

## STANDARD RULES AND REGULATIONS

### SECTION V - RESIDENTIAL CUSTOMER SERVICE STANDARDS AND BILLING PRACTICES

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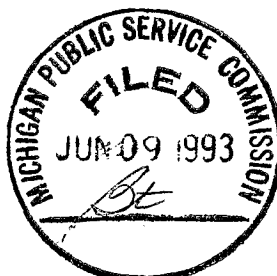
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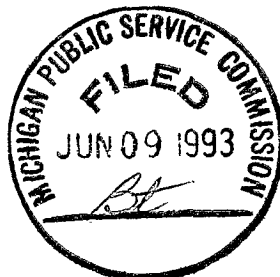
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## STANDARD RULES AND REGULATIONS

### SECTION V - RESIDENTIAL CUSTOMER SERVICE STANDARDS AND BILLING PRACTICES

A. **DEFINITIONS AND GENERAL PROVISIONS** - These rules apply to residential service that is provided by the Company.

1. **DEFINITIONS** - As used in this section:

a. "Billing error" means an undercharge or overcharge that is caused by **any of the following**:

(1) **An** incorrect actual meter read.

(2) **An** incorrect remote meter read.

(3) **An** incorrect calculation of the applicable rate.

(4) **An** incorrect connection of the meter.

(5) **An** incorrect application of the rate schedule.

(6) **Another** similar act or omission by the Company in determining the amount of a customer's bill.

An undercharge or overcharge that is caused by a nonregistering meter, a meter error, or the use of an estimated meter read or a customer read is not a billing error.

b. "Billing month" means an electric service consumption period of not less than 26, nor more than 35, days.

c. "Charges for **tariff** service" means the rates for **tariff** service and other charges authorized by the Commission as an integral part of electric service.

d. "Commission" means the Michigan Public Service Commission.

e. "Complaint" means a matter that requires follow-up action or investigation by the Company or the Commission to resolve the matter.

f. "Complaint and information officer" means a member of the Commission staff who is designated to perform responsibilities in accordance with these rules.

g. "Complaint determination" means the written decision of a utility hearing officer with respect to an informal hearing.

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**A. DEFINITIONS AND GENERAL PROVISIONS** - These rules apply to residential service that is provided by the Company.

**1. DEFINITIONS** - As used in this section:

- a. "Billing error" means an undercharge or overcharge that is caused by an incorrect actual meter read, an incorrect remote meter read, an incorrect calculation of the applicable rate, an incorrect connection of the meter, an incorrect application of the rate schedule, or another similar act or omission by the Company in determining the amount of a customer's bill. An undercharge or overcharge that is caused by a nonregistering meter, a meter error, or the use of an estimated meter read or a customer read is not a billing error.
- b. "Billing month" means an electric service consumption period of not less than 26, nor more than 35, days.
- c. "Charges for electric service" means the rates for electric service and other charges authorized by the Commission as an integral part of electric service.
- d. "Commission" means the Michigan Public Service Commission.
- e. "Complaint" means a matter that requires follow-up action or investigation by the Company or the Commission to resolve the matter.
- f. "Complaint and information officer" means a member of the Commission staff who is designated to perform responsibilities in accordance with these rules.
- g. "Complaint determination" means the written decision of a utility hearing officer with respect to an informal hearing.
- h. "Customer" means a purchaser of electricity that is supplied by the Company for residential purposes.
- i. "Cycle billing" means a system that renders bills for electric service to various customers on different days of a calendar month.
- j. "Delinquent account" means a bill for electric service that

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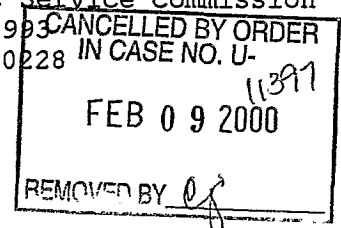
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## STANDARD RULES AND REGULATIONS

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### SECTION V,A,1,h

- h. "Customer" means a purchaser of electricity that is supplied by the Company for residential purposes.
- i. "Cycle billing" means a system that renders bills for electric service to various customers on different days of a calendar month.
- j. "Delinquent account" means **any charges** for electric service that remains unpaid at least 5 days after the due date.
- k. "Energy usage" means the consumption of electricity.
- l. "Estimated bill" means a bill for energy usage that is not calculated by employing an actual reading of a meter or other measuring device.
- m. "In dispute" means that a matter is the subject of an unresolved disagreement, claim, or complaint.
- n. "Informal appeal" means an appeal of a complaint determination of a Utility Hearing Officer to the Commission staff.
- o. "Informal appeal decision" means the written decision of the Complaint and Information Officer with respect to an informal appeal.
- p. "Inquiry" means a matter that is resolved upon the initial contact between the customer and the Company or the customer and the Commission.
- q. "Late payment charge" means a finance, service, carrying, or penalty charge that is assessed by the Company because a balance due on a bill is delinquent.
- r. "New customer" means a customer who has not received the Company's service within the previous 6 years.
- s. **"Positive identification information" means a social security number and an identification containing a photograph.**
- t. **"Power supply cost recovery" means the adjustment in rates that is approved by the Commission to recognize variations in the cost of purchased power and fuel for electric generation.**
- u. "Previous customer" means a customer who has received the Company's service within the previous 6 years.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,A,1,j (Continued)**

remains unpaid at least 5 days after the due date.

- k. "Energy usage" means the consumption of electricity.
- l. "Estimated bill" means a bill for energy usage that is not calculated by employing an actual reading of a meter or other measuring device.
- m. "Fuel clause" means the adjustment in rates that is approved by the Commission to recognize variations in the cost of fuel for electric generation or purchased power from a base level.
- n. "In dispute" means that a matter is the subject of an unresolved disagreement, claim, or complaint.
- o. "Informal appeal" means an appeal of a complaint determination of a Utility Hearing Officer to the Commission staff.
- p. "Informal appeal decision" means the written decision of the Complaint and Information Officer with respect to an informal appeal.
- q. "Inquiry" means a matter that is resolved upon the initial contact between the customer and the Company or the customer and the Commission.
- r. "Late payment charge" means a finance, service, carrying, or penalty charge that is assessed by the Company because a balance due on a bill is delinquent.
- s. "New customer" means a customer who has not received the Company's service within the previous 6 years.
- t. "Previous customer" means a customer who has received the Company's service within the previous 6 years.
- u. "Residential service or use" means the provision of or use of electricity for residential purposes.
- v. "Seasonally billed customer" means a residential customer who is billed on a seasonal basis in accordance with the Company tariff that is approved by the Commission.

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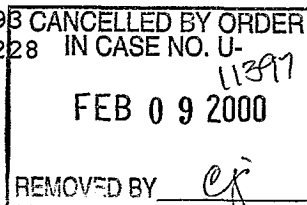
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## STANDARD RULES AND REGULATIONS

### SECTION V,A,1,v

- v. "Residential service or use" means the provision of or use of electricity for residential purposes.
- w. "Seasonally billed customer" means a residential customer who is billed on a seasonal basis in accordance with the Company tariff that is approved by the Commission.
- x. "Settlement agreement" means a written agreement that is entered into by a customer and the Company and that resolves any matter in dispute or provides for the payment of amounts not in dispute over a reasonable period of time.
- y. "Shutoff of service" means a discontinuance of electric service that is not voluntarily requested by a customer.
- z. "Space heating season" means the period between December 1 and March 31.
- aa. "Termination of service" means a cessation of electric service that is voluntarily requested by a customer.
- bb. **"Transmit" means to convey or dispatch.**
- cc. "Utility" means a person, firm, corporation, cooperative, association, or other agency that is subject to the jurisdiction of the Commission and that distributes and sells electricity or natural gas for residential use.

- 2. **DISCRIMINATION PROHIBITED** - The Company shall not discriminate against or penalize a customer for exercising any right granted by these rules.
- 3. **FORM OF PROCEEDINGS** - The informal procedures required by these rules shall not constitute a contested case as defined by Section 3 of Act No. 306 of the Public Acts of 1969, as amended, being Section 24.203 of the Michigan Compiled Laws.
- 4. **ADDITIONAL RULES** - The Company may adopt additional rules governing relations with its customers that are reasonable and necessary and that are not inconsistent with these rules. The Company's rules shall be an integral part of its tariffs and shall be subject to approval by the Commission. If there is a conflict between these rules and the Company's rules or tariffs, these rules govern.

### B. BILLING AND PAYMENT STANDARDS

- 1. **BILLING FREQUENCY; METHOD OF DELIVERY** - The Company shall *transmit* a bill each billing month to its customers in accordance with approved rate schedules. ***The Company shall transmit a bill to customers by mail unless the Company and the customer agree***

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**STANDARD RULES AND REGULATIONS**

**SECTION V,A,1,w**

- w. "Settlement agreement" means a written agreement that is entered into by a customer and the Company and that resolves any matter in dispute or provides for the payment of amounts not in dispute over a reasonable period of time.
  - x. "Shutoff of service" means a discontinuance of electric service that is not voluntarily requested by a customer.
  - y. "Space heating season" means the period between December 1 and March 31.
  - z. "Termination of service" means a cessation of electric service that is voluntarily requested by a customer.
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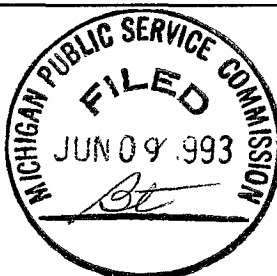
**B. BILLING AND PAYMENT STANDARDS**

- 1. **BILLING FREQUENCY** - The Company shall render a bill each billing month to its customers in accordance with approved rate schedules. A utility that is authorized to seasonally bill customers or to use a customer read system shall render a bill in accordance with the tariffs approved by the Commission.

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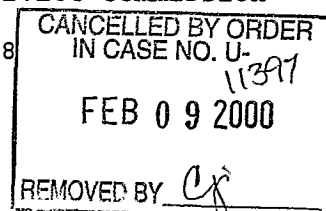
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## STANDARD RULES AND REGULATIONS

### SECTION V,B,1 (Continued)

*in writing to another method of delivery.* A utility that is authorized to seasonally bill customers or to use a customer read system shall **transmit** a bill in accordance with the tariffs approved by the Commission.

#### 2. ESTIMATED BILLING

- a. The Company may estimate the bill of a residential customer every other billing month. The Company may estimate bills more or less often upon a finding by the Commission that those procedures assure reasonable billing accuracy. A bill that is rendered on an estimated basis shall be clearly and conspicuously identified as such. The Company shall not render an estimated bill unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission.
- b. Notwithstanding the provisions of subrule a. of this rule, the Company may estimate the bill of a customer if extreme weather conditions, emergencies, work stoppages, or other circumstances beyond the control of the Company prevent an actual meter reading.
- c. If the Company is unable to gain access to read a meter, **then** the Company shall use reasonable alternative measures to obtain an actual reading, including mailing or leaving postage-paid, pre-addressed postcards upon which the customer may note the reading. If the customer fails to comply with those alternative measures or makes reading the meter unnecessarily difficult, **then** the Company may **transmit** an estimated bill notwithstanding the provisions of subrule a. of this rule. **If** the Company cannot obtain an actual reading under this subrule, **then** the Company shall maintain records of the reasons and its efforts to secure an actual reading.

When a customer's usage is estimated for billing purposes in lieu of using an actual meter reading, the bill shall be estimated on the basis of past service records, adjusted, as may be appropriate. Where past service records are not available or suitable for use, such billing shall be based upon whatever other service data are available.

3. **CUSTOMER METER READING** - The Company shall provide each customer with the opportunity to read and report energy usage as long as the customer reports energy usage on a regular and accurate basis. The Company shall provide postage-paid, pre-addressed postcards for this purpose upon request. At least once every 12 months, the Company shall obtain an actual meter reading of energy usage to verify the accuracy of readings reported in this manner. Notwithstanding the provisions of this rule, the Company may read meters on a regular basis.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,B,2**

**2. ESTIMATED BILLING**

- a. The Company may estimate the bill of a residential customer every other billing month. The Company may estimate bills more or less often upon a finding by the Commission that those procedures assure reasonable billing accuracy. A bill that is rendered on an estimated basis shall be clearly and conspicuously identified as such. The Company shall not render an estimated bill unless the estimating procedures employed by the Company and any substantive changes to those procedures have been approved by the Commission.
- b. Notwithstanding the provisions of subrule a. of this rule, the Company may estimate the bill of a customer if extreme weather conditions, emergencies, work stoppages, or other circumstances beyond the control of the Company prevent an actual meter reading.
- c. If the Company is unable to gain access to read a meter, the Company shall use reasonable alternative measures to obtain an actual reading, including mailing or leaving postage-paid, pre-addressed postcards upon which the customer may note the reading. If the customer fails to comply with those alternative measures or makes reading the meter unnecessarily difficult, the Company may render an estimated bill notwithstanding the provisions of subrule a. of this rule. When the Company cannot obtain an actual reading under this subrule, the Company shall maintain records of the reasons and its efforts to secure an actual reading.

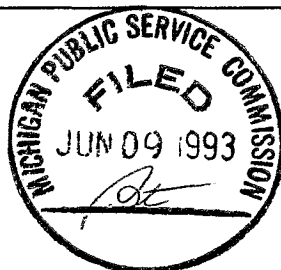
When a customer's usage is estimated for billing purposes in lieu of using an actual meter reading, the bill shall be estimated on the basis of past service records, adjusted, as may be appropriate. Where past service records are not available or suitable for use, such billing shall be based upon whatever other service data are available.

- 3. CUSTOMER METER READING** - The Company shall provide each customer with the opportunity to read and report energy usage as long as the customer reports energy usage on a regular and accurate basis. The Company shall provide postage-paid, pre-addressed postcards for this purpose upon request. At least once every 12 months, the Company shall obtain an actual meter reading of energy usage to verify the

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Alpena, Michigan



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## STANDARD RULES AND REGULATIONS

### SECTION V,B,4

4. **EQUAL MONTHLY BILLING (BUDGET BILLING)** - The Company may bill a customer under an equal monthly billing program, at the choice of the customer, upon a finding by the Commission that the program assures reasonable billing accuracy. If a customer has a credit balance of more than \$2 at the end of the program year, upon the request of the customer, the Company shall return the credit balance.

Budget billing is available to customers with permanently installed heating and/or air-conditioning equipment.

The amount of the equal payment bills shall be based on estimated usage such that the account will be paid up by July 1 of each year. Any difference between the sum of the equal monthly payments and the amount due based on the actual monthly usage for the period shall be corrected by a credit or debit, as appropriate, to the bill rendered in June of each year.

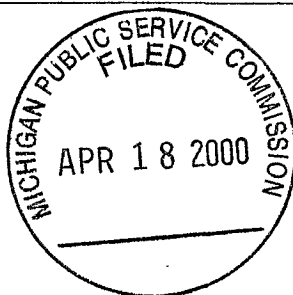
The amount of the equal monthly payment shall be adjusted from time to time to reflect rate changes approved by the Commission, changes in usage of the service by the customer and corrections to the estimate of the customer's annual usage.

5. **CYCLE BILLING** - The Company may use cycle billing if each customer receives a bill on or about the same day of each billing month. If the Company changes meter reading routes or schedules, it may change billing cycles upon 10 days' written notice to the affected customers.
6. **PAYMENT OF BILL** - The Company shall permit each customer a period of not less than **17** days from the date the bill *was transmitted* to pay in full, *unless the customer agrees in writing to a different period*.
7. **PAYMENT PERIOD** - The date of *transmitting* a bill *is* the date the Company mails the bill. *For bills that are delivered other than by mail, the date of transmitting a bill is the date that the Company conveys or dispatches the billing information to the customer in accordance with the method of delivery that the customer and the Company agreed to use.* If the last day for payment falls on a Sunday, legal holiday, or other day when the offices of the Company regularly used for the payment of **customers'** bills are not open to the general public, the payment date shall be extended through the next business day.
8. **ALLOWABLE CHARGES INCLUDING LATE PAYMENT CHARGES**
- a. Except as otherwise provided by statute, the Company shall bill each customer for the amount of electricity consumed and any other approved charges in accordance with the rates and tariffs approved by the Commission.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,B,3 (Continued)**

accuracy of readings reported in this manner. Notwithstanding the provisions of this rule, the Company may read meters on a regular basis.

4. **EQUAL MONTHLY BILLING (BUDGET BILLING)** - The Company may bill a customer under an equal monthly billing program, at the choice of the customer, upon a finding by the Commission that the program assures reasonable billing accuracy. If a customer has a credit balance of more than \$2 at the end of the program year, upon the request of the customer, the Company shall return the credit balance.

Budget billing is available to customers with permanently installed heating and/or air-conditioning equipment.

The amount of the equal payment bills shall be based on estimated usage such that the account will be paid up by July 1 of each year. Any difference between the sum of the equal monthly payments and the amount due based on the actual monthly usage for the period shall be corrected by a credit or debit, as appropriate, to the bill rendered in June of each year.

The amount of the equal monthly payment shall be adjusted from time to time to reflect rate changes approved by the Commission, changes in usage of the service by the customer and corrections to the estimate of the customer's annual usage.

5. **CYCLE BILLING** - The Company may use cycle billing if each customer receives a bill on or about the same day of each billing month. If the Company changes meter reading routes or schedules, it may change billing cycles upon 10 days' written notice to the affected customers.
6. **PAYMENT OF BILL** - The Company shall permit each customer a period of not less than 21 days from the date of rendering the bill to pay in full.
7. **PAYMENT PERIOD** - The date of rendering a bill shall be the date the Company mails the bill. If the last day for payment falls on a Sunday, legal holiday, or other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the payment date shall be extended through the next business day.

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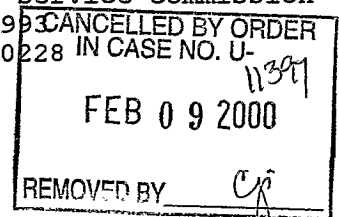
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## STANDARD RULES AND REGULATIONS

### SECTION V,B,8,b

b. The Company may assess a late payment charge that is not more than 2%, not compounded, of the portion of the bill, net of taxes, that is delinquent. The Company shall not assess a late payment charge against a customer who is participating in the winter protection plan described in Section V, F, 14.

9. **BILL INFORMATION** - A bill that is **transmitted** by the Company shall state clearly all of the following information:

- a. The beginning and ending meter readings and dates for the billing period. A utility that is authorized to use a customer read system need not provide this information.
- b. The units of energy consumed during the billing period and the units of energy consumed during the comparable period the prior year. The Company may comply with the provisions of this subrule by providing a comparison of energy consumed based on average daily use for the billing period. The Commission may exempt the Company from this requirement by order upon a showing by the Company that compliance would be excessively costly or administratively impractical.
- c. A designation of the rate.
- d. The due date.
- e. Any previous balance.
- f. The amount due for energy usage.
- g. The amount due for other authorized charges.
- h. The amount of tax.
- i. The total amount due.
- j. **The** rate schedules, **the** explanation of rate schedules, **and the** explanation of how to verify the accuracy of the bill will be **provided** upon request.
- k. That the customer should make any inquiry or complaint about the bill before the due date.
- l. The address and telephone number of the Company at which the customer may initiate **any** inquiry or complaint regarding the bill or service provided by the Company.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, B, 8**

**8. ALLOWABLE CHARGES INCLUDING LATE PAYMENT CHARGES**

- a. Except as otherwise provided by statute, the Company shall bill each customer for the amount of electricity consumed and any other approved charges in accordance with the rates and tariffs approved by the Commission.
- b. The Company may assess a late payment charge that is not more than 2%, not compounded, of the portion of the bill, net of taxes, that is delinquent. The Company shall not assess a late payment charge against a customer who is participating in the winter protection plan described in Section V, F, 14.

**9. BILL INFORMATION - A bill that is rendered by the Company shall state clearly all of the following information:**

- a. The beginning and ending meter readings and dates for the billing period. A utility that is authorized to use a customer read system need not provide this information.
- b. The units of energy consumed during the billing period and the units of energy consumed during the comparable period the prior year. The Company may comply with the provisions of this subrule by providing a comparison of energy consumed based on average daily use for the billing period. The Commission may exempt the Company from this requirement by order upon a showing by the Company that compliance would be excessively costly or administratively impractical.
- c. A designation of the rate.
- d. The due date.
- e. Any previous balance.
- f. The amount due for energy usage.
- g. The amount due for other authorized charges.
- h. The amount of tax.
- i. The total amount due.
- j. That rate schedules, an explanation of rate schedules, an

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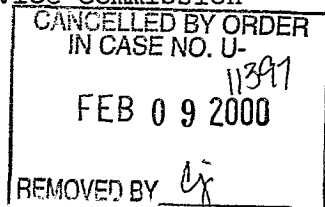
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## STANDARD RULES AND REGULATIONS

### SECTION V,B,9,m

- m. That the Company is regulated by the Michigan Public Service Commission, Lansing, Michigan.

#### 10. SEPARATE BILLS

- a. The Company shall **transmit** a separate bill in conformance with the provisions of rule 9 above for service provided at each location and shall not combine 2 or more accounts without written authorization of the customer.
- b. Notwithstanding the provisions of subrule a. of this rule, **if there is** shutoff or termination of service at a separate residential metering point, residence, or location in accordance with these rules, **then** the Company may transfer an unpaid balance to any other residential service account of the customer.

11. **BILLING FOR NON-TARIFF SERVICES** - The Company may include charges for special **non-tariff** services together with charges for **tariff** service on the same monthly bill if the charges for special **non-tariff** services are designated clearly and separately from the charges for **tariff** service. If partial payment is made, the Company shall first credit payment to the balance outstanding for **tariff** service.

12. **LISTING OF ENERGY ASSISTANCE PROGRAMS** - The Commission shall provide, to all utilities, a listing of all federal and state energy assistance programs and the eligibility requirements.

#### 13. NOTICE OF ENERGY ASSISTANCE PROGRAMS

- a. The Company shall **annually** inform each customer of all of the following **information**:
- (1) The federal and state energy assistance programs that are available and the eligibility requirements of those programs, as provided to the Company by the Commission.
  - (2) The winter protection plan described in the provisions of Section V, F, 14.
  - (3) The medical emergency provisions of Section V, E, 3.
- b. The Company shall provide the information required by the provisions of subrule a. of this rule as an explanation on the customer's bill, a bill insert, or other **transmittal**. If the Company does not print an explanation on the customer's bill, **then** the Company shall, on the customer's bill, direct the customer to the bill insert or other **transmittal**.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,B,9,j (Continued)**

explanation of how to verify the accuracy of the bill, and an explanation of the fuel clause, if any, are available and will be mailed upon request.

- k. That the customer should make any inquiry or complaint about the bill before the due date.
- l. The address and telephone number of the Company at which the customer may initiate an inquiry or complaint regarding the bill or service provided by the Company.
- m. That the Company is regulated by the Michigan Public Service Commission, Lansing, Michigan.

**10. SEPARATE BILLS**

- a. The Company shall render a separate bill in conformance with the provisions of rule 9 above for service provided at each location and shall not combine 2 or more accounts without written authorization of the customer.
- b. Notwithstanding the provisions of subrule a. of this rule, in the event of shutoff or termination of service at a separate residential metering point, residence, or location in accordance with these rules, the Company may transfer an unpaid balance to any other residential service account of the customer.

**11. SPECIAL SERVICES** - The Company may include charges for special services together with charges for electric service on the same monthly bill if the charges for special services are designated clearly and separately from the charges for electric service. If partial payment is made, the Company shall first credit payment to the balance outstanding for electric service.

**12. LISTING OF ENERGY ASSISTANCE PROGRAMS** - The Commission shall provide, to all utilities, a listing of all federal and state energy assistance programs and the eligibility requirements.

**13. NOTICE OF ENERGY ASSISTANCE PROGRAMS**

- a. The Company shall, before November 1 of each year, inform each customer of all of the following:

(1) The federal and state energy assistance programs that are available and the eligibility requirements of those programs,

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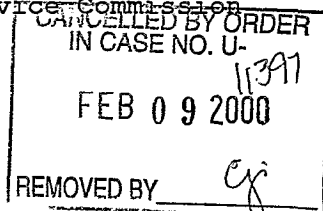
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## STANDARD RULES AND REGULATIONS

### SECTION V,B,14

**14. ADDITIONAL ENERGY ASSISTANCE PROGRAMS** - As further information regarding energy assistance programs becomes available, the Commission shall provide that information to all utilities. Within 60 days of receiving the information, the Company shall:

- a. *Provide further information regarding new eligibility requirements for energy assistance programs to all of its customers.*
- b. *Provide further information regarding new benefit levels for energy assistance programs to customers currently enrolled in the programs.*

### 15. BILLING ERROR

- a. If the Company overcharges a customer due to a billing error, the Company shall refund or credit the amount of the overcharge. The Company is not required to adjust, refund, or credit an overcharge for more than the 3 years immediately preceding discovery of the billing error, unless the customer is able to establish an earlier date for the commencement of the error.
- b. If the Company undercharges a customer the following provisions apply:
  - (1) In cases that involve meter tampering or fraud, the Company may backbill the customer for the amount of the undercharge.
  - (2) In cases that do not involve meter tampering or fraud, the Company may backbill the customer for the amount of the undercharge during the 12-month period immediately preceding discovery of the error, and the Company shall offer the customer reasonable payment arrangements for the amount of the backbill, taking into account the period of the undercharge.
- c. Overcharges and undercharges due to electric meter errors shall be reconciled in accordance with the provisions of Section IV, C.

### C. DEPOSITS AND GUARANTEES

#### 1. DEPOSIT FOR NEW CUSTOMER

- a. The Company may require a deposit as a condition of providing service to a new customer due to any of the following **provisions**:
  - (1) The applicant has a **delinquent bill with any electric or gas provider** that accrued within the last 6 years, and that, at the time of the request for service, remains unpaid and is not in dispute.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, B, 13, a, (1) (Continued)**

as provided to the Company by the Commission.

- (2) The winter protection plan described in the provisions of Section V, F, 14.
- (3) The medical emergency provisions of Section V, E, 3.

b. The Company shall provide the information required by the provisions of subrule a. of this rule as an explanation on the customer's bill, a bill insert, or other mailing. If the Company does not print an explanation on the customer's bill, the Company shall, on the customer's bill, direct the customer to the bill insert or other mailing.

**14. ADDITIONAL ENERGY ASSISTANCE PROGRAMS** - As further information regarding energy assistance programs becomes available, the Commission shall provide that information to all utilities. Within 60 days of receiving the information, the Company shall provide that information to its customers as provided by the provisions of rule 13 above.

**15. BILLING ERROR**

- a. If the Company overcharges a customer due to a billing error, the Company shall refund or credit the amount of the overcharge. The Company is not required to adjust, refund, or credit an overcharge for more than the 3 years immediately preceding discovery of the billing error, unless the customer is able to establish an earlier date for the commencement of the error.
- b. If the Company undercharges a customer the following provisions apply:
  - (1) In cases that involve meter tampering or fraud, the Company may backbill the customer for the amount of the undercharge.
  - (2) In cases that do not involve meter tampering or fraud, the Company may backbill the customer for the amount of the undercharge during the 12-month period immediately preceding discovery of the error, and the Company shall offer the customer reasonable payment arrangements for the amount of the backbill, taking into account the period of the undercharge.
- c. Overcharges and undercharges due to electric meter errors shall be reconciled in accordance with the provisions of Section IV, C.

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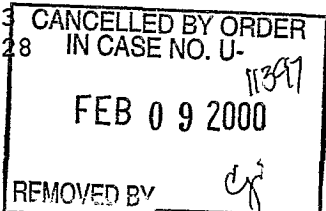
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## STANDARD RULES AND REGULATIONS

### SECTION V,C,1,a,(2)

- (2) The applicant misrepresents his or her identity or credit standing.
  - (3) **The applicant fails to provide complete positive identification information upon request at the time of applying for new service, to the extent a request for such information is not barred by Section V, C, 3, c.**
  - (4) The applicant, in an unauthorized manner, used, diverted, or interfered with the service of the Company situated or delivered on or about the applicant's premises within the last 6 years, if the finding of unauthorized use, diversion, or interference is made after notice and opportunity for a hearing **under** these rules.
  - (5) The applicant requests service for a location at which he or she does not reside.
  - (6) The applicant was a household member during a period in which all or part of a delinquent service account was **accrued** by another household member who **currently** resides with the applicant, if, at the time of the request for service, the account remains unpaid and is not in dispute.
  - (7) The applicant is unable to provide prior utility service history information with any regulated or unregulated utility in Michigan or elsewhere during the last 6 years **and has an unfavorable commercial credit rating caused by 3 or more delinquent payments of more than 60 days in the last 2 years.**
  - (8) **A receiver has been appointed in a court proceeding within the last 6 years.**
  - (9) **As allowed by federal bankruptcy law, the applicant has sought relief under federal bankruptcy laws within the last 6 years.**
- b. The Company shall not require a deposit as a condition of providing service to a new customer if **any** of the following apply:
- (1) The **Family Independence Agency** is responsible for making **monthly payments to a utility on behalf of the applicant.**
  - (2) The applicant secures a guarantor who is a customer in good standing with the company.
  - (3) **None of the conditions described in subrule a. of this rule applies to the applicant.**

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**STANDARD RULES AND REGULATIONS**

**SECTION V,C**

**C. DEPOSITS AND GUARANTEES**

**1. DEPOSIT FOR NEW CUSTOMER**

a. The Company may require a deposit as a condition of providing service to a new customer due to any of the following:

- (1) The applicant has a prior service account that is delinquent with any utility, that accrued within the last 6 years, and that, at the time of the request for service, remains unpaid and is not in dispute.
- (2) The applicant misrepresents his or her identity or credit standing or fails to provide positive identification, if requested, at the time of applying for new service, thus avoiding disclosure of pertinent credit information.
- (3) The applicant, in an unauthorized manner; used, diverted, or interfered with the service of the Company situated or delivered on or about the applicant's premises within the last 6 years, if the finding of unauthorized use, diversion, or interference is made after notice and opportunity for a hearing pursuant to these rules.
- (4) The applicant requests service for a location at which he or she does not reside.
- (5) The applicant was a household member during a period in which all or part of a delinquent service account was incurred by another household member who still resides with the applicant, if, at the time of the request for service, the account remains unpaid and is not in dispute.
- (6) The applicant is unable to provide prior utility service history information with any regulated or unregulated utility in Michigan or elsewhere during the last 6 years.

b. The Company shall not require a deposit as a condition of providing service to a new customer if either of the following apply:

- (1) The Department of Social Services is responsible for making payment to the Company.

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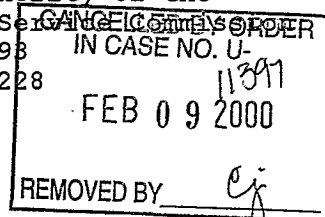
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## STANDARD RULES AND REGULATIONS

### SECTION V,C,1,b,(4)

**(4) -The applicant is over 65 years of age and has no negative credit history with any gas or electric provider.**

#### 2. DEPOSIT FOR PREVIOUS CUSTOMER OR CONTINUED SERVICE

a. The Company may require a deposit as a condition of providing or restoring service to a previous customer or continuing service to a current customer if the customer has an unsatisfactory credit standing with the Company due to any of the following:

- (1) The customer or applicant has a prior service account that is delinquent, that accrued within the last 6 years, and that, at the time of the request for service, remains unpaid and is not in dispute, or if litigation was required to obtain full payment of a utility account that was not in dispute.
- (2) The customer or applicant misrepresents his or her identity or credit standing.
- (3) The customer or applicant fails to provide complete positive identification information upon request at the time of applying for service, to the extent that a request for such information is not barred by Section V, C, 3, c.**
- (4) The customer or applicant, in an unauthorized manner, used, diverted, or interfered with the service of the Company situated or delivered on or about the customer's or applicant's premises within the last 6 years, if the finding of unauthorized use, diversion, or interference is made after notice and an opportunity for a hearing **under** these rules and is not in dispute.
- (5) The Company has shut off service to the customer for nonpayment of a delinquent account that is not in dispute.
- (6) The Company has had 1 or more checks for the customer's account returned from a bank within the last 12 months for insufficient funds or no account, excluding bank error.
- (7) A receiver has been appointed in a court proceeding within the last 6 years.**
- (8) As allowed by federal bankruptcy law, the applicant has sought relief under federal bankruptcy laws within the last 6 years.**

b. The Company shall not require a deposit as a condition of providing service to a previous customer or continuing service to a current customer if **one** of the following provisions **applies**:

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**STANDARD RULES AND REGULATIONS**

**SECTION V, C, 1, b, (2)**

(2) The applicant secures a guarantor who is a customer in good standing with the company.

c. If the applicant has sought any form of relief under federal bankruptcy laws or is brought within the jurisdiction of the bankruptcy court for any reason, or if a receiver is appointed in a state court proceeding, the Company may assess a deposit as allowed by federal bankruptcy law or state law.

**2. DEPOSIT FOR PREVIOUS CUSTOMER OR CONTINUED SERVICE**

a. The Company may require a deposit as a condition of providing or restoring service to a previous customer or continuing service to a current customer if the customer has an unsatisfactory credit standing with the Company due to any of the following:

- (1) The customer or applicant has a prior service account that is delinquent, that accrued within the last 6 years, and that, at the time of the request for service, remains unpaid and is not in dispute, or if litigation was required to obtain full payment of a utility account that was not in dispute.
- (2) The customer or applicant misrepresents his or her identity or credit standing or fails to provide positive identification, if requested, at the time of applying for service, thus avoiding disclosure of pertinent credit information.
- (3) The customer or applicant, in an unauthorized manner, used, diverted, or interfered with the service of the Company situated or delivered on or about the customer's or applicant's premises within the last 6 years, if the finding of unauthorized use, diversion, or interference is made after notice and an opportunity for a hearing pursuant to these rules and is not in dispute.
- (4) The Company has shut off service to the customer for nonpayment of a delinquent account that is not in dispute.
- (5) The Company has had 1 or more checks for the customer's account returned from a bank within the last 12 months for insufficient funds or no account, excluding bank error.

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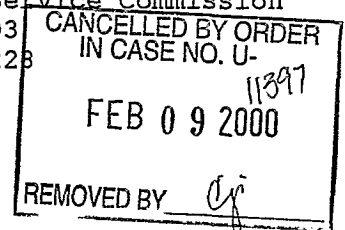
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## STANDARD RULES AND REGULATIONS

### SECTION V,C,2,b (1)

- (1) The **Family Independence Agency** is responsible for making **monthly payments to a utility on behalf of the applicant.**
- (2) The customer or applicant secures a guarantor who is a customer in good standing with the Company.
- (3) **The customer or applicant has none of the conditions described in subrule a. of this rule.**
- (4) **The applicant is over 65 years of age and has no negative credit history with any gas or electric provider.**

### 3. PROHIBITED PRACTICES

- a. The Company shall not require a deposit or other guarantee as a condition of new or continued electric service based upon any of the following:
  - (1) Commercial credit standards, **if the customer or applicant has prior utility service credit history with any electric or gas provider in Michigan or elsewhere during the previous 6 years.**
  - (2) Income.
  - (3) Home ownership.
  - (4) Residential location.
  - (5) Race.
  - (6) Color.
  - (7) Creed.
  - (8) Sex.
  - (9) Age.
  - (10) National origin.
  - (11) Any other criteria not authorized by these rules.
- b. The Company shall not attempt to recover from any person outstanding bills or other charges due upon the account of any other person, unless that other person has entered into a lawful guarantee or other agreement to pay those bills and charges.
- c. **The Company shall not require a customer or applicant who has prior utility service history with any electric or gas provider in Michigan or elsewhere during the previous 6 years to provide the utility with his or her social security number as a condition of obtaining or continuing electric service.**

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REMOVED BY	NAP
DATE	12-07-07

Issued: April 5, 2000

By: Stephen H. Fletcher  
President

Alpena, Michigan



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Issued under authority of the  
Michigan Public Service Commission  
dated February 9, 2000  
in Case No. U-11397

**STANDARD RULES AND REGULATIONS**

**SECTION V,C,2,b**

- b. The Company shall not require a deposit as a condition of providing or restoring service to a previous customer or continuing service to a current customer if either of the following provisions apply:
- (1) The Department of Social Services is responsible for making payment to the Company.
  - (2) The customer or applicant secures a guarantor who is a customer in good standing with the Company.
- c. If the customer or applicant has sought any form of relief under federal bankruptcy laws or is brought within the jurisdiction of the bankruptcy court for any reason, or if a receiver is appointed in a state court proceeding, the company may assess a deposit as allowed by federal bankruptcy law or state law.

**3. PROHIBITED PRACTICES**

- a. The Company shall not require a deposit or other guarantee as a condition of new or continued electric service based upon any of the following:
- (1) Commercial credit standards.
  - (2) Income.
  - (3) Home ownership.
  - (4) Residential location.
  - (5) Race.
  - (6) Color.
  - (7) Creed.
  - (8) Sex.
  - (9) Age.
  - (10) National origin.
  - (11) Any other criteria not authorized by these rules.
- b. The Company shall not attempt to recover from any person outstanding bills or other charges due upon the account of any other person, unless that other person has entered into a lawful guarantee or other agreement to pay those bills and charges.

**4. GENERAL DEPOSIT CONDITIONS**

- a. A deposit that is required pursuant to these rules shall be subject to all of the following terms and conditions:

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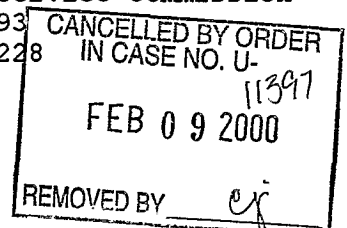
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## STANDARD RULES AND REGULATIONS

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DATE 12-07-07

### SECTION V,C,4

#### 4. GENERAL DEPOSIT CONDITIONS

- a. (1) A deposit that is required *under* these rules due to a prior outstanding account that is not in dispute *or a shutoff for nonpayment* shall not be more than *twice the average peak season monthly bill for the premises or twice the Company's system average peak season monthly bill for residential service if consumption history for the premises is unavailable*. The Company may also require payment of the delinquent account as a condition of providing or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Company, and accrued within the last 6 years.
- (2) A deposit that is required as a condition of providing, restoring, or continuing service due to *unauthorized use, diversion, or interference shall not be more than 4 times the average peak season monthly bill for the premises or 4 times the Company's system average peak season monthly bill for residential service if consumption history for the premises is unavailable*. The Company may also require payment of the delinquent account and approved charges as a condition of providing, restoring, or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Company, and accrued within the last 6 years.
- b. Unless the applicant misrepresents his or her identity or credit standing or fails to provide positive identification, if requested, at the time of applying for service, the Company shall, within 30 days after the applicant applies, decide whether to require a deposit.
- c. Except in the case of unauthorized use, diversion, or interference, if the Company shutoff service for nonpayment, *then* the Company shall not require a deposit as a condition of restoring service unless the Company offered the customer, prior to shutoff for nonpayment, the opportunity to enter into a settlement agreement as provided in Section V, F.
- d. The Company shall pay interest at the rate of 9% per annum on all deposits. The Company shall credit interest semiannually to the service account of the customer or pay it upon the return of the deposit, whichever occurs first.
- e. The customer's credit shall be established and the Company shall return *the* deposit and accrued interest upon satisfactory payment by the customer of all proper charges for electric service for a period of 12 consecutive months. The Company may retain a deposit because of unauthorized use, diversion, or interference for a period of 24 months and shall refund it upon satisfactory payment of the final 12 months' charges.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,C,4,a, (1)**

- (1) A deposit that is required as a condition of new service or providing or continuing service due to a prior outstanding account that is not in dispute shall not be more than the average monthly bill for the premises or 2 times the Company system average monthly bill for residential service, whichever is less. The Company may also require payment of the delinquent account as a condition of providing or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Company, and accrued within the last 6 years.
- (2) A deposit that is required as a condition of providing, restoring, or continuing service due to shutoff for nonpayment shall be determined as follows:
  - (a) If the customer has been disconnected once within the last 3 years, the deposit shall not be more than the average monthly bill for the premises or 2 times the Company system average monthly bill for residential service, whichever is less.
  - (b) If the customer has been disconnected twice within the last 3 years, the deposit shall not be more than 2 times the average monthly bill for the premises or 3 times the Company system average monthly bill for residential service, whichever is less.
  - (c) If the customer has been disconnected 3 times or more in the last 3 years, the deposit shall not be more than 3 times the average monthly bill for the premises or 4 times the Company system average monthly bill for residential service, whichever is less.

The Company may also require payment of the delinquent account and approved charges as a condition of providing, restoring, or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Company, and accrued within the last 6 years.

- (3) A deposit that is required as a condition of providing, restoring, or continuing service due to unauthorized use, diversion, or interference shall not be more than 3 times the

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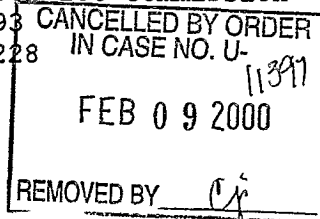
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## STANDARD RULES AND REGULATIONS

### SECTION V,C,4,f

- f. For purposes of this rule, payment is satisfactory if it is made before the issuance of a notice of shutoff of service for nonpayment that is not in dispute or within 3 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- g. Upon termination of service, if the Company has not already returned the deposit, the Company shall credit the deposit, with accrued interest, to the final bill. The Company may apply **the** deposit against an existing arrearage that is not in dispute. The Company shall promptly return the balance to the customer.
- h. The Company shall maintain a detailed record of all deposits received from customers. The record shall show all of the following information:
- (1) The name of the **residential** customer.
  - (2) The location of the premises occupied by the customer at the time of making the deposit and each successive location while the deposit is retained.
  - (3) The date the customer made the deposit and the amount.
  - (4) The dates the Company paid interest and the amounts.
- i. **If** a customer makes a deposit, **then** the Company shall provide, in writing, a receipt that contains all of the following information:
- (1) Name of customer.
  - (2) Place of payment.
  - (3) Date of payment.
  - (4) Amount of payment.
  - (5) Identifiable name and signature of the Company employee who receives the deposit.
  - (6) The terms and conditions governing receipt, retention, and return of the deposit.
- j. The Company shall provide a means by which a customer who is entitled to the return of his or her deposit is not deprived of the deposit even though he or she may be unable to produce the original receipt for the deposit.
- k. The Company shall apply deposit standards uniformly to all customers.
- l. For purposes of this rule, both of the following provisions apply:
- (1) ***The premises's average peak season monthly bill is defined as the highest 5 consecutive month period of consumption at the premises within the previous 12-month period, divided by 5, priced at current rates.***

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**STANDARD RULES AND REGULATIONS**

**SECTION V,C,4,a,(3) (Continued)**

average monthly bill for the premises or 5 times the Company system average monthly bill for residential service, whichever is less. The Company may also require payment of the delinquent account and approved charges as a condition of providing, restoring, or continuing service if the prior account is in the customer's or applicant's name, is delinquent and owed to the Company, and accrued within the last 6 years.

- b. Unless the applicant misrepresents his or her identity or credit standing or fails to provide positive identification, if requested, at the time of applying for service, the Company shall, within 30 days after the applicant applies, decide whether to require a deposit.
- c. Except in the case of unauthorized use, diversion, or interference, if the Company shutoff service for nonpayment, the Company shall not require a deposit as a condition of restoring service unless the Company offered the customer, prior to shutoff for nonpayment, the opportunity to enter into a settlement agreement as provided in Section V, F.
- d. The Company shall pay interest at the rate of 9% per annum on all deposits. The Company shall credit interest semiannually to the service account of the customer or pay it upon the return of the deposit, whichever occurs first.
- e. The customer's credit shall be established and the Company shall return a deposit and accrued interest upon satisfactory payment by the customer of all proper charges for electric service for a period of 12 consecutive months. The Company may retain a deposit because of unauthorized use, diversion, or interference for a period of 24 months and shall refund it upon satisfactory payment of the final 12 months' charges.
- f. For purposes of this rule, payment is satisfactory if it is made before the issuance of a notice of shutoff of service for nonpayment that is not in dispute or within 3 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- g. Upon termination of service, if the Company has not already returned the deposit, the Company shall credit the deposit, with

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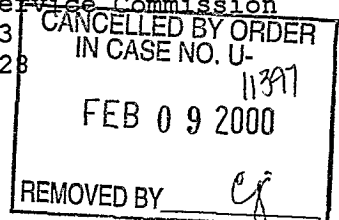
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**STANDARD RULES AND REGULATIONS**

**SECTION V, C, 4, I, (2)**

- (2) The Company's system average peak season monthly bill is defined as the average peak system monthly bill computed for all residential premises on the Company's system.

**5. GUARANTEE TERMS AND CONDITIONS**

- a. A guarantee that is accepted in accordance with these rules shall be in writing and shall be in effect for not more than 12 months. The written guarantee shall state all of the terms of the guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for a greater amount, unless agreed to in a separate written guarantee.
- b. The customer's credit shall be established and the Company shall release the guarantor upon satisfactory payment by the customer of all proper charges for electric service for a period of 12 consecutive months, unless the guarantee was required due to unauthorized use, diversion, or interference.
- c. The Company may retain a guarantee resulting from unauthorized use, diversion, or interference for 24 months and shall release the guarantor upon satisfactory payment of the final 12 month's charges.
- d. For purposes of this rule, payment is satisfactory if it is made before the issuance of a notice of shutoff of service for nonpayment that is not in dispute or within 3 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- e. The Company may withhold the release of a guarantor pending the resolution of a shutoff for nonpayment that is in dispute in accordance with these rules.

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By: Stephen H. Fletcher  
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## STANDARD RULES AND REGULATIONS

### SECTION V,C,4,I,(2)

**(2) The Company's system average peak season monthly bill is defined as the average peak system monthly bill computed for all residential premises on the Company's system.**

#### 5. GUARANTEE TERMS AND CONDITIONS

- a. A guarantee that is accepted in accordance with these rules shall be in writing and shall be in effect for not more than 12 months. The written guarantee shall state all of the terms of the guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for a greater amount, unless agreed to in a separate written guarantee.
- b. The customer's credit shall be established and the Company shall release the guarantor upon satisfactory payment by the customer of all proper charges for electric service for a period of 12 consecutive months, unless the guarantee was required due to unauthorized use, diversion, or interference.
- c. The Company may retain a guarantee resulting from unauthorized use, diversion, or interference for 24 months and shall release the guarantor upon satisfactory payment of the final 12 month's charges.
- d. For purposes of this rule, payment is satisfactory if it is made before the issuance of a notice of shutoff of service for nonpayment that is not in dispute or within 3 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- e. The Company may withhold the release of a guarantor pending the resolution of a shutoff for nonpayment that is in dispute in accordance with these rules.

#### 6. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

- a. **The Company shall establish and administer an uncollectibles allowance recovery fund.**
- b. **The Company shall annually deposit into its uncollectibles allowance recovery fund the difference between the uncollectibles provision recorded on the Company's financial records for 1999 (which was \$17,532.95) less the provision as recorded on the Company's financial records in each subsequent fiscal year.**
- c. **The Company shall annually disburse the funds placed into its uncollectibles allowance recovery fund according to the following formula:**

**(1) Twenty-five percent (25%) shall be retained by the Company.**

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**STANDARD RULES AND REGULATIONS**

**SECTION V,C,4,g (Continued)**

accrued interest, to the final bill. The Company may apply a deposit against an existing arrearage that is not in dispute. The Company shall promptly return the balance to the customer.

- h. The Company shall maintain a detailed record of all deposits received from customers. The record shall show all of the following information:
  - (1) The name of the customer.
  - (2) The location of the premises occupied by the customer at the time of making the deposit and each successive location while the deposit is retained.
  - (3) The date the customer made the deposit and the amount.
  - (4) The dates the Company paid interest and the amounts.
  
- i. When a customer makes a deposit, the Company shall provide, in writing, a receipt that contains all of the following information:
  - (1) Name of customer.
  - (2) Place of payment.
  - (3) Date of payment.
  - (4) Amount of payment.
  - (5) Identifiable name and signature of the Company employee who receives the deposit.
  - (6) The terms and conditions governing receipt, retention, and return of the deposit.
  
- j. The Company shall provide a means by which a customer who is entitled to the return of his or her deposit is not deprived of the deposit even though he or she may be unable to produce the original receipt for the deposit.
  
- k. The Company shall apply deposit standards uniformly to all customers.
  
- l. For purposes of this rule, both of the following provisions apply:
  - (1) The Company system average monthly bill for residential service shall be the previous 12 months' average residential consumption priced at current rates.

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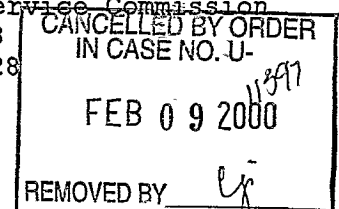
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**STANDARD RULES AND REGULATIONS**

**SECTION V, D**

**D. UTILITY PROCEDURES**

1. **APPLICABILITY** - These procedures apply to all customer inquiries, service requests, and complaints that are made to the Company regarding residential electric service and charges.
2. **COMPLAINT PROCEDURES**
  - a. The Company shall establish procedures that will ensure the prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all customer inquiries, service requests, and complaints.
  - b. The Company shall obtain Commission approval of any substantive changes in its procedures.
3. **PERSONNEL PROCEDURES** - The Company shall establish personnel procedures that, at a minimum, ensure all of the following:
  - a. That qualified personnel are available and prepared at all times during normal business hours to receive and respond to all customer inquiries, service requests, and complaints. The Company shall make the necessary arrangements to ensure that customers who are unable to communicate in the English language receive prompt and effective assistance.
  - b. That qualified personnel who are responsible for, and authorized to enter into, written settlement agreements on behalf of the Company are available at all times during normal business hours to respond to customer inquiries and complaints.
  - c. That qualified personnel are available at all times to receive and respond to customer contacts regarding any shutoff of service and emergency conditions that occur within the Company's service area.
  - d. That the names, addresses, and telephone numbers of personnel who are designated and authorized to receive and respond to requests and directives of the Commission regarding customer inquiries, service requests, and complaints are current and on file with the Commission.

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## STANDARD RULES AND REGULATIONS

### SECTION V,C,6,c,(2)

(2) *Seventy-five percent (75%) shall be contributed to the Michigan Clean Air Fund of the Department of Environmental Quality for use in programs or projects established to reduce oxides of nitrogen and volatile organic compounds.*

### D. UTILITY PROCEDURES

1. **APPLICABILITY** - These procedures apply to all customer inquiries, service requests, and complaints that are made to the Company regarding residential electric service and charges.
2. **COMPLAINT PROCEDURES**
  - a. The Company shall establish procedures that will ensure the prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all customer inquiries, service requests, and complaints.
  - b. The Company shall obtain Commission approval of any substantive changes in its procedures.
3. **PERSONNEL PROCEDURES** - The Company shall establish personnel procedures that, at a minimum, ensure all of the following:
  - a. That qualified personnel are available and prepared at all times during normal business hours to receive and respond to all customer inquiries, service requests, and complaints. The Company shall make the necessary arrangements to ensure that customers who are unable to communicate in the English language receive prompt and effective assistance.
  - b. That qualified personnel who are responsible for, and authorized to enter into, written settlement agreements on behalf of the Company are available at all times during normal business hours to respond to customer inquiries and complaints.
  - c. That qualified personnel are available at all times to receive and respond to customer contacts regarding any shutoff of service and emergency conditions that occur within the Company's service area.
  - d. That the names, addresses, and telephone numbers of personnel who are designated and authorized to receive and respond to requests and directives of the Commission regarding customer inquiries, service requests, and complaints are current and on file with the Commission.

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JUL 11 2001  
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**STANDARD RULES AND REGULATIONS**

**SECTION V,C,4,1, (2)**

(2) The average monthly bill for the premises shall be computed from the previous 12 months' consumption at the premises priced at current rates. If there is less than 12 months' consumption history at the premises, the deposit shall be computed from the Company system average monthly bill for residential service.

**5. GUARANTEE TERMS AND CONDITIONS**

- a. A guarantee that is accepted in accordance with these rules shall be in writing and shall be in effect for not more than 12 months. The written guarantee shall state all of the terms of the guarantee and the maximum amount guaranteed. The Company shall not hold the guarantor liable for a greater amount, unless agreed to in a separate written guarantee.
- b. The customer's credit shall be established and the Company shall release the guarantor upon satisfactory payment by the customer of all proper charges for electric service for a period of 12 consecutive months, unless the guarantee was required due to unauthorized use, diversion, or interference.
- c. The Company may retain a guarantee resulting from unauthorized use, diversion, or interference for 24 months and shall release the guarantor upon satisfactory payment of the final 12 month's charges.
- d. For purposes of this rule, payment is satisfactory if it is made before the issuance of a notice of shutoff of service for nonpayment that is not in dispute or within 3 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- e. The Company may withhold the release of a guarantor pending the resolution of a shutoff for nonpayment that is in dispute in accordance with these rules.

**D. UTILITY PROCEDURES**

1. **APPLICABILITY** - These procedures apply to all customer inquiries, service requests, and complaints that are made to the Company regarding residential electric service and charges.
2. **COMPLAINT PROCEDURES**
  - a. The Company shall establish procedures that will ensure the

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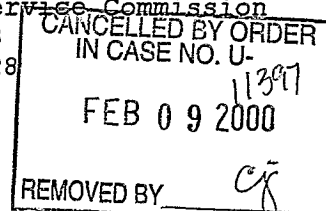
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## STANDARD RULES AND REGULATIONS

### SECTION V,D,4

#### 4. UTILITY HEARING OFFICERS

- a. The Company shall employ or contract with competent utility hearing officers, who shall be notaries public and qualified to administer oaths, and other supporting personnel as necessary to comply with the provisions of Section V, F of these rules.
- b. Utility hearing officers who are employed or contracted to comply with the provisions of Section V, F of these rules shall not engage in any other activities for or on behalf of the Company.
- c. Utility hearing officers and Company hearing procedures shall be subject to investigation and review by the Commission to ensure the impartiality and integrity of the hearing process.

#### 5. PUBLICATION OF PROCEDURES

- a. The Company shall prepare a pamphlet that, in easily understood terms, summarizes the rights and responsibilities of its customers in accordance with these rules and other applicable provisions of statutes, rules, and tariffs.
- b. The Company shall display the pamphlet prominently and make it available at all Company office locations open to the general public. The Company shall **transmit** the pamphlet to each new customer upon the commencement of service and shall make it available at all times upon request. **Where** substantial revisions to or new information required by the provisions of subrule c. of this rule occur, **the Company** shall provide the changes to all current customers by a bill insert, **revised pamphlet**, or a publication that is **transmitted** to all customers, with a copy to the Commission. **The form of this transmittal shall be at the discretion of the Company.**
- c. The pamphlet shall contain all of the following information:
  - (1) Billing procedures and estimation standards.
  - (2) Methods for customers to verify billing accuracy.
  - (3) An explanation of the **power supply cost recovery program**.
  - (4) Customer payment standards and procedures.
  - (5) Security deposit and guarantee standards.
  - (6) Shutoff and restoration of service.
  - (7) Inquiry, service, and complaint procedures.
- d. **Each** pamphlet shall indicate conspicuously that the pamphlet is provided in accordance with the rules of the Commission.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,D,2,a (Continued)**

prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all customer inquiries, service requests, and complaints.

b. The Company shall obtain Commission approval of any substantive changes in its procedures.

**3. PERSONNEL PROCEDURES** - The Company shall establish personnel procedures that, at a minimum, ensure all of the following:

a. That qualified personnel are available and prepared at all times during normal business hours to receive and respond to all customer inquiries, service requests, and complaints. The Company shall make the necessary arrangements to ensure that customers who are unable to communicate in the English language receive prompt and effective assistance.

b. That qualified personnel who are responsible for, and authorized to enter into, written settlement agreements on behalf of the Company are available at all times during normal business hours to respond to customer inquiries and complaints.

c. That qualified personnel are available at all times to receive and respond to customer contacts regarding any shutoff of service and emergency conditions that occur within the Company's service area.

d. That the names, addresses, and telephone numbers of personnel who are designated and authorized to receive and respond to requests and directives of the Commission regarding customer inquiries, service requests, and complaints are current and on file with the Commission.

**4. UTILITY HEARING OFFICERS**

a. The Company shall employ or contract with competent utility hearing officers, who shall be notaries public and qualified to administer oaths, and other supporting personnel as necessary to comply with the provisions of Section V, F of these rules.

b. Utility hearing officers who are employed or contracted to comply with the provisions of Section V, F of these rules shall not engage in any other activities for or on behalf of the Company.

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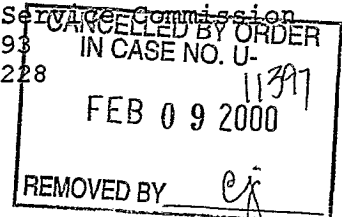
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## STANDARD RULES AND REGULATIONS

### SECTION V,D,6

#### 6. ACCESS TO RULES AND RATES

- a. The company shall provide to each customer, within 60 days of commencing service, within 60 days of a new rate case order, and at least once each year, the following information:
- (1) A clear and concise explanation of all rates for which that customer may be eligible.
  - (2) A notice that complete rate schedules are available upon request.
  - (3) A notice of the availability of Company assistance in determining the most appropriate rate if the customer is eligible to receive service under more than 1 rate.
- b. The Company shall provide to each customer, within 60 days after the Company has filed a general rate case application with the Commission, the following information:
- (1) A notice that the Company has requested that the Commission change its rates.
  - (2) A notice that copies of the Company's application are available for inspection at all offices of the Company.
  - (3) A notice that an explanation of the proposed changes to the Company's rates is available from the Company upon request.
- c. The Company shall provide the notice required by the provisions of this rule either through a publication that is **transmitted** to each of its customers or by a bill insert.
- d. The Company shall keep on file, at all offices of the Company, and shall provide public access to, all of the following documents:
- (1) A copy of these rules.
  - (2) A copy of all other rules of the Company as filed with the Commission regarding customer service.
  - (3) Schedules of all residential rates and charges.
  - (4) Proposed rate schedules.
  - (5) Clear and concise explanations of both existing and proposed rate schedules.

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By: Stephen H. Fletcher  
President

Alpena, Michigan



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**STANDARD RULES AND REGULATIONS**

**SECTION V,D,4,c**

c. Utility hearing officers and Company hearing procedures shall be subject to investigation and review by the Commission to ensure the impartiality and integrity of the hearing process.

**5. PUBLICATION OF PROCEDURES**

a. The Company shall prepare a pamphlet that, in easily understood terms, summarizes the rights and responsibilities of its customers in accordance with these rules and other applicable provisions of statutes, rules, and tariffs.

b. The Company shall display the pamphlet prominently and make it available at all Company office locations open to the general public. The Company shall deliver or mail the pamphlet to each new customer upon the commencement of service and shall make it available at all times upon request. When the Company revises the pamphlet to reflect substantial revisions to or new information required by the provisions of subrule c. of this rule, it shall provide the changes to all current customers by a bill insert or publication that is mailed to all customers, with a copy to the Commission.

c. The pamphlet shall contain all of the following information:

- (1) Billing procedures and estimation standards.
- (2) Methods for customers to verify billing accuracy.
- (3) An explanation of the operation of a fuel clause.
- (4) Customer payment standards and procedures.
- (5) Security deposit and guarantee standards.
- (6) Shutoff and restoration of service.
- (7) Inquiry, service, and complaint procedures.
- (8) Commission consumer procedures.

d. The cover of each pamphlet shall indicate conspicuously that the pamphlet is provided in accordance with the rules of the Commission.

**6. ACCESS TO RULES AND RATES**

a. The company shall provide to each customer, within 60 days of commencing service, within 60 days of a new rate case order, and at least once each year, a clear and concise explanation of all rates for which that customer may be eligible, a notice that complete rate schedules are available upon request, and a notice of

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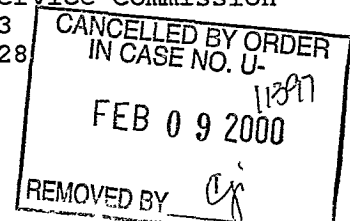
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## STANDARD RULES AND REGULATIONS

### SECTION V,D,6,d,(6)

- (6) An explanation of *its power supply cost recovery program*.
- e. The Company shall post suitable signs in conspicuous locations at all bill payment offices that are operated by the Company calling attention to the fact that the rules, regulations, rate schedules, proposed rate schedules, explanations of rate schedules, and explanations of proposed rate schedules are on file and available for inspection. Upon request, the Company shall provide 1 copy of these rules, explanations, or schedules to a customer without charge.
7. **REPORTING REQUIREMENTS** – *Upon request, the* Company shall file, with the Commission, a report that contains detailed information concerning all of the following:
- a. The payment performance of its customers in relation to established due and payable periods.
- b. The number and general description of all complaints registered with the Company.
- c. The number of shutoff notices issued by the Company and the reasons for the notices.
- d. The number of hearings held by the Company, the types of disputes involved, and the number of complaint determinations issued.
- e. The number of written settlement agreements entered into by the Company.
- f. The number of shutoffs of service and the number of reconnections.
8. **INSPECTION** - The Company shall permit authorized staff of the Commission to inspect all of the Company's operations related to customer service.
9. **CUSTOMER ACCESS TO CONSUMPTION DATA** - The Company shall provide to each customer, upon request, a clear and concise statement of the customer's actual energy usage, or degree-day adjusted energy usage, for each billing period during the last 12 months unless that data is not reasonably ascertainable by the Company. The Company shall notify its customers at least once a year that a customer may request consumption data.
10. **APPLICATION FOR SERVICE**
- a. *Unless the applicant has had one or more shutoffs, the* Company shall not require *other* adults who will be residing at the premises for which service is requested to sign an application for service. The Company shall permit more than 1 name on the application if requested by the customer.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,D,6,a (Continued)**

the availability of Company assistance in determining the most appropriate rate if the customer is eligible to receive service under more than 1 rate.

- b. The Company shall provide to each customer, within 60 days after the Company has filed a general rate case application with the Commission, a notice that the Company has requested that the Commission change its rates, a notice that copies of the Company's application are available for inspection at all offices of the Company, and a notice that an explanation of the proposed changes to the Company's rates is available from the Company upon request.
- c. The Company shall provide the notice required by the provisions of this rule either through a publication that is mailed to each of its customers or by a bill insert.
- d. The Company shall keep on file, at all offices of the Company, and shall provide public access to, all of the following documents:
  - (1) A copy of these rules.
  - (2) A copy of all other rules of the Company as filed with the Commission regarding customer service.
  - (3) Schedules of all residential rates and charges.
  - (4) Proposed rate schedules.
  - (5) Clear and concise explanations of both existing and proposed rate schedules.
  - (6) An explanation of the operation of a fuel clause.
- e. The Company shall post suitable signs in conspicuous locations at all bill payment offices that are operated by the Company calling attention to the fact that the rules, regulations, rate schedules, proposed rate schedules, explanations of rate schedules, and explanations of proposed rate schedules are on file and available for inspection. Upon request, the Company shall provide 1 copy of these rules, explanations, or schedules to a customer without charge.

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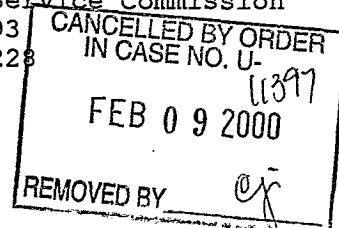
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## STANDARD RULES AND REGULATIONS

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### SECTION V,D,10,b

- b. If the applicant is renting the premises for which service is requested, the Company may require proof that the applicant is a tenant. Written or oral confirmation by the manager, landlord, or owner of the property or a copy of the lease submitted by the manager, landlord, or owner of the property is sufficient proof.

### E. PHYSICAL SHUTOFF OF SERVICE

#### 1. TIME OF SHUTOFF

- a. Subject to the requirements of these rules, the Company may shut off service to a customer on the date specified in the notice of shutoff or at a reasonable time following that date. If the Company does not shut off service and mails a subsequent notice, **then the Company** shall not shut off service before the date specified in the subsequent notice. Shutoff shall occur only between the hours of 8 a.m. and 4 p.m.
- b. The Company shall not shut off service on a day, or a day immediately preceding a day, when the services of the Company are not available to the general public for the purpose of restoring service and shall not shut off service on a Friday during space heating season to a customer who has defaulted on the winter protection plan as defined in these rules.
- c. The Company shall not shut off service **for an amount that is in dispute** while a customer is awaiting the resolution of a complaint with the Commission or the Company in accordance with these rules.

#### 2. MANNER OF SHUTOFF

- a. At least 1 day preceding shutoff of service, the Company shall make not less than 2 attempts to contact the customer by telephone if a telephone number is accessible to the Company to advise the customer of the pending action and what steps the customer must take to avoid shutoff. The Company shall either document all attempts to contact the customer or shall document that automated procedures are in place that will make at least 2 attempts to contact the customer by telephone.
- b. Immediately preceding the shutoff of service, an employee of the Company who is designated to perform that function shall identify himself or herself to the customer or another responsible person at the premises and shall announce the purpose of his or her presence.
- c. The employee shall have in his or her possession a copy of the delinquent account of the customer and request any available verification that the outstanding claims have been satisfied or are currently in dispute. Unless the customer presents evidence that

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**STANDARD RULES AND REGULATIONS**

**SECTION V,D,7**

7. **REPORTING REQUIREMENTS** - The Company shall file, with the Commission, a quarterly report within 20 days after the end of each calendar quarter that contains detailed information concerning all of the following:
- a. The payment performance of its customers in relation to established due and payable periods.
  - b. The number and general description of all complaints registered with the Company.
  - c. The number of shutoff notices issued by the Company and the reasons for the notices.
  - d. The number of hearings held by the Company, the types of disputes involved, and the number of complaint determinations issued.
  - e. The number of written settlement agreements entered into by the Company.
  - f. The number of shutoffs of service and the number of reconnections.
  - g. A critique of the performance of the Commission staff.
8. **INSPECTION** - The Company shall permit authorized staff of the Commission to inspect all of the Company's operations related to customer service.
9. **CUSTOMER ACCESS TO CONSUMPTION DATA** - The Company shall provide to each customer, upon request, a clear and concise statement of the customer's actual energy usage, or degree-day adjusted energy usage, for each billing period during the last 12 months unless that data is not reasonably ascertainable by the Company. The Company shall notify its customers at least once a year that a customer may request consumption data.
10. **APPLICATION FOR SERVICE**
- a. The Company shall not require all adults who will be residing at the premises for which service is requested to sign an application for service. The Company shall permit more than 1 name on the application if requested by the customer.

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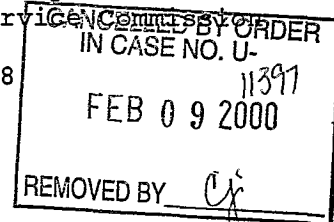
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## STANDARD RULES AND REGULATIONS

### SECTION V,E,2,c (Continued)

reasonably indicates that the claim has been satisfied or is currently in dispute, the employee may shut off service.

- d. The employee may be authorized to accept payment and shall not shut off service if the customer offers payment in full, together with a reasonable charge for sending the employee to the premises, as provided in the Company's schedule of rates and tariffs.
  - e. The customer may pay in any reasonable manner, including personal check. Payment by personal check is not reasonable if the customer has paid with a personal check within the last 12 months and the check has been returned for insufficient funds or no account, excluding bank error.
  - f. If the customer or another responsible person is not at the premises and the Company has not made the prior telephone contact provided in subrule a. of this rule, the employee shall leave notice, in a manner that is conspicuous to the customer, that service will be shut off on or after the next business day unless the customer satisfies the outstanding claims. If the customer or another responsible person is not at the premises and the Company has made prior telephone contact with the customer or another responsible person, the employee may shut off service immediately.
  - g. If the customer or another responsible person is not at the premises upon the return of the employee, or upon the first visit if the customer or another responsible person does not respond when it reasonably appears that he or she is at the premises, the employee may shut off service.
  - h. When the employee shuts off service, the employee shall leave a notice in a conspicuous place upon the premises. The notice shall state that service has been shut off, the address and telephone number of the Company where the customer may arrange to have service restored, and, for all forms printed after the effective date of these rules, that efforts by the customer to restore his or her own service are unlawful and dangerous.
- 3. MEDICAL EMERGENCY** - Notwithstanding any other provision of these rules, the Company shall postpone the shutoff of service for a reasonable time, but not more than 21 days, if the customer produces a physician's certificate or notice from a public health or social services official stating that the shutoff of service will aggravate an existing medical emergency of the customer, a member of his or her family, or another permanent resident of the premises. The certificate shall identify the medical emergency and specify the period of time during which shutoff will aggravate the emergency. The Company shall extend the postponement for further periods of not more than 21 days, not to exceed a total postponement of shutoff of

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**STANDARD RULES AND REGULATIONS**

**SECTION V,D,10,b**

- b. If the applicant is renting the premises for which service is requested, the Company may require proof that the applicant is a tenant. Written or oral confirmation by the manager, landlord, or owner of the property or a copy of the lease submitted by the manager, landlord, or owner of the property is sufficient proof.

**E. PHYSICAL SHUTOFF OF SERVICE**

**1. TIME OF SHUTOFF**

- a. Subject to the requirements of these rules, the Company may shut off service to a customer on the date specified in the notice of shutoff or at a reasonable time following that date. If the Company does not shut off service and mails a subsequent notice, it shall not shut off service before the date specified in the subsequent notice. Shutoff shall occur only between the hours of 8 a.m. and 4 p.m.
- b. The Company shall not shut off service on a day, or a day immediately preceding a day, when the services of the Company are not available to the general public for the purpose of restoring service and shall not shut off service on a Friday during space heating season to a customer who has defaulted on the winter protection plan as defined in these rules.
- c. The Company shall not shut off service while a customer is awaiting the resolution of a complaint with the Commission or the Company in accordance with these rules.

**2. MANNER OF SHUTOFF**

- a. At least 1 day preceding shutoff of service, the Company shall make not less than 2 attempts to contact the customer by telephone if a telephone number is accessible to the Company to advise the customer of the pending action and what steps the customer must take to avoid shutoff. The Company shall either document all attempts to contact the customer or shall document that automated procedures are in place that will make at least 2 attempts to contact the customer by telephone.
- b. Immediately preceding the shutoff of service, an employee of the Company who is designated to perform that function shall identify himself or herself to the customer or another responsible person at the premises and shall announce the purpose of his or her presence.

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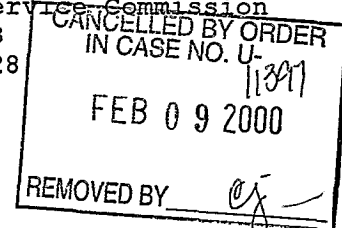
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## STANDARD RULES AND REGULATIONS

### SECTION V,E,3 (Continued)

service of 63 days, only if the customer produces a physician's certificate. If shutoff of service has occurred without any postponement being obtained, the Company shall restore service for a reasonable time, but not for more than 21 days, and shall continue restoration for further periods of not more than 21 days, not to exceed a total restoration of service of 63 days, only upon the customer providing a physician's certificate.

#### 4. RESTORATION OF SERVICE

- a. After the Company has shut off service, it shall restore service promptly upon the customer's request when the cause has been cured or credit arrangements satisfactory to the Company have been made.
- b. When the Company shuts off service at the customer's meter, the Company shall make every effort to restore service on the day the customer requests restoration. Except for reasons beyond its control, the Company shall restore service not later than the first working day after the customer's request.
- c. The Company may assess the customer a charge, including reasonable costs, for restoring service and relocating the customer's meter as specified in the Company's approved schedule of rates and tariffs. (See Section II, F and also Rule 5 below.)

#### 5. CHARGES FOR METER RELOCATION - The Company may assess a meter relocation charge pursuant to the provisions of Rule 4, c above in any of the following situations:

- a. The Company shut off service by disconnection at the street or pole because the Company could not obtain access to the meter.
- b. The Company shut off service for nonpayment on 2 prior occasions.
- c. The customer or another responsible adult refused to permit the Company access to the meter on 5 separate occasions and all of the following provisions apply:
  - (1) The Company can produce documentation of written requests for access.
  - (2) The Company determines that the account is 3 or more months in arrears and is not in dispute.
  - (3) The Company has employed reasonable efforts to secure access to the meter.
- d. The Company shut off service due to unauthorized use, diversion, or interference, or the customer acknowledges personal responsibility and the Company bills him or her for unauthorized use, diversion, or interference.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, E, 2, c**

- c. The employee shall have in his or her possession a copy of the delinquent account of the customer and request any available verification that the outstanding claims have been satisfied or are currently in dispute. Unless the customer presents evidence that reasonably indicates that the claim has been satisfied or is currently in dispute, the employee may shut off service.
- d. The employee may be authorized to accept payment and shall not shut off service if the customer offers payment in full, together with a reasonable charge for sending the employee to the premises, as provided in the Company's schedule of rates and tariffs.
- e. The customer may pay in any reasonable manner, including personal check. Payment by personal check is not reasonable if the customer has paid with a personal check within the last 12 months and the check has been returned for insufficient funds or no account, excluding bank error.
- f. If the customer or another responsible person is not at the premises and the Company has not made the prior telephone contact provided in subrule a. of this rule, the employee shall leave notice, in a manner that is conspicuous to the customer, that service will be shut off on or after the next business day unless the customer satisfies the outstanding claims. If the customer or another responsible person is not at the premises and the Company has made prior telephone contact with the customer or another responsible person, the employee may shut off service immediately.
- g. If the customer or another responsible person is not at the premises upon the return of the employee, or upon the first visit if the customer or another responsible person does not respond when it reasonably appears that he or she is at the premises, the employee may shut off service.
- h. When the employee shuts off service, the employee shall leave a notice in a conspicuous place upon the premises. The notice shall state that service has been shut off, the address and telephone number of the Company where the customer may arrange to have service restored, and, for all forms printed after the effective date of these rules, that efforts by the customer to restore his or her own service are unlawful and dangerous.

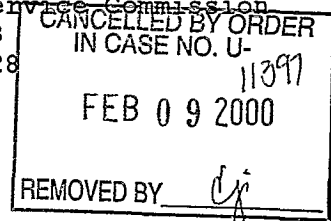
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## STANDARD RULES AND REGULATIONS

### SECTION V,F

#### F. PROCEDURES FOR SHUTOFF OR TERMINATION OF SERVICE

1. **SHUTOFF PERMITTED** - Subject to the requirements of these rules, the Company may shut off or terminate service to a residential customer for any of the following reasons:

- a. The customer has not paid a delinquent account that accrued within the last 6 years.
- b. The customer has failed to provide a deposit or guarantee permitted by these rules.
- c. The customer or others have caused the unauthorized use, diversion, or interference with the Company service situated or delivered on or about the customer's premises.
- d. The customer has failed to comply with the terms and conditions of a settlement agreement.
- e. The customer has refused to arrange access at reasonable times for purposes of inspection, meter reading, maintenance, or the replacement of equipment that is installed upon the premises.
- f. The customer has misrepresented his or her identity for the purpose of obtaining utility service.
- g. The customer has violated any rules of the Company approved by the Commission so as to adversely affect the safety of the customer or other persons or the integrity of the Company system.
- h. A current member of the customer's household has not paid a delinquent account for service that is not in dispute and that is owed by that person, if the customer lived at the same residence served by the Company at the time that all or part of the debt was incurred by the current member of the customer's household. This subrule shall not apply if the Company holds a deposit pursuant to the provisions of Section V, C, 1, a, (5).
- i. The customer has requested the termination of service. The Company shall make reasonable efforts to determine that the customer of record has authorized the termination of service.

2. **SHUTOFF PROHIBITED** - The Company shall not shut off service for any of the following reasons:

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**STANDARD RULES AND REGULATIONS**

**SECTION V,E,3**

- 3. MEDICAL EMERGENCY** - Notwithstanding any other provision of these rules, the Company shall postpone the shutoff of service for a reasonable time, but not more than 21 days, if the customer produces a physician's certificate or notice from a public health or social services official stating that the shutoff of service will aggravate an existing medical emergency of the customer, a member of his or her family, or another permanent resident of the premises. The certificate shall identify the medical emergency and specify the period of time during which shutoff will aggravate the emergency. The Company shall extend the postponement for further periods of not more than 21 days, not to exceed a total postponement of shutoff of service of 63 days, only if the customer produces a physician's certificate. If shutoff of service has occurred without any postponement being obtained, the Company shall restore service for a reasonable time, but not for more than 21 days, and shall continue restoration for further periods of not more than 21 days, not to exceed a total restoration of service of 63 days, only upon the customer providing a physician's certificate.
- 4. RESTORATION OF SERVICE**
- a. After the Company has shut off service, it shall restore service promptly upon the customer's request when the cause has been cured or credit arrangements satisfactory to the Company have been made.
- b. When the Company shuts off service at the customer's meter, the Company shall make every effort to restore service on the day the customer requests restoration. Except for reasons beyond its control, the Company shall restore service not later than the first working day after the customer's request.
- c. The Company may assess the customer a charge, including reasonable costs, for restoring service and relocating the customer's meter as specified in the Company's approved schedule of rates and tariffs. (See Section II, F and also Rule 5 below.)
- 5. CHARGES FOR METER RELOCATION** - The Company may assess a meter relocation charge pursuant to the provisions of Rule 4, c above in any of the following situations:
- a. The Company shut off service by disconnection at the street or pole because the Company could not obtain access to the meter.

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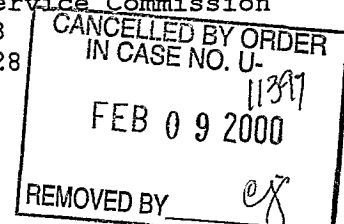
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,2,a

- a. The customer has not paid for items, such as merchandise, appliances, or services, that are not approved by the Commission as an integral part of the utility service that is provided by the Company.
- b. The customer has not paid for concurrent service received at a separate metering point, residence, or location.
- c. The customer has not paid for a different class of service received at the same or a different location. The placing of more than 1 meter at the same location for the purpose of billing the usage of specific residential energy using devices under optional rate schedules or provisions is not a different class of service for the purposes of this rule.
- d. The customer, such as a landlord, has not paid for service used by another person, such as a tenant. The Company may shut off service, however, in any of the following circumstances:
  - (1) If the customer supplies a written statement under oath that the premises are unoccupied.
  - (2) If the premises are occupied and the occupant agrees, in writing, to the shutoff of service.
  - (3) If it is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities. Where it is feasible to provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant refuses, the Company may shut off service pursuant to these rules.

### 3. NOTICE OF SHUTOFF

- a. The Company shall not shut off service pursuant to the provisions of Section V, F, 1, unless it **transmits** a notice, by first-class mail, to the customer or personally serves the notice not less than 10 days before the date of the proposed shutoff. The Company shall send notice to the account name and address and to the address where service is provided if the service address is different and **the transmittal** can be delivered at that **address**. The Company shall maintain a record of the date of **transmittal**.
- b. The Company shall permit a customer to designate a consenting individual or agency to receive a copy of a notice of shutoff.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, E, 5, b**

- b. The Company shut off service for nonpayment on 2 prior occasions.
- c. The customer or another responsible adult refused to permit the Company access to the meter on 5 separate occasions and all of the following provisions apply:
  - (1) The Company can produce documentation of written requests for access.
  - (2) The Company determines that the account is 3 or more months in arrears and is not in dispute.
  - (3) The Company has employed reasonable efforts to secure access to the meter.
- d. The Company shut off service due to unauthorized use, diversion, or interference, or the customer acknowledges personal responsibility and the Company bills him or her for unauthorized use, diversion, or interference.

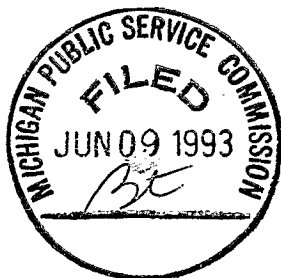
**F. PROCEDURES FOR SHUTOFF OR TERMINATION OF SERVICE**

- 1. **SHUTOFF PERMITTED** - Subject to the requirements of these rules, the Company may shut off or terminate service to a residential customer for any of the following reasons:
  - a. The customer has not paid a delinquent account that accrued within the last 6 years.
  - b. The customer has failed to provide a deposit or guarantee permitted by these rules.
  - c. The customer or others have caused the unauthorized use, diversion, or interference with the Company service situated or delivered on or about the customer's premises.
  - d. The customer has failed to comply with the terms and conditions of a settlement agreement.
  - e. The customer has refused to arrange access at reasonable times for purposes of inspection, meter reading, maintenance, or the replacement of equipment that is installed upon the premises.

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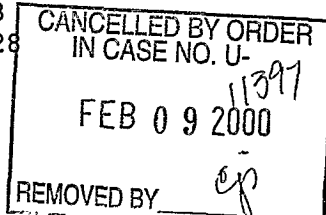
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,3,c

c. Not less than 30 days before the proposed shutoff of service to a single-metered dwelling that is used as a residence for **five** or more families, the Company shall **transmit** a notice to each dwelling unit that indicates that the customer of record, the landlord, has failed to pay an outstanding bill and is subject to shutoff of service on or after a specified date.

4. **FORM OF NOTICE** - A notice of shutoff of service shall contain all of the following information:

- a. The name and address of the customer and, if available, the address at which service is provided, if different.
- b. A clear and concise reason for the proposed shutoff of service.
- c. The date on or after which the Company may shut off service, unless the customer takes appropriate action.
- d. That the customer has the right to enter into a settlement agreement with the Company if the claim is for an amount that is not in dispute and the customer is presently unable to pay in full.
- e. That the customer has the right to file a complaint disputing the claim of the Company before the proposed date of the shutoff of service.
- f. That the customer has the right to request a hearing before a Utility Hearing Officer if the complaint cannot be otherwise resolved and that the customer must pay to the Company that portion of the bill that is not in dispute within 3 days of the date that the customer requested a hearing.
- g. That the customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.
- h. That the Company will not shut off service pending the resolution of a complaint that is filed with the Company in accordance with these rules.
- i. The telephone number and address of the Company where the customer may make inquiry, enter into a settlement agreement, or file a complaint.
- j. That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.

Issued: April 5, 2000

By: Stephen H. Fletcher  
President

Alpena, Michigan



Effective: March 17, 2000

Issued under authority of the  
Michigan Public Service Commission  
dated February 9, 2000  
in Case No. U-11397

CANCELLED BY ORDER	U-15152
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DATE	12-07-07

**STANDARD RULES AND REGULATIONS**

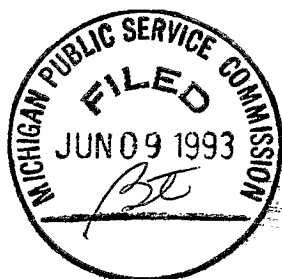
**SECTION V, F, 1, f**

- f. The customer has misrepresented his or her identity for the purpose of obtaining utility service.
  - g. The customer has violated any rules of the Company approved by the Commission so as to adversely affect the safety of the customer or other persons or the integrity of the Company system.
  - h. A current member of the customer's household has not paid a delinquent account for service that is not in dispute and that is owed by that person, if the customer lived at the same residence served by the Company at the time that all or part of the debt was incurred by the current member of the customer's household. This subrule shall not apply if the Company holds a deposit pursuant to the provisions of Section V, C, 1, a, (5).
  - i. The customer has requested the termination of service. The Company shall make reasonable efforts to determine that the customer of record has authorized the termination of service.
- 2. SHUTOFF PROHIBITED** - The Company shall not shut off service for any of the following reasons:
- a. The customer has not paid for items, such as merchandise, appliances, or services, that are not approved by the Commission as an integral part of the utility service that is provided by the Company.
  - b. The customer has not paid for concurrent service received at a separate metering point, residence, or location.
  - c. The customer has not paid for a different class of service received at the same or a different location. The placing of more than 1 meter at the same location for the purpose of billing the usage of specific residential energy using devices under optional rate schedules or provisions is not a different class of service for the purposes of this rule.
  - d. The customer, such as a landlord, has not paid for service used by another person, such as a tenant. The Company may shut off service, however, in any of the following circumstances:
    - (1) If the customer supplies a written statement under oath that the premises are unoccupied.

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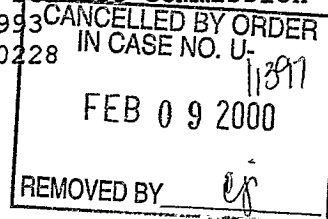
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in Case No. U-10228



## STANDARD RULES AND REGULATIONS

### SECTION V,F,4,k

- k. That the Company will postpone the shutoff of service if a medical emergency exists at the customer's residence.
- l. That the Company may require a deposit and restoration charge if the Company shuts off service for nonpayment of a delinquent account.
- m. That the customer should contact the Company for information about the winter protection plan if the date on or after which shutoff of service may occur is between November 15 and March 31.

### 5. DISPUTED CLAIM

- a. **If** a customer advises the Company, before the date of the proposed shutoff of service, that all or part of a bill is in dispute, **then** the Company shall do all of the following:
  - (1) Immediately record the date, time, and place the customer made the complaint and **transmit** verification to the customer.
  - (2) Investigate the dispute promptly and completely.
  - (3) Advise the customer of the results of the investigation.
  - (4) Attempt to resolve the dispute informally in a manner that is satisfactory to both parties.
  - (5) Provide the opportunity for the customer to settle the disputed claim or satisfy any liability that is not in dispute.
- b. A customer may advise the Company that a claim is in dispute in any reasonable manner, such as by written notice, in person, or by a telephone call directed to the Company.
- c. The Company, in attempting to resolve the dispute, may employ telephone communication, personal meetings, **on-site** visits, or any other technique that is reasonably conducive to dispute settlement.

- 6. **HEARING** - If the parties are unable to resolve the dispute, the Company shall offer the customer the opportunity for a hearing before a Utility Hearing Officer. If the customer fails to request a hearing within 3 days of the date that the opportunity for hearing is offered, or if the customer fails to pay the part of the bill that is not in dispute within 3 days of the date that he or she requests the hearing, the Company may exercise its right to shut off service pursuant to these rules.

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President

Alpena, Michigan



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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 2, d, (2)**

- (2) If the premises are occupied and the occupant agrees, in writing, to the shutoff of service.
- (3) If it is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities. Where it is feasible to provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant refuses, the Company may shut off service pursuant to these rules.

**3. NOTICE OF SHUTOFF**

- a. The Company shall not shut off service pursuant to the provisions of Section V, F, 1, unless it sends a written notice, by first-class mail, to the customer or personally serves the notice not less than 10 days before the date of the proposed shutoff. The Company shall send notice to the account name and address and to the address where service is provided if the service address is different and mail can be delivered there. The Company shall maintain a record of the date of mailing.
- b. The Company shall permit a customer to designate a consenting individual or agency to receive a copy of a notice of shutoff.
- c. Not less than 30 days before the proposed shutoff of service to a single-metered dwelling that is used as a residence for 5 or more families, the Company shall mail or deliver a notice, if possible, to each dwelling unit that indicates that the customer of record, the landlord, has failed to pay an outstanding bill and is subject to shutoff of service on or after a specified date.

**4. FORM OF NOTICE** - A notice of shutoff of service shall contain all of the following information:

- a. The name and address of the customer and, if available, the address at which service is provided, if different.
- b. A clear and concise reason for the proposed shutoff of service.
- c. The date on or after which the Company may shut off service, unless the customer takes appropriate action.

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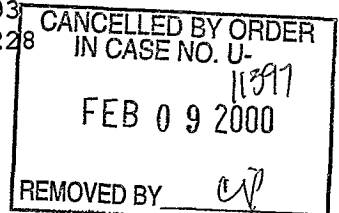
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,7

#### 7. PAYMENT OF AMOUNT NOT IN DISPUTE

- a. If a customer requests a hearing before a Utility Hearing Officer, the customer shall cooperate in the Company's investigation of the complaint and shall pay to the Company the part of the bill that is not in dispute.
- b. The amount that is not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors.
- c. If the parties are unable to mutually determine the amount that is not in dispute, the customer shall pay, to the Company, 50% of the bill in dispute, but not more than \$100.00 per billing period. If the bill in dispute includes usage that has not been previously billed, such as backbilling, the customer shall pay, to the Company, the amount that is not in dispute for usage not previously billed or 50% of the amount in dispute for usage not previously billed, but not more than \$100.00 for the amount not previously billed.
- d. The amount that is not in dispute shall be subject to review at the hearing before the Utility Hearing Officer in accordance with the provisions of Section V, F, 9.
- e. If the customer fails to pay the amount that is not in dispute within 3 days of the date that he or she requests a hearing, the customer waives the right to a hearing and the Company may shut off service as provided in Section V, E.
- f. If the dispute is ultimately resolved in favor of the customer, in whole or in part, the Company shall return promptly any excess amount paid by the customer, with interest at the rate specified pursuant to the provisions of Section V, C, 4, d.

#### 8. NOTICE OF HEARING

- a. The Company shall *transmit* or personally serve the customer with a written notice of the time, date, and place of the hearing not less than 10 days before the hearing.
- b. The notice shall describe the hearing procedures as contained in these rules.
- c. Failure of the customer or the Company to attend the hearing without a good reason or without having requested an adjournment constitutes a waiver of the right of that party to the hearing.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 4, d**

- d. That the customer has the right to enter into a settlement agreement with the Company if the claim is for an amount that is not in dispute and the customer is presently unable to pay in full.
- e. That the customer has the right to file a complaint disputing the claim of the Company before the proposed date of the shutoff of service.
- f. That the customer has the right to request a hearing before a Utility Hearing Officer if the complaint cannot be otherwise resolved and that the customer must pay to the Company that portion of the bill that is not in dispute within 3 days of the date that the customer requested a hearing.
- g. That the customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.
- h. That the Company will not shut off service pending the resolution of a complaint that is filed with the Company in accordance with these rules.
- i. The telephone number and address of the Company where the customer may make inquiry, enter into a settlement agreement, or file a complaint.
- j. That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
- k. That the Company will postpone the shutoff of service if a medical emergency exists at the customer's residence.
- l. That the Company may require a deposit and restoration charge if the Company shuts off service for nonpayment of a delinquent account.
- m. That the customer should contact the Company for information about the winter protection plan if the date on or after which shutoff of service may occur is between November 15 and March 31.

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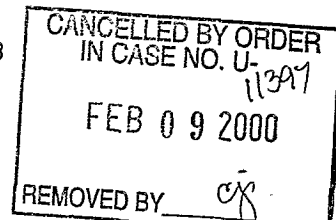
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,9

#### 9. HEARING PROCEDURES

- a. The Company shall establish hearing procedures that, at a minimum, provide the customer and the Company with all of the following rights:
- (1) The right to represent themselves, to be represented by counsel, or to be assisted by persons of their choice.
  - (2) The right to examine, not less than 2 days before a scheduled hearing, a list of all witnesses who will testify and all documents, records, files, account data, and similar material that may be relevant to the issues to be raised at the hearing.
  - (3) The right to present evidence, testimony, and oral and written argument.
  - (4) The right to confront and question witnesses appearing on behalf of the other party.
- b. A hearing shall be held during normal business hours. The Company shall take reasonable steps to ensure that a customer who is unable to attend a hearing due to physical incapacity is not denied the right to a hearing.
- c. The Company has the burden of proof by a preponderance of the evidence.
- d. All witnesses who appear for either party shall testify under oath.
- e. A hearing shall be informal and the proceedings need not be recorded or transcribed. All relevant evidence shall be received and the formal rules of evidence shall not apply.
- f. For each hearing, the Utility Hearing Officer shall compile a record that contains all of the following:
- (1) A concise statement, in writing, of the position of the Company.
  - (2) A concise statement, in writing, of the position of the customer. If the customer has not put his or her position in writing, **then** the hearing process shall provide a method for accomplishing this **writing** with the opportunity for proper acknowledgment by the customer.
  - (3) Copies of all evidence submitted by the parties.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 5**

**5. DISPUTED CLAIM**

a. When a customer advises the Company, before the date of the proposed shutoff of service, that all or part of a bill is in dispute, the Company shall do all of the following:

- (1) Immediately record the date, time, and place the customer made the complaint and mail verification to the customer.
- (2) Investigate the dispute promptly and completely.
- (3) Advise the customer of the results of the investigation.
- (4) Attempt to resolve the dispute informally in a manner that is satisfactory to both parties.
- (5) Provide the opportunity for the customer to settle the disputed claim or satisfy any liability that is not in dispute.

b. A customer may advise the Company that a claim is in dispute in any reasonable manner, such as by written notice, in person, or by a telephone call directed to the Company.

c. The Company, in attempting to resolve the dispute, may employ telephone communication, personal meetings, onsite visits, or any other technique that is reasonably conducive to dispute settlement.

**6. HEARING** - If the parties are unable to resolve the dispute, the Company shall offer the customer the opportunity for a hearing before a Utility Hearing Officer. If the customer fails to request a hearing within 3 days of the date that the opportunity for hearing is offered, or if the customer fails to pay the part of the bill that is not in dispute within 3 days of the date that he or she requests the hearing, the Company may exercise its right to shut off service pursuant to these rules.

**7. PAYMENT OF AMOUNT NOT IN DISPUTE**

a. If a customer requests a hearing before a Utility Hearing Officer, the customer shall cooperate in the Company's investigation of the complaint and shall pay to the Company the part of the bill that is not in dispute.

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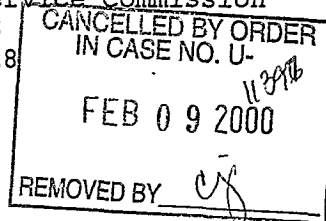
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,9,g

- g. At the conclusion of the hearing, the Utility Hearing Officer may orally state his or her findings and the decision or adjourn the hearing and inform the parties that the decision will be **transmitted** within **seven** days. At the request of the customer, the Utility Hearing Officer shall adjourn the hearing and **transmit** the decision within **seven** days. In all cases, the Utility Hearing Officer shall issue a complaint determination in a form that is approved by the Commission. The complaint determination shall contain both of the following:
- (1) A concise summary of the evidence and the arguments presented by the parties.
  - (2) The decision, and the reasons **for the decision**, of the Utility Hearing Officer based solely upon the evidence received.
- h. At the conclusion of the hearing and again upon issuance of the complaint determination, the Utility Hearing Officer shall advise the customer and the Company of all of the following:
- (1) That each party has a right to make an informal appeal to the Commission staff, by mail, telephone, or in person, within **seven** days of issuance of the complaint determination.
  - (2) That, if appealed, the decision of the Utility Hearing Officer, including a finding that the service may be shut off, cannot be implemented **until** review by the Commission staff.
  - (3) The address and telephone number where the customer or the Company may make an informal appeal to the Commission staff.
- i. Before issuance of a complaint determination, the Utility Hearing Officer may propose a settlement to the parties. If both parties accept the settlement, it shall be reduced to writing and signed by both parties.
- j. Within **seven** days of the conclusion of the hearing, the Utility Hearing Officer shall serve the parties with all of the following:
- (1) A copy of the complaint determination.
  - (2) Appeal information as provided in subrule h. of this rule.
  - (3) **If** applicable, a copy of the signed settlement agreement.

CANCELLED  
BY \_\_\_\_\_  
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Alpena, Michigan



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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 7, b**

- b. The amount that is not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors.
- c. If the parties are unable to mutually determine the amount that is not in dispute, the customer shall pay, to the Company, 50% of the bill in dispute, but not more than \$100.00 per billing period. If the bill in dispute includes usage that has not been previously billed, such as backbilling, the customer shall pay, to the Company, the amount that is not in dispute for usage not previously billed or 50% of the amount in dispute for usage not previously billed, but not more than \$100.00 for the amount not previously billed.
- d. The amount that is not in dispute shall be subject to review at the hearing before the Utility Hearing Officer in accordance with the provisions of Section V, F, 9.
- e. If the customer fails to pay the amount that is not in dispute within 3 days of the date that he or she requests a hearing, the customer waives the right to a hearing and the Company may shut off service as provided in Section V, E.
- f. If the dispute is ultimately resolved in favor of the customer, in whole or in part, the Company shall return promptly any excess amount paid by the customer, with interest at the rate specified pursuant to the provisions of Section V, C, 4, d.

**8. NOTICE OF HEARING**

- a. The Company shall mail or personally serve the customer with a written notice of the time, date, and place of the hearing not less than 10 days before the hearing.
- b. The notice shall describe the hearing procedures as contained in these rules.
- c. Failure of the customer or the Company to attend the hearing without a good reason or without having requested an adjournment constitutes a waiver of the right of that party to the hearing.

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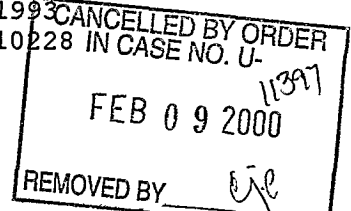
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,9,k

- k. The complaint determination and a copy of the signed settlement agreement, if any, shall be made a part of the hearing record. The Utility Hearing Officer shall certify the hearing record.
- l. The complaint determination is binding upon the parties unless appealed as provided in these rules.

### 10. SETTLEMENT AGREEMENT

- a. If the Company and the customer arrive at a mutually satisfactory settlement of a claim in dispute or if the customer does not dispute liability to the Company, but claims the inability to pay the outstanding bill in full, **then** the Company shall offer the customer the opportunity to enter into a settlement agreement.
- b. A settlement agreement shall be in writing and signed by the customer or his or her authorized representative and an authorized representative of the Company. The Company shall confirm, in writing, a settlement reached by telephone and shall **transmit the settlement** to the customer with instructions to sign a confirming copy and return it in a postage-paid, self-addressed envelope. The Company shall retain the original settlement agreement for 2 years.
- c. In negotiating a settlement agreement due to the customer's inability to pay an outstanding bill in full, the Company shall not require the customer to pay more than a reasonable amount of the outstanding bill upon signing the agreement and not more than reasonable installments until the remaining balance is paid.
- d. For purposes of determining reasonableness, the parties shall consider all of the following factors:
  - (1) The size of the delinquent account.
  - (2) The customer's ability to pay.
  - (3) The time that the debt has been outstanding.
  - (4) The reasons that the customer has not paid the bill.
  - (5) The customer's payment history.
  - (6) Any other relevant factors concerning the circumstances of the customer.

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STANDARD RULES AND REGULATIONS

SECTION V, F, 9

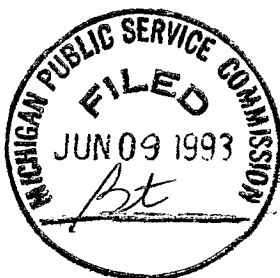
9. HEARING PROCEDURES

- a. The Company shall establish hearing procedures that, at a minimum, provide the customer and the Company with all of the following rights:
- (1) The right to represent themselves, to be represented by counsel, or to be assisted by persons of their choice.
  - (2) The right to examine, not less than 2 days before a scheduled hearing, a list of all witnesses who will testify and all documents, records, files, account data, and similar material that may be relevant to the issues to be raised at the hearing.
  - (3) The right to present evidence, testimony, and oral and written argument.
  - (4) The right to confront and question witnesses appearing on behalf of the other party.
- b. A hearing shall be held during normal business hours. The Company shall take reasonable steps to ensure that a customer who is unable to attend a hearing due to physical incapacity is not denied the right to a hearing.
- c. The Company has the burden of proof by a preponderance of the evidence.
- d. All witnesses who appear for either party shall testify under oath.
- e. A hearing shall be informal and the proceedings need not be recorded or transcribed. All relevant evidence shall be received and the formal rules of evidence shall not apply.
- f. For each hearing, the Utility Hearing Officer shall compile a record that contains all of the following:
- (1) A concise statement, in writing, of the position of the Company.
  - (2) A concise statement, in writing, of the position of the

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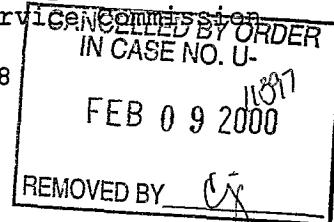
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,10,e

- e. A settlement agreement that is offered by the Company shall state, immediately preceding the space provided for the customer's signature and in bold print that is not less than 2 sizes larger than any other print that is used on the form, : **"IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT AND HAVE A HEARING BEFORE A UTILITY HEARING OFFICER BEFORE YOUR SERVICE MAY BE SHUT OFF. IF YOU DO SIGN THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO AN INFORMAL HEARING BEFORE A UTILITY HEARING OFFICER ON ANY MATTER INVOLVED IN THIS DISPUTE EXCEPT THE COMPANY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT"**.

### 11. DEFAULT OF SETTLEMENT AGREEMENT

- a. If a customer fails to comply with the terms and conditions of a settlement agreement, the Company may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
- (1) That the customer is in default of the settlement agreement.
  - (2) The nature of the default.
  - (3) That unless the customer pays in full within 10 days of the date of mailing, the Company may shut off service.
  - (4) The date on or after which the Company may shut off service.
  - (5) That the customer has a right to request a hearing before a Utility Hearing Officer only if the customer alleges that the Company has failed or refused to follow the terms of the settlement agreement.
  - (6) The address and telephone number where the customer may file the request for a hearing with the Company.
- b. The Company is not required to enter into a subsequent settlement agreement with a customer until he or she has complied fully with the terms of a previous settlement agreement.
- c. The Company is not required to enter into a subsequent settlement agreement with a customer who defaulted on the terms and conditions of an agreement within the last 2 years.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 9, f, (2) (Continued)**

customer. If the customer has not put his or her position in writing, the hearing process shall provide a method for accomplishing this with the opportunity for proper acknowledgment by the customer.

(3) Copies of all evidence submitted by the parties.

g. At the conclusion of the hearing, the Utility Hearing Officer may orally state his or her findings and the decision or adjourn the hearing and inform the parties that the decision will be mailed within 7 days. At the request of the customer, the Utility Hearing Officer shall adjourn the hearing and mail the decision within 7 days. In all cases, the Utility Hearing Officer shall issue a complaint determination in a form that is approved by the Commission. The complaint determination shall contain both of the following:

(1) A concise summary of the evidence and the arguments presented by the parties.

(2) The decision, and the reasons therefor, of the Utility Hearing Officer based solely upon the evidence received.

h. At the conclusion of the hearing and again upon issuance of the complaint determination, the Utility Hearing Officer shall advise the customer and the Company of all of the following:

(1) That each party has a right to make an informal appeal to the Commission staff, by mail, telephone, or in person, within 7 days of issuance of the complaint determination.

(2) That, if appealed, the decision of the Utility Hearing Officer, including a finding that the service may be shut off, cannot be implemented pending review by the Commission staff.

(3) The address and telephone number where the customer or the Company may make an informal appeal to the Commission staff.

i. Before issuance of a complaint determination, the Utility Hearing Officer may propose a settlement to the parties. If both parties accept the settlement, it shall be reduced to writing and signed by both parties.

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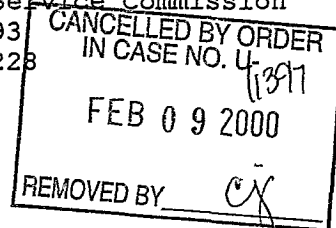
By: Stephen H. Fletcher  
President

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## STANDARD RULES AND REGULATIONS

### SECTION V,F,11,d

d. If the customer and the Company reach a settlement agreement following a notice of shutoff, the failure of the customer to abide by the terms of the settlement agreement during the first 60 days of the agreement constitutes a waiver of the notice required by subrule a. of this rule. The Company may shutoff service after notice as described in the provisions of Section V, E, 2.

**12. SAME DISPUTE** - The Company may disregard a customer complaint or dispute that involves the same question or issue based upon the same facts, and is not required to comply with these rules more than once before shutoff of service.

**13. EMERGENCY SHUTOFF** - Notwithstanding any other provision of these rules, the Company may shut off service temporarily for reasons of health or safety or in a state or national emergency. When the Company shuts off service for reasons of health or safety, the Company shall leave a notice in accordance with the provisions of Section V, E, 2, h.

### **14. WINTER PROTECTION PLAN**

a. As used in this rule:

(1) "Eligible customer" means either an eligible low-income customer or an eligible senior citizen customer.

(2) "Eligible low-income customer" means a Company customer whose household income does not exceed 150% of the poverty level, as published by the United States Department of Health and Human Services, or who receives any of the following:

(a) Supplemental security income, aid to families with dependent children, or general assistance.

(b) Food stamps.

(c) Medicaid.

(3) "Eligible senior citizen customer" means a Company customer who is 65 years of age or older and who advises the Company of his or her eligibility.

b. The Company shall not shut off service to an eligible customer during the space heating season for nonpayment of a delinquent account if the customer is an eligible senior citizen or if the customer pays to the Company a monthly payment amount equal to 7% of the estimated annual bill for the eligible customer and the eligible customer demonstrates, within 14 days of requesting shutoff protection, that he or she has made

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 9, j**

- j. Within 7 days of the conclusion of the hearing, the Utility Hearing Officer shall serve the parties with all of the following:
  - (1) A copy of the complaint determination.
  - (2) Appeal information as provided in subrule h. of this rule.
  - (3) When applicable, a copy of the signed settlement agreement.
- k. The complaint determination and a copy of the signed settlement agreement, if any, shall be made a part of the hearing record. The Utility Hearing Officer shall certify the hearing record.
- l. The complaint determination is binding upon the parties unless appealed as provided in these rules.

**10. SETTLEMENT AGREEMENT**

- a. If the Company and the customer arrive at a mutually satisfactory settlement of a claim in dispute or if the customer does not dispute liability to the Company, but claims the inability to pay the outstanding bill in full, the Company shall offer the customer the opportunity to enter into a settlement agreement.
- b. A settlement agreement shall be in writing and signed by the customer or his or her authorized representative and an authorized representative of the Company. The Company shall confirm, in writing, a settlement reached by telephone and shall mail it to the customer with instructions to sign a confirming copy and return it in a postage-paid, self-addressed envelope. The Company shall retain the original settlement agreement for 2 years.
- c. In negotiating a settlement agreement due to the customer's inability to pay an outstanding bill in full, the Company shall not require the customer to pay more than a reasonable amount of the outstanding bill upon signing the agreement and not more than reasonable installments until the remaining balance is paid.
- d. For purposes of determining reasonableness, the parties shall consider all of the following factors:
  - (1) The size of the delinquent account.
  - (2) The customer's ability to pay.

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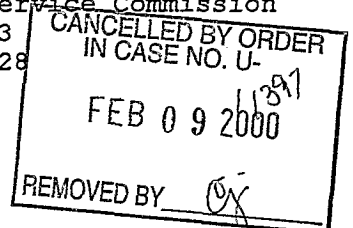
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,14,b (Continued)

application for State or Federal heating assistance. If an arrearage exists at the time an eligible customer applies for protection from shutoff of service during the space heating season, the Company shall permit the customer to pay the arrearage in equal monthly installments between the date of application and the start of the subsequent space heating season.

- c. The Company may shut off service to an eligible low-income customer who does not pay the monthly amounts referred to in subrule b. of this rule after giving notice in the manner required by these rules. The Company is not required to offer a settlement agreement to an eligible low-income customer who fails to make the monthly payments referred to in subrule b. of this rule.
- d. If a customer fails to comply with the terms and conditions of this rule, the Company may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
- (1) That the customer has defaulted on the winter protection plan.
  - (2) The nature of the default.
  - (3) That unless the customer makes the payments that are past due under this rule within 10 days of the date of mailing, the Company may shut off service.
  - (4) The date on or after which the Company may shut off service, unless the customer takes appropriate action.
  - (5) That the customer has the right to file a complaint disputing the claim of the Company before the date of the proposed shutoff of service.
  - (6) That the customer has the right to request a hearing before a Utility Hearing Officer if the complaint cannot be otherwise resolved and that the customer must pay to the Company that portion of the bill that is not in dispute within 3 days of the date that the customer requests a hearing.
  - (7) That the customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.
  - (8) That the Company will not shut off service pending the resolution of a complaint that is filed with the Company in accordance with these rules.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 10, d, (3)**

- (3) The time that the debt has been outstanding.
- (4) The reasons that the customer has not paid the bill.
- (5) The customer's payment history.
- (6) Any other relevant factors concerning the circumstances of the customer.

e. A settlement agreement that is offered by the Company shall state, immediately preceding the space provided for the customer's signature and in bold print that is not less than 2 sizes larger than any other print that is used on the form, : **"IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT AND HAVE A HEARING BEFORE A UTILITY HEARING OFFICER BEFORE YOUR SERVICE MAY BE SHUT OFF. IF YOU DO SIGN THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO AN INFORMAL HEARING BEFORE A UTILITY HEARING OFFICER ON ANY MATTER INVOLVED IN THIS DISPUTE EXCEPT THE COMPANY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT"**.

**11. DEFAULT OF SETTLEMENT AGREEMENT**

- a. If a customer fails to comply with the terms and conditions of a settlement agreement, the Company may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
- (1) That the customer is in default of the settlement agreement.
  - (2) The nature of the default.
  - (3) That unless the customer pays in full within 10 days of the date of mailing, the Company may shut off service.
  - (4) The date on or after which the Company may shut off service.
  - (5) That the customer has a right to request a hearing before a Utility Hearing Officer only if the customer alleges that the Company has failed or refused to follow the terms of the settlement agreement.
  - (6) The address and telephone number where the customer may file the request for a hearing with the Company.
- b. The Company is not required to enter into a subsequent settlement

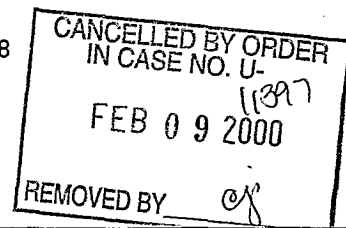
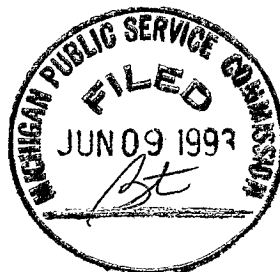
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,14,d,(9)

- (9) The telephone number and address of the Company where the customer may make inquiry, enter into a settlement agreement, or file a complaint.
- (10) That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
- (11) That the Company will postpone shutoff of service if a medical emergency exists at the customer's residence.
- (12) That the Company may require a deposit and restoration charge if the Company shuts off service for nonpayment of a delinquent account.
- e. At the conclusion of the space heating season, the Company shall reconcile the accounts of eligible customers and permit customers to pay any amounts owing in equal monthly installments between April 1 and December 1. The Company may shut off service to eligible customers who fail to make installment payments on a timely basis in the manner required by these rules. At the option of the customer, between April 1 and November 30, the customer may choose to pay 9% of the estimated annual bill for each month together with the monthly installment for any pre-enrollment arrearage in lieu of the amount otherwise owing for actual and reconciled past due amounts. After November 30, the Company shall reconcile the account of any customer having chosen and fulfilled the obligations of the 9% option by refunding any net overcollection or adding any net undercollection to the customer's arrearage for the upcoming space heating season. If a customer fails to make all payments required pursuant to the 9% option, the Company may immediately reconcile his or her account by refunding any net overcollection or by adding any net undercollection to the customer's current bill.
- f. The Company shall not require an eligible low-income customer whose electric service has been shut off before applying for protection under this rule to pay a fee for restoring service or a security deposit pursuant to the provisions of Section V, C, 2 during the space heating season. The Company may not require an amount greater than one twelfth of an arrearage owing in order to restore service or initiate participation in the winter protection plan. The 7% payment shall be billed according to normal billing procedures for the Company.
- g. An eligible low-income customer may pre-enroll in the winter protection plan between November 15 and November 30 by paying the current usage plus one-twelfth of any arrearage and agreeing to the terms of the winter protection plan for the upcoming space heating season. An eligible senior citizen customer may pre-enroll by advising the

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**STANDARD RULES AND REGULATIONS**

**SECTION V,F,11,b (Continued)**

agreement with a customer until he or she has complied fully with the terms of a previous settlement agreement.

- c. The Company is not required to enter into a subsequent settlement agreement with a customer who defaulted on the terms and conditions of an agreement within the last 2 years.
- d. If the customer and the Company reach a settlement agreement following a notice of shutoff, the failure of the customer to abide by the terms of the settlement agreement during the first 60 days of the agreement constitutes a waiver of the notice required by subrule a. of this rule. The Company may shutoff service after notice as described in the provisions of Section V, E, 2.

**12. SAME DISPUTE** - The Company may disregard a customer complaint or dispute that involves the same question or issue based upon the same facts, and is not required to comply with these rules more than once before shutoff of service.

**13. EMERGENCY SHUTOFF** - Notwithstanding any other provision of these rules, the Company may shut off service temporarily for reasons of health or safety or in a state or national emergency. When the Company shuts off service for reasons of health or safety, the Company shall leave a notice in accordance with the provisions of Section V, E, 2, h.

**14. WINTER PROTECTION PLAN**

a. As used in this rule:

- (1) "Eligible customer" means either an eligible low-income customer or an eligible senior citizen customer.
- (2) "Eligible low-income customer" means a Company customer whose household income does not exceed 150% of the poverty level, as published by the United States Department of Health and Human Services, or who receives any of the following:
  - (a) Supplemental security income, aid to families with dependent children, or general assistance.
  - (b) Food stamps.
  - (c) Medicaid.

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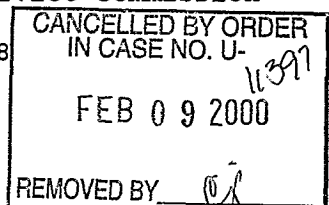
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## STANDARD RULES AND REGULATIONS

### SECTION V,F,14,g (Continued)

Company of his or her eligibility. A pre-enrolled customer shall not have his or her service terminated prior to the commencement of the winter protection plan. A customer who is off service as of November 15 shall be eligible to pre-enroll in the winter protection plan and have service restored immediately after fulfilling the requirements for pre-enrollment. Further, an off service low-income customer who applies during the pre-enrollment period shall be entitled to have all deposits and reconnection fees waived.

#### G. COMMISSION APPEAL PROCEDURES

1. **INFORMAL APPEAL** - Within 7 days after a Utility Hearing Officer issues a written complaint determination, either party may make an informal appeal to the Commission staff.

#### 2. FILING PROCEDURES

a. A party may make an informal appeal in any reasonable manner. The informal appeal need not be in writing and may be initiated by telephone or in person at the offices of the Commission.

b. A written appeal need not be verified.

c. The appealing party shall provide all of the following information:

(1) Name and address of the customer.

(2) Name of the utility involved.

(3) The nature of the original complaint in a clear and concise manner.

(4) The relief requested.

3. **EXHAUSTION OF REMEDIES** - The Commission staff may require a customer to pursue remedies directly with the Company as provided in these rules before accepting an informal appeal. The Commission may waive this rule when circumstances require.

#### 4. INFORMAL APPEAL PROCEDURES

a. The Commission staff shall assign the informal appeal to a Complaint and Information Officer or another employee of the Commission as the Commission may designate. The officer or designated employee shall reduce the appeal to writing and shall have all of the following responsibilities:

(1) Advising the appealing party of the procedures of the Commission by telephone or in writing.

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 14, a, (3)**

- (3) "Eligible senior citizen customer" means a Company customer who is 65 years of age or older and who advises the Company of his or her eligibility.
- b. The Company shall not shut off service to an eligible customer during the space heating season for nonpayment of a delinquent account if the customer is an eligible senior citizen or if the customer pays to the Company a monthly payment amount equal to 7% of the estimated annual bill for the eligible customer and the eligible customer demonstrates, within 14 days of requesting shutoff protection, that he or she has made application for State or Federal heating assistance. If an arrearage exists at the time an eligible customer applies for protection from shutoff of service during the space heating season, the Company shall permit the customer to pay the arrearage in equal monthly installments between the date of application and the start of the subsequent space heating season.
- c. The Company may shut off service to an eligible low-income customer who does not pay the monthly amounts referred to in subrule b. of this rule after giving notice in the manner required by these rules. The Company is not required to offer a settlement agreement to an eligible low-income customer who fails to make the monthly payments referred to in subrule b. of this rule.
- d. If a customer fails to comply with the terms and conditions of this rule, the Company may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
- (1) That the customer has defaulted on the winter protection plan.
  - (2) The nature of the default.
  - (3) That unless the customer makes the payments that are past due under this rule within 10 days of the date of mailing, the Company may shut off service.
  - (4) The date on or after which the Company may shut off service, unless the customer takes appropriate action.
  - (5) That the customer has the right to file a complaint disputing

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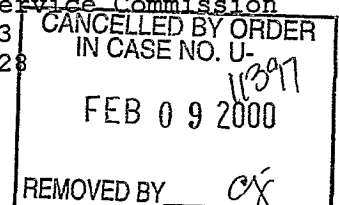
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## STANDARD RULES AND REGULATIONS

### SECTION V,G,4,a,(2)

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- (2) Advising the other party that an informal appeal has been filed.
  - (3) Issuing interim determinations as necessary.
  - (4) Reviewing or investigating the appeal as provided in these rules.
  - (5) Issuing an informal appeal decision.
- b. Upon notification by the Commission staff that an informal appeal has been made, the Company shall promptly file, with the Commission staff, the certified hearing record. The parties shall be bound by the evidence presented at the hearing and contained in the hearing record. In arriving at the informal appeal decision, the Complaint and Information Officer or designated employee shall not be required to receive or consider any additional evidence or information.
- c. In all informal appeals, the Company has the burden of proof by a preponderance of the evidence.
- 5. INTERIM DETERMINATION**
- a. After receiving the hearing record and pending final resolution of an informal appeal, the Complaint and Information Officer or designated employee may issue an interim determination with appropriate terms and conditions. In the case of an appeal regarding a bill or deposit, the Complaint and Information Officer or designated employee may require a customer to pay the undisputed portion of a claim in order to continue the prohibition against the shutoff of service as provided in these rules. The Complaint and Information Officer or designated employee may consider amounts that reasonably appear to reflect the cost of utility service in determining the undisputed portion of a claim.
  - b. If a customer fails to abide by the terms and conditions of an interim determination within 10 days of the date of personal service or mailing of the interim determination by first-class mail, the Company may shut off service as provided in these rules.
- 6. APPEAL REVIEW** - The Complaint and Information Officer or designated employee shall review the informal appeal thoroughly and, when necessary, conduct further investigation. A party may offer new evidence if the Complaint and Information Officer or designated employee determines that it is relevant and could not have been offered at the hearing before the Utility Hearing Officer through the exercise of due diligence by the offering party. When further investigation is necessary, the Complaint and Information Officer or designated

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**STANDARD RULES AND REGULATIONS**

**SECTION V, F, 14, d, (5) (Continued)**

the claim of the Company before the date of the proposed shutoff of service.

- (6) That the customer has the right to request a hearing before a Utility Hearing Officer if the complaint cannot be otherwise resolved and that the customer must pay to the Company that portion of the bill that is not in dispute within 3 days of the date that the customer requests a hearing.
  - (7) That the customer has the right to represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.
  - (8) That the Company will not shut off service pending the resolution of a complaint that is filed with the Company in accordance with these rules.
  - (9) The telephone number and address of the Company where the customer may make inquiry, enter into a settlement agreement, or file a complaint.
  - (10) That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
  - (11) That the Company will postpone shutoff of service if a medical emergency exists at the customer's residence.
  - (12) That the Company may require a deposit and restoration charge if the Company shuts off service for nonpayment of a delinquent account.
- e. At the conclusion of the space heating season, the Company shall reconcile the accounts of eligible customers and permit customers to pay any amounts owing in equal monthly installments between April 1 and December 1. The Company may shut off service to eligible customers who fail to make installment payments on a timely basis in the manner required by these rules. At the option of the customer, between April 1 and November 30, the customer may choose to pay 9% of the estimated annual bill for each month together with the monthly installment for any pre-enrollment arrearage in lieu of the amount otherwise owing for actual and

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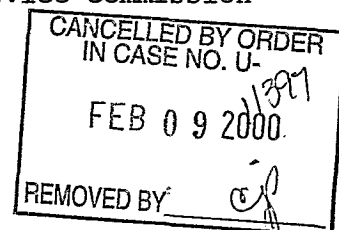
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## STANDARD RULES AND REGULATIONS

### SECTION V,G,6 (Continued)

employee may request additional evidence or, at his or her own initiative, may hold an informal conference with the parties or their representatives at a time and place designated by the officer or employee. If either party fails to appear at the informal conference without good reason or without having requested an adjournment, the right of the absent party to appear at the conference shall be waived. At an informal conference, the parties shall have the right to do all of the following:

- a. Represent themselves, to be represented by counsel, or to be assisted by other persons of their choice.
  - b. Present oral and documentary evidence.
  - c. Refute, in a reasonable manner, the evidence of the other party.
  - d. Submit an oral or written statement of position.
7. **SHUTOFF PENDING DECISION** - The Company shall not shut off service or issue a notice of shutoff related to the matter in dispute pending the decision of the Commission staff, except pursuant to the terms of an interim determination.
8. **INFORMAL APPEAL DECISION** - The Complaint and Information Officer or other employee so designated by the Commission shall, within 30 days after the Company files the certified record, issue a written informal appeal decision affirming, modifying, or reversing the complaint determination. In reversing or modifying the complaint determination, the decision shall set forth the terms and conditions for continued service, shutoff, or a proposed settlement agreement as required by the facts and circumstances. The decision shall state the relevant findings of fact and the reasons for the decision.
9. **FAILURE TO COMPLY WITH INFORMAL APPEAL DECISION** - A copy of the informal appeal decision shall be served personally or by first-class mail on the parties. Failure of either party to comply with the decision within 10 days from the date of service by mailing shall permit implementation of the action or remedy provided by the decision.
10. **SAME DISPUTE** - The Commission staff may dismiss a subsequent informal appeal that involves the same question or issue based upon the same facts without following every procedure set forth in these rules.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,F,14,e (Continued)**

reconciled past due amounts. After November 30, the Company shall reconcile the account of any customer having chosen and fulfilled the obligations of the 9% option by refunding any net overcollection or adding any net undercollection to the customer's arrearage for the upcoming space heating season. If a customer fails to make all payments required pursuant to the 9% option, the Company may immediately reconcile his or her account by refunding any net overcollection or by adding any net undercollection to the customer's current bill.

- f. The Company shall not require an eligible low-income customer whose electric service has been shut off before applying for protection under this rule to pay a fee for restoring service or a security deposit pursuant to the provisions of Section V, C, 2 during the space heating season. The Company may not require an amount greater than one twelfth of an arrearage owing in order to restore service or initiate participation in the winter protection plan. The .7% payment shall be billed according to normal billing procedures for the Company.
- g. An eligible low-income customer may pre-enroll in the winter protection plan between November 15 and November 30 by paying the current usage plus one-twelfth of any arrearage and agreeing to the terms of the winter protection plan for the upcoming space heating season. An eligible senior citizen customer may pre-enroll by advising the Company of his or her eligibility. A pre-enrolled customer shall not have his or her service terminated prior to the commencement of the winter protection plan. A customer who is off service as of November 15 shall be eligible to pre-enroll in the winter protection plan and have service restored immediately after fulfilling the requirements for pre-enrollment. Further, an off service low-income customer who applies during the pre-enrollment period shall be entitled to have all deposits and reconnection fees waived.

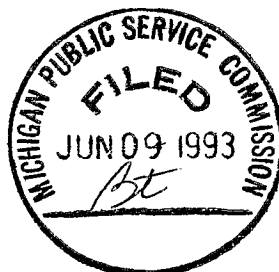
**G. COMMISSION APPEAL PROCEDURES**

- 1. **INFORMAL APPEAL** - Within 7 days after a Utility Hearing Officer issues a written complaint determination, either party may make an informal appeal to the Commission staff.
- 2. **FILING PROCEDURES**
  - a. A party may make an informal appeal in any reasonable manner.

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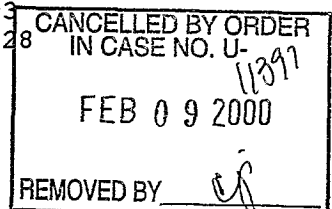
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## STANDARD RULES AND REGULATIONS

### SECTION V,G,11

11. **FORMAL APPEAL** - Either party may appeal the decision of the Complaint and Information Officer or designated employee by filing a formal complaint in accordance with the Rules of Practice and Procedure before the Commission. A party may proceed in accordance with the terms of the informal appeal decision unless otherwise ordered by the Commission or the presiding officer who is assigned to the formal complaint.
  
12. **OTHER REMEDIES** - Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time before or after the issuance of any informal appeal decision.

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**STANDARD RULES AND REGULATIONS**

**SECTION V,G,2,a (Continued)**

The informal appeal need not be in writing and may be initiated by telephone or in person at the offices of the Commission.

- b. A written appeal need not be verified.
- c. The appealing party shall provide all of the following information:
  - (1) Name and address of the customer.
  - (2) Name of the utility involved.
  - (3) The nature of the original complaint in a clear and concise manner.
  - (4) The relief requested.

**3. EXHAUSTION OF REMEDIES** - The Commission staff may require a customer to pursue remedies directly with the Company as provided in these rules before accepting an informal appeal. The Commission may waive this rule when circumstances require.

**4. INFORMAL APPEAL PROCEDURES**

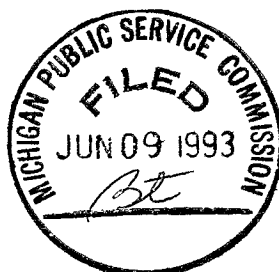
a. The Commission staff shall assign the informal appeal to a Complaint and Information Officer or another employee of the Commission as the Commission may designate. The officer or designated employee shall reduce the appeal to writing and shall have all of the following responsibilities:

- (1) Advising the appealing party of the procedures of the Commission by telephone or in writing.
- (2) Advising the other party that an informal appeal has been filed.
- (3) Issuing interim determinations as necessary.
- (4) Reviewing or investigating the appeal as provided in these rules.
- (5) Issuing an informal appeal decision.

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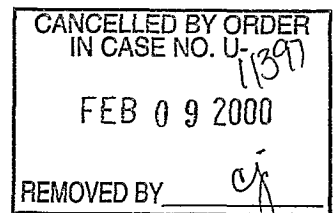
By: Stephen H. Fletcher  
President

Alpena, Michigan



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## STANDARD RULES AND REGULATIONS

*This sheet has been cancelled.*

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BY  
ORDER U-15152  
  
REMOVED BY NAP  
DATE 12-07-07

Issued: April 5, 2000

By: Stephen H. Fletcher  
President

Alpena, Michigan



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**STANDARD RULES AND REGULATIONS**

**SECTION V, G, 4, b**

- b. Upon notification by the Commission staff that an informal appeal has been made, the Company shall promptly file, with the Commission staff, the certified hearing record. The parties shall be bound by the evidence presented at the hearing and contained in the hearing record. In arriving at the informal appeal decision, the Complaint and Information Officer or designated employee shall not be required to receive or consider any additional evidence or information.
- c. In all informal appeals, the Company has the burden of proof by a preponderance of the evidence.

**5. INTERIM DETERMINATION**

- a. After receiving the hearing record and pending final resolution of an informal appeal, the Complaint and Information Officer or designated employee may issue an interim determination with appropriate terms and conditions. In the case of an appeal regarding a bill or deposit, the Complaint and Information Officer or designated employee may require a customer to pay the undisputed portion of a claim in order to continue the prohibition against the shutoff of service as provided in these rules. The Complaint and Information Officer or designated employee may consider amounts that reasonably appear to reflect the cost of utility service in determining the undisputed portion of a claim.
- b. If a customer fails to abide by the terms and conditions of an interim determination within 10 days of the date of personal service or mailing of the interim determination by first-class mail, the Company may shut off service as provided in these rules.

- 6. APPEAL REVIEW** - The Complaint and Information Officer or designated employee shall review the informal appeal thoroughly and, when necessary, conduct further investigation. A party may offer new evidence if the Complaint and Information Officer or designated employee determines that it is relevant and could not have been offered at the hearing before the Utility Hearing Officer through the exercise of due diligence by the offering party. When further investigation is necessary, the Complaint and Information Officer or designated employee may request additional evidence or, at his or her own initiative, may hold an informal conference with the parties or their representatives at a time and place designated by the officer or

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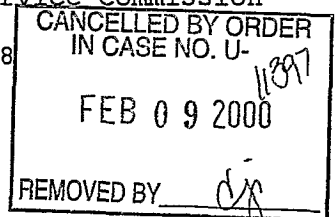
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**STANDARD RULES AND REGULATIONS**

**SECTION V,G,6 (Continued)**

employee. If either party fails to appear at the informal conference without good reason or without having requested an adjournment, the right of the absent party to appear at the conference shall be waived. At an informal conference, the parties shall have the right to do all of the following:

- a. Represent themselves, to be represented by counsel, or to be assisted by other persons of their choice.
  - b. Present oral and documentary evidence.
  - c. Refute, in a reasonable manner, the evidence of the other party.
  - d. Submit an oral or written statement of position.
7. **SHUTOFF PENDING DECISION** - The Company shall not shut off service or issue a notice of shutoff related to the matter in dispute pending the decision of the Commission staff, except pursuant to the terms of an interim determination.
8. **INFORMAL APPEAL DECISION** - The Complaint and Information Officer or other employee so designated by the Commission shall, within 30 days after the Company files the certified record, issue a written informal appeal decision affirming, modifying, or reversing the complaint determination. In reversing or modifying the complaint determination, the decision shall set forth the terms and conditions for continued service, shutoff, or a proposed settlement agreement as required by the facts and circumstances. The decision shall state the relevant findings of fact and the reasons for the decision.
9. **FAILURE TO COMPLY WITH INFORMAL APPEAL DECISION** - A copy of the informal appeal decision shall be served personally or by first-class mail on the parties. Failure of either party to comply with the decision within 10 days from the date of service by mailing shall permit implementation of the action or remedy provided by the decision.
10. **SAME DISPUTE** - The Commission staff may dismiss a subsequent informal appeal that involves the same question or issue based upon the same facts without following every procedure set forth in these rules.
11. **FORMAL APPEAL** - Either party may appeal the decision of the Complaint

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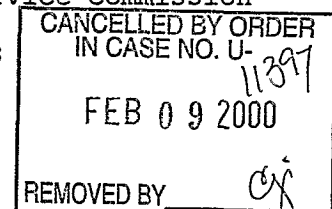
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**STANDARD RULES AND REGULATIONS**

**SECTION V,G,11 (Continued)**

and Information Officer or designated employee by filing a formal complaint in accordance with the Rules of Practice and Procedure before the Commission. A party may proceed in accordance with the terms of the informal appeal decision unless otherwise ordered by the Commission or the presiding officer who is assigned to the formal complaint.

12. **OTHER REMEDIES** - Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time before or after the issuance of any informal appeal decision.

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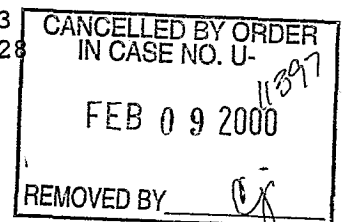
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STANDARD RULES AND REGULATIONS

SECTION VI - COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES

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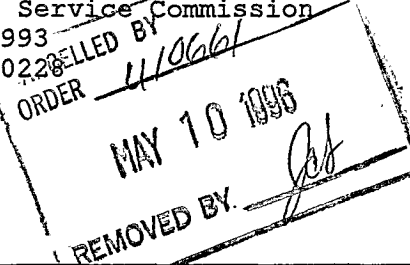
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STANDARD RULES AND REGULATIONS

SECTION VI - COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES

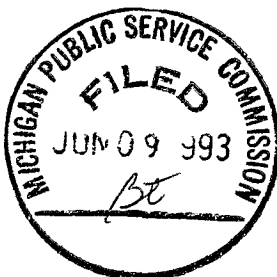
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STANDARD RULES AND REGULATIONS

SECTION VI - COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES

A. CUSTOMER DEPOSITS

1. **NEW CUSTOMERS** - *Both of* the following provisions apply to new customer deposits:

a. Except as provided in subdivision b of this subrule, the Company shall not require a deposit from a new customer as a condition of receiving service. The Company may, with proper notification, require a deposit from a new customer if the customer exhibits an unsatisfactory record of bill payment within the first six (6) months after service has commenced. Payment of bills on or before the due date shall constitute a satisfactory record of bill payment.

b. The Company may require a deposit for a new customer *under any of the following conditions:*

(1) Service *is* for short periods or special occasions.

(2) The new customer has an existing bad debt with *any* Company *regulated by the Michigan Public Service Commission.*

(3) Other business accounts with the customer are experiencing collection activity.

(4) *The customer has no established credit rating or an unfavorable credit rating with a credit-reporting agency.*

2. **EXISTING CUSTOMERS** - An existing customer shall be classified as one who has received service for more than a 6-month period. A deposit may be required *under any of the following conditions:*

a. *If a shut off notice has been issued on 2 or more occasions within the most recent 12-month period.*

b. Service has been *shut off* for nonpayment.

c. *The customer has tampered with the meter or converted Company electricity to the customer's use.*

3. **DEPOSIT AMOUNT** - A deposit of not more than 3 times an average monthly billing may be required from customers who are subject to deposit provisions. The Company shall provide reasonable terms for

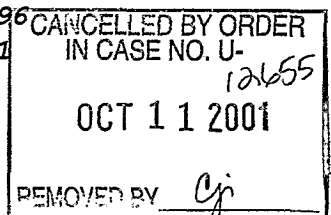
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**STANDARD RULES AND REGULATIONS**

**SECTION VI - COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES**

**A. CUSTOMER DEPOSITS**

1. **NEW CUSTOMERS** - The following provisions apply to new customer deposits:
  - a. Except as provided in subdivision b. of this subrule, the Company shall not require a deposit from a new customer as a condition of receiving service. The Company may, with proper notification, require a deposit from a new customer if the customer exhibits an unsatisfactory record of bill payment within the first six (6) months after service has commenced. Payment of bills on or before the due date shall constitute a satisfactory record of bill payment.
  - b. The Company may require a deposit for a new customer in cases involving service for short periods or special occasions, in cases where the new customer has an existing bad debt with the Company, or in cases where other business accounts with the customer are experiencing collection activity.
2. **EXISTING CUSTOMERS** - An existing customer shall be classified as one who has received service for more than a 6-month period. A deposit may be required following the mailing of 2 or more final disconnect notices within the most recent 12-month period or if service has been discontinued for nonpayment.
3. **DEPOSIT AMOUNT** - A deposit of not more than 3 times an average monthly billing may be required from customers who are subject to deposit provisions. The Company shall provide reasonable terms for the payment of the deposit.
4. **DEPOSIT PERIOD** - A deposit may be retained by the Company until the customer compiles a record of 18 continuous months of bill payment on or before the due date.
5. **INTEREST** - Simple interest on deposits at the rate of not less than 9% per annum shall be paid by the Company to each customer who is required to make such deposit for the time the deposit is held by the Company. Interest need not be paid unless the deposit is held for more than 12 months. Payment of the interest to the customer shall be made annually if requested by the customer. If payment of the interest is not requested, the interest shall be paid at the time the

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**STANDARD RULES AND REGULATIONS**

**SECTION VI, A, 5 (Continued)**

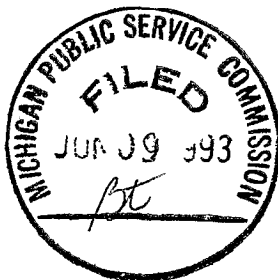
deposit is returned. Interest shall be accrued annually. The deposit shall cease to draw interest on the date the deposit is returned, on the date service is terminated, or on the date that notice that the deposit is no longer required is sent to the customer's last known address.

6. **DEPOSIT RECORDS** - The Company shall keep records which show all of the following information:
    - a. The name and address of each depositor.
    - b. The amount and date of the deposit.
    - c. Each transaction concerning the deposit.
  7. **DEPOSIT RECEIPTS** - The Company shall issue a receipt of deposit to each customer from whom a deposit is received and shall provide means whereby a depositor may establish his claim if his receipt is lost.
  8. **UNCLAIMED DEPOSIT RECORDS** - A record of each unclaimed deposit shall be maintained for not less than three (3) years, during which time the Company shall make a reasonable effort to return the deposit.
  9. **UNCLAIMED DEPOSITS** - Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of pursuant to Michigan statutes.
  10. **RESIDENTIAL DEPOSITS** - Deposits for residential customers are governed by Section V of these Standard Rules and Regulations.
- B. CUSTOMER BILL FORMS FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS** - The Company shall bill each customer as promptly as possible after the reading of his or her meter. The bill shall show all of the following information:
1. The reading of the meter at the beginning and at the end of the period for which the bill is rendered.
  2. The dates on which the meter was read at the beginning and end of the billing period.
  3. The number and kind of units metered.

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**STANDARD RULES AND REGULATIONS**

**SECTION VI, B, 4**

4. The applicable rate schedule or identification of the applicable rate schedule. If the actual rates are not shown, the bill shall carry a statement to the effect that the applicable rate schedule will be furnished on request.
5. The gross amount or net amount of the bill, or both, including any applicable tax shown separately for the net amount.
6. The date by which the customer must pay the bill to benefit from any discount or to avoid any penalty.
7. A distinct marking to identify an estimated bill.
8. Any conversions from meter reading units to billing units, any calculations to determine billing units from recording or other devices, or any other factors, such as fuel adjustments, used in determining the bill. In place of such information on the bill, a statement shall appear on the bill advising the customer that such information can be obtained by contacting the Company's principal office, except that any multiplier used to determine billing units shall be shown when used.
9. Billings rendered on a calendar month basis where the metered data is obtained from an electronic system and does not coincide with the billing dates shall reflect the read on the customer's bill taken at the time the data was collected.

Bill forms for residential customers are governed by Section V.

**C. DENIAL OF SERVICE TO COMMERCIAL AND INDUSTRIAL CUSTOMERS**

1. **REASONS FOR DENIAL OR DISCONTINUATION** - Service to commercial and industrial customers may be denied or discontinued for any of the following reasons:
  - a. Without notice if a condition on the customer's premises is determined by the Company or a governmental agency to be hazardous.
  - b. Without notice if a customer uses equipment in a manner which adversely affects the Company's equipment or the Company's service to others.

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**STANDARD RULES AND REGULATIONS**

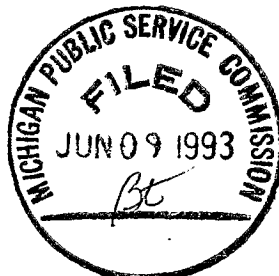
**SECTION VI, C, 1, c**

- c. Without notice if the customer tampers with the equipment furnished and owned by the Company.
  - d. Without notice if unauthorized use of equipment furnished and owned by the Company occurs, including obtaining use of equipment by submitting a falsified application.
  - e. For violation of, or noncompliance with, these Standard Rules and Regulations.
  - f. For failure of the customer to fulfill his contractual obligations for service or facilities which are subject to regulation by the Michigan Public Service Commission.
  - g. For failure of the customer to permit the Company reasonable access to its equipment.
  - h. For nonpayment of a bill if the Company has made a reasonable attempt to effect collection.
  - i. For failure of the customer to provide the Company with a deposit as authorized by Section VI, A.
2. **NOTICE REQUIRED** - Except as provided in subrule 1,a; 1,b; 1,c; and 1,d of this rule, the Company shall give the customer written notice that he has not less than 10 days to make settlement of his account or to comply with the Standard Rules and Regulations of the Company, as the case may be, or have his service denied.
3. **DATE OF DISCONNECT** - At least 1 day before scheduled field action for disconnect, an attempt shall be made to contact the customer by telephone or in person. If no contact is made within 24 hours before disconnect, a notice shall be left at the premises in a conspicuous location indicating that service may be disconnected the next business day if the bill is not paid. Service shall not be discontinued on the day preceding a day or days on which the Company does not provide for receiving payments and restoring service, except as provided in subrule 1,a; 1,b; 1,c; and 1,d of this rule.

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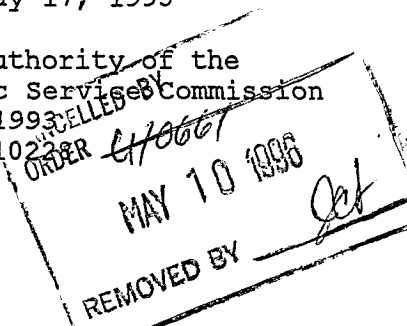
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**STANDARD RULES AND REGULATIONS**

**SECTION VI, D**

**D. INSUFFICIENT CAUSE FOR DENIAL OF SERVICE TO COMMERCIAL AND INDUSTRIAL CUSTOMERS** - The following reasons do not constitute sufficient cause for denial of service to a present or prospective customer:

1. Delinquency in payment for service by a previous occupant of the premises to be served.
2. Failure to pay for merchandise purchased from the Company.
3. Failure to pay for a different type or class of public utility service.
4. Failure to pay the bill of another customer as guarantor thereof.

The Company shall not discontinue service during a reasonable time period given to a customer to pay the amount of a backbilling as provided in Rules C and D of Section IV.

**E. DISCOUNTS AND DELAYED PAYMENT CHARGES** - Where provided for in an approved rate schedule, the Company may grant a discount for prompt payment of a bill for service or may make a delayed payment charge for failure to make prompt payment. A delayed payment charge shall be applied to the unpaid balance outstanding if the bill is not paid in full on or before the date on which the bill is due.

**F. DELIVERY AND PAYMENT OF BILLS** - A bill shall be mailed or delivered to the customer not less than 21 days before the due date. Failure to receive a bill properly rendered by the Company does not extend the net bill period. If the date on which the net bill is due falls on Saturday, Sunday, or a holiday, the bill shall be due on the next business day. Customers who mail remittances before midnight of the last day of the net bill period shall receive the benefit of the net bill, the date of mailing to be determined as 2 days before its receipt by the Company.

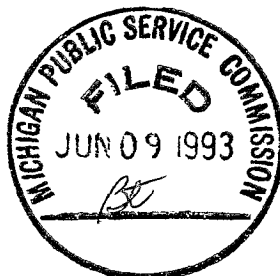
**G. TEMPORARY SERVICE** - Non-residential customers desiring temporary service, such as for construction jobs, traveling shows, outdoor or indoor entertainments or exhibitions, etc., shall pay the monthly charges provided in the applicable General Service or Standard Power rates. In addition, such customer shall pay installation and removal charges as follows:

1. Where 120/240 volt single-phase service is desired and such service is available at the site, the applicant for service shall pay the

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**STANDARD RULES AND REGULATIONS**

**SECTION VI, G, 1 (Continued)**

cost of furnishing, installing, and removing such temporary service equipment in excess of any salvage realized.

2. Where 120/240 volt single-phase service is not available at the site, 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 will be required to pay the Company in advance an amount to cover the cost of installing and removing these temporary facilities and may be required to deposit, in advance, the estimated cost of service under the terms of the rates set forth above. Meters may be read daily and the deposit modified as the energy used may justify such modifications.

- H. ESTIMATED BILLING** - For commercial and industrial customers the Company shall follow the provisions of Section V, B, 2, concerning estimated billing.

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**STANDARD RULES AND REGULATIONS**

**SECTION VII - CONSTRUCTION POLICY**

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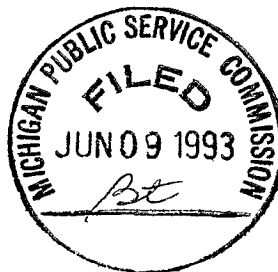
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**STANDARD RULES AND REGULATIONS**

**SECTION VII, A, 11 (Continued)**

incurred by the Company at the request of the applicant, the applicant shall be required to make a non-refundable contribution in aid of construction to the Company for such excess costs.

**12. BILLING** - When an applicant fails to take service within two months after an extension has been completed to the premises or within two months after the time period requested by the applicant, whichever is later, the Company shall have the right, after said period, to commence billing the applicant under the Company's applicable rates and rules for the type of service requested by the applicant.

**B. OVERHEAD EXTENSION POLICY** - Application for electric service which requires the construction of an extension to the Company's overhead distribution line system shall be granted under the following conditions:

**1. RESIDENTIAL SERVICE**

**a. STANDARD ALLOWANCE** - For each permanent, year-round dwelling, the Company shall 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 shall provide at no extra charge a 200 foot extension from a main line distribution feeder.

For each permanent, year-round or seasonal type dwelling, the Company shall provide a service drop, at no additional charge for a distance of no more than 100 feet.

**b. CHARGES** - Single-phase overhead line extensions or service drops in excess of the above footage shall require a refundable construction advance of \$3.50 per lineal foot for all such excess footage. There shall also be a non-refundable contribution in aid of construction equal to the estimated cost to be incurred by the Company to acquire and initially clear the right-of-way for such excess footage.

**c. MEASUREMENT** - The length of any main line distribution feeder extension shall 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 to the customer's property shall be measured from the

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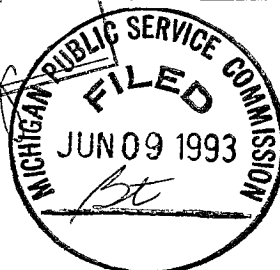
By: Stephen H. Fletcher  
President

Alpena, Michigan

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**STANDARD RULES AND REGULATIONS**

**SECTION VII, B, 2, a (Continued)**

serve commercial or industrial customers when such investment does not exceed two (2) times the estimated annual revenue anticipated to be collected from customers initially served by the extension. This standard allowance does not apply to owners or developers of mobile home parks.

**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 refundable construction advance for the entire amount of such excess construction costs. Owners or developers of mobile home parks shall be required to make a refundable construction advance for the entire amount of the estimated cost of construction. These refundable construction advances are subject to the refund provisions of Paragraph c.

**c. REFUNDS** - During the five (5) year period immediately following the date the line extension is completed, the Company shall make refunds of the refundable construction advance paid for a financed line extension. The total refund shall not exceed the total refundable construction advance. The refundable construction advance shall not bear interest. Such refunds shall be computed as follows:

(1) **ORIGINAL CUSTOMER** - At the end of the first complete 12-month billing period immediately following the date of completion of the line extension, the Company shall compute a revised initial investment based on two (2) times the actual revenue provided by the original customer in the 12-month billing period. Any amount by which twice the actual annual revenue exceeds the Company's initial investment, as defined in Paragraph a, shall be made available for refund to the original customer.

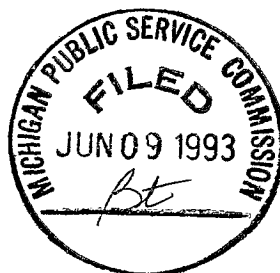
(2) **ADDITIONAL NEW CUSTOMERS** - Refunds for additional new customers directly connected to the financed extension during the refund period shall be made as follows:

The amount of any such refund shall be equal to two (2) times the estimated annual revenue or \$500 (whichever is greater) for each standard allowance customer subsequently connected directly to the facilities financed by the original customer.

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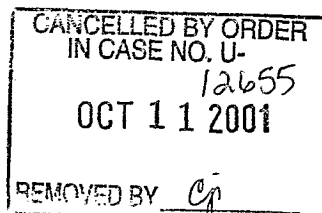
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**STANDARD RULES AND REGULATIONS**

**SECTION VII, B, 2, c, (2) (Continued)**

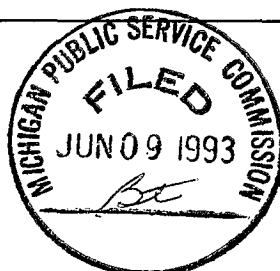
Directly connected residential customers are those that do not require the construction of more than 600 feet of single-phase line extension of which no more than 200 feet is a lateral extension on private property. Directly connected commercial and industrial customers are those which do not require payment of a refundable construction advance. Refunds shall not be made under this subparagraph until the original customer's estimated annual revenues are exceeded by the sum of the actual annual revenues of the original customer plus the estimated annual revenues of any additional new customers.

3. **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 refundable construction advance with the Company in the amount of the Company's estimated construction and removal costs less estimated cost of salvage. Such estimates shall include the cost of extending the Company's distribution facilities and of increasing capacity of its existing facilities to serve the customer's load.
  - b. **REFUNDS** - During the five year period immediately following the date the line extension is completed, the Company shall make refunds of the refundable construction advance. The total refund shall not exceed the total refundable construction advance. The refundable construction advance shall not bear interest. Such refunds shall be computed as follows:
    - (1) At the end of each billing year for the first four years the lesser of 20% of the original refundable construction advance or 20% of the annual revenue, excluding power supply cost recovery and sales tax revenues shall be refunded.
    - (2) At the end of the five year refund period the refund shall be computed as follows:

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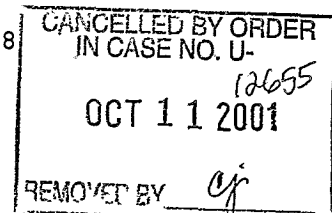
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**STANDARD RULES AND REGULATIONS**

**SECTION VII, B, 3, b, (2), (a)**

(a) If at the end of the five year refund period, the total revenue for the five year period, excluding power supply cost recovery and sales tax revenues, is equal to or greater than five times the original refundable construction advance, the balance of the original refundable construction advance shall be refunded.

(b) If (a) is not applicable, the refund for the fifth year shall be calculated in accordance with Subparagraph (1) above.

**C. UNDERGROUND SERVICE POLICY**

1. **GENERAL** - This portion of the rules provides for the extension and/or replacement of underground electric distribution facilities.

a. **GENERAL POLICY** - The general policy of the Company is that real estate developers, property owners or other applicants for underground service shall make a non-refundable contribution in aid of construction to the Company in an amount equal to the estimated difference in cost between underground and equivalent overhead facilities. Methods for determining this cost differential for specific classifications of service 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.

b. **CONTRIBUTION** - Prior to commencement of construction, the applicant shall make a non-refundable contribution in aid of construction as required by these underground service rules plus a refundable construction advance based on the Company's overhead extension policy. Refunds shall be based on the overhead extension refund policy and shall apply only to the refundable construction advance.

c. **UNDERGROUND SERVICE REQUIRED** - Existing rules issued by the Michigan Public Service Commission require that distribution facilities in all new residential subdivision 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

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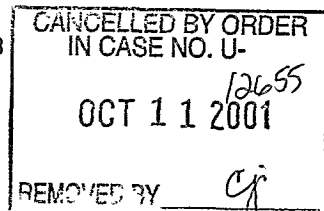
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**STANDARD RULES AND REGULATIONS**

**SECTION VII, C, 1, i**

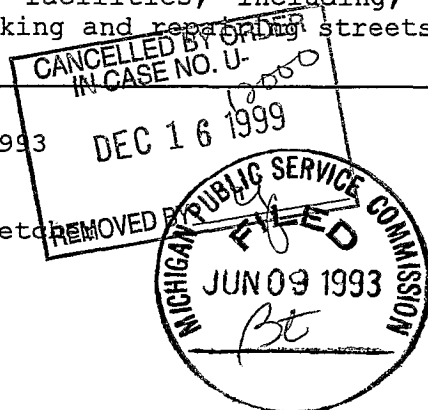
- i. **OBSTACLES TO CONSTRUCTION** - Where unusual construction costs are incurred by the Company due to physical obstacles such as, but not limited to: rock, surface water, frost, other utility facilities, heavy concentration of tree roots, patios, swimming pools, roadway crossings, or other paved areas, the applicant shall make a non-refundable 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 in this rule for the type of service involved. The Company reserves the right to refuse to place its facilities under road or railroad rights-of-way or waterways in cases where, in the Company's judgment, such construction is impractical.
- j. **WINTER CONSTRUCTION** - An additional non-refundable contribution in aid of construction of \$2.00 per trench foot shall be added to trenching charges for practical difficulties associated with winter construction in the period from December 1 to March 31 inclusive. This charge will not apply to jobs which are ready for construction and for which the on-site construction planning meeting has been held with the applicant prior to October 15.
- k. **COMPANY'S REFUSAL RIGHT** - 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 of other customers.
- l. **REPLACEMENT OF OVERHEAD FACILITIES** - Existing overhead electric distribution service lines shall, at the request of a customer(s), be replaced with underground facilities where, in the opinion of the Company, such replacement will not be detrimental to the electric service of other customers.

Before construction is started the customer(s) shall be required to pay the Company the depreciated cost (net cost) of the existing overhead facilities plus cost of removal less the value of materials salvaged and also make a non-refundable contribution in aid of construction toward installation of the underground facilities in an amount equal to the estimated difference in cost between the new underground facilities and equivalent new overhead facilities, including, but not limited to, the costs of breaking and repairing streets, walks, parking lots and

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**STANDARD RULES AND REGULATIONS**

**SECTION VII, C, 2, b, (2), (a)**

(a) **CONTRIBUTION** - The developer or owner shall be required to make a non-refundable contribution in aid of construction to the Company, to cover the additional cost resulting from the installation of an underground service connection. For standard installations such contribution shall be computed on the basis of \$4.50 per trench foot.

(b) **MEASUREMENT** - The "trench feet" shall be determined by measuring from the termination of the Company's facilities at the property line along the route of the trench to a point directly below the electric meter. Where special routing of the service lateral is required by the customer, the \$4.50 per trench foot charge will apply to the route of the line as installed.

**c. EXTENSION OF EXISTING DISTRIBUTION SYSTEMS IN PLATTED SUB-DIVISIONS**

(1) **GENERAL** - At the option of the applicant(s) the Company shall provide underground facilities from existing overhead facilities in subdivisions where overhead electric distribution facilities have been installed.

The Company may designate portions of existing subdivisions as "underground service areas" where, in the Company's opinion, such designation would be desirable for aesthetic or technical reasons. All future applicants for service in areas so designated shall be provided with underground service subject to the applicable provisions of these rules.

Any extensions made under this subrule shall be considered a distinct, separate unit, and any subsequent extensions therefrom shall be treated separately.

(2) **CHARGES** - The charges in this paragraph are in addition to those set forth in Section VII, B, 1, b. Prior to commencement of construction the applicant shall make a non-refundable contribution in aid of construction in an amount equal to \$3.50 per lot front 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. All subsequent applicant(s) for service on these lots shall be required to make a non-refundable contribution in aid of

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**STANDARD RULES AND REGULATIONS**

**SECTION VII, C, 2, d, (2)**

(2) **CONTRIBUTION** - Prior to commencement of construction, the applicant shall make a non-refundable contribution in aid of construction equal to the difference between the estimated overhead construction costs and the underground construction costs, plus a refundable construction advance based on the Company's overhead extension policy. Refunds shall be based on the overhead extension refund policy and shall apply only to the refundable construction advance.

e. **SERVICE LATERALS** - This paragraph applies to all new residential underground service laterals except for those for which Section VII, C, 2, b, (2) applies. The Company shall 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.

(1) **CONTRIBUTION** - When a service lateral is connected to an underground system the applicant shall be required to make a non-refundable contribution in aid of construction to the Company, to cover the additional cost resulting from the installation of an underground service lateral. For standard installations such contribution amount shall be equal to the product of the trench feet multiplied by \$4.50. When the service lateral is connected to existing overhead facilities, the non-refundable contribution in aid of construction shall include a \$125 riser fee in addition to \$4.50 per trench foot.

(2) **MEASUREMENT** - The "trench feet" shall be determined by measuring from the pole or underground secondary terminal to which the service lateral is connected along the route of the trench to a point directly below the electric meter. Where special routing of the service lateral is required by the customer, the \$4.50 per trench foot charge will apply to the route of the line as installed.

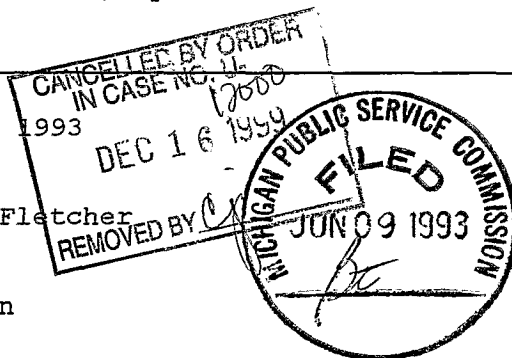
**3. MOBILE HOME PARKS**

a. **GENERAL** - For purposes of this rule, the definition of a mobile home park is a parcel or tract of land under the control of a person(s) upon which three or more mobile homes are located on a

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**STANDARD RULES AND REGULATIONS**

**SECTION VII, C, 3, a (Continued)**

continual non-recreational basis not intended for use as a temporary trailer park.

Distribution facilities in new mobile home parks shall be placed underground. Extension from existing overhead systems in mobile home parks shall be placed underground at the option of the park owner.

This service is limited to mobile home parks in which the service is metered by the Company at secondary voltage. The service for tenant loads normally available from the system shall be at secondary voltage, single phase, 120/240 volt, three wire, 60 Hz. Three-phase service shall be made available for pumps and service installations only under terms of a separate agreement.

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 back-fill, if required, and agree to notify the other using utilities when maintenance of his cables requires digging in the easement.

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

- b. **CONTRIBUTION** - Prior to the commencement of construction, the park owner or developer shall be required to make a non-refundable contribution in aid of construction to cover the estimated difference in cost between overhead and underground facilities. Such contribution shall be computed on the basis of \$8.00 per foot of trench required for the underground distribution system, plus \$6.50 per foot of trench required for the service lateral, plus \$10.00 per kVa of transformer capacity installed.
- c. **MEASUREMENT** - The length of the trench required shall be measured in the same manner as provided for the measurement of trench length for commercial installations (see Section VII, C, 4, c).

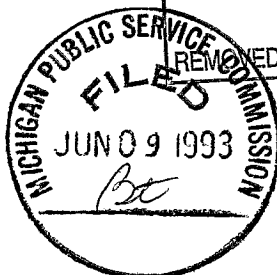
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**STANDARD RULES AND REGULATIONS**

**SECTION VII, C, 4**

**4. COMMERCIAL AND INDUSTRIAL SERVICE**

a. **GENERAL** - The Company shall install underground service connections to commercial and industrial customers within designated underground districts in cooperation with the developer or owner, evidenced by a separate signed agreement, subject to the following specific conditions:

- (1) Where overhead lines are allowed by Michigan Public Service Commission Rules for a specific installation and are objected to by a person or municipality, the Company, where feasible, shall honor a request or directive that such lines be constructed underground. The objecting party shall be responsible for the payment of the additional cost of the underground facilities.
- (2) 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.

b. **CONTRIBUTION** - Prior to the commencement of construction, the owner or developer shall be required to make a non-refundable contribution in aid of construction to cover the estimated difference in cost between overhead and underground facilities. For standard installations such contribution shall be computed on the basis of \$8.00 per foot of trench required for the underground distribution system, plus \$6.50 per foot of trench required for the service lateral, plus \$10.00 per kVa of transformer capacity installed.

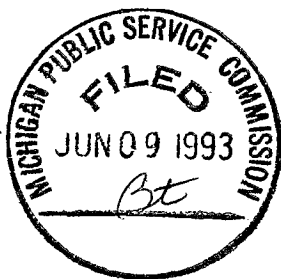
c. **MEASUREMENT** - The length of the trench required shall be determined by measuring along the centerline of the trench as follows:

- (1) **PRIMARY EXTENSIONS** - Shall be measured along the route of the primary cable from the transition pole to each transformer or other primary termination.
- (2) **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 shall be made for secondary cable laid in

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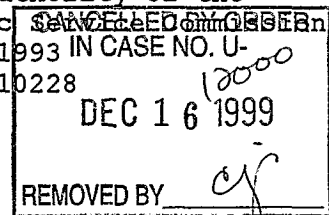
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STANDARD RULES AND REGULATIONS

SECTION VIII - METER REQUIREMENTS AND METERING EQUIPMENT INSPECTIONS AND TESTS

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII - METER REQUIREMENTS AND METERING EQUIPMENT INSPECTIONS AND TESTS**

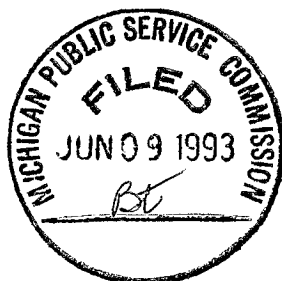
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**STANDARD RULES AND REGULATIONS**

**SECTION VIII - METER REQUIREMENTS AND METERING EQUIPMENT INSPECTIONS AND TESTS**

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII - METER REQUIREMENTS AND METERING EQUIPMENT INSPECTIONS AND TESTS**

**A. METERED MEASUREMENT OF ELECTRICITY REQUIRED; EXCEPTIONS**

1. All electricity that is sold by the Company shall be on the basis of meter measurement, except for temporary service or installations where the load is constant and the consumption may be readily computed, or except as provided for in the Company's filed rates.
2. Where practicable, the consumption of electricity within the Company or by administrative units associated with the Company shall be metered.

**B. INSTALLATION OF DEFECTIVE METER PROHIBITED** - A meter shall not be installed if it is known to be mechanically or electrically defective, to have incorrect constants, or if it has not been tested, and adjusted if necessary, pursuant to these rules. The capacity of the meter and the register mechanism shall be consistent with the electric load requirements of the customer.

**C. CONTENT OF METER READING RECORDS** - The meter reading records shall show all of the following information:

1. Customer's name and address.
2. Identifying number or description of the meter, or both.
3. Meter readings.
4. Whether or not the reading has been estimated.
5. Any applicable multiplier or constant.

**D. METER CHARTS AND DATA COLLECTION SYSTEM**

1. All meter and data collection system charts taken from recording meters shall be marked with the date of the record, the meter number, the customer's name and location, and the chart multiplier.
2. Electronic data collection systems shall contain sufficient information to identify the customer name, location, date of record, equipment numbers, and multipliers.

**E. METER MULTIPLIER** - If it is necessary to apply a multiplier to the meter readings, the multiplier shall be marked on the face of the meter register.

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, F**

**F. METER READING INTERVAL**

1. For commercial and industrial customers, the Company shall schedule meters to be read monthly, except that authority may be obtained from the Michigan Public Service Commission for reading the meters at other than monthly intervals. To the extent practicable, the Company shall not send a commercial or industrial customer 2 successive estimated bills. The Company may permit the commercial or industrial customer to supply the meter readings on a form furnished by the Company if an employee of the Company reads the meter at least once each 12 months.
2. For residential customers, the Company shall comply with the requirements set forth in Section V.

**G. DEMAND METER REGISTRATION** - When an indicating or graphic demand meter registration is used for billing, the installation shall normally be designed so that the highest anticipated annual demand reading used for billing will appear in the upper half of the meter's range.

**H. METER TESTING** - All testing of metering equipment will be performed by qualified personnel, either Company employees or, at the option of the Company, by independent agents meeting the requirements of both the Company and the Michigan Public Service Commission. The Company may, at its option, either conduct field tests on the customer's premises, or remove metering equipment for shop testing.

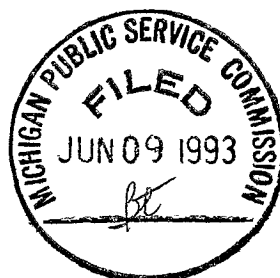
**I. CUSTOMER-REQUESTED METER TESTS**

1. Upon request by a customer to the Company, and after payment of the meter test charge described in Section II, F, the Company shall make a test of the meter serving the customer. However, the Company need not make more than 1 test in any 12-month period. The test will consist of a test for accuracy, a check of the register, and a check of the meter connections on the customer's premises. If such tests reveals meter registration of more than 102% of that of the test equipment, the meter test 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 meter test charge will not be refunded and a billing adjustment will not be required. When it appears to the Company that there may be sufficient reason to question meter accuracy (for example, a marked increase in metered consumption without a corresponding change in the customer's living or working patterns or in number and kind of appliances or equipment in

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, I, 1 (Continued)**

use on the customer's premises), the Company may waive the meter test charge.

2. The customer, or his or her representative, may be present when his or her meter is tested.
3. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test, and a record of the report, together with a complete record of each test, shall be kept on file at the office of the Company.

**J. CERTIFICATION OF ACCURACY OF NEW METERS AND ASSOCIATED DEVICES** - Every meter and associated device shall be inspected and tested in the meter shop of the Company before being placed in service. The accuracy of each meter shall be certified to be within the tolerances permitted by these rules, except that the Company may rely on the certification of accuracy by the manufacturer on all new self-contained, single-phase meters.

**K. POST-INSTALLATION INSPECTION OF METERS WITH TRANSFORMERS** - Meters with associated instrument transformers and phase shifting transformers shall be inspected to determine proper operation and wiring connections. Inspections shall be made within 60 days after installation by a qualified person who, when possible, should be someone other than the original installer. All self-contained, socket-type meters are excluded from post-installation inspections, except that the original installation shall be inspected when the meter is installed.

**L. RETIREMENT TESTS OF METERS AND ASSOCIATED DEVICES** - All meters and associated devices shall be tested after they are retired from service.

**M. METERING ELECTRICAL QUANTITIES**

1. All electrical quantities that are to be metered as provided in Rule A of this section shall be metered by commercially acceptable instruments which are owned and maintained by the Company.
2. Every reasonable effort shall be made to measure at a single point all the electrical quantities necessary for billing a customer under a given rate.
3. Metering facilities, located at any point where energy may flow in either direction and where the quantities measured are used for billing purposes, shall consist of meters equipped with ratchets or other

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, Q, 3 (Continued)**

is within the prescribed accuracy requirements. (See Rule U, 6 of this section.)

4. The results of tests of instrument transformers shall be kept on record and shall be available for use.
5. Phase shifting transformers shall have secondary voltages under balanced line voltage conditions within plus or minus 1.0% of the voltage impressed on the primary side of the transformer.

**R. ACCURACY OF PORTABLE INDICATING VOLTMETERS** - All portable indicating voltmeters that are used for determining the quality of service voltage to customers shall be checked against a suitable secondary reference standard at least once every 6 months. The accuracy of these voltmeters shall be rated so that the error of indication is not more than plus or minus 1% of full scale. If the portable indicating voltmeter is found to be in error by more than the rated accuracy at commonly used scale deflections, it shall be adjusted.

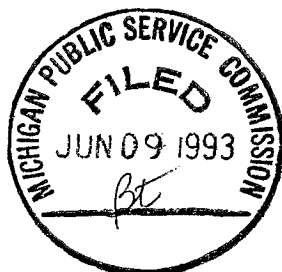
**S. METER TESTING EQUIPMENT**

1. The Company shall maintain sufficient laboratories, meter testing shops, secondary standards, instruments, and facilities to determine the accuracy of all types of meters and measuring devices used by the Company. The Company may, if necessary, have all or part of the required tests made or its portable testing equipment checked by another utility, contractor, or agency if such utility, contractor, or agency has been approved by the Michigan Public Service Commission and if such utility, contractor, or agency has adequate and sufficient testing equipment to comply with these rules.
2. At a minimum, the Company shall keep all of the following testing equipment available:
  - a. One or more portable standard watt-hour meters of a capacity and voltage range adequate to test all watt-hour meters used by the Company.
  - b. Portable indicating instruments that are necessary to determine the accuracy of all instruments used by the Company.
  - c. One or more secondary standards to check each of the various types of portable standard watt-hour meters used for testing

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, S, 2, c (Continued)**

watthour meters. Each secondary standard shall consist of an approved portable standard watthour meter kept permanently at one point and not used for fieldwork. Standards shall be well compensated for both classes of temperature errors, shall be practically free from errors due to ordinary voltage variations, and shall be free from erratic registration due to any cause.

d. Suitable standards, which are not used for fieldwork, to check portable instruments used in testing.

3. The Company shall provide and use primary standards with accuracies traceable to the United States National Bureau of Standards.

**T. ACCURACY OF TEST STANDARDS**

1. The accuracies of all primary reference standards shall be certified as traceable to the National Bureau of Standards, either directly or through other recognized standards laboratories. These standards shall have their accuracy certified at the time of purchase. Standard cells shall be intercompared regularly and shall have at least one of them checked by a standardizing laboratory at intervals of not more than two years. Reference standards of resistance, potentiometers, and volt boxes shall be checked at intervals of not more than three years.

2. Secondary watthour meter standards shall not be in error by more than plus or minus 0.3% at loads and voltages at which they are to be used, and shall not be used to check or calibrate working standards, unless the secondary standard has been checked and adjusted, if necessary, within the preceding six months. Each secondary standard watthour meter shall have calibration data available and shall have a history card or a computer record of its history.

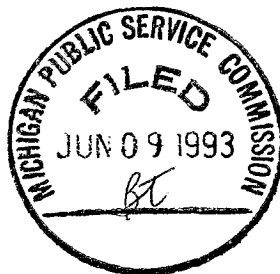
3. Secondary standards indicating instruments shall not be in error by more than plus or minus 0.5% of indication at commonly used scale deflection and shall not be used to check or calibrate portable indicating instruments, unless the secondary standard has been checked and adjusted, if necessary, within the preceding 12 months. A calibration record shall be maintained for each standard.

4. Regularly used working portable standard watthour meters shall be compared with a secondary standard at least once a month. Infrequently used working standards shall be compared with a secondary

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, T, 4 (Continued)**

standard before they are used.

- 5. Working portable standard watt-hour meters shall be adjusted so that their percent registration is within 99.7% and 100.3% at 100% power factor and within 99.5% and 100.5% at 50% lagging power factor at all voltages and loads at which the standards may be used. A history and calibration record shall be kept for each working standard.
- 6. The meter accuracies required in this rule for all primary, secondary, and working standards shall be referred to 100%. Service measuring equipment shall be adjusted to within the accuracies required assuming the portable test equipment to be 100% accurate with the calibration correction taken into consideration.

**U. METERING EQUIPMENT TESTING REQUIREMENTS**

- 1. **GENERAL REQUIREMENTS** - The testing of any unit of metering equipment shall consist of a comparison of its accuracy with a standard of known accuracy. Units which are not properly connected or which do not meet the accuracy or other requirements of the rules of Section VIII at the time of testing shall be reconnected and rebuilt to meet such requirements and shall be adjusted to within the required accuracy and as close to zero error as practicable or else their use shall be discontinued.
- 2. **SELF-CONTAINED SINGLE-PHASE METERS** - Self-contained, single-phase meters, except combination meters (meters which include demand devices or control devices), shall meet all of the following requirements:
  - a. Be checked for accuracy at unity power factor at the point where a meter is installed, at a central testing point, or in a mobile testing laboratory within a period of from 12 months before to 60 days after a meter is placed in service, except as provided for in Rule J of this section, and not later than six months after 192 months of service for a surge-resistant meter and not later than 6 months after 96 months of service for a non-surge-resistant meter.
  - b. Notwithstanding subdivision a of this subrule, upon application to the Michigan Public Service Commission and upon receipt of an order granting approval, the testing of self-contained, single-phase meters in service shall be governed by a quality control plan as follows:

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**SECTION VIII, U, 2, b, (1)**

- (1) Meters shall be divided into homogeneous groups by manufacturers' types, except as follows:
  - (a) Certain manufacturers' types shall be further subdivided into separate groups by manufacturers' serial numbers as follows: General Electric type I-30 shall be divided at serial number 20,241,829; Westinghouse type C shall be divided at serial number 16,350,000; Duncan type MF shall be divided at serial number 2,650,000; and Sangamo type J meters shall be divided starting with serial number 10,000,000.
  - (b) Non-surge-resistant meters that are installed in non-urban areas shall be treated as separate groups by manufacturers' type.
- (2) The meters in each homogeneous group shall then be further subdivided in lots of not less than 301 nor more than 10,000 meters each, except that meters of the most recent designs including manufacturers' types J-2, MK, D, I-50, I-55, I-60, and subsequent types, may be combined into the aforementioned lots regardless of manufacturers' type, except that where the number of meters of a single type is 8,001 or more, such number of meters shall be segregated by types for the formation of lots.
- (3) From each assembled lot, a sample of the size specified in Table A-2, Page 4, Military Standard 414, June 11, 1957, shall be drawn annually using Inspection Level IV. The sample shall be drawn at random.
- (4) The meters in each sample shall be tested for accuracy pursuant to the provisions of these rules.
- (5) The test criteria for acceptance or rejection of each lot shall be based on the test at heavy load only and shall be that designated for Double Specification Limits and 2.50 Acceptable Quality Level (Normal Inspection) as shown in Table B-3, Page 45, Military Standard 414, June 11, 1957.
- (6) The necessary calculations shall be made pursuant to the illustration on Page 43 of Military Standard 414. The upper

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, U, 2, b, (6) (Continued)**

and lower specification limits, U and L, shall be 102% and 98%, respectively.

- (7) A lot shall be rejected if the Total Estimated Percent Defective (p), exceeds the appropriate Maximum Allowable Percent Defective (M) as determined from Table B-3 as specified in paragraph (5) of this subdivision.
- (8) All meters in a rejected lot shall be tested within a maximum period of 48 months and shall be adjusted pursuant to Rule O of this section or shall be replaced with meters which meet the requirement of Rule O of this section.
- (9) During each calander year, new meter samples shall be drawn as specified in this subdivision from all meters in service, with the exception that lots that have been rejected shall be excluded from the sampling procedure until all meters included in the rejected lots have been tested.
- (10) The Company may elect to test all of the meters included in any lot on a 48-month test schedule without following the sampling procedure described in this subdivision.
- (11) This plan does not alter the rules under which customers may request special tests of meters.

c. Be checked for accuracy in all of the following situations:

- (1) When a meter is suspected of being inaccurate or damaged.
- (2) When the accuracy of the meter is questioned by a customer. (See Rule I of this section.)
- (3) Before use if a meter has been inactive for more than a year after having been in service.
- (4) When a meter has been removed from service and has not been tested within the previous 48 months.

d. Be inspected for mechanical and electrical faults when the accuracy of the device is checked.

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- e. Have the register and the internal connections checked before the meter is first placed in service and when the meter is repaired.
- f. Have the connections to the customer's circuits checked when the meter is tested on the premises or when removed for testing.
- g. Be checked for accuracy at 50% power factor when purchased and after rebuilding.
- h. A meter need not be tested or checked for any reason, except on complaint, if the device was tested, checked, and adjusted, if necessary, within the previous 12 months.

**3. OTHER SINGLE-PHASE METERS** - All single-phase meters that are not included in subrule 2 of this rule, together with associated equipment, such as demand devices, control devices, and instrument transformer rated meters, shall meet all of the following requirements:

- a. Be checked for accuracy at unity power factor at the point where a meter is installed, at a central testing point, or in a mobile testing laboratory as follows:
  - (1) Within a period of from 12 months before to 60 days after a meter is placed in service, except as provided in Rule J of this section.
  - (2) Not later than 6 months after 144 months of service for a surge-proof meter and not later than 6 months after 96 months of service for a non-surge-proof meter.
  - (3) When a meter is suspected of being inaccurate or damaged.
  - (4) When the accuracy of a meter is questioned by a customer. (See Rule I of this section.)
  - (5) Before use when a meter has been inactive for more than one year after having been in service.
  - (6) When a meter is removed from service and has not been tested within a period equal to one-half of the normal test schedule.

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**STANDARD RULES AND REGULATIONS**

**SECTION VIII, U, 3, b**

- b. Be inspected for mechanical and electrical faults when the accuracy of the device is checked.
  - c. Have the register and the internal connections checked before the meter is first placed in service and when the meter is repaired.
  - d. Have the connections to the customer's circuits checked when the meter is tested on the premises or when removed for testing.
  - e. Be checked for accuracy at 50% power factor when purchased and after rebuilding.
  - f. A meter need not be tested or checked for any reason, except on complaint, if the device was tested, checked, and adjusted, if necessary, within the previous 12 months.
- 4. SELF-CONTAINED THREE-PHASE METERS** - All self-contained three-phase meters and associated equipment shall meet all of the following requirements:
- a. Be tested for accuracy at unity and 50% power factor as follows:
    - (1) Before being placed in service.
    - (2) Not later than six months after 120 months of service.
    - (3) When a meter is suspected of being inaccurate or damaged.
    - (4) When the accuracy of a meter is questioned by a customer.  
(See Rule I of this section.)
    - (5) When a meter is removed from service.
  - b. Be inspected for mechanical and electrical faults when the accuracy is checked.
  - c. Have the register and internal connections checked before the meter is first installed, when repaired, and when the register is changed.
  - d. Have the connections to the customer's circuits and multipliers

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**SECTION VIII, U, 4, d (Continued)**

checked when the equipment is tested for accuracy on the customer's premises.

**5. TRANSFORMER-RATED THREE-PHASE METERS** - All transformer-rated, three-phase meters and associated equipment shall meet all of the following requirements:

- a. Be checked for accuracy at unity and 50% power factor as follows:
  - (1) Before being placed in service.
  - (2) On the customer's premises within 60 days after installation, unless the transformers conform with the specifications outlined in the American National Standards Institute's Standard ANSI C-57.13 of 1980, which is adopted by reference and is available from the Michigan Public Service Commission. P.O. Box 30221, Lansing, Michigan 48909 at cost of reproduction, or from the American National Standards Institute, 1430 Broadway, New York, New York 10018, at a cost of \$7.50, and are of the 0.3 accuracy class, and unless the meter adjustment limits do not exceed plus or minus 1.5% at 50% power factor.
  - (3) Not later than six months after 48 months of service.
  - (4) When a meter is suspected of being inaccurate or damaged.
  - (5) When the accuracy is questioned by a customer. (See Rule I of this section.)
  - (6) When a meter is removed from service.
- b. Be inspected for mechanical and electrical faults when the accuracy is checked.
- c. Have the register and internal connections checked before the meter is first placed in service and when the meter is repaired.
- d. Have the connections to the customer's circuits and multipliers checked when the equipment is tested for accuracy on the premises or when removed for testing and when instrument transformers are changed.

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**SECTION VIII, U, 5, e**

- e. Be checked for accuracy at 50% power factor when purchased and after rebuilding.
- 6. **INSTRUMENT TRANSFORMERS** - Instrument transformers shall be tested in all of the following situations:
  - a. When first received, unless a transformer is accompanied by a certified test report from the manufacturer.
  - b. When removed from service.
  - c. Upon complaint.
  - d. When there is evidence of damage.
  - e. When an approved check, such as the variable burden method in the case of current transformers, made when the meter is tested indicates that a quantitative test is required.
- 7. **DEMAND METERS** - Demand meters shall meet both of the following requirements:
  - a. Be tested for accuracy in all of the following situations:
    - (1) Before a meter is placed in service.
    - (2) When an associated meter is tested and the demand meter is a block interval non-recording type or a thermal type.
    - (3) After two years of service if the meter is of the recording type, but it is not required if the meter is of the pulse-operated type and the demand reading is checked with the kilowatthour reading each billing cycle.
    - (4) When a meter is suspected of being inaccurate or damaged.
    - (5) When the accuracy is questioned by a customer. (See Rule I of this section.)
    - (6) When a meter is removed from service.

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b. Be inspected for mechanical and electrical faults when a meter is tested in the field or in the meter shop.

8. **MILITARY STANDARD 414** - Military Standard 414, June 11, 1957, is hereby adopted by reference and is available from the Michigan Public Service Commission, P.O. Box 30221, Lansing, Michigan 48909 at cost of reproduction or from the Naval Publications and Forms Center, 5801 Tabor Avenue, Philadelphia, Pennsylvania 19120, without charge.

**V. STANDARDS CHECK BY THE MICHIGAN PUBLIC SERVICE COMMISSION**

1. Upon request of the Michigan Public Service Commission, the Company shall submit one of its portable standard watt-hour meters and one portable indicating voltmeter, ammeter, and wattmeter to a Michigan Public Service Commission approved standards laboratory for checking of their accuracy.
2. The Company shall normally check its own working portable standard watt-hour meters or instruments against primary or secondary standards and shall calibrate these working standards or instruments before they are submitted with a record of such calibration attached to each of the working standards or instruments.

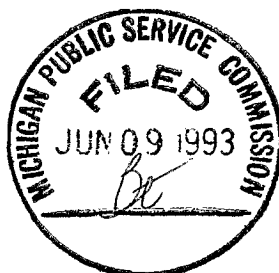
**W. METERING EQUIPMENT RECORDS**

1. A complete record of the most recent test of all metering equipment shall be maintained. The record shall show all of the following information:
  - a. Identification and location of unit.
  - b. Equipment with which the device is associated.
  - c. The date of the test.
  - d. Reason for the test.
  - e. Readings before and after the test.
  - f. A statement as to whether or not the meter creeps and, in case of creeping, the rate.
  - g. A statement of meter accuracies before and after adjustment sufficiently complete to permit checking of the calculations employed.
  - h. Indications showing that all required checks have been made.
  - i. A statement of repairs made, if any.
  - j. Identification of the testing standard and the person making the test.

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2. The Company shall also keep a record for each unit of metering equipment which shows all of the following information:
- a. When the unit was purchased.
  - b. The unit's cost.
  - c. The Company's identification.
  - d. Associated equipment.
  - e. Essential nameplate data.
  - f. The date of the last test.

The record shall also show either the present service location with the date of installation or, if removed from service, the service location from which the unit was removed with the date of removal.

**X. DETERMINATION OF AVERAGE ERROR** - If a metering installation is found upon any test to be in error by more than 2% at any test load, the average error shall be determined in one of the following ways:

- 1. If the metering installation is used to measure a load which has practically constant characteristics, such as a streetlighting load, the meter shall be tested under similar conditions of load and the accuracy of the meter "as found" shall be considered as the average accuracy.
- 2. If a single-phase metering installation is used on a varying load, the average error shall be the weighted algebraic average of the error at light load and the error at heavy load, the latter being given a weighting of 4 times the former.
- 3. If a polyphase metering installation is used on a varying load, the average error shall be the weighted algebraic average of its error at light load given a weighting of 1, its error at heavy load and 100% power factor given a weighting of 4, and at heavy load and 50% lagging power factor given a weighting of 2.
- 4. If a load, other than the light, heavy and low power factor load specified for routine testing, is more representative of the customary use of the metering equipment, its error at that load shall also be determined. In this case, the average error shall be computed by giving the error at such load and power factor a weighting of 3 and each of the errors at the other loads (light, heavy, and 50% lagging power factor) a weighting of 1. Each error will be assigned its proper sign.

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**SECTION VIII, Y**

**Y. REPORTS TO BE FILED WITH THE MICHIGAN PUBLIC SERVICE COMMISSION**

1. The Company shall file with the Michigan Public Service Commission, within 30 days after the first day of January of each year, a statement certified to by one of its officers that the Company has complied with all of the requirements set forth in these rules relating to meter standardizing equipment.
2. For all meters that are not included in Rule U, 2, b of this section, the Company shall file with the Michigan Public Service Commission, on or before the first day of April of each year, its annual tabulation of all its prior-to-adjustment meter test results covering the 12-month period ending December 31. The Company shall summarize, by meter type, all individual meters and overall light and heavy load prior-to-adjustment test results at the power factors required by these rules. The summary shall be divided into heavy load 100% power factor, light load 100% power factor, and heavy load 50% power factor test results and shall also be divided according to the length of meter test period and types of single-phase and polyphase meters. The summary shall show the number of meters or overall tests found within each of the following accuracy classifications:
  - a. No recording.
  - b. Creeping.
  - c. Equal to or less than 94.0%.
  - d. 94.1 to 96.0%.
  - e. 96.1 to 97.%.
  - f. 97.1 to 98.0%.
  - g. 98.1 to 99.0%.
  - h. 99.1 to 100.0%.
  - i. 100.1 to 101.0%.
  - j. 101.1 to 102.0%.
  - k. 102.1 to 103.0%.
  - l. 103.1 to 104.0%.
  - m. 104.1 to 106.0%.
  - n. Over 106.0%.
3. For all meters that are included in Rule U, 2, b of this section, the Company shall file with the Michigan Public Service Commission, on or before the first day of April, all of the following:
  - a. A summary of all samples of meter lots that pass the Acceptability Criterion as set forth in Military Standard 414, including complete data on the type of meter, number of meters in

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lot, size of sample, average months in service since last test, and the computed p (Total Estimated Percent Defective in Lot) and the corresponding M (Maximum Allowance Percent Defective) as determined from Table B-3 in Military Standard 414, June 11, 1957.

- b. The necessary calculations made pursuant to the illustrations on Page 43 of Military Standard 414 shall be retained for each sample drawn. In addition to the actual computation, the data should include the type of meter, number of meters in lot, meter numbers of sample meters, actual prior-to-adjustment test data of each meter tested, and months since last test for each meter in sample. A sample of the aforementioned calculations and data for a lot that passes the Acceptability Criterion shall be included in the report to the Michigan Public Service Commission.
- c. A copy of the complete data, as outlined in subdivision 3 of this subrule, shall be included for each meter lot that fails to pass the Acceptability Criterion as set forth in Military Standard 414.
- d. A report summarizing the testing of all meters in rejected lots. The heavy load prior-to-adjustment tests only shall be recorded and the accuracy classifications as established in subrule 2 of this rule shall be used. Each rejected lot shall be reported separately and shall be separated into groups by the number of months since the last test as follows:
  - (1) 0 to 48 months.
  - (2) 49 to 72 months.
  - (3) 73 to 96 months.
  - (4) Over 96 months.

**Z. GENERATING AND INTERCHANGE STATION METER TESTS**

- 1. Generating and interchange station and watthour meters shall be tested in conjunction with their associated equipment as follows:
  - a. At least once every 24 months for generating station meters.
  - b. At least once every 12 months for interchange meters.
- 2. The accuracy limits for any particular device shall not be greater than the accuracy limits required elsewhere in these rules.

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SECTION IX - TARIFF CONDITIONS

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Issued: *February 14, 1996*

By: Stephen H. Fletcher  
President

Alpena, Michigan



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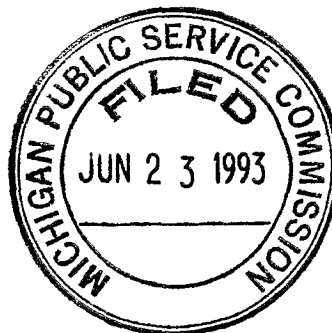
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