owner requests relocation of facilities, or such facilities are endangered by change in grade, the property owner shall pay the cost of the relocation or rearrangement of the facilities.

(a) Charges – Prior to commencement of construction, the owner or developer shall deposit with the Company an amount equal to the estimated cost of construction of the distribution system, but not less than the nonrefundable charges set forth in the following Paragraph (b) below.

(Continued on Sheet No. C-16.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-15.00)

C3.6. Residential Underground Service Policy (Cont.)

(b) Refunds – That portion of the deposit related to the difference in the cost of underground construction and the equivalent overhead facilities shall be considered non-refundable. This amount shall be determined by multiplying the sum of the lot front footage for all lots in the subdivision by $1.75, except for those lots served by an underground service from an overhead distribution line under the provision of Section C3.6, A. Where underground extensions are necessary in unplatted portions of the property, the nonrefundable portion of the deposit shall be computed at the rate of $3.50 per trench foot. The balance of the deposit shall be made available to the depositor on the following basis:

Following completion of its construction work order covering construction of the distribution system, the Company will refund any amount by which its original estimate exceeds the actual construction costs. During the five year period immediately following completion of the construction, the Company will refund $500 for each permanent residential customer connected within the subdivision. Such refunds will be made only to the original depositor and in total shall not exceed the refundable portion of the deposit. The deposit shall bear no interest.

(c) Measurement – The front foot measurement of each lot to be served by a residential underground distribution system shall be made along the contour of the front lot line. The front lot line is that line which usually borders on, or is adjacent to, a street. However, when streets border on more than one side of a lot, the shortest distance shall be used. In case of a curved lot line which borders on a street or streets and represents at least two sides of the lot, the front foot measurement shall be considered as one-half the total measurement of the curved lot line. The use of the lot front foot measurement in these rules shall not be construed to require that the underground electric distribution facilities be placed at the front of the lot.

(2) New Platted Subdivision Service Laterals – The Company will install, own, operate and maintain an underground service lateral from termination of its facilities at the property line to a metering point on each new residence in the subdivision.

(a) Contribution – For a standard installation the applicant shall make a nonrefundable contribution in aid of construction in the amount of $2.00 per trench foot.

(b) Measurement – The "trench feet" shall be determined by measuring from the termination of Company facilities at the property line along the route of the trench to a point directly beneath the electric meter.

B. Other Residential Underground Facilities - At the option of the applicant(s) the Company will provide underground facilities from existing overhead facilities in unplatted areas or in subdivisions where overhead electric distribution facilities have been installed.

The Company reserves the right to refuse to install its facilities underground in cases where, in the Company's opinion, such construction would be impractical or present a potential detriment to the service to other customers. The Company may designate portions of existing subdivisions as "underground service areas" where, in the Company' opinion, such designation would be desirable for aesthetic or technical reasons.

(Continued on Sheet No. C-17.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-16.00)

C3.6. Residential Underground Service Policy (Cont.)

All future applicants for service in areas so designated will be provided with underground service subject to the applicable provisions of these rules.

(1) Extension of Existing Distribution Systems in Platted Subdivisions – Any such extension shall be considered a distinct, separate unit, and any subsequent extensions therefrom shall be treated separately.

(a) Charges (In Addition to those Charges Set Forth in Section C3.2, A) – Prior to commencement of construction the applicant shall make a deposit in an amount equal to $1.75 per foot for the total front footage of all lots which can be directly served in the future from the distribution system installed to serve the initial applicant. Any subsequent applicant(s) for service on these lots shall be required to make a nonrefundable contribution in aid of construction in the amount of $1.75 per front foot for all lots owned by the subsequent applicant(s) which can be directly served from the original distribution extension.

(b) Refunds – The Company will make available for refund to the original depositor from amounts contributed in aid of construction by subsequent applicant(s) as provided in Paragraph (a) above the amount included in the original deposit to cover the front footage of the lot(s) owned by the subsequent applicant(s). The total amount refunded shall not exceed the amount of the original deposit, and will be made only to the original depositor. The Company will endeavor to maintain records for such purposes but the depositor is ultimately responsible to duly notify the Company of refunds due; any refund not claimed within five years after completion of construction shall be forfeited. Refunds made under the provisions of the paragraph shall be in addition to refunds made under the Company's overhead extension policy.

(c) Measurement – The lot front footage used in computing charges and contributions in Paragraph (a) above shall be measured the same as for new subdivisions as set forth in Section C3.6, A, 1, (c).

The front footage used in determining the amount of the original deposit or any refunds of subsequent contributions shall include only the frontage of lots directly served by the distribution system extension covered by the original deposit.

(2) Distribution Systems in Unplatted Areas – The Company will extend its primary or secondary distribution system from existing overhead or underground facilities. When any such extension is made from an existing overhead system the property owner may be required to provide an easement(s) for extension of the overhead system to a pole on his or her property where transition from overhead to underground can be made.

(a) Contribution – Prior to commencement of construction, the applicant shall make a contribution in aid of construction equal to the difference between the estimated overhead construction costs and the underground construction costs, plus a deposit based on the Company's overhead extension policy. Refunds will be based on the overhead extension refund policy and shall apply only to that portion related to the overhead deposit.

(Continued on Sheet No. C-18.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-17.00)

C3.6. Residential Underground Service Policy (Cont.)

(3) Service Laterals – The Company will install, own, operate and maintain an underground service lateral from the termination of its primary or secondary system to a metering point on each new residence to be served. Such underground service laterals may be served either from an underground or overhead system.

(a) Contributions – When a service lateral is connected to an underground system the applicant shall make a nonrefundable contribution in aid of construction in the amount equal to the product of the trench length in feet multiplied by $2.00. When the service lateral is connected to existing overhead facilities, the contribution shall be $50 plus $2.00 per trench foot.

(b) Measurement – The "trench length" shall be determined by measuring from the pole or underground secondary terminal to which the service lateral is connected along the route of the lateral trench to a point directly beneath the electric meter.

C3.7. Non-residential Underground Service Policy

A. Commercial Service – Distribution facilities in the vicinity of new commercial loads and built solely to serve such loads will be placed underground (optional for companies serving the Upper Peninsula). This includes service to all buildings used primarily for business purposes, where the major activity is the sale of goods or services at wholesale or retail. This category shall include, but not be limited to, apartment houses, motels, and shopping centers.

It shall not be mandatory that any new commercial or industrial distribution systems or service connections be placed underground where, in the Company's judgment, any of the following conditions exist:

Such facilities would serve commercial or industrial customers having loads of temporary duration; or

Such facilities would serve commercial or industrial customers in areas where little aesthetic improvement would be realized if such facilities were placed underground; or

Such facilities would serve commercial or industrial customers in areas where it is impractical to design and place such facilities underground because of uncertainty of the size and character of the loads to be ultimately served therefrom.

(1) The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cables for new commercial subdivisions. Generally, the trenches will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.

(2) The service for individual customers within a commercial subdivision will be furnished as provided for in Underground Service Connections. Certain related equipment, such as pad-mounted transformers, switching, equipment, and service pedestals, may be above-grade.

(3) In the event the developer(s), owner(s), customer(s) or tenant(s) request relocation of facilities which are endangered by change in grade, the total cost of relocation or rearrangement of the facilities shall be borne by the requesting party(s).

(Continued on Sheet No. C-19.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-18.00)

C3.7. Non-residential Underground Service Policy (Cont.)

(4) The Company will install underground service connections to commercial and industrial customers and other installations within designated underground districts in cooperation with the developer or owner, evidenced by a separate signed agreement, subject to the following specific conditions:

(5) When required, the developer or owner must provide suitable space and the necessary foundations and/or vaults for equipment and provide trenching, back-filling, conduits and manholes acceptable to the Company for installation of cables on his or her property.

(a) Contribution – For standard installation of distribution facilities, the applicant(s) shall make a nonrefundable contribution in aid of construction in the amount equal to the product of the total of trench length in feet to the point of beginning service multiplied by $1.90.

Transformers will be charged on an installed basis of $4.00 per kVA.

Service, as this term is generally understood in the electric utility field (on customer's property), is charged on the basis of $4.00 per trench foot.

(b) Measurement – "Trench length" shall be determined by measuring along the centerline of the trench as follows:

i. Primary Extensions – shall be measured along the route of the primary cable from the transition pole to each transformer or other primary termination.

ii. Secondary Extensions – shall be measured from each transformer or other secondary supply terminal along the route of the secondary cable to each secondary pedestal or termination. No charge will be made for secondary cable laid in the same trench with primary cable.

iii. Service Laterals – shall be measured from the pole or underground secondary terminal to which the serve lateral is connected along the route of the lateral trench to the point of connection to the customer's facilities. No charge will be made for service laterals laid in the same trench with primary or secondary cable.

B. Industrial Service – Distribution facilities in the vicinity of new industrial loads and built solely to serve such loads will be placed underground at the option of the applicant. This includes service to all buildings used primarily for the assembly, processing or manufacturing of goods.

(1) Contribution – The applicant(s) shall make a contribution according to the provisions above for commercial service.

C. Mobile Home Parks – Distribution facilities in new mobile home parks shall be placed underground. Extension from existing overhead systems in mobile home parks will be placed underground at the option of the park owner.

(Continued on Sheet No. C-20.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-19.00)

C3.7. Non-residential Underground Service Policy (Cont.)

(1) The Company will furnish, install, own and maintain the entire underground electric distribution system including the re-meter portion of the service lateral cables for new mobile home parks. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.

(2) The service for tenant loads normally available from the system will be at secondary voltage, single-phase, 120/240 volt, three wire, 60 Hz. Three-phase service will be made available for pumps and service installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment, and service pedestals may be above-grade. The area must be suitable for the direct burial installation of cable.

(3) This service is limited to mobile home parks in which the service is metered by the Company at secondary voltage.

(4) Company cables shall be separated by at least five feet from paralleling underground facilities which do not share the same trench. The park owner's cable systems, such as community antenna systems, should be in separate trenches, if possible. Subject to an agreement with the Company, these cable systems may occupy the same trench. The park owner must agree to pay a share of the trenching cost plus the extra cost of the additional backfill if required and agree to notify the other using utilities when maintenance of his or her cables requires digging in the easement.

(5) The park owner must provide for each mobile home lot a meter pedestal of a design acceptable to the Company.

(6) In the event the park owner requests relocation of facilities or such facilities are endangered by change in grade, the park owner shall pay the cost of the relocation or rearrangement of the facilities.

(a) Contribution – The park owner shall be required to make a nonrefundable contribution in aid of construction as follows:

i. Primary and Secondary Extensions – An amount equal to the product of the total trench length in feet multiplied by $1.90.

ii. Service Loops or Laterals – An amount equal to the product of the total trench length in feet multiplied by $1.90.

iii. Transformers – $4.00 per kVA.

iv. The "trench length" shall be measured the same as provided for measurement of cable trench in commercial installations.

(Continued on Sheet No. C-21.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-20.00)

C3.8. Other Conditions Underground Construction Policy

A. Obstacles to Construction – Where unusual construction costs are incurred by the Company due to physical obstacles such as, but not limited to: rock, surface water, frost, other utility facilities, heavy concentration of tree roots, or roadway crossings, the applicant(s) shall make a nonrefundable contribution in aid of construction equal to the estimated difference in cost of the underground installation and that of equivalent overhead facilities. In no case shall this contribution be less than the per foot charges above for the type of service involved. The Company reserves the right to refuse to place its facilities under road or railroad rights-of-way in cases where, in the Company's judgment, such construction is impractical.

B. Contributions – Prior to commencement of construction, the applicant shall make a contribution in aid of construction as required by the underground extension rules plus a contribution based on the Company's overhead extension policy. Refunds will be based on the overhead extension refund policy and shall apply only to that portion related to the overhead contribution.

C. Geographic Exceptions – The Upper Peninsula of Michigan was excluded from the mandatory underground rules adopted by the Michigan Public Service Commission in Case No. U-3001.

D. Replacement of Overhead Facilities – Existing overhead electric distribution service lines shall, at the request of an applicant(s), be replaced with underground facilities where, in the opinion of the Company, such replacement will not be detrimental to the electric service to other customers.

Before construction is started, the applicant(s) shall be required to pay the Company the depreciated cost (net cost) of the existing overhead facilities plus the cost of removal less the value of materials salvaged and also make a contribution in aid of construction toward the installation of underground facilities in an amount equal to the estimated difference in cost between the underground facilities and equivalent new overhead facilities.

E. Underground Installations for Company's Convenience – Where the Company, for its own convenience, installs its facilities underground, the differential between estimated overhead construction costs and underground costs of such installation will be borne by the Company. All other costs will be governed by the Company's Overhead Extension Policy.

F. Underground Extensions on Adjacent Lands – When a primary extension to serve an applicant or group of applicants must cross adjacent lands on which underground construction is required by the property owner (such as on State or Federal lands) the applicant(s) shall make a contribution to the estimated difference in cost between the underground and equivalent overhead facilities. The Company may establish a per foot charge to be considered the difference in cost. Such charge shall be adjusted from time to time to reflect the Company's actual construction cost experience.

G. Local Ordinances- The Company reserves the right, where local ordinance requirements are more stringent than these rules, to apply to the Michigan Public Service Commission for such relief as may be necessary.

C3.9. Miscellaneous General Construction Policy

See also Section C2.8, Non-standard Service. Except where specifically designated as overhead or underground construction policies, the following general policies will be applied to either overhead or underground construction:

(Continued on Sheet No. C-22.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-21.00)

C3.91. Easements and Permits

A. New Residential Subdivisions – The developer of a new residential subdivision shall cause to be recorded with the plat of the subdivision a public utility easement approved by the Company for the entire plat. Such easement shall include a legal description of areas within the plat which are dedicated for utility purposes, and also other restrictions as shall be determined by the Company for construction, operation, maintenance and protection of its facilities.

B. Other Easement and Permits – Where suitable easements do not exist, the Company will provide the necessary easement forms, and solicit their execution. The applicant(s), as a condition of service, will be ultimately responsible for obtaining all easements and permits as required by the Company, for construction, operation, maintenance and protection of the facilities to be constructed. Where State or Federal lands are to be crossed to extend service to an applicant or group of applicants, the additional costs incurred by the Company for rights-of-way and permit fees shall be borne by the applicant(s).

C3.92. Temporary Service

Customers desiring temporary service for a short time only, such as for construction jobs, traveling shows, outdoor or indoor entertainment or exhibitions, etc., shall pay the charge per customer per month provided in applicable rate schedules. In addition, such customer shall pay installation and removal charges as follows:

A. When 120/240 volt single-phase service is desired and when such service can be provided at the site without exceeding 100 feet overhead or 10 feet underground at the time temporary service is desired, the charge for installation and removal of temporary, single-phase, three wire, 120/240 volt service shall be:

(1)	For temporary overhead service	$40.00
(2)	For temporary underground service, during the period from April 1 to December 14	$45.00
(3)	For temporary underground service, during the period from December 15 to March 31	$60.00

B. When 120/240 volt single-phase service is desired, and requires more than 100 feet overhead or 10 feet underground of extension, or if other than 120/240 volt single-phase service is desired, the charge for installation and removal shall be based on the cost thereof.

The customer shall be required to deposit in advance of construction with the Company an amount (in excess of any salvage realized) to cover the cost of installing and removing temporary facilities plus the estimated cost of service under the terms of applicable rate schedules. Meters may be read daily and the deposit modified as the energy used my justify such modifications.

If service extends for a period in excess of six consecutive months, the customer may qualify for other of the Company's available rates, provided he or she meets all of the applicable provisions of the filed tariffs.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-22.00)

C3.93. Moving of Buildings or Equipment

When the Company is requested to assist in the moving of buildings or equipment through, under or over the Company's distribution lines, the Company will require a deposit from the mover in advance of providing such assistance. The amount of the deposit required will be based upon the Company's estimate of the probable cost, but in no event will the required deposit be less than $100. Upon completion of moving assistance, the Company will determine actual costs and will bill or credit the mover according to the difference between actual costs and the deposit, except the minimum actual cost will not be less than $100. Actual costs will be determined in accordance with the following:

A. Within regular working hours:

(1) Average individual wage rate applicable to employee(s) involved.

(2) Actual material used.

(3) Appropriate overhead charges.

B. Outside regular working hours:

(1) Overtime wage rate applicable to employee(s) involved.

(2) Actual materials used.

(3) Appropriate overhead charges.

C. The minimum billing for moving assistance shall not be less than $100.00.

C3.94. Relocation of Facilities

A. The Company will cooperate with political subdivisions in the construction, improvement or rehabilitation of public streets and highways. It is expected that the Company will receive reasonable notice so that any required relocation work can be properly scheduled.

B. If the Company's poles, anchors, or other appurtenances are located within the confines of the public right-of-way, the Company will make the necessary relocation at its own expense with exceptions:

(1) The facilities were originally installed within the confines of the public right-of-way at the request of the political entity.

(2) Existing facilities being within the confines of a new public right-of-way obtained after the construction of the Company's facilities.

(3) The facilities provide public services such as lighting, traffic signals, etc.

C. If the Company's poles, anchors or other appurtenances are located on private property, the political subdivision must agree in advance to reimburse the Company for any expenses involved in relocating its facilities.

(Continued on Sheet No. C-24.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-23.00)

C3.94. Relocation of Facilities (Cont.)

D. When the Company is requested to relocate its facilities for reasons other than road improvements, any expense involved will be paid for by the firm, person or persons requesting the relocation, unless one or more of the following conditions are met:

(1) The relocation is made for the convenience of the Company.

(2) The relocation is associated with other regularly scheduled conversion or construction work at the same location and can be done at the same time.

E. Before actual relocation work is performed under C and D above, the Company will estimate the cost of moving the poles, anchors or other appurtenances and an advance deposit in the amount of the estimate must be received from the firm, person or persons requesting such relocation. Upon completion of relocation work, the Company will determine the actual costs of the relocation, and the firm, person or persons requesting the relocation will be billed or credited for the difference between the advance deposit and the actual cost.

C3.95. Construction Schedules

Scheduling of construction shall be done on a basis mutually agreeable to the Company and the applicant. The Company reserves the right not to begin construction until the customer has demonstrated to the Company's satisfaction his or her intent to proceed in good faith with installation of his or her facilities by acquiring property ownership, obtaining all necessary permits and/or, in the case of mobile home's, meeting the Company's requirements for permanency.

C3.96. Design of Facilities

The Company reserves the right to make final determination of selection, application, location, routing and design of its facilities. Where excessive construction costs are incurred by the Company at the request of the customer, the customer may be required to reimburse the Company for such excess costs.

C3.97. Billing

For customer(s) who fail to take service two months after an extension has been completed to the premises and within the time period requested by the customer(s), the Company shall have the right, after said two month period, to commence billing the customer under the Company's applicable rates and rules for the type of service requested by the customer(s).

C3.98 Permanent Removal of Distribution or Service Facilities

If the Company is asked to remove existing distribution or service facilities, the customer shall pay in advance of the removal, the cost of such removal. The customer's contribution is not refundable.

(Continued on Sheet No. C-25.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-24.00)

C4. EMERGENCY ELECTRICAL PROCEDURES

C4.1. General

A. Emergency electrical procedures may be necessary if there is a shortage in the electrical energy supply to meet the demands of customers in the electrical service area. It is recognized that such deficiencies can be short-term (a few hours) or long-term (more than a few hours) in duration; and, in view of the difference in nature between short and long-term deficiencies, different and appropriate procedures shall be adopted for each.

B. Essential health and safety customers given special consideration in these procedures shall, insofar as the situation permits, include the following types of customers and such other customers or types of customers which the Commission may subsequently identify:

(1) "Governmental Detention Institutions," which will be limited to those facilities used for the detention of persons.

(2) "Fire Stations", which will be limited to attended, publicly-owned facilities housing mobile fire fighting apparatus.

(3) "Hospitals," which will be limited to institutions providing medical care to patients and where surgical procedures are performed.

(4) Life support equipment such as a kidney machine or respirator, used to sustain the life of a person.

(5) "Water Pumping Plants", which will be limited to publicly-owned facilities essential to the supply of potable water to a community.

(6) "Sewage Plants," which will be limited to publicly-owned facilities essential to the collection, treatment or disposal of a community's sewage.

(7) Radio and television stations utilized for the transmittal of emergency messages and public information broadcasts related to these procedures.

C. Although these types of customers will be given special consideration from the manual load shedding provisions of this procedure, they are encouraged to install emergency generation equipment if continuity of service is essential. It is known that some of the township fire departments in the more rural parts of Michigan have portable generation equipment available. Maximum use should be made of these facilities. In the case of customers supplied from two utility sources, only one source will be given special consideration. Other customers who, in their opinion, have critical equipment or circumstances, should install emergency battery or portable generating equipment.

D. The Commission will be promptly advised of the nature, time and duration of all implemented emergency conditions and procedures which affect normal service to customers. The Commission may order the implementation of addition procedures or the termination of the procedures previously employed when circumstances so require.

E. As may be appropriate in accordance with the nature of the occurring or anticipated emergency, the Company will initiate the following procedures (C4.2 to C4.5).

(Continued on Sheet No. C-26.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-25.00)

C4.2. Sudden or Unanticipated Short-Term Capacity Shortage

In the event of a sudden decline of the frequency on the system or a sudden breakup which isolates all or parts of the system or power pool from other electric systems with which it is interconnected and which results in the area so isolated being deficient in electric generation, with consequent rapid decline in frequency.

Every effort will be made to maintain at least partial service to the system by means of predetermined load shedding of selected transmission and/or distribution circuits. The Company will make every reasonable effort to provide continuous service to essential health and safety customers.

C4.3. Anticipated or Predictable Short-Term Power Supply Capacity Shortages

A. In the event an emergency condition of short-term duration is anticipated or experienced which cannot be relieved by sources of power supply within or outside the system, the following steps will be taken at the appropriate time and in the order appropriate to the situation:

(1) The internal demand of substations, offices and other premises owned by the Company will be reduced to the largest extent consistent with the maintenance of service.

(2) Service will be interrupted to loads rendered service under Company interruptible tariffs.

(3) Voltage will be reduced not more than six percent.

(4) Voluntary load reductions will be requested of large commercial and industrial customers by procedures established in their respective load management plans.

(5) Voluntary load reductions will be requested of all other customers through appropriate media appeals.

(6) Load shedding of firm customer loads will be initiated. Service so interrupted shall be of selected distribution circuits throughout the Company area. Such interruptions shall be consistent with the criteria established for essential health and safety customers and will, insofar as practicable, be alternated among circuits. Records will be maintained to insure that during subsequent capacity shortages, service interruptions may be rotated throughout the Company service area in an equitable manner.

C4.4. Long-Term Capacity or Fuel Shortage

A. The following actions will be implemented until it is determined by the Company energy suppliers that any or all actions may be terminated. The public will be immediately advised through appropriate media sources of the implementation of these procedures. If an emergency situation of long-term duration arises out of a long-term capacity or fuel shortage in the area which cannot be relieved by sources of generation within or outside the system, the following actions will be taken in the order noted as required:

(1) Curtail use during hours of maximum system demand of non-essential energy on premises controlled by the Company including parking and large area lighting and interior lighting, except lighting required for security and safety, and other uses of energy both during and outside normal business hours.

(Continued on Sheet No. C-27.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-26.00)

C4.4. Long-Term Capacity or Fuel Shortage (Cont.)

(2) Initiate voluntary energy curtailment during hours of maximum system demand of all customers by requesting, through mass communication media, voluntary curtailment by all customers of a minimum of ten percent of their electric use. This use will include lighting, air conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads that can be curtailed or deferred to off peak hours.

(3) Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two hours and the total interruption should not exceed four hours in any 24-hour period without prior notification to the commission.

B. If the above actions are made necessary because of a long-term fuel shortage, they will be continued in the order taken to maintain as nearly as possible a 30-day fuel supply.

C4.5. Emergency Procedures of Wholesale Suppliers

Where appropriate, the emergency procedures will be the same as those placed in effect by the Company's wholesale for resale energy supplier.

C5. SUPPLEMENTAL STANDARDS AND BILLING PRACTICES

A. Equal monthly billing or budget billing

The following supplements the provisions of ***R 460.121.***

(1) Residential customers, commercial customers for which the primary purpose of the service is to provide for residential living, and customers on the small commercial Cg1 rate, regardless of whether their primary purpose is for residential living, may upon request and subject to the approval of the Company, have bills rendered under a budget billing basis.

(2) At the time a customer applies for such billing and also at the completion of each plan year, the Company shall review the customer's usage during the past twelve months and calculate an annual bill based upon the current rates. The total will be divided by twelve to determine the monthly current budget payment. If a full year of experience has not occurred, the Company shall make an estimate of the monthly budget amount. The budget billing service year begins at the point the customer first signs up for budget billing. The budget billing amount is reviewed after six months. Customers may select a periodic plan option or a continuous plan option for budget billing.

(3) Monthly billings shall be in equal amount for the twelve months of the plan unless changes in usage by the customer require adjustment to the monthly amount. The customer will choose either the periodic plan option or the continuous plan option.

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(Continued on Sheet No. C-28.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-27.00)

A. Equal monthly billing or budget billing (Cont.)

(4) Under the periodic plan option, after the sixth month review, the budget amount is adjusted accordingly (if warranted) for months seven to twelve of the budget billing service year. In the twelfth month of the budget billing service year, the customer will be billed the difference between their actual costs during the budget billing service year and their budget billing installments. The customer has the option of paying a debit balance in full or on a deferred basis, or of applying a credit balance against subsequent billings or requesting a refund of the credit balance. The budget amount for the new budget year will then be recalculated. The customer may request to pay their current budget amount and have the under billed or over billed balance rolled into the recalculation of the next budget billing period.

(5) Under the continuous plan option, after the sixth month review, the budget amount is adjusted accordingly (if warranted) for months seven to twelve of the budget billing service year. In the twelfth or settlement month, the customer will be billed their current budget amount and the difference between their actual costs during the budget billing service year and their budget billing installments will be rolled into and made a part of the next budget billing service year's installment.

(6) If the customer contacts the Company, they may request not to have the under billed or over billed balance rolled into the recalculation of the next budget billing period, but to pay the debit balance partially or in full, or applying a credit balance against subsequent billings, or requesting a refund of the credit balance, and to subsequently have the next years budget amount recalculated with the inclusion of any outstanding debit or credit balance.

(7) The monthly bill will show the amount of the current actual amount for service used, the debit or credit balance of the account for service used and payments made since the last bill, and the monthly budget payment due.

(8) The monthly bill shall be payable in the net budget billing amount on or before the specified due date. A late payment charge will be applied to any monthly installment amount outstanding after the specified due date on the bill consistent with the Billing Practices Rules.

(9) A customer may be removed from the budget billing plan upon request. In the next month, the under-billed or over-billed balance will be billed.

B. Payment of bills

The following supplements the provisions of ***R 460.123.***

In the case of those customers voluntarily receiving summary billing service, the Company shall permit each customer 15 calendar days from the date of rendition of each bill for payment in full.

(Continued on Sheet No. C-29.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-28.00)

C. Separate bills/Summary billing service

The following supplements the provisions of ***R 460.119.***

Summary billing service is available to customers with more than one electric service account upon completion and acceptance of an application. Every month, a customer participating in this voluntary service will receive a single bill that summarizes data about each account on one statement. The separate accounts are listed individually on the statement and their sum total is placed on the summary bill. The customer pays the total amount owed on the summary bill account.

D. Guarantee instead of deposit ***for residential customers***

The following supplements the provisions of R 460.112.

Instead of a cash deposit required by these rules, the Company may accept the written guarantee of a customer in good standing of the Company or the guarantee of the Department of Human Services where payment to the Company is the responsibility of the Department of Human Services.

C6. STANDARD NOMINAL SERVICE VOLTAGE , LIMITS AND EXCEPTIONS

C6.1 Secondary Service Voltages

The following supplements the provisions of R460.3702.

The standard nominal secondary service voltages adopted by the Company which are available on the distribution system are as specified in this Section ***C6.1.*** Not all service voltages may be available in all areas and there may be a charge to extend the necessary facilities to the customer, as provided elsewhere in these Rules and Regulations.

A. 120 Volts, Single-phase, Two-wire Service

This service is available for loads not larger than 3,000 watts, and is limited to installations with not more than two branch circuits.

B. 120/240 Volts, Single-phase, Three-wire Service

This service is generally available for a maximum demand not greater than 100 kilowatts. A customer with a demand greater than 100 kilowatts may be served at this voltage at the option of the Company.

C. 208Y/120 Volts, Single-phase, Three-wire Service

This service is available for small loads where three-phase, four-wire 208Y/120 volt distribution facilities exist. The service capacity is generally limited to 100 amperes without specific approval.

(Continued on Sheet No. C-30.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-29.00)

C6.1 Secondary Service Voltages (Cont.)

D. 208Y/120 Volts, Three-phase, Four-wire, Grounded-wye, Combination Single-phase and Three-phase Service

(1) This service is generally available in all territories where the three-phase, primary system presently exists, and where a duplication of facilities would not result.

(2) This service is generally available to a Customer having a demand of at least 100 kilowatts or to a group of customers located on adjacent premises under common ownership if the aggregate demand served from any one point of service is at least 100 kilowatts. Point of service is defined as the point of attachment of the customer-owned service to the Company-owned conductors.

(3) This service is generally available to a Customer having a demand less than 100 kilowatts, provided that the Customer's connected load includes motors of more than five horsepower per motor or the total connected load of all three-phase equipment is 25 kilowatts or more.

(4) This service is the only three-phase service available in areas where the system is a 208Y/120 volt, three-phase, four-wire, secondary system.

(5) The Company may regard this service as special service under Section ***C6.3*** where it is not standard, or at any location where, in its opinion, such an extension would result in duplication of distribution facilities.

(6) At the option of the Company, a Customer that does not meet the requirements of (2) or (3) may be able to obtain 208Y/120 volt, three-phase, four-wire, secondary service as a special service under Section ***C6.3***. Consult the Company.

E. 480Y/277 Volts, Three-phase, Four-wire, Grounded-wye, Combination Single-phase and Three-phase Service

(1) This service is generally available in all territories where the three-phase, primary system presently exists, and where a duplication of facilities would not result.

(2) This service is generally available to a Customer having a demand of at least 100 kilowatts or to a group of customers located on adjacent premises under common ownership if the aggregate demand served from any one point of service is at least 100 kilowatts. Point of service is defined as the point of attachment of the customer-owned service to the Company-owned conductors.

(3) At the option of the Company, a Customer having a demand less than 100 kilowatts, may be able to obtain 480Y/277 volt three-phase, four-wire service as a special service under Section ***C6.3***.

NOTE: Service at 480Y/277 volts for demands less than 100 kilowatts may not be available in all areas. Consult the Company.

(4) The Company may regard this service as special service under Section ***C6.3*** where it is not standard, or at any location where, in its opinion, such an extension would result in duplication of distribution facilities.

(Continued on Sheet No. C-31.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-30.00)

C6.1 Secondary Service Voltages (Cont.)

F. 240 Volts, Three-phase, Power Service

(1) This service voltage is no longer available for new service except, at the option of the Company:

(a) In areas with existing 240 volt, three-phase, secondary distribution facilities which are adequate, and where a duplication of facilities would not result.
(b) For special circumstances where warranted by engineering or economic considerations, as special service as noted in Section ***C6.3*** of this rule.

(2) Where 240 volt, three-phase service existed as of the date of issue of these rules, the Company, at its option, may allow service upgrades at the same location. Such upgrades may be regarded as special service as noted in Section ***C6.3*** of this rule.

G. 480 Volts, Three-phase, Three-wire, Ungrounded Power Service

(1) This service voltage is no longer available for new service except, at the option of the Company, for special circumstances where warranted by engineering or economic considerations, as special service as noted in Section ***C6.3*** of this rule.

(2) Where 480 volt, three-phase, three-wire service existed as of the date of issue of these rules, the Company, at its option, may allow service upgrades at the same location. Such upgrades may be regarded as special service as noted in Section ***C6.3*** of this rule.

C6.2 Primary Voltage Service

A. When entering into a contract to supply primary voltage service, the Company will specify the nominal voltage and its character at which it will serve the customer's load. The customer shall provide a substation of an appropriate size and design. Should the customer later desire to increase the size of his load above that specified in his contract, or change its character, a new contract for primary service will be entered into between the Company and the customer.

B. Rule 460.3702 defines the situations in which voltages outside the limits specified in the rule are not considered a violation. Additionally, the following situations are also not considered a violation of rule R460.3702:

(1) If they arise from normal system operations or conditions necessary to safeguard employees or the general public.

(2) If they arise from equipment failure or temporary separation of parts of the system from the main system.

(Continued on Sheet No. C-32.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-31.00)

C6.3 Special Service

A. The Company shall not be required to furnish service voltages or combinations of service voltages other than those available under these rules.

B. Where special service, power service, a combination of service voltages, or separate lighting and/or power service is requested due to the nature of the customer's loads or operations, the Company may, at its option, supply such special service where:

(1) such service can be reasonably provided by the Company and

(2) the customer pays, in advance of construction and in addition to any line extension costs, the total amount by which the extension of special service(s) exceed the cost of extending the service(s) to which the customer is entitled.

C. Customers having equipment or operations that are sensitive to voltage fluctuations, transients, sags or swells that may affect the performance of certain types of equipment or operations, or that require service conditions that exceed those required for standard retail service, may find it necessary to install, at their own expense, power conditioning equipment or other modifications to protect, mitigate or otherwise provide the type of service needed.

C7. CUSTOMER PROTECTIONS/DATA PRIVACY TARIFF

C7.1 Data Privacy Definitions

A. "Aggregate Data" means any Customer Account Information from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

B. "Anonymized Data" means any Customer Data, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

C. "Contractor" or "Company Agent" means an entity or person performing a function or service under contract with or on behalf of the Company, including, but not limited to customer service, energy management, energy efficiency programs, payment assistance, payroll services, bill collection, or other functions related to providing electric service.

D. "Customer" means a purchaser of electricity that is supplied or distributed by a utility for residential or nonresidential purposes.

E. "Customer Account Information" means personally identifiable information including Personal Data and Customer Usage Data. Customer Account Information also includes information received by the Company from the customer for purposes of participating in regulated utility programs, including, but not limited to bill payment assistance, shutoff protection, renewable energy, load management, or energy efficiency.

(Continued on Sheet No. C-33.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-32.00)

C7.1 ***Data Privacy Definitions (Cont.)***

F. ***"Customer Usage Data" [or "Consumption Data"] means customer specific electric usage data, or weather adjusted data, including but not limited to kW, kWh, voltage, var, or power factor, and other information that is recorded by the electric meter for the Company and stored in its systems.***

G. ***"Informed Customer Consent" means, in the case where consent is required: the customer is advised of the (1) data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the customer may revoke consent. In no case shall silence by the customer ever be construed to mean Informed Customer Consent. Customer consent must be documented and may be in writing, electronically, or through recording of an oral communication and shall remain in effect until withdrawn by the customer.***

H. ***"Personal Data" [or "Personally Identifiable Information"] means specific pieces of information collected or known by the Company that can be used to identify or trace to a specific individual and that merit special protection including, but not limited to, the standard types of positive identification information used to establish an account. Personal Data [Personally Identifiable Information] includes, but is not limited to, name, address, birth date, telephone number, electronic mail address, Social Security Number, financial account numbers, driver's license number, credit reporting information, bankruptcy or probate information, health information, network, or Internet protocol address.***

I. ***"Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the customer where there is an authorized business need or emergency response in order to: (1) provide, bill, or collect for, regulated electric service; (2) provide for system, grid, or operational needs; (3) provide services as required by state or federal law or as specifically authorized in the Company's approved tariff or; (4) plan, implement, or evaluate, energy assistance, energy management, renewable energy or energy efficiency programs by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.***

J. ***"Secondary Purpose" means any purpose that is not a Primary Purpose.***

K. ***"Standard Usage Information" means the usage data that is made available by the electric utility to all similarly situated customers on a regular basis, delivered by the electric utility in a standard format.***

L. ***"Third-party" means a person or entity that has no contractual relationship with the Company to perform services or act on behalf of the Company.***

M. ***"Weather Adjusted Data" means electric consumption data for a given period that has been normalized using a stated period's heating or cooling degree days.***

N. ***"Written Consent" means a signed form with the customer's signature received by the Company through mail, facsimile, or email.***

(Continued on Sheet No. C-34.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-33.00)

C7.2 Collection and Use of Data and Information

A. The Company, its Contractor or Company Agent collects Customer Account Information as necessary to accomplish Primary Purposes only. Informed Customer Consent is NOT necessary for Primary Purposes.

B. Informed Customer Consent is necessary before collection or use of Customer Account Information for a Secondary Purpose.

C. The Company will not sell Customer Account Information, except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts, unless it receives Informed Customer Consent.

C7.3 Disclosure Without Customer Consent

A. The Company shall disclose Customer Account Information when required by law or Commission requests or rules. This includes law enforcement requests supported by warrants or court orders specifically naming the customers whose information is sought, and judicially enforceable subpoenas. The provision of such information will be reasonably limited to the amount authorized by law or reasonably necessary to fulfill a request compelled by law.

B. ***Informed Customer Consent is not required for the disclosure of customer name and address to a provider of a value-added program or service, regardless of whether that provider is a utility affiliate or other entity within the corporate structure, or to a value-added program or service competitor, in compliance with MCL 460.10ee(10)(a) and Mich Admin Code, R 460.10109(2). Shared information (beyond a customer list) will remain encrypted during both transfer and storage. Customer list information will be password protected at no charge. The Commission will not be receiving or retaining any shared information on its website.***

C. Informed Customer Consent is not required for the disclosure of Aggregated Data.

C7.4 Disclosure to Company Agents and Contractors

A. The Company shall disclose only the necessary Customer Account Information to Company Agents and Contractors working on behalf of the Company for Primary Purposes and any other function relating to providing electric service without obtaining Informed Customer Consent.

B. Contracts between the Company and its Company Agents or Contractors specify that all Company Agents and Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Company Agents or Contractors from using any information supplied by the Company for any purpose not defined in the applicable contract.

(Continued on Sheet No. C-35.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-34.00)

C7.4 ***Disclosure to Company Agents and Contractors (Cont.)***

C. ***The Company requires its Company Agents and Contractors who maintain Customer Account Information to implement and maintain reasonable data security procedures and practices appropriate to the private nature of the information received. These data security procedures and practices shall be designed to protect the Customer Account Information from unauthorized access, destruction, use, modification, or disclosure. The data security procedures and practices adopted by the Contactor or Company Agent shall meet or exceed the data privacy and security policies and procedures used by the Company to protect Customer Account Information.***

D. ***The Company requires Company Agents and Contractors to return or destroy any Customer Account Information that it maintained and that is no longer necessary for the purpose for which it was transferred.***

E. ***The Company maintains records of the disclosure of customer data to Company Agents and Contractors in accordance with Company record retention policies and Commission rules. These records include all contracts with the Company Agent or Contractor and all executed non-disclosure agreements.***

C7.5 ***Customer Access to Data***

A. ***The customer has a right to know what Customer Account Information the Company maintains about the customer. The Company shall not provide data to a customer which the Company considers proprietary or used for internal Company business. The Company will make a reasonable effort to respond to requests for this information within 14 calendar days of being contacted by the customer.***

B. ***The Company will provide to customers upon request, a clear and concise statement of the customer's actual energy usage, or weather adjusted consumption data for each billing period during the last twelve months, or both. The Company will notify customers at least once each year that customers may request energy usage, or weather adjusted consumption data or both.***

C. ***A customer may request their consumption data by simply calling Customer Service at 800-242-9137 or by requesting such information online at the Company's website at uppermichiganenergy.com. Upon positive verification, the information will be provided by the end of the following business day.***

D. ***Customers have the opportunity to request corrections or amendments to Customer Account Information that the Company maintains.***

E. ***Customers have the right to share their own Customer Account Information with third parties of their choice to obtain services or products provided by those third parties. These services or products may include, but are not limited to, in-home displays, or energy audits.***

(Continued on Sheet No. C-36.00)

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-35.00)

C7.5 ***Customer Access to Data (Cont.)***

F. ***A customer may request that his or her Customer Account Information be released to a third party of the customer's choice. Such requests may be obtained by calling Customer Service at 800-242-9137, or by requesting such on-line at the Company's website uppermichiganenergy.com. Once the Company obtains Informed Customer Consent from the customer, the Company shall release the requested customer account data to the third party by the end of the following business day. The Company will provide the requested data in a readily accessible format, including but not limited to Excel, PDF, or Word.***

The Company is not responsible for loss, theft, alteration, or misuse of the data by third parties or customers after the information has been transferred to the customer or the customer's designated third party.

G. ***Fulfilling certain requests for data in accordance with the provisions of this tariff is consistent with the provision of normal utility service to customers. When the data requested is Standard Usage Information, the request will be fulfilled without charge. Some requests for information extend beyond Standard Usage Information. Fulfilling these requests requires special data processing that is not a part of normal utility service and results in expenses that would not otherwise be incurred. Such requests are fulfilled at the discretion of the Company within the parameters of this Customer Data Privacy tariff. The costs of fulfilling any special requests shall be borne solely by the customer, or third party if deemed appropriate, and be based on the specifics of the data request and the associated costs of developing, processing, and transmitting the requested data.***

C7.6 ***Customer Notice of Privacy Policies***

A. ***New customers receive a copy of the privacy policy upon the initiation of utility service from the Company. Existing customers receive a copy of the privacy policy once per year by whatever method is used to transmit the bill and whenever the privacy policy is amended.***

B. ***Notice of the Company's privacy policies will be made available and is prominently posted on the Company's website. The notice includes a customer service phone number and Internet address where customers can direct additional questions or obtain additional information.***

C7.7 ***Limitation of Liability***

A. ***The Company and each of its directors, officers, affiliates, and employees that disclose Customer Information, Customer Usage Data, Personal Data or Aggregated Data to Customers, Company Agents, or Contractors, as provided in this tariff, shall not be liable or responsible for any claims for loss or damages resulting from such disclosure.***

COMPANY RULES AND REGULATIONS

Reserved for Future Use

SECTION C – WPSC RATE ZONE
COMPANY RULES AND REGULATIONS

C1. STANDARD RULES & REGULATIONS – INTRODUCTION **RIM**

SECTION I. INTRODUCTION

These rules and regulations set forth the terms and conditions under which electric service will be provided by the company. They shall apply to all classes of service and shall govern the terms of all contracts for such service except that the company reserves the right to enter into special contracts subject to the general regulations of the Michigan Public Service Commission. Failure of the company to enforce any of the terms of these rules and regulations shall not be deemed as a waiver of the right to do so.

Any promises or agreements made by agents or employees of the company which are not in conformance with these rules and regulations, nor with the terms of special contracts executed by authorized representatives of the company, shall not have binding effect on the company.

No ownership rights in any facilities provided by the company shall pass to any person as a result of any contribution or deposit made under these rules. No deposits or contributions made by customers shall be refundable unless expressly so provided in these rules.

Copies of the company's rules and regulations and rate schedules for electric service, as filed with the Michigan Public Service Commission are available upon request.

COMPANY RULES AND REGULATIONS

C2. STANDARD RULES & REGULATIONS – GENERAL **RVIM**

SECTION II. GENERAL

1. DEFINITIONS OF CUSTOMERS – ELECTRIC

a. Residential Customer
A residential customer is defined to include customers using single phase service for domestic purposes as permitted in the electric service rules.

b. Commercial and Industrial Customer
A commercial and industrial customer is defined to include each separate business enterprise, occupation, or institution occupying any unit or units of space, such as an entire building, floor, suite of rooms, or a single room, and using energy for any purposes permitted in the electric service rules.
1) Where the total demand does not exceed 1000 Kw for three consecutive months within each 12-month period, the customer shall be classified as a Small Commercial and Industrial Customer.
2) Where the total demand equals or exceeds 1000 Kw for three consecutive months within each 12-month period, the customer shall be classified as a Large Commercial and Industrial Customer.

2. DETERMINATION OF DEMAND

a. The demand used for billing purposes shall be the greatest 15-minute integrated load observed or recorded during the month, subject to modifications as set forth in the applicable rate schedule.

b. In case "a" cannot be readily determined, the company may assess the demand on the basis of the manufacturer's rating of the connected load. The Kw assessment shall be as follows:
Lighting: 50% of First 10 Kw
30% of Excess Kw, Plus Other Loads:
First 10 HP at 90% X .746
Next 10 HP at 70% X .746
Next 30 HP at 60% X .746
Excess HP at 50% X .746

c. In case "a" or "b" cannot be determined, the company may use a demand equal to:
40% of Instantaneous Peak Load in Kw, Or,
50% of One-Minute Peak Load in Kw, Or,
75% of Five-Minute Peak Load in Kw

3. LOAD BALANCE
Unless conditions created by the company result in a greater unbalance, the customer shall keep his load distributed so as not to unbalance the current per phase greater than 10% and shall use all reasonable precautions to reduce load surges to a minimum.

4. POWER FACTOR
The average monthly power factor shall be determined monthly at the option of the company by instruments designed to record power factor graphically, by the use of the reactive component meter which records only lagging reactive kilovolt ampere hours or by other suitable instruments. When a reactive component meter is used, the monthly average power factor shall be calculated from the monthly use of kilowatt hours "A" as obtained from the integrating watt hour meter and the monthly use of lagging kilovolt ampere hours "B" as obtained from the reactive component meter by the following formula: Monthly Average Power Factor Equals "A" Divided by the Square Root of (A Squared Plus B Squared).

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COMPANY RULES AND REGULATIONS
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C2. STANDARD RULES & REGULATIONS – GENERAL **RVIM**

5. VOLTAGE REGULATION
The voltage regulation shall be within the limits prescribed by the state regulatory commission.

6. EMERGENCY SERVICE
Where emergency systems in buildings are so wired as to require a separate meter, the energy so metered will be combined with that of the main meter for billing purposes. Emergency systems are systems supplying power and illumination essential for safety to life and property where such systems or circuits are legally required by municipal, state, federal, or other codes, or by any governmental agency having jurisdiction. Emergency illumination shall include all required exit lights and all other lights specified as necessary to provide sufficient illumination.

7. COMBINED METERING
If, for its own convenience, the company provides more than one transformer setting or point of delivery, service may be metered at the several locations, and the total of such metering shall be billed as if it were metered at one location.

8. DUAL VOLTAGES
If customer requires service at a special voltage or at dual voltages, or requires two or more transformer settings or points of delivery on one premise, the customer shall furnish and maintain the additional equipment required; but if the company has provided the additional facilities without additional charge, metering shall be done at the company's supply line voltage without discount for losses.

9. BILLING FOR FRACTIONAL MONTH'S ELECTRIC SERVICE
When a customer's use of service is for a fractional month, the company will, unless specific provision would conflict, prorate the bill for the period on the following basis:

a. Block Type Rates
1) Initial Bills
a) 10 days or less - Include consumption in next billing.
b) 11 days to 24 days inclusive - Prorate on daily basis.
c) 25 days to 35 days inclusive - Bill as one month.
d) Over 35 Days - Prorate on a daily basis.

2) Pick-Up Billing
a) 25 to 35 days inclusive - Bill as one month.
b) All others - Prorate on daily basis.

3) Final Bills
a) 25 to 35 days inclusive - Bill as one month.
b) Zero use for period up to and including 20 days - No bill.
c) All others - Prorate on a daily basis.

b. Demand Type, Street Lighting, and Outdoor Lighting
Prorate part-month bills on a daily basis.

c. Temporary Customers
Customers whose total length of service is less than 30 days - Bill as one month.

d. Annual Minimums
Prorate part year on a monthly basis.

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COMPANY RULES AND REGULATIONS
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C2. STANDARD RULES & REGULATIONS – GENERAL **RVIM**

10. PAYMENT OF BILLS

a. Bills are due and payable not later than the due date shown on each bill. The due date indicated will be approximately 21 days after issuance of the bill.

b. Minimum Payment Option (MPO): This option is available for residential customers who are faced with disconnection of utility service because of past-due utility bills. Customers will be given an option to pay a percentage of the total bill (arrearage and current bill) to avoid disconnection of service. The percentage will begin at 30% for the first disconnection notice due in the April billing cycle. It may increase or decrease for subsequent billing cycles by up to 10% for each succeeding month, but at no time will it exceed 60% of the balance as the minimum amount. If the customer pays the minimum payment option, and the following month the arrears still fall within the disconnection parameters, the customer will be given this minimum payment option again.

The MPO will only be available for the April through September billing cycles. Other payment options include full payment and deferred payment arrangement.

11. LATE PAYMENT CHARGE

The Company may assess a late payment charge not in excess of 2%, not compounded, of the bill, net of taxes, which is delinquent. ***A late payment charge will not be assessed against a residential customer whose payments are made by the Department of Health and Human Services or who is participating in a shutoff protection program as described in the Consumer Standards and Billing Practices for Electric and Natural Gas Service (R460.101-460.169).*** Other specific features of this late payment charge application include:

Closed Accounts - Late payment charges will be assessed monthly on unpaid balances for closed accounts. Assessment of charges will continue for three monthly billing cycles after the account is closed or until the point of write-off, whichever comes first.

Budget Billing Plan - Customers under the budget billing plan will be assessed a late payment charge on the unpaid utility budget arrears balance and not the accumulated actual utility balance. If a customer is removed from the budget billing plan, the actual utility bill balance will be subject to late payment charges. Exceptions to this provision may occur during the last three months of the budget plan when the set-aside budget balance could be a credit and exceed the monthly budget amount. In this case, the late payment charge would not be applied.

Payment Arrangements - Customers who have arrangements with WPSC to pay past-due balances will be exempted from late payment charges.

12. DISTRIBUTION SERVICE

Distribution service means the providing of services related to the delivery of power within the Company's electric service territory to customers.

13. POWER SUPPLY SERVICE

Power Supply Service means the providing of generation and transmission and associated ancillary services to a customer. Customers may obtain these services from an Alternative Electric Supplier or from the Company. When obtained from the Company, the optional Power Supply charges contained in the applicable tariff will be applied. These costs include the costs of both the production and/or purchase of electric generation as well as the costs to transport power over the transmission system billed by the American Transmission Company and the Midwest Independent System Operator.

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COMPANY RULES AND REGULATIONS
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C2. STANDARD RULES & REGULATIONS – GENERAL **RVIM**

14. BUDGET BILL PLAN

a. Definition: The Budget Billing Plan distributes the estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months.

b. Availability: The Budget Billing Plan is available to all prospective and existing year-round residential customers and small commercial customers with annual charges not exceeding $12,000. A budget payment plan may be established at any time of the year.

c. Budget Amount and Administration: The monthly budget amount shall be calculated by the Company on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.
An applicant for a budget plan shall be informed at the time of application, that budget amounts shall be reviewed and changed every six months, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance in the 12th month of the budget year shall be approximately equal to one-month's budget amount.

Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears. The deferred payment amount is not subject to the late payment charge. In addition, if a budget payment is not paid, a late payment charge will be assessed and the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget and reflect the appropriate amount due.

At the end of the budget year, if an underbilled or overbilled balance exists in a customer's account, the balance shall be handled as follows:

1) A residential customer's debit balance will be consolidated into the new budget amount or, at the customer's option, will be paid in full or on a deferred basis.

2) A non-residential customer's debit balance will need to be paid in full.

3) A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made or it will be consolidated into the new budget amount. If a customer has a credit balance of more than $10 at the end of the program year, upon the request of the customer, the utility shall return the credit balance.

d. Determination of Budget Amount: The regular budget amount is determined by taking the actual energy related bill amount and dividing this by the number of billing days in the period to get average cost per day. This average cost per day is then multiplied by 30 to determine a monthly amount. The monthly amount may be multiplied by a multiplier for rates and a multiplier for weather.

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C2. STANDARD RULES & REGULATIONS – GENERAL **RVIM**

e. Billing Method: The difference between actual service used and the budget amount is calculated monthly during the budget year. The adjustment may be a charge or credit to make the amount due for current service, including yard lighting, equal to the budget amount. The adjustment is printed on all bills during the customer's budget year.

All budget accounts are billed as scheduled each month. The readings are estimated if an actual reading is not obtained. The adjustment to any "late cycle" billing of budget accounts is made equal to the amount of the billing, since the budget amount has already been billed.

The difference between the actual billing and budget amount (the adjustment) is accumulated each month as "not due". The not due balance, including the current adjustment, is printed at the bottom of the bill and may be a charge or credit.

The amount remaining as "not due" is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time or the budget is canceled. If the budget amount is accurate, the weather is normal, and there are no rate or tax changes, the balance should be roughly equal to the budget amount. The "not due" balance is applied to the final bill if the customer discontinues service.

15. PREFERRED DUE DATE BILLING SERVICE

a. Available to residential, farm and small commercial and industrial customers. Commercial and Industrial customers with annual charges exceeding $120,000 will be limited to choosing a bill due date that is within 21 days after billing.

b. Upon request by a customer, the company will set the electric service bill due date as requested by the customer. The customer can choose the following options for their bill due date:

1) Same business day of each month (i.e., 3rd business day of each month); or
2) Same calendar day of each month (i.e., 3rd day of each month). For months when the selected calendar day falls on a holiday or weekend, the bill shall be due the next business day; or
3) 10, 15, or 20 days from the bill mail date.

c. Customers will be removed from the Preferred Due Date Billing Service if payment is not received by the date of the billing of the 2nd billing cycle. Customers can return to the Preferred Due Date Billing Service upon working out payment arrangements with the company.

d. Except as provided for in Paragraph 14.f., customers using this service are not subject to a bill due date as specified in Rule 16.

e. Once a Preferred Due Date is selected, customers may change their Preferred Due Date only once per calendar year.

f. Except as provided by the Preferred Due Date Billing Service, all other practices relating to the Discontinuation of Service will be provided in accordance with the Consumer Standards and Billing Practices for Electric and ***Natural*** Gas Service, and the Services Supplied by Electric Utilities.

COMPANY RULES AND REGULATIONS

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

SECTION III. TERMS AND CONDITIONS OF SERVICE

1. ELECTRIC SERVICE

Each applicant for electric service may be required to sign the company's "Application for Electric Service." Acceptance of service, with or without a signed application, shall be subject to compliance with the terms of the standard rules and regulations and rate schedules as filed with the Commission.

2. OWNERSHIP AND RESPONSIBILITY

a. Company-Owned Facilities

The company will normally install, own, operate, and maintain all distribution facilities on the supply side of the point of attachment as shown on the company's standard drawings, including metering equipment. All service entrance conductor wiring, from a point of connection to the company's service line at a location satisfactory to the company, shall be the responsibility of the customer. If building modifications hinder access to metering facilities, create a hazardous condition, or cause a violation of code, the customer will be responsible for all costs incurred to correct these conditions.

1) Access to Premises

The customer shall provide, at no expense to the company, suitable space with provisions for installation and maintenance of the company's facilities on the customer's premises. Authorized agents of the company shall have access to the premises at all reasonable times for construction, operation, maintenance, removal or inspection of the company's facilities, or to inspect the customer's facilities or measure the customer's load. Failure to provide access for any of the above reasons may result in termination of service.

Upon customer request, authorized agents of the company shall verify that they represent the company by one or more of the following ways:

a) Phone call to the company's office for verification of his name and job assignment.

b) Company vehicle with both company insignia and identifiable colors or other identification signs.

c) Company uniform with company logo prominently displayed.

d) Official company identification card.

2) Use of Facilities

The company will not allow use of its poles or other facilities by others for installations or attachments of any kind without written authorization from the company. This includes, but is not limited to, electrical or communication equipment, lights, signs and fences. The company assumes no liability for property owned by others attached to its facilities. Unauthorized attachments to company facilities may be removed by the company.

3) Protection

The customer shall use reasonable diligence to protect the company's facilities located on the customer's premises and to prevent tampering or interference with such facilities. The company may discontinue service in accordance with any applicable rules of the Michigan Public Service Commission in case the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-106.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

3) Protection (Cont.)
In case of such unauthorized use of service, the company will continue service only after the customer has agreed to pay for the unmetered energy used, pay all costs of discovery and investigation, including rewards for discovery, and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the company. Failure to enter into such an agreement or failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the company or Commission. Restoration of service will be made upon receipt of reasonable assurance of the customer's compliance with the company's approved standard rules and regulations.

b. Customer-Owned Facilities
The company reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the company's equipment, or interferes with service to others, or fails to meet code requirements. However, the company disclaims any responsibility to inspect the customer's wiring, equipment, or any subsequent wiring changes or modifications, and shall not be held liable for any injury or damage or billing errors resulting from the condition thereof.

1) Before purchasing equipment or installing wiring, it shall be the customer's responsibility to check with the company as to the characteristics of the service available. The customer shall be responsible for inadequate performance of such facilities. Any changes required to bring customer's service into compliance with code will be paid for by customer. The company reserves the right to make reasonable service charges for work performed by company personnel resulting from malfunction of the customer's facilities.

2) The customer shall be responsible for notifying the company of any additions to or changes in the customer's equipment which might exceed the capacity of the company's facilities or otherwise affect the quality of service. The customer shall also be responsible for the installation of auxiliary or standby equipment and of alarms and protective devices as required to provide reasonable protection in the event of disturbance or interruption of electrical service. The customer shall install and maintain the necessary devices to protect his equipment against service interruptions and other disturbances on the company's system, as well as the necessary devices to protect the company's facilities against overload caused by the customer's equipment. Characteristics and installation of all such equipment or devices shall meet the approval of the company.

3. USE OF SERVICE
Each customer shall, as soon as electric service becomes available, purchase from the company all electric energy used on the premise and shall become liable for all charges incurred in the purchase of said electrical energy from the company. Standby and/or supplemental on-site generation may be utilized only if approved by the company and properly connected so as to prevent parallel operations with the company's system.

a. Notice of Intent

1) Application
Prior to use of electric service, each customer shall make proper application to the company and shall furnish all reasonable information required by the company. Failure to comply with this requirement may result in refusal by the company to provide service.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-107.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

1) Application (Cont.)
Any customer using service without first notifying and enabling the company to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding his occupancy.

2) Termination
Any customer desiring termination of service shall so notify the company a minimum of three (3) working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the company is obtained.

b. Conditions of Use
The customer shall not use the service in any way that causes a safety hazard, endangers the company's facilities, or disturbs service to other customers. Failure to comply with this provision may result in discontinuance of the customer's service.

Customer shall install only such motors or other apparatus or appliances as are suitable for operation with the character of the service supplied by company, and electric energy must not be used in such a manner as to cause detrimental voltage fluctuations or disturbances in company's distribution system.

c. Non-standard Service
Customers shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages or for the supply of closer voltage regulation than required by standard practice.

The usual supply of electric service shall be subject to the provision of Michigan Public Service Commission rules, but where special service/supply conditions or problems arise for which provision is not otherwise made, the company may modify or adapt its supply terms to meet the peculiar requirements of such case.

The company reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions with respect to customers whose establishments are remote from the company's existing suitable facilities, or whose service requirements exceed the capabilities of the company system in the area, or otherwise necessitate unusual investments by the company in service facilities, or where the permanence of the service is questionable.

d. Resale of Electric Energy
Customers shall not resell to, or share with others, any electric service furnished by the company under the terms of its filed rate schedules not applicable to such resale of energy, unless otherwise authorized by the Michigan Public Service Commission.

e. Service to Single Metering Points
Where resale of electric service exists, the company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user.

Electric service will no longer be granted where connection is made to a single metering point for the purpose of resale to the reselling customer's ultimate user. Where for economic reasons a single metering point serves renter(s), rent inclusion, defined as the furnishing of electric service as an incident to tenancy with the charge therefore being included in the rent without identification, is permitted.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-108.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

f. Point of Attachment

Where suitable service is available, the company will install service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the company. Where the customer requests a point of attachment other than that specified by the company, and such alternative point of attachment is approved by the company, the cost of installing additional intermediate supports, wires, or fixtures necessary to reach the point of attachment requested by the customer, shall be borne by the customer.

Should it become necessary for any cause beyond the company's control to change the location of the point of attachment of service connections, the entire cost of any changes in the customer's wiring made necessary thereby shall be borne by the customer.

A Service connection will not be made unless the customer has installed his service entrance facilities in compliance with code requirements and specifications set forth by the company.

The customer may be required to provide, at no expense to the company, space for company facilities on the customer's premises.

For overhead service, the location of the point of attachment must be such that the company's service conductors can be installed without attachment to the building in any other locations.

For underground service, the point of attachment may be on the building, meter pedestal, or other agreed point.

Service will be provided to meter poles for farm service or other service where more than one structure is to be supplied from a single meter. The customer shall be required to install a disconnect switch on the pole at his own expense in accordance with company specifications.

g. Service to House Trailers, Vans, Buses, Used as Dwelling Units

To be considered as permanent, house trailers, vans, or buses used as dwelling units shall meet the following requirements:

1) Mounted on a permanent foundation so that it cannot be readily moved to a new location.

2) Have its own well, or be connected to a central water system, or have an executed contract for such well or connection.

3) Have its own septic system or be connected to a central sewer system.

4) Have electrical wiring that meets the requirements of regulatory electrical codes.

For permanent house trailers, vans, or buses used as dwelling units, the company will make service connections at an appropriate structure adjacent to the house trailer, van, or bus without special charges, except as specified herein under Section III.

If the above conditions are not met, such installation and service facilities shall be considered to be "Temporary Service" as applicable under Section III., 3., b.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-109.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

4. NATURE AND QUALITY OF SERVICE

The company will endeavor to, but does not guarantee to, furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

The company shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the company's control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following:

Acts or omissions of customers or third parties; operation of safety devices, except when such operation is caused by the negligence of the company; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the company has carried on a program of maintenance consistent with the general practices prevailing in the industry; act of God, war, action of the elements, storm or flood, fire, riot, labor dispute or disturbances; or the exercise of authority or regulation by governmental or military authorities.

The customer shall be responsible for giving immediate notice to the company of interruptions or variations in electric service so that appropriate corrective action can be taken.

The company reserves the right to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety, and state or national emergencies and shall be under no liability with respect to any such interruption, curtailment, or suspension.

5. METERING AND METERING EQUIPMENT

The customer shall provide, free of expense to the company and close to the point of service entrance, a space suitable to the company for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the company or other persons lawfully authorized to do so, to inspect, test, or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

The company reserves the right to make final decision with respect to methods and equipment used in measurement of loads for billing purposes.

a. Meter Testing

All testing of metering equipment will be done by qualified personnel, either company employees or by independent agents, meeting the requirements of both the company and the Commission. The company may, at its option, either conduct field tests on the customer's premises or remove metering equipment for shop testing.

1) Routine Tests

The company will, through test procedures approved by the Commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the Commission.

In-service self contained single phase and 3 wire network meters will be tested with the company's Wisconsin meters under a statistical sample test plan as specified in the following sections of the Wisconsin Administrative Code:

"PSC 113.518 Statistical sample testing plan for in-service, self-contained, single phase, and 3-wire network meters."

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

"(1) The statistical sample testing plan described in pars. (a)-(e) may be used for testing self-contained, single phase and 3-wire network meters without demand or electronic registers or pulsing devices in place of the periodic testing requirements of s. PSC 114.51, if the commission authorizes the adoption of the plan by a utility."
"(a) All extended range, surge proof designed meters shall be divided into homogeneous groups based on meter design features and age. The groups shall be further divided into lot sizes categorized by manufacturer, type, serial number, group size or load duty cycle with lot sizes containing a minimum of 301 meters and a maximum of 22,000 meters. The number of lots or lot composition and size may be changed at the end of the sample testing year to allow for increasing or decreasing analysis of accuracy testing requirements on any segment of meters in any lot."
"(b) Annually, from each of the assembled lots, a coded sample size specified in Table A-2, Inspection Level IV, page 4 of Military Standard 414, (MIL-STD-414) dated 11 June 1957 and a corresponding actual sample size as shown on Table B-3, page 45, (MIL-STD-414), shall be randomly selected for testing and analysis purposes. Each meter in the lot sample shall be provided with a full load and light load test for accuracy at unity power factor, as specified under s. PSC 113.40 (1)(c). A separate statistical analysis shall be performed on each lot sample at each of these 2 load ranges."

"In selecting meters to be included in the required sample, a limited number of meters found to be defective as defined below may be removed from the sample and replaced with the next meter in the same lot identified by the random selection process for that lot:

(1) "Any meter found to be not registering (stopped) at either the full load or light load test point may be removed and replaced.
(2) "Not more than two meters found to be registering less than 95 percent or more than 105 percent at either full load or light load test point may be removed and replaced.

"The number of defective meters removed under this rule from the initially selected sample for any test lot and nature of the defects shall be reported to the commission with the annual summary report required under s. PSC 113.23(4)."

"(c) The statistical analysis calculations for both the full and light load accuracy results from the sample lot tests shall be made following the example outlined on page 43 of MIL-STD-414 with the upper and lower specification limits, U and L designated at 102% and 98% respectively. The test criterion for acceptance or rejection of each lot shall be by the Standard Deviation Method, Double Specification Limit with an Acceptable Quantity Level (AQL) of 1.00 for the full load analysis and 4.00 for the light load analysis (both normal inspection) as shown on Table B-3, page 45 of MIL-STD-414."

"(d) A lot shall be deemed acceptable for continued use if the total estimated percent defective (P) is less than the appropriate maximum allowable percent defective (M) as determined from Table B-3, page 45 of MIL-STD-414, following the procedure of par. (c) for both the full load and light load analysis test points at the respective designated Acceptable Quality Levels. All of the meters in the accepted lot may be retained in use without further accuracy adjustments and will be concluded to have the accuracy characteristics specified in s. PSC 113.40 (1) (c). Meters in the sample lot may be adjusted for acceptable accuracy as required or maintained as necessary and returned to the lot."

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"(e) A lot shall be deemed unacceptable and rejected for continued use if the total estimated percent defective (P) is greater than the appropriate maximum allowable percent defective (M) as determined from Table B-3, page 45 MIL-STD-414, following the procedure of par. (c) for both the full load and light load analysis test points at the respective designated Acceptable Quality Levels on any 2 annual sample testing analysis years for the lot or any meters in the lot. All meters in a rejected lot shall be provided with an appropriate test within a period of 48 months from the date of completion of the sample analysis and all the meters tested in the rejected lot shall be adjusted to the accuracies specified in s. PSC 113.40 (1) (c). Annual statistical sample testing shall be terminated during the period when all of the meters in a rejected lot are being provided with a test and accuracy adjustment."

"(f) All meters in any lot may be tested and adjusted for proper accuracy over a 48 month period at the discretion of the utility without a sample analysis determination specifying the lot test is necessary."

"PSC 113.40 Accuracy of watthour meters."

"(1) Watthour meters used for measuring electrical quantities supplied to customers shall:"

"(c) If they are designed for use on alternating current circuits, be accurate to within plus or minus 1.0% at 2 unity power factor loads, one equal to approximately 10% and the other approximately 100% (plus or minus 10%) of the reference test current; and shall register correctly within 2.0% plus or minus at a power factor of approximately 50% lagging and at a load between 75% and 100% of the reference test current of the meter. For self-contained meters the reference test current shall be the ampere or test ampere rating of the meter, whichever is shown on the nameplate. For meters used with current transformers the reference test current shall be the test-ampere rating of the meter or the secondary rating of the current transformers."

"Metering Equipment Records"

"(1) A test record shall be made whenever a unit of metering equipment is tested and such shall be retained until a superseding test, but not less than two years or as may be necessary to comply with service rules regarding refunds on fast meters. This record shall show information to identify the unit and its location; equipment with which the device is associated; the date of test; reason for the test; readings before and after the test; a statement as to whether or not the meter "creeps" and in case of creeping, the rate; a statement of "as found" and "as left" accuracies sufficiently complete to permit checking of the calculations employed; indications showing that all required checks have been made; a statement of repairs made, if any, and identification of the testing standard and the person making the test. Test results from automatic testing equipment need not show the detail of the calculations employed."

"(2) Each utility shall keep a record for each unit of metering equipment showing when the unit was purchased; its cost; utility's identification; associated equipment; essential name-plate data; dates of the last two tests; results of the last "as found" and "as left" tests unless separate records are kept of each test for each unit; and locations where installed with dates of installation and removal. These records shall be maintained for the life of the meter or as may be necessary to comply with service rules regarding refunds on fast meters."

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

2) Tests Requested by Customer
Tests of individual meters will be made upon request of the customer with payment of a meter test fee in advance of test. The company reserves the right to refuse to test any meter upon request more frequently than once in six (6) months. If such test reveals meter registration of more than 102% of that of the test equipment, the charge will be refunded and a billing adjustment made. If meter accuracy is found to be within the plus or minus two percent (2%) accuracy range, the charge will not be refunded and a billing adjustment will not be required. If such test reveals meter registration of less than 98% of that of the test equipment, the charge will be billed. When it appears that there may be sufficient reason to question meter accuracy (for example, a marked increase in metered consumption without a corresponding change in a customer's living or working patterns or in the number and kind of appliances or equipment in use on the customer's premises), the company may waive the meter test charge or it may install a second meter, at no charge to the customer, to provide check readings.

3) Failure to Register
When a meter has stopped, or has failed to register all of the energy used, the company will make a charge to the customer for the energy estimated to have been used.

b. Location of Meters
Meters for all single-family residential service will be installed outdoors. Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather, while being serviced or tested, shall be located indoors or in a suitable housing where such work can be performed. Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

In cases of multiple buildings, such as two-family flats or apartment buildings, if the meters are installed indoors, they shall be located within the premises served or at a common location readily accessible to the tenants and the company.

An authorized representative of the company will determine the acceptability of the meter location in all cases.

6. SPECIAL CHARGES
The company will make such charges for reasonable special services as necessary to discourage abuse and to minimize subsidy of such services by other customers. The following schedule shall apply where applicable:

a. Supplemental Utility Services – The rates and charges shown in this section are not approved by the Michigan Public Service Commission. Changes will be made by the Company from time-to-time to include the current rates and charges for services offered.

1) The Company will charge the prevailing Time, Material and/or Vehicle rates for services which shall include, but are not limited to the following:

a) Relocating Company owned facilities, including services and meters when requested by the Customer.

b) Repairs to correct safety code violations on Customer owned facilities when required by applicable laws, codes or regulations.

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

c) Installing meter protection when the Customer fails or is unable to provide a safe location for the meter assembly.

d) Upgrading Company owned facilities to accommodate increased energy usage by the Customer. The Customer's payment for this service may be partially offset by a credit based on the Customer's expected annual load increase.

e) Installing a temporary meter set.

f) Returning to the Customer's location a second (and each subsequent) time to perform required work, when the second (and each subsequent) call is required due to the Customer not being ready for the Company to perform the requested work.

b. Special Meter Readings

1) When the Company, at the request of the customer:

a) Reads a meter on a day other than the scheduled meter reading date, and/or

b) Issues a written bill on a day other than the scheduled billing date.

The customer will be billed a $28.00 charge unless there is a change in the customer of record. There will be only one $28.00 charge if both the gas and electric meters are read at the same time.

2) The customer may read his/her meter(s) and provide the reading(s) to the Company. The Company will then calculate the amount due and provide this information to the customer verbally, at no cost, and no written bill will be issued.

c. Meter Test Charge $30.00

d. Reconnect Charge -

During Regular Working Hours	$45.00
Outside Regular Working Hours	$90.00

e. Unhonored Checks And Electronic Transfers

When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reasons of insufficient funds, account closed, stop payment order issued, etc.), the customer shall be billed an additional charge of $20.00 per check or electronic transfer.

f. Connection or Disconnection Outside Regular Working Hours

When application is made for service with the request that meters be connected or disconnected outside regular hours or on Saturdays or Sundays or holidays, the charges specified for reconnections outside regular hours shall apply.

7. OTHER CONDITIONS OF SERVICE

a. Service Disconnect

Service to the customer's premises may be disconnected by the company under the following conditions:

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

1) At Customer's Request

a) Upon Termination
The company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve (12) month period immediately following disconnect.

b) For Repairs
The company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section II., 6., will be applicable.

2) At Company's Option - Commercial & Industrial (Also see Section II., 4.)

a) With Due Notice
The company may disconnect service upon due notice for any of the following reasons:

1) For violation of these rules and regulations.

2) For failure to fulfill contractual obligations.

3) For failure to provide reasonable access to the customer's premises.

4) For failure to pay any bill within the established collection period.

5) For failure to provide deposits as provided elsewhere in these rules.

6) Upon written notice from governmental inspection authorities of condemnation of the customer's facilities or premises.

7) For fraudulent representation as to the use of service.

b) Without Notice
The company reserves the right to disconnect service without notice for any of the following reasons:

1) Where hazardous conditions exist in the customer's facilities.

2) Where the customer's use of service adversely affects the company's facilities or service to other customers.

3) For unauthorized reconnection after disconnection with due notice.

4) For unauthorized use of or tampering with the company's service or facilities.

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

c) Reconnect
After service has been discontinued at the company's option for any of the above reasons, service will be reconnected only after the customer has taken necessary corrective action and made satisfactory arrangement for payment of all fees and charges, including any applicable reconnect fees and deposits to guarantee payment for service.

b. Rate Application
The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in these rules and regulations. In no case may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately metered and separately billed.

1) Selection of Rates
In some cases, the customer is eligible to take service under any one or two or more rates. Upon request, the company will advise the customer in the selection of the rate which will give him the lowest cost of service, based on the information provided to the company, but the responsibility for the selection of the rate lies with the customer.

After the customer has selected the rate under which he elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer be permitted to evade this rule by temporarily terminating service.

However, the company may, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.

No refund will be made of the difference in charges under different rates applicable to the same class of service.

2) Apartment Buildings and Multiple Dwellings
An apartment building or multiple dwelling shall be considered as one containing nine or more rooms in which single rooms, suites, or groups of rooms have individual cooking and kitchen sink accommodations. Service supplied through a single meter to an apartment building or multiple dwelling containing less than three apartments may be billed on the residential service rates on a single customer basis. Service supplied through a single meter to an apartment building or multiple dwelling containing three or more apartments shall be billed in accordance with the following provisions:

a) Apartment Buildings or Multiple Dwellings Containing Three or Four Apartments
The customer may have the option of being billed under either the residential service rate or the appropriate general service or commercial and industrial service rate. For the purpose of billing under the residential service rate, the initial charge, the kilowatt hour blocks, and the minimum charge shall be multiplied by the number of apartments served through one meter.

b) Apartment Buildings or Multiple Dwellings Containing Five or More Apartments
The customer shall be billed under the appropriate general service or commercial and industrial service rate.

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C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE **RIIM**

3) Homes or Dormitories for Groups Other Than Private Family Units
Service supplied through a single meter to rooming houses, dormitories, nurses' homes, and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as commercial and billed on the appropriate service rate.

4) Farm Service
Service shall be available to farms for residential use under the residential service rate, and, in addition, service may be used through the same meter for any purpose as long as such use is confined to service for the culture, processing, and handling of products grown or used on the customer's farm. Use of service for purposes other than set forth above shall be served and billed on the appropriate general service rate.

5) Year-Round Service
Service to customer at the address shown on his driver's license and voter's registration card.

6) Seasonal Service
Service to customers other than to year-round customers.

c. Deposits - Commercial & Industrial
Deposits for nonresidential customers are governed by the provisions of R460.108 and R460.111a.

d. Deposits – Residential
Deposits for residential customers are governed by the provisions of R 460.108, R 460.109, and R 460.111 et seq.

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Reserved for Future Use

COMPANY RULES AND REGULATIONS

C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

EFFECTIVE IN All territory served.

1. DEFINITIONS

a. Extension

An extension is defined to include right-of-way, permits, easements, poles, conductors and appurtenances used in extending the distribution system and service facilities from the company's existing facilities to a point of connection with customer facilities. An original extension includes all facilities installed to render service to the location(s) requested by the applicant(s) to serve the location(s). Any customer addition to an extension with an added investment that is less than the extension allowance(s) of these extension rules shall be considered part of the original extension. Customer additions that require an added investment exceeding the extension allowances shall be considered as separate new extensions.

b. Distribution System

All primary and secondary wire or cable and its supports, trenches, connection equipment and enclosures, control equipment, right-of-way preparation, etc., necessary to extend electric service to points of connection with service facilities.

If enlargement or extension of transmission facilities are required, they shall be treated as if they are a part of the distribution system. However, the customer must sign a contract listing costs, customer obligation, company obligation, and supporting analysis. This contract shall be submitted to the Public Service Commission of Wisconsin for approval. The commission will assess whether existing rate payers will be adversely affected and will respond within 20 working days.

c. Service Drops or Laterals

The overhead line (service drops) or underground line (service lateral) between the transformer or distribution system (excluding any risers at a pole) and the building wall or other customer structure as determined by the company.

d. Service Facilities

Includes transformers, service drops or laterals, lighting equipment, and meters.

e. Electric Facilities

Includes both the distribution system and the service facilities.

f. Investment

Includes the cost of all distribution system equipment installed to render the requested service as well as the cost of installing the equipment and any associated maintenance incurred in the process of extending facilities to render the requested service. Standard service facilities (transformers, services, lighting equipment, and meters) are installed at no cost to the customer and are not considered part of the investment when applying these extension rules (see Section 2 for definition of standard facilities).

g. Development Period

A period of five years immediately following the energizing of an extension. An extension is considered energized when the line is electrically connected to existing company facilities. Accordingly, an energized circuit does not necessarily require individual customer service drops and meters. The energizing of the original portion of the extension shall be the date used for purposes of determination of the five-year development period and shall apply to all additions to the original extension. The definition of an extension, as contained in Section 1.a. of these extension rules, shall determine what is considered an addition to the original extension.

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

2. GENERAL POLICY

It is the intent of the company to provide safe, reliable service at the lowest reasonable cost following accepted engineering and planning practices to design and install facilities that consider normal growth in the area of the service extension, yet not overbuild or overdesign facilities which result in unnecessary cost increases to the company and its customers.

The company shall extend, enlarge, or change its facilities for supplying electric service in accordance with the following:

a. The company shall provide, own, and maintain the electric facilities. The company, if practical, will discuss with the applicant the character and location of such facilities, service connections, and meters. Final determination, however, shall be at the sole discretion of the company.

b. Voltages available shall be in accordance with filed rules of the company. (See Available Service Voltages.)

c. The company will use reasonable care, but shall not be liable for damage to trees, lawns, shrubs, fences, sidewalks, or other obstructions, incident to installation, repair, or replacement of electric facilities unless such damage is due to negligence on its part.

d. If the company is not assured as to the stability and economic feasibility of any project, a suitable payment, an extension of the term of contract, and/or a minimum annual guarantee over such term may be required. The reasons and supporting analysis for each contract entered into under this provision will be furnished the customer and the Michigan Public Service Commission in writing. The company will inform the customer of the customer's right to ask the commission for a review of the extension costs and contract provisions.

e. The calculation of company investment as applied in these extension rules shall be based on average estimated investment costs for similar types of installations.

f. At the request of the Company, the applicant shall locate and mark permanent survey stakes indicating property lines and shall furnish, at no expense to the Company, recordable easements granting rights-of-way satisfactory to the company for the design, installation, operation, and maintenance of the electric facilities along the entire route determined by the company. The rights-of-way on applicant's property as designated by the company shall be cleared of trees and other obstructions at applicant's expense. No buildings or trees shall be placed on said rights-of-way. The rights-of-way may be used for gardens, shrubs, landscaping and other purposes if they will not interfere with maintenance of electric facilities.

g. Customers may be required to execute a contract for electric service.

h. Underground electric facilities are available subject to the following conditions:

1) Prior to installation of underground electric facilities, the applicant, if requested by the Company, shall enter into a written contract with the Company describing the proposed facilities and setting forth the respective agreements of the applicant and the Company in regard to such facilities. Such contract shall be subject in all respects to the provisions of this underground policy.

2) Underground electric facilities shall not be installed beneath farm fields, swamp land, gravel pits, etc.

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COMPANY RULES AND REGULATIONS
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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

3) The Company shall be notified in advance of any change in grade levels. Any and all costs incurred as a result of such change shall be at the expense of the responsible party.

4) Nothing in this underground policy prevents the Company from constructing overhead transmission or distribution lines into or through an area containing underground electric facilities.

5) In the event the company is required by law, ordinance, etc., to install underground facilities, the provisions of this policy including payment obligations shall apply.

6) If in the opinion of the company installation of underground facilities are more feasible, for reasons of safety, cost, reliability, etc., than overhead facilities, the company will install facilities underground. Any payments required under these extension rules shall be applicable.

7) When requested, customers served by underground facilities shall provide suitable space for padmounted equipment, including required barriers or vaults, at no cost to the company.

8) The company when requested by one or more applicants shall install, when and where feasible, underground electric distribution systems under the following conditions:

a) The applicant shall furnish a recorded plat, certified survey map, recorded plat of survey or recorded survey map showing the location and nature of the area for which the underground electric distribution system is being requested. The area supplied from the underground distribution system shall be specifically defined. The characteristics, nature, and amount of initial electric load to be served shall be indicated. Said recorded plat or map shall include a statement that underground service is required within this area.

b) The applicant shall provide, at no expense to the Company, grading within six inches of finished grade of the area covered by the rights-of-way so that the underground distribution system and the street lighting cables, if any, can be properly installed in relation to the finished grade. The character and location of the street lighting facilities shall conform to specifications prepared by the company.

9) The company, when requested by one or more applicants, shall install when and where feasible, underground electric service laterals. The applicant shall provide, at no expense to the company, grading within six inches of finished grade of the area so that the service lateral can be properly installed in relation to the finished grade.

10) Within developments served by an underground electric distribution system, the lighting facilities shall also be served by underground facilities.

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

i. Winter Construction Charge:

1) Winter Construction Charges are subject to the following conditions:

a) Subdivision Customers: Except as noted, Winter Construction costs will be charged for any underground facilities installed in the Company's service territory between December 1 and March 31. The Winter Construction Charge will not be charged, however, if the customer's application for subdivisions is received by the Company prior to October 1, and the customer's premises and/or the construction site is ready for underground facilities installation prior to November 1, and the company receives the total advance customer payment required for the installation of facilities prior to November 1.

b) Non-Subdivision Customers: Except as noted, Winter Construction costs will be charged for any underground facilities installed in the Company's service territory between December 1 and March 31. The Winter Construction Charge will not be charged, however, if the application for service is received by the Company prior to October 15 and the customer's premises and/or the construction site is ready for underground facilities installation prior to November 15, and the company receives the total advance customer payment required for the installation of facilities prior to November 15.

2) The Winter Construction Charge will be waived by Company if the Company's underground contractors do not actually charge the Company for winter construction conditions.

3) Winter Construction Charges are in addition to any other charges contemplated in these rules, and are non-refundable, except as noted.

4) A customer's premises and/or the construction site is deemed to be ready for underground facilities installation when the dwelling foundation wall is installed and back-filled; and a trench route is cleared and graded to within 6"of the final grade.

3. STANDARD UNDERGROUND OR OVERHEAD EXTENSION RULES

The allowances in this section are for the installation of electric facilities that are considered as standard design for the company and apply equally to standard underground and/or overhead facilities in all Michigan retail service territory served by the company. Each extension as defined in Section 1.a. of these extension rules, shall be treated as a separate extension in accordance with this Section 3.

a. General Requirements

Applicants for electric service shall pay, in advance of construction, the total estimated cost of the distribution system required as specified in section 1.f. The applicant qualifies for extension allowances on lots meeting the criteria of section 3.b.1). The applicant shall specify in writing the lot numbers, addresses or other appropriate identification of the locations electric service is desired under the application, including load estimates if requested. The applicant shall be eligible for refunds as outlined in section 3.b.5)a).

b. Extension Allowance Qualifications (Developments and Non-Developments)

1) One of the following two criteria, a) or b) below, shall qualify a customer for the extension allowances of Section 3.b.2) of these extension rules:

a) An existing or future building structure site to which service is requested shall:

1) Be on a tract of property in a final state-approved and recorded plat, or a building site approved by a municipality and on a municipal sewerage system, or have an approved "State and County Permit Application for Private Domestic Sewage Systems" and,

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

2) Have the structure or some portion thereof completed in a manner that indicates it will be a permanent structure (i.e., foundation, concrete slab, etc.) or building permit for said structure or,
3) Have permanent water and sewer facilities installed for mobile home court lots.

b) Service to a location that will not contain a building structure shall:
Require evidence that there will be a continuing need for electric service to that location, e.g., well, constructed billboard, other types of permanent facilities requiring electricity.

All requests for electric service not meeting the preceding criteria shall not be given an extension allowance until meeting these criteria.

2) Extension Allowances
a) The extension allowances of this section reflect the company's projected embedded average cost of distribution facilities for the coming year and shall be revised annually. Said annual revision shall be calculated and submitted to the Michigan Public Service Commission prior to the start of the calendar year and shall apply to construction performed for the succeeding 12 month period commencing January 1st of the following year.
b) Extension allowances shall only apply to applicants who meet the requirements of sections 3.b.1).
c) Extensions shall be made without charge or guarantee provided that the estimated investment does not exceed the extension allowance.
d) The extension allowance per customer shall be as follows:

1) Residential Customers (Rg-1M and RG-OTOU-1M)

Investment in distribution system:
$535 - Year Round Residential
$267 - Seasonal Residential

2) Commercial and Industrial Customers Billed on Energy-Only Basis (i.e., Cg-1M, CG-OTOU-1M and Cg-3M)

Investment in distribution system:

Customer Class	Allowance Year Round	Allowance Seasonal
0 – 15 kW	$ 53	$ 267
16 – 50 kW	$ 814	$ 407
51 kW & Over	$2531	$1265

The estimated demand shall be the maximum demand in kW used to properly size the customer's transformer setting, service drop or lateral, and metering equipment. Company experience with existing customers will be used as a basis for developing the demand estimate. The Company reserves the right to review and recalculate the extension allowance after the five year development period in cases where the customer fails to meet the estimated demand used in the original calculation.

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3) Commercial and Industrial Customers Billed on a Demand and Energy Basis (i.e., Cp-1M)

Investment in distribution system:
$56.00 per kW of estimated demand

4) The estimated demand shall be the maximum annual 15 minute kW expected to be placed on the electric facilities of the company. Company experience with existing customers will be used as a basis for developing the demand estimate. The Company reserves the right to review and recalculate the extension allowance after the five year development period in cases where the customer fails to meet the estimated demand used in the original calculation.

5) Company Owned Outdooor Lighting Service, Ls-1M:
All distribution system poles and spans included in the monthly Ls-1M rate charges.

3) Extensions Exceeding Extension Allowance

a) Applicant shall make a refundable cash payment in advance of construction equal to the investment in standard electric facilities that exceeds the extension allowance. Refundable cash payments shall be retained by the company interest free and shall only be refunded in accordance with section 3.b.5) of these rules.

b) The estimated investment of an extension will be divided equally among the original customers on the original extension, with similar type of service, unless they elect to have it apportioned in some other manner that is mutually satisfactory to themselves. No payments shall be required from additional customers connecting to this extension and considered part of this extension in accordance with Section 1.a. of these extension rules.

4) Adjustment to Actual

Estimated investments used in determining customer obligations prior to construction shall be adjusted to reflect actual investment for changes in the size, or number of units installed, major rock or frost removal and similar items affecting the scope of the project. The estimate shall not be adjusted for inclement weather, truck or equipment breakdowns, changed site conditions, such as mud following wet weather, snow or traffic congestion, special all-terrain equipment required for a changed condition such as deep snow or mud, use of contractor crews vs. company crews, material price changes and other items of a similar nature. Adjustment of customer requirements (refund or additional payment) to reflect actual investment shall be made if the adjustment is greater than $20. This adjustment, if applicable, will normally occur within six months of completion of construction.

5) Refunds

a) If, during the development period, as defined in section 1.g., there are additional permanent customers connected to the extension, refunds as outlined in this section shall be made. Customers added to an existing extension shall not be required to make any payment for the existing extension.

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b) Refunds shall be divided between locations, eligible for refunds, in direct proportion to payments originally received or assigned to the locations.

c) Refunds shall be made as follows.

1) Approved subdivisions and certified surveys.
Refunds shall be made to the contributor(s) or their assignee by written agreement filed with the company.

2) Individual properties.
Refunds shall be made to the existing property owner(s).

d) In no case shall refunds exceed the prior refundable cash payments.

e) In no case shall existing customers be required to make additional cash payments as a result of this refund section.

f) Refunds to extensions.

1) Refunds for connection of original applicant(s).
At the time of installation, the original contributor(s) received the extension allowances of these extension rules. Therefore no further refunds are due for the connection of the original customers.

2) Customer additions to the same extension.
A refund equal to the extension allowance dollar amount effective at the time the original extension occurred, or the current extension allowance, whichever is greater, minus added investment in distribution system shall be made for any permanent customer added to the extension. The added investment in distribution system shall be based on costs at the time the customer addition occurs.

g) Refund amounts to customers connected prior to 3-1-83 shall be based on the prior extension rules. Methods for determining which customers are part of the prior extension shall be based on the prior extension rules. New customer(s) connected as part of these prior extensions shall receive service in accordance with current extension rules.

4. MISCELLANEOUS EXTENSIONS

a. Temporary Extension
The customer shall pay the entire estimated cost of connecting and disconnecting temporary service, including the estimated cost of installation and removal of any poles, wires, transformers, meter equipment, other facilities and maintenance incurred as part of the installation and removal, less salvage. These charges shall be in addition to the rate applicable to the type of service supplied.

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY **RIIIM**

b. Special Facilities
The company shall install only those facilities deemed necessary to render service in accordance with the tariff schedules. If the applicant requests special facilities or added costs in addition to the standard facilities normally installed or costs normally incurred by the company, the extra investment or cost shall be paid by the applicant. This payment shall be made in advance of construction. The company reserves the right to deny the installation of special facilities.

The contributor shall be eligible for refunds under section 3.b.5) on payments for non-standard distribution system facilities and transformers. Payments for frost removal and non-standard service facilities other than transformers shall be non-refundable.

c. Enlargement of Capacity (Including changes from single-phase to three-phase.)

1) System
Customers requiring an enlargement of capacity shall receive an extension allowance based on section 3.b.2)d) for the incremental load being added. The customer shall make a refundable cash payment in advance of construction equal to the investment in standard new facilities that exceeds the extension allowance.

When a specific customer can be identified as being responsible for the enlargement, the following extension allowances shall be used:

a) Farm, Commercial, and Industrial (Cg, Cp Rate Schedules)

1) Customers Billed on Energy-only Basis
The extension allowance in section 3.b.2)d)(2) based on the new load minus the extension allowance in section 3.b.2)(d)(2) based on the existing load.

To reduce potential neutral voltage problems, the company may, at its own option and cost, provide for farm customers distribution system instead of standard service drop or lateral facilities.

2) Customers Billed on Demand and Energy Basis
The increased load multiplied by the extension allowance in section 3.b.2)d)(3).

This method is also used for customers moving from energy-only to demand and energy billing.

b) Residential (Rg Rate Schedules)
The extension allowance in Section 3.b.2)d) that the customer qualifies for after the upgrade minus the extension allowance he qualified for before the upgrade.

2) Services
Customers requiring an enlargement of service facilities due to a significant load increase shall be treated as a new customer with respect to making contributions for standard or non-standard service facilities.

d. Replacement, Relocation and/or Rebuilding of Existing Facilities
This includes replacement of overhead facilities with underground facilities.

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

1) Distribution System Facilities

In addition to any other payments required by these extension rules, applicant or the customer responsible, when responsibility can be determined, shall be required to pay all costs associated with the new construction, including maintenance incurred in the process of replacement, relocation, and/or rebuilding, less salvage value on salvageable items and used life credit on non-salvageable items. Any costs associated with relocating, rewiring, etc., of customer-owned equipment or restoration of lawns, driveways, patios, etc., shall be the customer's responsibility. Street and private lighting conversions from mercury vapor to high pressure sodium shall follow procedures set forth in the company's conversion program.

2) Service Facilities

a) Overhead to Underground Service Replacements

For replacement of an overhead service drop with an underground service lateral, the customer requesting the replacement shall be required to make a contribution equal to the cost of the underground service lateral less the cost of an equivalent overhead service drop.

b) Transformers and Other Service Replacements/Relocations

1) Where Existing Facilities are Salvageable

The customer requesting the replacement shall be required to make a contribution equal to the costs of labor associated with the removal of the existing facilities and the installation of the new facilities.

2) Where Existing Facilities Are Not Salvageable

Section 4.d.1) shall apply.

3) Credit Allowances

Where the replacement, relocation, or rebuilding of existing facilities is required to avoid creating a code violation or to correct an existing code violation, a $200 credit shall be applied to the customer payment required in 4.d.1) and 2).

4) Refunds

The contributor shall be eligible for refunds under Section 3.b.5) for distribution system facilities payments if:

a) The contributor is the customer receiving service on the property or the owner of a rental property whose tenants are receiving service on the property; and

b) The existing facilities are on or within six feet of the contributor's property; and

c) The new facilities significantly enhance the possibility of serving new customers as part of an original extension as defined in Section 1.a.

e. Other

Any extensions not covered by these extension rules shall be made in accordance with the principles of these rules and the customer shall pay for any investment in excess of the appropriate extension allowance.

f. Electric services:

The Company will provide an allowance to cover the cost of a standard electric service up to a maximum length of 125 feet. The customer will be responsible for a contribution payment pertaining to the following costs of an electric service:

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C4. STANDARD RULES & REGULATIONS – CONSTRUCTION POLICY RIIIM

1) Portion of service that exceeds 125' in length.
2) Nonstandard installation costs
3) Special facilities installed at the discretion of the Company to provide a safe and reliable service or as requested by the customer and approved by the Company.
4) Winter construction charges.

Customer payment will be the result of the following formula:

Contribution= [(ACTF x ACTR) – (AF x AR)] + (SFC + WCC) where:

ACTF = Actual footage length of electric service.
ACTR = Actual per foot rate consisting of standard costs plus nonstandard costs.
AF = Allowance footage length (Actual footage length not to exceed 125 feet).
AR = Allowance rate for standard installation costs.
SFC = Special Facility Charges.
WCC = Winter Construction Charges.

g. Extension of joint gas and electric services:
A customer's required non-refundable payment for joint gas and electric underground service lines will be calculated using the rules applicable to the extension of separate gas and electric services.

5. UNECONOMIC EXTENSIONS
Proposed extensions may be reviewed for economic considerations. If the cost of an extension exceeds five times the extension allowances, shown in Section 3.b. the company may require a contract with the customer. Under the terms of the contract, the customer shall be required to pay an additional monthly payment equal to the recurring estimated operation and maintenance expenses associated with that portion of the extension that is in excess of five times the average embedded cost at the time the extension was made. The reasons and supporting analysis for each contract will be furnished the customer and the Michigan Public Service Commission in writing. The company will inform the customer of the customer's right to ask the commission for a review of the extension costs and contract provisions.

6. EXCEPTION TO EXTENSION RULE PAYMENTS
If the total payment required from the application of all sections of these extension rules totals less than $20 from one customer or applicant, said payment shall be waived. This rule shall amend all sections of these extension rules.

7. COLLECTION OF CUSTOMER CONTRIBUTIONS FOR CONSTRUCTION:
a. If the total advance customer payment required for the installation of an electric service is less than or equal to $20, the advance customer payment will be waived. If the total advance customer payment required for the installation of an electric service line is greater than $20, the Company will bill the customer and require payment in advance of construction of the electric service line.

b. If the total advance customer payment required from the application of all sections of these extension rules except the costs associated with the installation/removal of electric service facilities (Advance Customer Payment) is less than or equal to $20, the Advance Customer Payment will be waived. If the total Advance Customer Payment required is greater than $20, the Company will bill the customer and require payment in advance of construction of the electric facilities.

COMPANY RULES AND REGULATIONS

C5. STANDARD RULES & REGULATIONS-EMERGENCY ELECTRIC PROCEDURES RIVM

SECTION V. EMERGENCY ELECTRICAL PROCEDURES

1. GENERAL

Emergency electrical procedures may be necessary if there is a shortage in the electrical energy supply to meet the demands of customers in the electrical service area. It is recognized that such deficiencies can be short term (a few hours) or long term (more than a few hours) in duration, and, in view of the difference in nature between short and long term deficiencies, different and appropriate procedures shall be adopted for each.

Essential health and safety customers given special consideration in these procedures shall, insofar as the situation permits, include the following types of customers and such other customers or types of customers which the Commission may subsequently identify:

a. Governmental Detention Institutions - Which will be limited to those facilities used for the detention of persons.

b. Fire Stations - Which will be limited to attended, publicly owned facilities housing mobile fire fighting apparatus.

c. Hospitals - Which will be limited to institutions providing medical care to patients and where surgical procedures are performed.

d. Life Support Equipment - Such as a kidney machine or respirator, used to sustain the life of a person.

e. Water Pumping Plants - Which will be limited to publicly owned facilities essential to the supply of potable water to a community.

f. Sewage Plants - Which will be limited to publicly owned facilities essential to the collection, treatment, or disposal of a community's sewage.

g. Radio and Television Stations - Utilized for the transmittal of emergency messages and public information broadcasts related to these procedures.

Although these types of customers will be given special consideration from the manual load shedding provisions of this procedure, they are encouraged to install emergency generation equipment if continuity of service is essential. It is known that some of the township Fire Departments in the more rural parts of Michigan have portable generation equipment available. Maximum use should be made of these facilities. In the case of customers supplied from two utility sources, only one source will be given special consideration. Other customers who, in their opinion, have critical equipment or circumstances, should install emergency battery or portable generating equipment.

The commission will be promptly advised of the nature, time, and duration of all implemented emergency conditions and procedures which are performed to reduce load manually or automatically affect normal service to customers. The commission may order the implementation of additional procedures or the termination of the procedures previously employed when circumstances so require.

As may be appropriate in accordance with the nature of the occurring or anticipated emergency, the company will initiate the following procedures:

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C5. STANDARD RULES & REGULATIONS-EMERGENCY ELECTRIC PROCEDURES RIVM

2. SUDDEN OR UNANTICIPATED SHORT-TERM CAPACITY SHORTAGE

In the event of a sudden decline of the frequency on the system or a sudden breakup which isolates all or parts of the system or power pool from other electric systems with which it is interconnected and which results in the area so isolated being deficient in electric generation, with consequent rapid decline in frequency:

a. Every effort will be made to maintain at least partial service to the system by means of predetermined load shedding of selected transmission and/or distribution circuits. The company will make every reasonable effort to provide continuous service to essential health and safety customers.

3. ANTICIPATED OR PREDICTABLE SHORT-TERM CAPACITY SHORTAGES IN THE COMPANY SYSTEM

In the event an emergency condition of short term duration is anticipated or predicted which cannot be relieved by sources of generation within or outside the system, the following steps will be taken at the appropriate time and in the order appropriate to the situation:

a. The internal demand of substations, offices, and other premises owned by the company will be reduced to the largest extent consistent with the maintenance of service.

b. Service will be interrupted to loads rendered service under interruptible tariffs.

c. Voltage will be reduced not more than six percent (6%).

d. Voluntary load reductions will be requested of large commercial and industrial customers by procedures established in their respective load management plants.

e. Voluntary load reductions will be requested of all other customers through appropriate media appeals.

f. Load shedding of firm customer loads will be initiated. Service so interrupted shall be of selected distribution circuits throughout the company area. Such interruptions shall be consistent with the criteria established for essential health and safety customers and will, insofar as practicable, be alternated among circuits. Records will be maintained to insure that during subsequent capacity shortages, service interruptions may be rotated throughout the company service area in an equitable manner.

4. LONG TERM CAPACITY OR FUEL SHORTAGE

The following actions will be implemented until it is determined that any or all actions may be terminated. The public will be immediately advised through appropriate media sources of the implementation of these procedures. If an emergency situation of long term duration arises out of a long term capacity or fuel shortage in the area which cannot be relieved by sources of generation within or outside the system, the following actions will be taken in the order noted as required:

a. Curtail use during hours of maximum system demand of nonessential energy on premises controlled by the company, including parking and large area lighting and interior lighting, except lighting required for security and safety, and other uses of energy, both during and outside normal business hours.

b. Initiate voluntary energy curtailment during hours of maximum system demand of all customers by requesting, through mass communication media, voluntary curtailment by all customers of a minimum of ten percent (10%) of their electric use. This use will include lighting, air conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads that can be curtailed or deferred to off-peak hours.

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C5. STANDARD RULES & REGULATIONS-EMERGENCY ELECTRIC PROCEDURES RIVM

c. Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two hours, and the total interruption should not exceed four hours in any 24-hour period without prior notification to the commission.

If the above actions are made necessary because of a long-term fuel shortage, they will be continued in the order taken to maintain as nearly as possible a 30-day fuel supply.

C6. CUSTOMER PROTECTIONS/DATA PRIVACY TARIFF

1. Data Privacy Definitions

A. "Aggregate Data" means any Customer Account Information from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

B. "Anonymized Data" means any Customer Data, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

C. "Contractor" or "Company Agent" means an entity or person performing a function or service under contract with or on behalf of the Company, including, but not limited to customer service, energy management, energy efficiency programs, payment assistance, payroll services, bill collection, or other functions related to providing electric service.

D. "Customer" means a purchaser of electricity that is supplied or distributed by a utility for residential or nonresidential purposes.

E. "Customer Account Information" means personally identifiable information including Personal Data and Customer Usage Data. Customer Account Information also includes information received by the Company from the customer for purposes of participating in regulated utility programs, including, but not limited to bill payment assistance, shutoff protection, renewable energy, load management, or energy efficiency.

F. "Customer Usage Data" [or "Consumption Data"] means customer specific electric usage data, or weather adjusted data, including but not limited to kW, kWh, voltage, var, or power factor, and other information that is recorded by the electric meter for the Company and stored in its systems.

G. "Informed Customer Consent" means, in the case where consent is required: the customer is advised of the (1) data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the customer may revoke consent. In no case shall silence by the customer ever be construed to mean Informed Customer Consent. Customer consent must be documented and may be in writing, electronically, or through recording of an oral communication and shall remain in effect until withdrawn by the customer.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-131.00)

1. Data Privacy Definitions (Contd)

H. "Personal Data" [or "Personally Identifiable Information"] means specific pieces of information collected or known by the Company that can be used to identify or trace to a specific individual and that merit special protection including, but not limited to, the standard types of positive identification information used to establish an account. Personal Data [Personally Identifiable Information] includes, but is not limited to, name, address, birth date, telephone number, electronic mail address, Social Security Number, financial account numbers, driver's license number, credit reporting information, bankruptcy or probate information, health information, network, or Internet protocol address.

I. "Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the customer where there is an authorized business need or emergency response in order to: (1) provide, bill, or collect for, regulated electric service; (2) provide for system, grid, or operational needs; (3) provide services as required by state or federal law or as specifically authorized in the Company's approved tariff or; (4) plan, implement, or evaluate, energy assistance, energy management, renewable energy or energy efficiency programs by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.

J. "Secondary Purpose" means any purpose that is not a Primary Purpose.

K. "Standard Usage Information" means the usage data that is made available by the electric utility to all similarly situated customers on a regular basis, delivered by the electric utility in a standard format.

L. "Third-party" means a person or entity that has no contractual relationship with the Company to perform services or act on behalf of the Company.

M. "Weather Adjusted Data" means electric consumption data for a given period that has been normalized using a stated period's heating or cooling degree days.

N. "Written Consent" means a signed form with the customer's signature received by the Company through mail, facsimile, or email.

2. Collection and Use of Data and Information

A. The Company, its Contractor or Company Agent collects Customer Account Information as necessary to accomplish Primary Purposes only. Informed Customer Consent is NOT necessary for Primary Purposes.

B. Informed Customer Consent is necessary before collection or use of Customer Account Information for a Secondary Purpose.

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COMPANY RULES AND REGULATIONS
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2. Collection and Use of Data and Information (Contd)

C. The Company will not sell Customer Account Information, except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts, unless it receives Informed Customer Consent.

3. Disclosure Without Customer Consent

A. The Company shall disclose Customer Account Information when required by law or Commission requests or rules. This includes law enforcement requests supported by warrants or court orders specifically naming the customers whose information is sought, and judicially enforceable subpoenas. The provision of such information will be reasonably limited to the amount authorized by law or reasonably necessary to fulfill a request compelled by law.

B. ***Informed Customer Consent is not required for the disclosure of customer name and address to a provider of a value-added program or service, regardless of whether that provider is a utility affiliate or other entity within the corporate structure, or to a value-added program or service competitor, in compliance with MCL 460.10ee(10)(a) and Mich Admin Code, R 460.10109(2). Shared information (beyond a customer list) will remain encrypted during both transfer and storage. Customer list information will be password protected at no charge. The Commission will not be receiving or retaining any shared information on its website.***

C. Informed Customer Consent is not required for the disclosure of Aggregated Data.

4. Disclosure to Company Agents and Contractors

A. The Company shall disclose only the necessary Customer Account Information to Company Agents and Contractors working on behalf of the Company for Primary Purposes and any other function relating to providing electric service without obtaining Informed Customer Consent.

B. Contracts between the Company and its Company Agents or Contractors specify that all Company Agents and Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Company Agents or Contractors from using any information supplied by the Company for any purpose not defined in the applicable contract.

C. The Company requires its Company Agents and Contractors who maintain Customer Account Information to implement and maintain reasonable data security procedures and practices appropriate to the private nature of the information received. These data security procedures and practices shall be designed to protect the Customer Account Information from unauthorized access, destruction, use, modification, or disclosure. The data security procedures and practices adopted by the Contactor or Company Agent shall meet or exceed the data privacy and security policies and procedures used by the Company to protect Customer Account Information.

D. The Company requires Company Agents and Contractors to return or destroy any Customer Account Information that it maintained and that is no longer necessary for the purpose for which it was transferred.

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4. Disclosure to Company Agents and Contractors (contd)

E. The Company maintains records of the disclosure of customer data to Company Agents and Contractors in accordance with Company record retention policies and Commission rules. These records include all contracts with the Company Agent or Contractor and all executed non- disclosure agreements.

5. Customer Access to Data

A. The customer has a right to know what Customer Account Information the Company maintains about the customer. The Company shall not provide data to a customer which the Company considers proprietary or used for internal Company business. The Company will make a reasonable effort to respond to requests for this information within 14 calendar days of being contacted by the customer.

B. The Company will provide to customers upon request, a clear and concise statement of the customer's actual energy usage, or weather adjusted consumption data for each billing period during the last twelve months, or both. The Company will notify customers at least once each year that customers may request energy usage, or weather adjusted consumption data or both.

C. A customer may request their consumption data by simply calling Customer Service at 800-450-7260 or by requesting such information online at the Company's website at uppermichiganenergy.com. Upon positive verification, the information will be provided by the end of the following business day.

D. Customers have the opportunity to request corrections or amendments to Customer Account Information that the Company maintains.

E. Customers have the right to share their own Customer Account Information with third parties of their choice to obtain services or products provided by those third parties. These services or products may include, but are not limited to, in-home displays, or energy audits.

F. A customer may request that his or her Customer Account Information be released to a third party of the customer's choice. Such requests may be obtained by calling Customer Service at 800-450-7260, or by requesting such on-line at the Company's website uppermichiganenergy.com. Once the Company obtains Informed Customer Consent from the customer, the Company shall release the requested customer account data to the third party by the end of the following business day. The Company will provide the requested data in a readily accessible format, including but not limited to Excel, PDF, or Word.

The Company is not responsible for loss, theft, alteration, or misuse of the data by third parties or customers after the information has been transferred to the customer or the customer's designated third party.

G. Fulfilling certain requests for data in accordance with the provisions of this tariff is consistent with the provision of normal utility service to customers. When the data requested is Standard Usage Information, the request will be fulfilled without charge. Some requests for information extend beyond Standard Usage Information. Fulfilling these requests requires special data processing that is not a part of normal utility service and results in expenses that would not otherwise be incurred. Such requests are fulfilled at the discretion of the Company within the parameters of this Customer Data Privacy tariff. The costs of fulfilling any special requests shall be borne solely by the customer, or third party if deemed appropriate, and be based on the specifics of the data request and the associated costs of developing, processing, and transmitting the requested data.

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6. Customer Notice of Privacy Policies

A. New customers receive a copy of the privacy policy upon the initiation of utility service from the Company. Existing customers receive a copy of the privacy policy once per year by whatever method is used to transmit the bill and whenever the privacy policy is amended.

B. Notice of the Company's privacy policies will be made available and is prominently posted on the Company's website. The notice includes a customer service phone number and Internet address where customers can direct additional questions or obtain additional information.

7. Limitation of Liability

A. The Company and each of its directors, officers, affiliates, and employees that disclose Customer Information, Customer Usage Data, Personal Data or Aggregated Data to Customers, Company Agents, or Contractors, as provided in this tariff, shall not be liable or responsible for any claims for loss or damages resulting from such disclosure.