

Continued From Sheet No. B-50.00

B6.6 Meter reading and billing periods.

Bills shall be rendered once each month as nearly as is possible on a normal monthly period. Reasonable efforts will be made to read the customer's meter at least once in two months on or about the same day of such meter reading month. When, for any reason, an actual meter reading is not obtained, the bill will be estimated on the basis of past service records, adjusted for seasonal variations. When past records are not available, billing will be based upon whatever other data are available. Each account shall be adjusted as necessary each time an actual meter reading is obtained. Bills rendered for gas service for periods when actual meter readings were not obtained, shall have the same force and effect as those based on actual meter readings.

Where the Company renders a bill for an elapsed period other than a regular billing period, the rates and charges will be prorated except that a customer who terminates service less than 28 days after the commencement of service will be billed for a month.

B6.7 Payment of Bills.

Bills for gas service furnished by the Company are due 17 days for residential customers and 21 days for non-residential customers from the date the bill is mailed (unless otherwise specified). Bills of the Company for service are payable at any District Customer Service Office or to a duly authorized "Payment Station" of the Company. Payment Stations are authorized to collect a fee from the customer for accepting payments.

B6.8 Delinquent bills.

If any bill for gas service remains unpaid for a period of 22 days after it is rendered by the Company to a residential customer and 26 days after it is rendered to a non-residential customer, the Company shall have the right to discontinue such service upon ten days notice in writing of its intentions to so discontinue, and such discontinuance of service may be in effect until such bill has been paid.

B6.9 Charge for nonsufficient funds (NSF) check.

A charge of \$15.00 will be levied upon a customer for each check the customer issues the Company in payment for a gas bill when the check is returned to the Company marked NSF or closed account by the financial institution upon which the check is drawn. This charge will become part of the customer's arrears and will be subject to the same requirements applicable thereto.

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**SECTION C PART 1
RULES AND REGULATIONS FOR RESIDENTIAL CUSTOMERS
RESIDENTIAL STANDARDS AND BILLING PRACTICES**

C1. General Provisions and Definitions

C1.1 R 460.2101 Application of rules.

Rule 1

These rules apply to residential utility service that is provided by electric and natural gas utilities that are subject to the jurisdiction of the public service commission.

C1.2 R 460.2102 Definitions.

Rule 2

As used in these rules:

- (a) "Billing error" means an undercharge or overcharge that is caused by any of the following:
 - (i) An incorrect actual meter read.
 - (ii) An incorrect remote meter read.
 - (iii) An incorrect calculation of the applicable rate.
 - (iv) An incorrect connection of the meter.
 - (v) An incorrect application of the rate schedule.
 - (vi) Another similar act or omission by the utility 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 a utility service consumption period of not less than 25, 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 utility service.
- (d) "Commission" means the Michigan Public Service Commission.

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C1.2 R 460.2102 Definitions. (Contd)

- (e) "Complaint" means a matter that requires follow-up action or investigation by the utility 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 an individual that purchases natural gas or transportation services, or both, on the utility's system for residential purposes.
- (i) "Cycle billing" means a system that renders bills for utility service to various customers on different days of a calendar month.
- (j) "Delinquent account" means any charges for utility service that remains unpaid at least 5 days after the due date.
- (k) "Energy usage" means the consumption of electricity or natural gas.
- (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) "Gas cost recovery" means the adjustment in rates that is approved by the Commission to recognize variations in the cost of fuel for electric generation, purchased power, or purchased gas 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 utility or the customer and the Commission.

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C1.2 R 460.2102 Definitions. (Contd)

- (r) "Late payment charge" means a finance, service, carrying, or penalty charge that is assessed by a utility because a balance due on a bill is delinquent.
- (s) "New customer" means a customer who has not received the utility's service within the previous six years.
- (t) "Positive identification information" means a social security number and an identification containing a photograph.
- (u) "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.
- (v) "Previous customer" means a customer who has received the utility's service within the previous six years.
- (w) "Residential service or use" means the provision of or use of electricity or natural gas for residential purposes.
- (x) "Seasonally billed customer" means a customer who is billed on a seasonal basis in accordance with a utility tariff that is approved by the Commission.
- (y) "Settlement agreement" means a written agreement that is entered into by a customer and a utility and that resolves any matter in dispute or provides for the payment of amounts not in dispute over a reasonable period of time.
- (z) "Shutoff of service" means a discontinuance of utility service that is not voluntarily requested by a customer.
- (aa) "Space heating season" means the period between December 1 and March 31.
- (ab) "Termination of service" means a cessation of utility service that is voluntarily requested by a customer.
- (ac) "Transmit" means to convey or dispatch.
- (ad) "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.

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C1.3 R 460.2103 Discrimination prohibited.

Rule 3

A utility shall not discriminate against or penalize a customer for exercising any right granted by these rules.

C1.5 R 460.2105 Additional rules.

Rule 5

A utility may adopt additional rules governing relations with its customers that are reasonable and necessary and that are not inconsistent with these rules. The utility'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 a utility's rules or tariffs, these rules govern.

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C2. BILLING AND PAYMENT STANDARDS

C2.11 R 460.2111 Billing frequency; method of delivery.

Rule 11

A utility shall transmit a bill each billing month to its customers in accordance with approved rate schedules. A utility shall transmit a bill to customers by mail unless the utility and the customer agree 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.

C2.12 R 460.2112 Estimated billing.

Rule 12

- (a) A utility may estimate the bill of a residential customer every other billing month. A utility may estimate the 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. A utility shall not render an estimated bill unless the estimating procedures employed by the utility and any substantive changes to those procedures have been approved by the Commission.
- (b) A utility may render estimated bills to seasonally billed customers in accordance with the tariffs approved by the Commission.
- (c) Notwithstanding the provisions of subrule (1) of this rule, a utility may estimate the bill of a customer if extreme weather conditions, emergencies, work stoppages, or other circumstances beyond the control of the utility prevent an actual meter reading.
- (d) If the utility is unable to gain access to read a meter, then the utility 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 utility may transmit an estimated bill notwithstanding the provisions of subrule (1) of this rule. If a utility cannot obtain an actual reading under this subrule, then the utility shall maintain records of the reasons and its efforts to secure an actual reading.

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C2.13 R 460.2113 Customer meter reading.

Rule 13

A utility 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. A utility shall provide postage-paid, pre-addressed postcards for this purpose upon request. At least once every 12 months, a utility 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, a utility may read meters on a regular basis.

C2.14 R 460.2114 Equal monthly billing.

Rule 14

A utility 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 utility shall return the credit balance.

C2.15 R 460.2115 Cycle billing.

Rule 15

A utility may use cycle billing if each customer receives a bill on or about the same day of each billing month. If a utility changes meter reading routes or schedules, it may change billing cycles upon 10 days' written notice to the affected customers.

C2.16 R 460.2116 Payment of bill.

Rule 16

A utility shall permit each customer a period of not less than 17 days from the date of rendering the bill was transmitted to pay in full, unless the customer agrees in writing to a different period.

C2.17 R 460.2117 Payment period.

Rule 17

The date of transmitting a bill is the date the utility mails the bill. For bills that are delivered other than by mail, the date of transmitting a bill is the date that the utility conveys or dispatches the billing information to the customer in accordance with the method of delivery that the customer and the utility agreed to use. If the last day for payments falls on a Sunday, legal holiday, or other day when the offices of the utility 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.

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C2.18 R 460.2118 Allowable charges.

Rule 18

- (a) Except as otherwise provided by statute, a utility shall bill each customer for the amount of natural gas or electricity consumed and any other approved charges in accordance with the rates and tariffs approved by the Commission.
- (b) A utility 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. A utility shall not assess a late payment charge against a customer who is participating in the Winter Protection Plan described in R 460.2174.

C2.19 R 460.2119 Bill information.

Rule 19

A bill that is transmitted by a utility 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. A utility 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 a utility from this requirement by order upon a showing by the utility 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.

See (j) through (m) on next page.

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C2.19 R 460.2119 Bill information. (Contd)

- (j) The rate schedules, the explanation of rate schedules, and the explanation of how to verify the accuracy of the bill, and an explanation of the fuel clause, if any, are available and 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 utility at which the customer may initiate any inquiry or complaint regarding the bill or the service provided by the utility.
- (m) That the utility is regulated by the Michigan Public Service Commission, Lansing, Michigan.

Please refer to Sheet No. C-49.00 for Item No. “(n)” under Bill Information.

C2.20 R 460.2120 Separate bills.

Rule 20

- (a) A utility shall transmit a separate bill in conformity with the provisions of R 460.2119 for service provided at each location and shall not combine two or more accounts without written authorization of the customer.
- (b) Notwithstanding the provisions of subrule (1) 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 a utility may transfer an unpaid balance to any other residential service account of the customer.

C2.21 R 460.2121 Billing for non-tariff services.

Rule 21

A utility may include charges for non-tariff services together with charges for tariff service on the same monthly bill if the charges for non-tariff services are designated clearly and separately from the charges for tariff service. If partial payment is made, the utility shall first credit payment to the balance outstanding for tariff service.

C2.22 R 460.2122 Listing of energy assistance programs.

Rule 22

The Commission shall provide, to all utilities, a listing of all federal and state energy assistance programs and the eligibility requirements.

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C2.23 R 460.2123 Notice of energy assistance programs.

Rule 23

(a) A utility shall annually inform each customer of all of the following information:

- (i) The federal and state energy assistance programs that are available and the eligibility requirements of the programs, as provided to the utility by the Commission.
- (ii) The Winter Protection Plan described in the provisions of R 460.2174.
- (iii) The medical emergency provisions of R 460.2153.

(b) The utility shall provide the information required by the provisions of subrule (1) of this Rule as an explanation on the customer's bill, a bill insert, or other transmittal. If the utility does not print an explanation on the customer's bill, then the utility shall, on the customer's bill, direct the customer to the bill insert or other transmittal.

C2.24 R 460.2124 Additional energy assistance programs.

Rule 24

As further information regarding energy assistance programs becomes available, the Commission shall provide that information to all utilities. Within sixty days of receiving the information, the utility shall:

- (i) Provide further information regarding new eligibility requirements for energy assistance programs to all of its customers.
- (ii) Provide further information regarding new benefit levels for energy assistance programs to customers currently enrolled in the programs.

C2.25 R 460.2125 Billing error.

Rule 25

(a) If a utility overcharges a customer due to a billing error, the utility shall refund or credit the amount of the overcharge. A utility 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 commencement of the error.

See Subrules (b) and (c) on next page.

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C2.25 R 460.2125 Billing error. (Contd)

- (b) If a utility undercharges a customer, the following provisions apply:
 - (i) In cases that involve meter tampering or fraud, the utility may backbill the customer for the amount of the undercharge.
 - (ii) In cases that do not involve meter tampering or fraud, the utility may backbill the customer for the amount of the undercharge during the 12-month period immediately preceding discovery of the error, and the utility 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 gas meter errors and electric meter errors shall be reconciled in accordance with the provisions of R 460.2364 of the technical standards for gas service and the provisions of R 460.3403 of the regulations governing service supplied by electric utilities, respectively.

C3. DEPOSITS AND GUARANTEES

C3.31 R 460.2131 Deposit for new customer.

Rule 31

- (a) A utility may require a deposit as a condition of providing service to a new customer due to any of the following provisions:
 - (i) The applicant has a delinquent bill with any electrical or gas provider, that accrued within the last six years, and that, at the time of the request for service, remains unpaid and is not in dispute.
 - (ii) The applicant misrepresents his or her identity or credit standing.
 - (iii) 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 R 460.2133(3).
 - (iv) The applicant, in an unauthorized manner, used, diverted, or interfered with the service of the utility situated or delivered on or about the applicant's premises within the last six years, if the finding of unauthorized use, diversion, or interference is made after notice and an opportunity for a hearing under these rules.
 - (v) The applicant requests service for a location at which he or she does not reside.

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C3.31 R 460.2131 Deposit for new customer. (Contd)

- (vi) 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.
- (vii) The applicant is unable to provide prior utility service history information with any regulated or unregulated utility in Michigan or elsewhere during the last six years and has an unfavorable commercial credit rating caused by three or more delinquent payments of more than sixty days in the last two years.
- (viii) A receiver has been appointed in a court proceeding within the last six years.
- (ix) As allowed by federal bankruptcy law, the applicant has sought relief under federal bankruptcy laws within the last six years.
- (b) A utility shall not require a deposit as a condition of providing service to a new customer if any of the following provisions apply:
 - (i) The Family Independence Agency is responsible for making monthly payments to a utility on behalf of the applicant.
 - (ii) The applicant secures a guarantor who is a customer in good standing with the utility.
 - (iii) None of the conditions described in Subrule (1) of this rule applies to the applicant.
 - (iv) The applicant is over 65 years of age and has no negative credit history with any gas or electric provider.

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C3.32 R 460.2132 Deposit for previous customer or continued service.

Rule 32

- (a) A utility 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 utility due to any of the following:
- (i) The customer or applicant has a prior service account that is delinquent, that accrued within the last six 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.
 - (ii) The customer or applicant misrepresents his or her identity or credit standing.
 - (iii) 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 R 460.2133(3).
 - (iv) The customer or applicant, in an unauthorized manner, used, diverted, or interfered with the service of the utility situated or delivered on or about the customer's or applicant's premises within the last six 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.
 - (v) The utility has shut off service to the customer for nonpayment of a delinquent account that is not in dispute.
 - (vi) The utility 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.
 - (vii) A receiver has been appointed in a court proceeding within the last six years.
 - (viii) As allowed by federal bankruptcy law, the applicant has sought relief under federal bankruptcy laws within the last six years.

See Subrule (b) on next page.

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C3.32 R 460.2132 Deposit for previous customer or continued service. (Contd)

- (b) A utility 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 one of the following provisions applies:
 - (i) The Family Independence Agency is responsible for making monthly payments to a utility on behalf of the applicant.
 - (ii) The customer or applicant secures a guarantor who is a customer in good standing with the utility.
 - (iii) The customer or applicant has none of the conditions described in Subrule (1) of this rule.
 - (iv) The applicant is over 65 years of age and has no negative credit history with any gas or electric provider.

C3.33 R 460.2133 Prohibited practices.

Rule 33

- (a) A utility shall not require a deposit or other guarantee as a condition of new or continued utility service based upon any of the following:
 - (i) 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 six years.
 - (ii) Income.
 - (iii) Home ownership.
 - (iv) Residential Location.
 - (v) Race.
 - (vi) Color.
 - (vii) Creed.
 - (viii) Sex.
 - (ix) Age.

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C3.33 R 460.2133 Prohibited practices. (Contd)

- (x) National origin.
- (xi) Any other criteria not authorized by these Rules.
- (b) A utility shall not attempt to recover from any person any 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) A utility 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 six years to provide the utility with his or her social security number as a condition of obtaining or continuing a utility service.

C3.34 R 460.2134 General deposit conditions.

Rule 34

- (a) (i) 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 utility's system average peak season monthly bill for residential service if consumption history for the premises is unavailable. The utility 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 utility, and accrued within the last six years.
- (ii) 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 four times the average peak season monthly bill for the premises or four times the utility's system average peak season monthly bill for residential service if consumption history for the premises is unavailable. The utility 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 utility, and accrued within the last six years.

See Subrule (b) on next page.

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C3.34 R 460.2134 General deposit conditions. (Contd)

- (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 utility 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 utility shuts off service for nonpayment, then the utility shall not require a deposit as a condition of restoring service unless the utility offered the customer, prior to shutoff for nonpayment, the opportunity to enter into a settlement agreement as provided in Part 6 of these rules.
- (d) A utility shall pay interest at the rate of 9% per annum on all deposits. A utility 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 utility shall return the deposit and accrued interest upon satisfactory payment by the customer of all proper charges for utility service for a period of 12 consecutive months. A utility may retain the deposit because of unauthorized use, diversion, or interference for a period of 24 months and shall refund the deposit 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 the 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) If the utility has not already returned the deposit, the utility shall credit the deposit, with accrued interest, to the final bill. A utility may apply the deposit against an existing arrearage that is not in dispute. The utility shall promptly return the balance to the customer.

See Subrule (h) on next page.

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C3.34 R 460.2134 General deposit conditions. (Contd)

- (h) A utility shall maintain a detailed record of all deposits received from customers. The record shall show all of the following information:
 - (i) The name of the residential customer.
 - (ii) 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.
 - (iii) The date the customer made the deposit and the amount.
 - (iv) The dates the utility paid interest and the amounts.
- (i) If a customer makes a deposit, then the utility shall provide, in writing, a receipt that contains all of the following information:
 - (i) Name of customer.
 - (ii) Place of payment.
 - (iii) Date of payment.
 - (iv) Amount of payment.
 - (v) Identifiable name and signature of the utility employee who receives the deposit.
 - (vi) The terms and conditions governing the receipt, retention, and return of the deposit.
- (j) A utility 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) A utility shall apply deposit standards uniformly to all customers.

See Subrule (l) on next page.

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C3.34 R 460.2134 General deposit conditions. (Contd)

- (l) For purposes of this rule, both of the following provisions apply:
 - (i) The premises's average peak season monthly bill is defined as the highest five consecutive month period of consumption at the premises within the previous 12 month period, divided by five, priced at current rates.
 - (ii) The utility's system average peak season monthly bill is defined as the average peak season monthly bill computed for all residential premises on the utility's system.

C3.35 R 460.2135 Uncollectibles allowance recovery fund.

Rule 35

- (a) A utility shall establish and administer an uncollectibles allowance recovery fund.
- (b) A utility shall annually deposit into its uncollectibles allowance recovery fund the difference between the uncollectibles provision as recorded on the utility's financial records for 1999 less the provision as recorded on the utility's financial records in each subsequent fiscal year.
- (c) A utility shall annually disburse the funds placed into its uncollectibles allowance recovery fund according to the following formula:
 - (i) Twenty-five percent (25%) shall be retained by the utility.
 - (ii) 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.

C3.36 R 460.2136 Guarantee terms and conditions.

Rule 36

- (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 utility shall not hold the guarantor liable for a greater amount, unless agreed to in a separate written guarantee.

See Subrule (b) on next page.

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C3.36 R 460.2136 Guarantee terms and conditions. (Contd)

- (b) The customer's credit shall be established and the utility shall release the guarantor upon satisfactory payment by the customer of all proper charges for utility service for a period of 12 consecutive months, unless the guarantee was required due to unauthorized use, diversion, or interference.
- (c) A utility 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 months' 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 three days after the issuance of the next succeeding monthly bill, whichever is sooner.
- (e) A utility may withhold the release of a guarantor pending the resolution of a shutoff for nonpayment that is in dispute in accordance with these rules.

C4. UTILITY PROCEDURES

C4.41 R 460.2141 Applicability.

Rule 41

These procedures apply to all customer inquiries, service requests, and complaints that are made to a utility regarding residential utility service and charges.

C4.42 R 460.2142 Complaint procedures.

Rule 42

- (1) A utility 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.
- (2) A utility shall obtain Commission's approval of any substantive changes in its procedures.

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C4.43 R 460.2143 Personnel procedures.

Rule 43

A utility 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. A utility 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 utility 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 utility's service area.
- (d) That the names, addresses, and telephone numbers of personnel who are designated and authorized to receive and respond to the requests and directives of the Commission regarding customer inquiries, service requests, and complaints are current and on file with the Commission.

C4.44 R 460.2144 Utility hearing officers.

Rule 44

- (a) A utility 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 Part 6 of these rules.
- (b) Utility hearing officers who are employed or contracted to comply with the provisions of Part 6 of these Rules shall not engage in any other activities for or on behalf of the utility.
- (c) Utility hearing officers and utility hearing procedures shall be subject to investigation and review by the Commission to ensure the impartiality and integrity of the hearing process.

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C4.45 R 460.2145 Publication of procedures.

Rule 45

- (a) A utility 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) A utility shall display the pamphlet prominently and make it available at all utility office locations open to the general public. A utility shall transmit or mail 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 (3) of this rule occur, the utility 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 utility.
- (c) The pamphlet shall contain all of the following information:
 - (i) Billing procedures and estimation standards.
 - (ii) Methods for customers to verify billing accuracy.
 - (iii) An explanation of the power supply cost recovery or gas cost recovery program.
 - (iv) Customer payment standards and procedures.
 - (v) Security deposit and guarantee standards.
 - (vi) Shutoff and restoration of service.
 - (vii) 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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C4.46 R 460.2146 Access to rules and rates.

Rule 46

- (a) A utility, except for a rural electric cooperative, shall provide to each customer, within 60 days of commencing service, within 60 days after issuance of a new rate case order, and at least once each year, the following information:
 - (i) A clear and concise explanation of all rates for which that customer may be eligible.
 - (ii) A notice that complete rate schedules are available upon request.
 - (iii) 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 one rate.

- (b) A rural electric cooperative shall provide to each customer, at least annually, the following information:
 - (i) A notice that complete rate schedules are available upon request.
 - (ii) A notice that a clear and concise explanation of all rates for which that customer may be eligible is available upon request.
 - (iii) 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 one rate.

- (c) A utility, except for a rural electric cooperative, shall provide to each customer, within 60 days after the utility has filed a general rate case application with the Commission, the following information:
 - (i) A notice that the utility has requested that the Commission change its rates.
 - (ii) A notice that copies of the utility's application are available for inspection at all offices of the utility.
 - (iii) A notice that an explanation of the proposed changes to the utility's rates is available from the utility upon request.

See Subrule (d) on next page.

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C4.46 R 460.2146 Access to rules and rates. (Contd)

- (d) A rural electric cooperative shall provide to each customer, within a reasonable time after it has filed a general rate case application or a times interest earned ratio ratemaking application, the following information:
 - (i) A notice that the cooperative has requested that the Commission change its rates.
 - (ii) A notice that copies of the cooperative's application are available for inspection at all offices of the cooperative.
 - (iii) A notice that an explanation of the proposed changes to the cooperative's rates is available from the cooperative upon request.
- (e) A utility, including a rural electric cooperative, 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.
- (f) A utility shall keep on file, at all offices of the utility, and shall provide public access to, all of the following documents:
 - (i) A copy of these rules.
 - (ii) A copy of all other rules of the utility as filed with the Commission regarding customer service.
 - (iii) Schedules of all residential rates and charges.
 - (iv) Proposed rate schedules.
 - (v) Clear and concise explanations of both existing and proposed rate schedules.
 - (vi) An explanation of its power supply cost recovery or gas cost recovery program.
- (g) A utility shall post suitable signs in conspicuous locations at all bill payment offices that are operated by the utility 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, a utility shall provide 1 copy of these rules, explanations, or schedules to a customer without charge.

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C4.47 R 460.2147 Reporting requirements.

Rule 47

Upon request, a utility 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 utility.
- (c) The number of shutoff notices issued by the utility and the reasons for the notices.
- (d) The number of hearings held by the utility, the types of disputes involved, and the number of complaint determinations issued.
- (e) The number of written settlement agreements entered into by the utility.
- (f) The number of shutoffs of service and the number of reconnections.

C4.48 R 460.2148 Inspection.

Rule 48

A utility shall permit authorized Staff of the Commission to inspect all of the utility's operations that relate to customer service.

C4.49 R 460.2149 Customer access to consumption data.

Rule 49

A utility 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 utility. A utility shall notify its customers at least once each year that a customer may request consumption data.

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C4.50 R 460.2150 Application for service.

Rule 50

- (a) Unless the applicant has had one or more shutoffs, a utility shall not require other adults who will be residing at the premises for which service is requested to sign an application for service. A utility shall permit more than 1 name on the application if requested by the customer.

- (b) If the applicant is renting the premises for which service is requested, a utility 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.

C5. PHYSICAL SHUTOFF OF SERVICE

C5.51 R 460.2151 Time of shutoff.

Rule 51

- (a) Subject to the requirements of these Rules, a utility 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 a utility does not shut off service and mails a subsequent notice, then the utility 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) A utility shall not shut off service on a day, or a day immediately preceding a day, when the services of the utility are not available to the general public for the purpose of restoring service and shall not shut off service on a Friday during the space heating season to a customer who has defaulted on the Winter Protection Plan as defined in these rules.

- (c) A utility 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 utility in accordance with these rules.

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C5.52 R 460.2152 Manner of shutoff.

Rule 52

- (a) At least one day preceding shutoff of service, the utility shall make not less than two attempts to contact the customer by telephone if a telephone number is accessible to the utility to advise the customer of the pending action and what steps the customer must take to avoid shut off. The utility shall either document all attempts to contact the customer or shall document that automated procedures are in place that will make at least two attempts to contact the customer by telephone.
- (b) Immediately preceding the shutoff of service, an employee of the utility 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 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, if provided in the utility'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 twelve 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 utility has not made the prior telephone contact provided in subrule (1) 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 utility has made prior telephone contact with the customer or another responsible person, the employee may shut off service immediately.

See Subrule (g) on next page.

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C5.52 R 460.2152 Manner of shutoff. (Contd)

- (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 utility 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.

C5.53 R 460.2153 Medical emergency.

Rule 53

Notwithstanding any other provision of these rules, a utility shall postpone the shut off of service for a reasonable time, but not for 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 utility 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 utility shall restore service for a reasonable time, but not for more than 21 days, and shall continue the 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.

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C5.54 R 460.2154 Restoration of service.

Rule 54

- (a) After a utility 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 utility have been made.
- (b) When a utility shuts off service at the customer's meter, the utility shall make every effort to restore service on the day the customer requests restoration. Except for reasons beyond its control, the utility shall restore service not later than the first working day after the customer's request.
- (c) The utility may assess the customer a charge, including reasonable costs, for restoring service and relocating the customer's meter as specified in the utility's approved schedule of rates and tariffs.

C5.55 R 460.2155 Charges for meter relocation.

Rule 55

A utility may assess a meter relocation charge pursuant to the provisions of R 460.2154(3) in any of the following situations:

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

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C6. PROCEDURES FOR SHUTOFF OR TERMINATION OF SERVICE

C6.61 R 460.2161 Shutoff permitted.

Rule 61

Subject to the requirements of these rules, a utility 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 six 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 utility 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 purpose 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 utility approved by the Commission so as to adversely affect the safety of the customer or other persons or the integrity of the utility 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 utility at the time that all or part of the debt was incurred by the current member of the customer's household. This subdivision shall not apply if the utility holds a deposit pursuant to the provisions of R 460.2131(1)(E).
- (i) The customer has requested the termination of service. The utility shall make reasonable efforts to determine that the customer of record has authorized the termination of service.

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C6.62 R 460.2162 Shutoff prohibited.

Rule 62

A utility 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 utility.
- (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 one 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. A utility may shut off service, however, in any of the following circumstances:
 - (i) If the customer supplies a written statement under oath that the premises are unoccupied.
 - (ii) If the premises are occupied and the occupant agrees, in writing, to the shutoff of service.
 - (iii) 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 utility, 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 utility may shut off service pursuant to these rules.

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C6.63 R 460.2163 Notice of shutoff.

Rule 63

- (a) A utility shall not shut off service pursuant to the provisions of R 460.2161 unless it transmits 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 utility 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. A utility shall maintain a record of the date of transmittal.
- (b) A utility 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, a utility 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.

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C6.64 R 460.2164 Form of notice.

Rule 64

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 utility 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 utility 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 utility 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 utility that portion of the bill that is not in dispute within three 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 utility will not shut off service pending the resolution of a complaint that is filed with the utility in accordance with these rules.
- (i) The telephone number and address of the utility 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 utility will postpone the shutoff of service if a medical emergency exists at the customer's residence.

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C6.64 R 460.2164 Form of notice. (Continued)

- (l) That the utility may require a deposit and restoration charge if the utility shuts off service for nonpayment of a delinquent account.
- (m) That the customer should contact the utility 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.

C6.65 R 460.2165 Disputed claim.

Rule 65

- (a) If a customer advises a utility, before the date of the proposed shutoff of service, that all or part of a bill is in dispute, then the utility shall do all of the following:
 - (i) Immediately record the date, time, and place the customer made the complaint and transmit verification to the customer.
 - (ii) Investigate the dispute promptly and completely.
 - (iii) Advise the customer of the results of the investigation.
 - (iv) Attempt to resolve the dispute informally in a manner that is satisfactory to both parties.
 - (v) Provide the opportunity for the customer to settle the disputed claim or to satisfy any liability that is not in dispute.
- (b) A customer may advise a utility 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 utility.
- (c) A utility, 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.

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C6.66 R 460.2166 Hearing.

Rule 66

If the parties are unable to resolve the dispute, the utility shall offer the customer the opportunity for a hearing before a utility hearing officer. If the customer fails to request a hearing within three 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 three days of the date that he or she requests the hearing, the utility may exercise its right to shut off service pursuant to these rules.

C6.67 R 460.2167 Payment of amount not in dispute.

Rule 67

- (a) If a customer requests a hearing before a utility hearing officer, the customer shall cooperate in the utility's investigation of the complaint and shall pay to the utility 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 utility, 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 a backbilling, the customer shall pay, to the utility, 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 R 460.2169.
- (e) If the customer fails to pay the amount that is not in dispute within three days of the date that he or she requests a hearing, the customer waives the right to the hearing and the utility may shut off service as provided in Part C5 of these rules.
- (f) If the dispute is ultimately resolved in favor of the customer, in whole or in part, the utility shall return promptly any excess amount paid by the customer, with interest at the rate specified pursuant to the provisions of R 460.2134(4).

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C6.68 R 460.2168 Notice of hearing.

Rule 68

- (a) The utility 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 utility 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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C6.69 R 460.2169 Hearing procedures.

Rule 69

- (a) A utility shall establish hearing procedures that, at a minimum, provide the customer and the utility with all of the following rights:
 - (i) The right to represent themselves, to be represented by counsel, or to be assisted by persons of their choice.
 - (ii) The right to examine, not less than two 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.
 - (iii) The right to present evidence, testimony, and oral and written argument.
 - (iv) The right to confront and question witnesses appearing on behalf of the other party.
- (b) A hearing shall be held during normal business hours. A utility 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 utility 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:
 - (i) A concise statement, in writing, of the position of the utility.
 - (ii) 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.
 - (iii) Copies of all evidence submitted by the parties.

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C6.69 R 460.2169 Hearing procedures. (Contd)

- (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 7 days. At the request of the customer, the utility hearing officer shall adjourn the hearing and transmit 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:
 - (i) A concise summary of the evidence and arguments presented by the parties.
 - (ii) 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 utility of all of the following:
 - (i) 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.
 - (ii) That, if appealed, the decision of the utility hearing officer, including a finding that service may be shut off, cannot be implemented until review by the Commission Staff.
 - (iii) The address and telephone number where the customer or the utility 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:
 - (i) A copy of the complaint determination.
 - (ii) Appeal information as provided in subrule (8) of this rule.
 - (iii) If applicable, a copy of the signed settlement agreement.

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C6.69 R 460.2169 Hearing procedures. (Contd)

- (k) The complaint determination and a copy of the signed settlement agreement, if any, shall be made 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.

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C6.70 R 460.2170 Settlement agreement.

Rule 70

- (a) If the utility and the customer arrive at a mutually satisfactory settlement of a claim in dispute or if the customer does not dispute liability to the utility, but claims the inability to pay the outstanding bill in full, then a utility 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 utility. The utility 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 utility shall retain the original settlement agreement for two years.
- (c) In negotiating a settlement agreement due to the customer's inability to pay an outstanding bill in full, the utility 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:
 - (i) The size of the delinquent account.
 - (ii) The customer's ability to pay.
 - (iii) The time that the debt has been outstanding.
 - (iv) The reasons that the customer has not paid the bill.
 - (v) The customer's payment history.
 - (vi) Any other relevant factors concerning the circumstances of the customer.

See Subrule (e) on next page.

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C6.70 R 460.2170 Settlement agreement. (Contd)

- (e) A settlement agreement that is offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold print that is not less than two 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 UTILITY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT."

C6.71 R 460.2171 Default of settlement agreement.

Rule 71

- (a) If a customer fails to comply with the terms and conditions of a settlement agreement, a utility may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
 - (i) That the customer is in default of the settlement agreement.
 - (ii) The nature of the default.
 - (iii) That unless the customer pays in full within 10 days of the date of mailing, the utility may shut off service.
 - (iv) The date on or after which the utility may shut off service.
 - (v) That the customer has a right to request a hearing before a utility hearing officer only if the customer alleges that the utility has failed or refused to follow the terms of the settlement agreement.
 - (vi) The address and telephone number where the customer may file the request for a hearing with the utility.

See Subrule (b) on next page.

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C6.71 R 460.2171 Default of Settlement Agreement. (Contd)

- (b) A utility 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) A utility 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 two years.
- (d) If the customer and utility 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 (1) of this Rule. The utility may shut off service after notice as described in the provisions of R 460.2152.

C6.72 R 460.2172 Same dispute.

Rule 72

A utility 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.

C6.73 R 460.2173 Emergency shutoff.

Rule 73

Notwithstanding any other provision of these rules, a utility may shut off service temporarily for reasons of health or safety or in a state of national emergency. When a utility shuts off service for reasons of health or safety, the utility shall leave a notice in accordance with the provisions of R 460.2152(8).

C6.74 R 460.2174 Winter Protection Plan.

Rule 74

- (a) As used in this Rule:
 - (i) "Eligible customer" means either an eligible low-income customer or an eligible senior citizen customer.

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C6.74 R 460.2174 Winter Protection Plan. (Contd)

- (ii) "Eligible low-income customer" means a utility 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.
- (iii) "Eligible senior citizen customer" means a utility customer who is 65 years of age or older and who advises the utility of his or her eligibility.
- (b) A utility 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 customer or if the customer pays to the utility a monthly amount equal to 7% of the estimated annual bill for the eligible customer and the eligible customer demonstrates, within fourteen 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 utility 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) A utility may shut off service to an eligible low-income customer who does not pay the monthly amounts referred to in subrule (2) of this Rule after giving notice in the manner required by these Rules. The utility 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 (2) of this Rule.

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C6.74 R 460.2174 Winter Protection Plan. (Contd)

- (d) If a customer fails to comply with the terms and conditions of this Rule, a utility may shut off service after giving the customer a notice, by personal service or first-class mail, that contains all of the following information:
 - (i) That the customer has defaulted on the Winter Protection Plan.
 - (ii) The nature of the default.
 - (iii) That unless the customer makes the payments that are past due under this Rule within ten days of the date of mailing, the utility may shut off service.
 - (iv) The date on or after which the utility may shut off service, unless the customer takes appropriate action.
 - (v) That the customer has the right to file a complaint disputing the claim of the utility before the date of the proposed shutoff of service.
 - (vi) 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 utility that portion of the bill that is not in dispute within three days of the date that the customer requests a hearing.
 - (vii) 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.
 - (viii) That the utility will not shut off service pending the resolution of a complaint that is filed with the utility in accordance with these Rules.

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C6.74 R 460.2174 Winter Protection Plan. (Contd)

- (ix) The telephone number and address of the utility where the customer may make inquiry, enter into a settlement agreement, or file a complaint.
 - (x) That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
 - (xi) That the utility will postpone shutoff of service if a medical emergency exists at the customer's residence.
 - (xii) That the utility may require a deposit and restoration charge if the utility shuts off service for nonpayment of a delinquent account.
- (e) At the conclusion of the space heating season, the utility 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. A utility 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 each month together with the monthly installment for any pre-enrollment arrearage instead of the amount otherwise owing for actual and reconciled past due amounts. After November 30, the utility shall reconcile the account of any customer who has 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 that are required pursuant to the 9% option, the utility 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) A utility shall not require an eligible low-income customer whose utility 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 R 460.2132 during the space heating season. A utility

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C6.74 R 460.2174 Winter Protection Plan. (Contd)

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 utility.

- (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 1/12 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 utility of his or her eligibility. A pre-enrolled customer shall not have his or her service terminated before 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.

C7. COMMISSION APPEAL PROCEDURES

C7.81 R 460.2181 Informal Appeal.

Rule 81

Within seven days after a utility hearing officer issues a written complaint determination, either party may make an informal appeal to the Commission Staff.

C7.82 R 460.2182 Filing Procedures.

Rule 82

- (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:

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C7.82 R 460.2182 Filing Procedures. (Contd)

- (i) Name and address of the customer.
- (ii) Name of the utility involved.
- (iii) The nature of the original complaint in a clear and concise manner.
- (iv) The relief requested.

C7.83 R 460.2183 Exhaustion of Remedies: Exception.

Rule 83

The Commission Staff may require a customer to pursue remedies directly with the utility as provided in these Rules before accepting an informal appeal. The Commission may waive this Rule when circumstances require.

C7.84 R 460.2184 Informal Appeal Procedures.

Rule 84

- (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:
 - (i) Advising the appealing party of the procedures of the Commission by telephone or in writing.
 - (ii) Advising the other party that an informal appeal has been filed.
 - (iii) Issuing interim determinations as necessary.
 - (iv) Reviewing or investigating the appeal as provided in these Rules.
 - (v) Issuing an informal appeal decision.

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Michigan Public Service Commission
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In Case No: U-14657

Continued from Sheet No. C-45.00

C7.84 R 460.2184 Informal Appeal Procedures. (Contd)

- (b) Upon notification by the Commission Staff that an informal appeal has been made, the utility 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 utility has the burden of proof by a preponderance of the evidence.

C7.85 R 460.2185 Interim Determination.

Rule 85

- (a) After receiving the hearing record and pending the 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 shut off of service as provided in these Rules. The complaint and information officer or designated employee may consider the 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 utility may shut off service as provided in these Rules.

C7.86 R 460.2186 Appeal Review.

Rule 86

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 employee. If either party fails to appear at the informal conference without a 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:

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Continued on Sheet No. C-47.00

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Green Bay, Wisconsin

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In Case No: U-14657

Continued From Sheet No. C-46.00

C7.86 R 460.2186 Appeal Review. (Contd)

- (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.

C7.87 R 460.2187 Shutoff Pending Decision.

Rule 87

A utility 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.

C7.88 R 460.2188 Informal Appeal Decision.

Rule 88

The complaint and information officer or other employee so designated by the Commission shall, within 30 days after the utility 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.

Continued on Sheet No. C-48.00

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In Case No: U-14657

Continued From Sheet No. C-47.00

C7.89 R 460.2189 Failure to Comply With Informal Appeal Decision.

Rule 89

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.

C7.90 R 460.2190 Same Dispute.

Rule 90

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.

C7.91 R 460.2191 Formal Appeal.

Rule 91

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.

C7.92 R 460.2192 Other Remedies.

Rule 92

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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Continued From Sheet No. C-48.00

C8. ADDITIONAL BILLING PRACTICES AND PROCEDURES

C8.2.19(N) R 460.2119 Billing Information.

(n) The late payment charge if the bill is not paid when due and owing.

Please refer back to Sheet No. C-8.00 for further billing information.

C8.2.21 R 460.2121 Special Services.

The Company may include charges for special services together with charges for utility service on the same monthly bill if the charges for special services are designated clearly and separately from the charges for utility service. If partial payment is made, the Company shall first credit payment to the balance outstanding for utility service, unless otherwise instructed in writing by the customer.

C8.3.32 R 460.2132 Deposit for Previous Customer or Continued Service.

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 or service standing with the Company due to any of the following:

C8.6.62(A) R 460.2162 Shutoff Prohibited.

(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 utility. The Company may shut off utility service for failure to make timely payments on conservation loan installments.

C8.6.63(4) R 460.2163 Notice of Shutoff.

(4) A notice of shutoff of service shall not be issued if a customer has pending with the Company a complaint concerning the bill upon which the notice is based.

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Continued From Sheet No. C-49.00

C8.7.83 R 460.2183 Exhaustion of Remedies.

Other remedies. Nothing in these Rules shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time prior to or after the issuance of any informal appeal decision.

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Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2007	\$9.0385	\$8.8163
May 2007	\$9.0385	\$8.6200
June 2007	\$9.0385	\$8.23002
July 2007	\$9.0385	\$8.23002
August 2007	\$9.0385	\$7.7500
September 2007	\$9.0385	\$7.7500
October 2007	\$9.0385	\$6.7200
November 2007	\$9.0385	\$7.0000
December 2007	\$9.0385	\$7.0000
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2007 for maximum Gas Cost Recovery Factors for April 2008 through March 2009. The Gas Cost Recovery Factor to be charged beginning April 2008 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

<p>CANCELLED BY ORDER <u>U-15040</u></p> <p>REMOVED BY <u>NAP</u></p> <p>DATE <u>12-17-07</u></p>

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Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

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January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

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September 2007	\$9.0385	\$7.7500
October 2007	\$9.0385	\$6.7200
November 2007	\$9.0385	
December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

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September 2007	\$9.0385	\$7.7500
October 2007	\$9.0385	
November 2007	\$9.0385	
December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

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October 2007	\$9.0385	
November 2007	\$9.0385	
December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

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February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

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September 2007	\$9.0385	
October 2007	\$9.0385	
November 2007	\$9.0385	
December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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E3. GAS COST RECOVERY FACTORS

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December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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Continued from Sheet No. E-2.00

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October 2007	\$9.0385	
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December 2007	\$9.0385	
January 2008	\$9.0385	
February 2008	\$9.0385	
March 2008	\$9.0385	

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E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$9.5900	\$9.3196
November 2006	\$9.5900	\$8.3500
December 2006	\$9.5900	\$8.3500
January 2007	\$9.5900	\$8.7500
February 2007	\$9.5900	\$6.5000
March 2007	\$9.5900	\$7.6500

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E3. GAS COST RECOVERY FACTORS

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October 2006	\$9.5900	\$9.3196
November 2006	\$9.5900	\$8.3500
December 2006	\$9.5900	\$8.3500
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February 2007	\$9.5900	\$6.5000
March 2007	\$9.5900	

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January 2007	\$9.5900	\$8.7500
February 2007	\$9.5900	
March 2007	\$9.5900	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED
BY ORDER U-14715
REMOVED BY NAP
DATE 01-19-07

Continued on Sheet No. E-3.01

Issued: **December 13, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service Commission
December 18, 2006
Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months.
Issued Under Authority of the Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$9.5900	\$9.3196
November 2006	\$9.5900	\$8.3500
December 2006	\$9.5900	\$8.3500
January 2007	\$9.5900	
February 2007	\$9.5900	
March 2007	\$9.5900	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

<p>CANCELLED BY ORDER <u>U-14715</u></p> <p>REMOVED BY <u>NAP</u></p> <p>DATE <u>12-19-06</u></p>

Continued on Sheet No. E-3.01

Issued: **November 15, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

<p>Michigan Public Service Commission</p> <p>November 17, 2006</p> <p>Filed <u>BJ</u></p>

Effective for bills rendered for the April 2006 through March 2007 billing months.
Issued Under Authority of the Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$9.5900	\$9.3196
November 2006	\$9.5900	\$8.3500
December 2006	\$9.5900	
January 2007	\$9.5900	
February 2007	\$9.5900	
March 2007	\$9.5900	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED
BY
ORDER U-14715

REMOVED BY NAP
DATE 11-17-06

Continued on Sheet No. E-3.01

Issued: **October 16, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission

October 17, 2006
Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months.
Issued Under Authority of the Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$9.5900	\$9.3196
November 2006	\$9.5900	
December 2006	\$9.5900	
January 2007	\$9.5900	
February 2007	\$9.5900	
March 2007	\$9.5900	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

<p>CANCELLED BY ORDER <u>U-14715</u></p> <p>REMOVED BY <u>NAP</u></p> <p>DATE <u>10-18-06</u></p>

Continued on Sheet No. E-3.01

Issued: **October 10, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

<p>Michigan Public Service Commission</p> <p>October 11, 2006</p> <p>Filed <u>BJ</u></p>
--

Effective for bills rendered for the April 2006 through March 2007 billing months.
Issued Under Authority of the
Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$12.2958	\$9.3196
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED
BY
ORDER U-14715
REMOVED BY NAP
DATE 10-12-06

Continued on Sheet No. E-3.01

Issued: **September 15, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission
September 15, 2006
Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	\$9.3196
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

Continued on Sheet No. E-3.01

Issued: **August 15, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission
August 28, 2006
Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

CANCELLED
BY
ORDER U-14715

REMOVED BY NAP
DATE 09-15-06

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	\$9.3196
September 2006	\$12.2958	
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED
BY ORDER U-14715
REMOVED BY NAP
DATE 08-29-06

Continued on Sheet No. E-3.01

Issued: **August 1, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission
July 19, 2006
Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	\$9.3196
August 2006	\$12.2958	
September 2006	\$12.2958	
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED	
BY	U-14715
ORDER	
REMOVED BY	NAP
DATE	07-20-06

Continued on Sheet No. E-3.01

Issued: **June 15, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service Commission
June 20, 2006
Filed <u>BJ</u>

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	\$9.3196
July 2006	\$12.2958	
August 2006	\$12.2958	
September 2006	\$12.2958	
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED BY ORDER	U-14715
REMOVED BY	NAP
DATE	06-22-06

Continued on Sheet No. E-3.01

Issued: **June 1, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service Commission
May 30, 2006
Filed <u>BJ</u>

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	\$9.3196
June 2006	\$12.2958	
July 2006	\$12.2958	
August 2006	\$12.2958	
September 2006	\$12.2958	
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED BY ORDER	U-14715
REMOVED BY	NAP
DATE	05-31-06

Continued on Sheet No. E-3.01

Issued: **May 1, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service Commission
April 25, 2006
Filed <u>BJ</u>

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-2.00

E3. GAS COST RECOVERY FACTORS

The listed monthly Gas Cost Recovery Factors are authorized pursuant to Rule B10, Gas Cost Recovery Clause.

Billing Month	Maximum Authorized Factor \$/Mcf	Actual Factor Billed \$/Mcf
April 2006	\$12.2958	\$9.3196
May 2006	\$12.2958	
June 2006	\$12.2958	
July 2006	\$12.2958	
August 2006	\$12.2958	
September 2006	\$12.2958	
October 2006	\$12.2958	
November 2006	\$12.2958	
December 2006	\$12.2958	
January 2007	\$12.2958	
February 2007	\$12.2958	
March 2007	\$12.2958	

The Company will file a revised Sheet No. E-3.00 monthly or as necessary to reflect the factor to be billed the following month.

The Company will file by December 31, 2006 for maximum Gas Cost Recovery Factors for April 2007 through March 2008. The Gas Cost Recovery Factor to be charged beginning April 2007 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

In addition to the above Gas Cost Recovery Factors, rates are subject to the supplemental charges shown on Sheet No. E-2.00.

CANCELLED
BY
ORDER U-14715

REMOVED BY BJ
DATE 04-25-06

Continued on Sheet No. E-3.01

Michigan Public Service
Commission
April 4, 2006
Filed RL

Issued: April 1, 2006
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-3.00

E3.1 GCR Ceiling Price Contingency Matrix

		April-June 1st Qtr		July-Sept 2nd Qtr		Oct-Dec 3rd Qtr		Jan-Mar 4th Qtr	
		Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar
Fractional Multi Fm		0.474	0.311	0.415	0.295	0.385	0.266	0.335	0.327
Plan NYMEX (Xplan)		\$8.2169	\$9.3490	\$8.2169	\$9.3490	\$8.2169	\$9.3490	\$8.2169	\$9.4997
Base GCR Factor			\$9.0385		\$9.0385		\$9.0385		\$9.0385
NYMEX Increase									
Greater than or Equal to	But less than	Incremental Contingency GCR Factor (\$/Mcf)							
\$0.00	\$0.05	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
\$0.05	\$0.10	\$0.0237	\$0.0155	\$0.0208	\$0.0147	\$0.0192	\$0.0133	\$0.0168	\$0.0164
\$0.10	\$0.15	\$0.0474	\$0.0311	\$0.0415	\$0.0295	\$0.0385	\$0.0266	\$0.0335	\$0.0327
\$0.15	\$0.20	\$0.0711	\$0.0466	\$0.0623	\$0.0442	\$0.0577	\$0.0400	\$0.0503	\$0.0491
\$0.20	\$0.25	\$0.0948	\$0.0621	\$0.0831	\$0.0590	\$0.0769	\$0.0533	\$0.0670	\$0.0654
\$0.25	\$0.30	\$0.1185	\$0.0776	\$0.1039	\$0.0737	\$0.0961	\$0.0666	\$0.0838	\$0.0818
\$0.30	\$0.35	\$0.1422	\$0.0932	\$0.1246	\$0.0885	\$0.1154	\$0.0799	\$0.1005	\$0.0982
\$0.35	\$0.40	\$0.1659	\$0.1087	\$0.1454	\$0.1032	\$0.1346	\$0.0932	\$0.1173	\$0.1145
\$0.40	\$0.45	\$0.1896	\$0.1242	\$0.1662	\$0.1180	\$0.1538	\$0.1066	\$0.1341	\$0.1309
\$0.45	\$0.50	\$0.2133	\$0.1397	\$0.1869	\$0.1327	\$0.1731	\$0.1199	\$0.1508	\$0.1473
\$0.50	\$0.55	\$0.2370	\$0.1553	\$0.2077	\$0.1475	\$0.1923	\$0.1332	\$0.1676	\$0.1636
\$0.55	\$0.60	\$0.2607	\$0.1708	\$0.2285	\$0.1622	\$0.2115	\$0.1465	\$0.1843	\$0.1800
\$0.60	\$0.65	\$0.2844	\$0.1863	\$0.2493	\$0.1770	\$0.2307	\$0.1598	\$0.2011	\$0.1963
\$0.65	\$0.70	\$0.3081	\$0.2019	\$0.2700	\$0.1917	\$0.2500	\$0.1732	\$0.2179	\$0.2127
\$0.70	\$0.75	\$0.3318	\$0.2174	\$0.2908	\$0.2065	\$0.2692	\$0.1865	\$0.2346	\$0.2291
\$0.75	\$0.80	\$0.3555	\$0.2329	\$0.3116	\$0.2212	\$0.2884	\$0.1998	\$0.2514	\$0.2454
\$0.80	\$0.85	\$0.3792	\$0.2484	\$0.3324	\$0.2360	\$0.3077	\$0.2131	\$0.2681	\$0.2618
\$0.85	\$0.90	\$0.4029	\$0.2640	\$0.3531	\$0.2507	\$0.3269	\$0.2264	\$0.2849	\$0.2782
\$0.90	\$0.95	\$0.4266	\$0.2795	\$0.3739	\$0.2655	\$0.3461	\$0.2398	\$0.3016	\$0.2945
\$0.95	\$1.00	\$0.4503	\$0.2950	\$0.3947	\$0.2802	\$0.3653	\$0.2531	\$0.3184	\$0.3109
\$1.00	\$1.05	\$0.4740	\$0.3106	\$0.4154	\$0.2949	\$0.3846	\$0.2664	\$0.3352	\$0.3272
\$1.05	\$1.10	\$0.4977	\$0.3261	\$0.4362	\$0.3097	\$0.4038	\$0.2797	\$0.3519	\$0.3436
\$1.10	\$1.15	\$0.5214	\$0.3416	\$0.4570	\$0.3244	\$0.4230	\$0.2930	\$0.3687	\$0.3600
\$1.15	\$1.20	\$0.5451	\$0.3571	\$0.4778	\$0.3392	\$0.4423	\$0.3064	\$0.3854	\$0.3763
\$1.20	\$1.25	\$0.5688	\$0.3727	\$0.4985	\$0.3539	\$0.4615	\$0.3197	\$0.4022	\$0.3927
\$1.25	\$1.30	\$0.5925	\$0.3882	\$0.5193	\$0.3687	\$0.4807	\$0.3330	\$0.4189	\$0.4091
\$1.30	\$1.35	\$0.6162	\$0.4037	\$0.5401	\$0.3834	\$0.4999	\$0.3463	\$0.4357	\$0.4254
\$1.35	\$1.40	\$0.6399	\$0.4192	\$0.5608	\$0.3982	\$0.5192	\$0.3596	\$0.4525	\$0.4418
\$1.40	\$1.45	\$0.6636	\$0.4348	\$0.5816	\$0.4129	\$0.5384	\$0.3729	\$0.4692	\$0.4581
\$1.45	\$1.50	\$0.6873	\$0.4503	\$0.6024	\$0.4277	\$0.5576	\$0.3863	\$0.4860	\$0.4745
\$1.50	\$1.55	\$0.7110	\$0.4658	\$0.6232	\$0.4424	\$0.5769	\$0.3996	\$0.5027	\$0.4909
\$1.55	\$1.60	\$0.7347	\$0.4814	\$0.6439	\$0.4572	\$0.5961	\$0.4129	\$0.5195	\$0.5072
\$1.60	\$1.65	\$0.7584	\$0.4969	\$0.6647	\$0.4719	\$0.6153	\$0.4262	\$0.5363	\$0.5236
\$1.65	\$1.70	\$0.7821	\$0.5124	\$0.6855	\$0.4867	\$0.6345	\$0.4395	\$0.5530	\$0.5399
\$1.70	\$1.75	\$0.8058	\$0.5279	\$0.7063	\$0.5014	\$0.6538	\$0.4529	\$0.5698	\$0.5563
\$1.75	\$1.80	\$0.8295	\$0.5435	\$0.7270	\$0.5162	\$0.6730	\$0.4662	\$0.5865	\$0.5727
\$1.80	\$1.85	\$0.8532	\$0.5590	\$0.7478	\$0.5309	\$0.6922	\$0.4795	\$0.6033	\$0.5890
\$1.85	\$1.90	\$0.8769	\$0.5745	\$0.7686	\$0.5457	\$0.7115	\$0.4928	\$0.6200	\$0.6054
\$1.90	\$1.95	\$0.9006	\$0.5900	\$0.7893	\$0.5604	\$0.7307	\$0.5061	\$0.6368	\$0.6218

CANCELLED
BY ORDER _____ U-15040

REMOVED BY _____ NAP
DATE _____ 10-17-07

Continued on Sheet No. E-3.02

Issued: **March 21, 2007**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission
March 23, 2007
Filed _____ Bj _____

Effective for bills rendered for the April 2007
through March 2008 billing months.
Issued Under Authority of 1982 PA 304,
Section 6h and the Michigan Public Service
Commission for self-implementing
In Case No: U-15040

Continued from Sheet No. E-3.00

E3.1 GCR Ceiling Price Contingency Matrix

	April-June 1st Q		July-Sept 2nd Q		Oct-Dec 3rd Q		Jan-Mar 4th Q		
	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	
	April-Oct	Nov-Mar	April-Oct	Nov-Mar	April-Oct	Nov-Mar	April-Oct	Jan-Mar	
Fractional Mult. F_m	0.623	0.425	0.548	0.298	0.502	0.270	0.435	0.327	
Plan NYMEX (X_{plan})	\$7.2307	\$9.9238	\$7.2307	\$9.9238	\$7.2307	\$9.9238	\$7.2307	\$10.3753	
Base GCR Factor	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	
NYMEX Increase	Incremental Contingent GCR Factor								
Greater than Or Equal to									
\$0.00	\$0.05	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	
\$0.05	\$0.10	\$0.0312	\$0.0213	\$0.0274	\$0.0149	\$0.0251	\$0.0135	\$0.0218	
\$0.10	\$0.15	\$0.0623	\$0.0425	\$0.0548	\$0.0298	\$0.0502	\$0.0270	\$0.0435	
\$0.15	\$0.20	\$0.0935	\$0.0638	\$0.0822	\$0.0447	\$0.0753	\$0.0405	\$0.0653	
\$0.20	\$0.25	\$0.1246	\$0.0850	\$0.1096	\$0.0596	\$0.1004	\$0.0540	\$0.0870	
\$0.25	\$0.30	\$0.1558	\$0.1063	\$0.1370	\$0.0745	\$0.1255	\$0.0675	\$0.1088	
\$0.30	\$0.35	\$0.1869	\$0.1275	\$0.1644	\$0.0894	\$0.1506	\$0.0810	\$0.1305	
\$0.35	\$0.40	\$0.2181	\$0.1488	\$0.1918	\$0.1043	\$0.1757	\$0.0945	\$0.1523	
\$0.40	\$0.45	\$0.2492	\$0.1700	\$0.2192	\$0.1192	\$0.2008	\$0.1080	\$0.1740	
\$0.45	\$0.50	\$0.2804	\$0.1913	\$0.2466	\$0.1341	\$0.2259	\$0.1215	\$0.1958	
\$0.50	\$0.55	\$0.3115	\$0.2125	\$0.2740	\$0.1490	\$0.2510	\$0.1350	\$0.2175	
\$0.55	\$0.60	\$0.3427	\$0.2338	\$0.3014	\$0.1639	\$0.2761	\$0.1485	\$0.2393	
\$0.60	\$0.65	\$0.3738	\$0.2550	\$0.3288	\$0.1788	\$0.3012	\$0.1620	\$0.2610	
\$0.65	\$0.70	\$0.4050	\$0.2763	\$0.3562	\$0.1937	\$0.3263	\$0.1755	\$0.2828	
\$0.70	\$0.75	\$0.4361	\$0.2975	\$0.3836	\$0.2086	\$0.3514	\$0.1890	\$0.3045	
\$0.75	\$0.80	\$0.4673	\$0.3188	\$0.4110	\$0.2235	\$0.3765	\$0.2025	\$0.3263	
\$0.80	\$0.85	\$0.4984	\$0.3400	\$0.4384	\$0.2384	\$0.4016	\$0.2160	\$0.3480	
\$0.85	\$0.90	\$0.5296	\$0.3613	\$0.4658	\$0.2533	\$0.4267	\$0.2295	\$0.3698	
\$0.90	\$0.95	\$0.5607	\$0.3825	\$0.4932	\$0.2682	\$0.4518	\$0.2430	\$0.3915	
\$0.95	\$1.00	\$0.5919	\$0.4038	\$0.5206	\$0.2831	\$0.4769	\$0.2565	\$0.4133	
\$1.00	\$1.05	\$0.6230	\$0.4250	\$0.5480	\$0.2980	\$0.5020	\$0.2700	\$0.4350	
\$1.05	\$1.10	\$0.6542	\$0.4463	\$0.5754	\$0.3129	\$0.5271	\$0.2835	\$0.4568	
\$1.10	\$1.15	\$0.6853	\$0.4675	\$0.6028	\$0.3278	\$0.5522	\$0.2970	\$0.4785	
\$1.15	\$1.20	\$0.7165	\$0.4888	\$0.6302	\$0.3427	\$0.5773	\$0.3105	\$0.5003	
\$1.20	\$1.25	\$0.7476	\$0.5100	\$0.6576	\$0.3576	\$0.6024	\$0.3240	\$0.5220	
\$1.25	\$1.30	\$0.7788	\$0.5313	\$0.6850	\$0.3725	\$0.6275	\$0.3375	\$0.5438	
\$1.30	\$1.35	\$0.8099	\$0.5525	\$0.7124	\$0.3874	\$0.6526	\$0.3510	\$0.5655	
\$1.35	\$1.40	\$0.8411	\$0.5738	\$0.7398	\$0.4023	\$0.6777	\$0.3645	\$0.5873	
\$1.40	\$1.45	\$0.8722	\$0.5950	\$0.7672	\$0.4172	\$0.7028	\$0.3780	\$0.6090	
\$1.45	\$1.50	\$0.9034	\$0.6163	\$0.7946	\$0.4321	\$0.7279	\$0.3915	\$0.6308	
\$1.50	\$1.55	\$0.9345	\$0.6375	\$0.8220	\$0.4470	\$0.7530	\$0.4050	\$0.6525	
\$1.55	\$1.60	\$0.9657	\$0.6588	\$0.8494	\$0.4619	\$0.7781	\$0.4185	\$0.6743	
\$1.60	\$1.65	\$0.9968	\$0.6800	\$0.8768	\$0.4768	\$0.8032	\$0.4320	\$0.6960	
\$1.65	\$1.70	\$1.0280	\$0.7013	\$0.9042	\$0.4917	\$0.8283	\$0.4455	\$0.7178	
\$1.70	\$1.75	\$1.0591	\$0.7225	\$0.9316	\$0.5066	\$0.8534	\$0.4590	\$0.7395	
\$1.75	\$1.80	\$1.0903	\$0.7438	\$0.9590	\$0.5215	\$0.8785	\$0.4725	\$0.7613	
\$1.80	\$1.85	\$1.1214	\$0.7650	\$0.9864	\$0.5364	\$0.9036	\$0.4860	\$0.7830	
\$1.85	\$1.90	\$1.1526	\$0.7863	\$1.0138	\$0.5513	\$0.9287	\$0.4995	\$0.8048	
\$1.90	\$1.95	\$1.1837	\$0.8075	\$1.0412	\$0.5662	\$0.9538	\$0.5130	\$0.8265	

CANCELLED
BY
ORDER U-15040

REMOVED BY NAP
DATE 03-23-07

Continued on Sheet No. E-3.02

Issued: **October 10, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission
October 11, 2006
Filed B J

Effective for bills rendered for the April 2006
through March 2007 billing months.
Issued Under Authority of the
Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

Continued from Sheet No. E-3.00

E3.1 GCR Ceiling Price Contingency Matrix

		April-June 1st Q		July-Sept 2nd Q		
		Summer	Winter	Summer	Winter	DCA
		April-Oct	Nov-Mar	April-Oct	Nov-Mar	Nov-Mar
Fractional Mult. F _m		0.590	0.427	0.510	0.393	0.107
Plan NYMEX (X _{plan})		\$10.7949	\$11.8159	\$10.7949	\$11.8159	\$11.8159
Base GCR Factor		\$12.2958	\$12.2958	\$12.2958	\$12.2958	\$12.2958
NYMEX Increase Greater than Or Equal to		Incremental Contingent GCR Factor \$/Mcf				
	But Less than					
\$0.00	\$0.05	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
\$0.05	\$0.10	\$0.030	\$0.021	\$0.026	\$0.020	\$0.005
\$0.10	\$0.15	\$0.059	\$0.043	\$0.051	\$0.039	\$0.011
\$0.15	\$0.20	\$0.089	\$0.064	\$0.077	\$0.059	\$0.016
\$0.20	\$0.25	\$0.118	\$0.085	\$0.102	\$0.079	\$0.021
\$0.25	\$0.30	\$0.148	\$0.107	\$0.128	\$0.098	\$0.027
\$0.30	\$0.35	\$0.177	\$0.128	\$0.153	\$0.118	\$0.032
\$0.35	\$0.40	\$0.207	\$0.149	\$0.179	\$0.138	\$0.037
\$0.40	\$0.45	\$0.236	\$0.171	\$0.204	\$0.157	\$0.043
\$0.45	\$0.50	\$0.266	\$0.192	\$0.230	\$0.177	\$0.048
\$0.50	\$0.55	\$0.295	\$0.214	\$0.255	\$0.197	\$0.054
\$0.55	\$0.60	\$0.325	\$0.235	\$0.281	\$0.216	\$0.059
\$0.60	\$0.65	\$0.354	\$0.256	\$0.306	\$0.236	\$0.064
\$0.65	\$0.70	\$0.384	\$0.278	\$0.332	\$0.255	\$0.070
\$0.70	\$0.75	\$0.413	\$0.299	\$0.357	\$0.275	\$0.075
\$0.75	\$0.80	\$0.443	\$0.320	\$0.383	\$0.295	\$0.080
\$0.80	\$0.85	\$0.472	\$0.342	\$0.408	\$0.314	\$0.086
\$0.85	\$0.90	\$0.502	\$0.363	\$0.434	\$0.334	\$0.091
\$0.90	\$0.95	\$0.531	\$0.384	\$0.459	\$0.354	\$0.096
\$0.95	\$1.00	\$0.561	\$0.406	\$0.485	\$0.373	\$0.102
\$1.00	\$1.05	\$0.590	\$0.427	\$0.510	\$0.393	\$0.107
\$1.05	\$1.10	\$0.620	\$0.448	\$0.536	\$0.413	\$0.112
\$1.10	\$1.15	\$0.649	\$0.470	\$0.561	\$0.432	\$0.118
\$1.15	\$1.20	\$0.679	\$0.491	\$0.587	\$0.452	\$0.123
\$1.20	\$1.25	\$0.708	\$0.512	\$0.612	\$0.472	\$0.128
\$1.25	\$1.30	\$0.738	\$0.534	\$0.638	\$0.491	\$0.134
\$1.30	\$1.35	\$0.767	\$0.555	\$0.663	\$0.511	\$0.139
\$1.35	\$1.40	\$0.797	\$0.576	\$0.689	\$0.531	\$0.144
\$1.40	\$1.45	\$0.826	\$0.598	\$0.714	\$0.550	\$0.150
\$1.45	\$1.50	\$0.856	\$0.619	\$0.740	\$0.570	\$0.155
\$1.50	\$1.55	\$0.885	\$0.641	\$0.765	\$0.590	\$0.161
\$1.55	\$1.60	\$0.915	\$0.662	\$0.791	\$0.609	\$0.166
\$1.60	\$1.65	\$0.944	\$0.683	\$0.816	\$0.629	\$0.171
\$1.65	\$1.70	\$0.974	\$0.705	\$0.842	\$0.648	\$0.177
\$1.70	\$1.75	\$1.003	\$0.726	\$0.867	\$0.668	\$0.182
\$1.75	\$1.80	\$1.033	\$0.747	\$0.893	\$0.688	\$0.187
\$1.80	\$1.85	\$1.062	\$0.769	\$0.918	\$0.707	\$0.193
\$1.85	\$1.90	\$1.092	\$0.790	\$0.944	\$0.727	\$0.198
\$1.90	\$1.95	\$1.121	\$0.811	\$0.969	\$0.747	\$0.203
\$1.95	\$2.00	\$1.151	\$0.833	\$0.995	\$0.766	\$0.209

April 1, 2006 third and fourth quarter adjustments located on following page.

Continued on Sheet No. E-3.02

Michigan Public Service
Commission
April 4, 2006
Filed RL

CANCELLED
BY ORDER U-14715
REMOVED BY NAP
DATE 10-12-06

Issued: April 1, 2006
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Effective for bills rendered for the April 2006 through March 2007 billing months. Issued Under Auth. Of 1982 PA 304, Section 6h and the Michigan Public Service Commission for self-implementing In Case No: U-14715

Continued from Sheet No. E-3.01

E3.1 GCR Ceiling Price Contingency Matrix (Contd)

	April-June 1st Qtr		July-Sept 2nd Qtr		Oct-Dec 3rd Qtr		Jan-Mar 4th Qtr		
	Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar	Summer April- Oct	Winter Nov- Mar	
Fractional Multi Fm	0.474	0.311	0.415	0.295	0.385	0.266	0.335	0.327	
Plan NYMEX (Xplan)	\$8.2169	\$9.3490	\$8.2169	\$9.3490	\$8.2169	\$9.3490	\$8.2169	\$9.4997	
Base GCR Factor		\$9.0385		\$9.0385		\$9.0385		\$9.0385	
NYMEX Increase									
Greater than or Equal to	But less than	Incremental Contingency GCR Factor (\$/Mcf)							
\$1.95	\$2.00	\$0.9243	\$0.6056	\$0.8101	\$0.5751	\$0.7499	\$0.5195	\$0.6536	\$0.6381
\$2.00	\$2.05	\$0.9480	\$0.6211	\$0.8309	\$0.5899	\$0.7691	\$0.5328	\$0.6703	\$0.6545
\$2.05	\$2.10	\$0.9717	\$0.6366	\$0.8517	\$0.6046	\$0.7884	\$0.5461	\$0.6871	\$0.6708
\$2.10	\$2.15	\$0.9954	\$0.6522	\$0.8724	\$0.6194	\$0.8076	\$0.5594	\$0.7038	\$0.6872
\$2.15	\$2.20	\$1.0191	\$0.6677	\$0.8932	\$0.6341	\$0.8268	\$0.5727	\$0.7206	\$0.7036
\$2.20	\$2.25	\$1.0428	\$0.6832	\$0.9140	\$0.6489	\$0.8461	\$0.5861	\$0.7373	\$0.7199
\$2.25	\$2.30	\$1.0665	\$0.6987	\$0.9347	\$0.6636	\$0.8653	\$0.5994	\$0.7541	\$0.7363
\$2.30	\$2.35	\$1.0902	\$0.7143	\$0.9555	\$0.6784	\$0.8845	\$0.6127	\$0.7709	\$0.7527
\$2.35	\$2.40	\$1.1139	\$0.7298	\$0.9763	\$0.6931	\$0.9037	\$0.6260	\$0.7876	\$0.7690
\$2.40	\$2.45	\$1.1376	\$0.7453	\$0.9971	\$0.7079	\$0.9230	\$0.6393	\$0.8044	\$0.7854
\$2.45	\$2.50	\$1.1613	\$0.7608	\$1.0178	\$0.7226	\$0.9422	\$0.6527	\$0.8211	\$0.8017
\$2.50	\$2.55	\$1.1850	\$0.7764	\$1.0386	\$0.7374	\$0.9614	\$0.6660	\$0.8379	\$0.8181
\$2.55	\$2.60	\$1.2087	\$0.7919	\$1.0594	\$0.7521	\$0.9807	\$0.6793	\$0.8546	\$0.8345
\$2.60	\$2.65	\$1.2324	\$0.8074	\$1.0801	\$0.7669	\$0.9999	\$0.6926	\$0.8714	\$0.8508
\$2.65	\$2.70	\$1.2561	\$0.8230	\$1.1009	\$0.7816	\$1.0191	\$0.7059	\$0.8882	\$0.8672
\$2.70	\$2.75	\$1.2798	\$0.8385	\$1.1217	\$0.7964	\$1.0383	\$0.7193	\$0.9049	\$0.8835
\$2.75	\$2.80	\$1.3035	\$0.8540	\$1.1425	\$0.8111	\$1.0576	\$0.7326	\$0.9217	\$0.8999
\$2.80	\$2.85	\$1.3272	\$0.8695	\$1.1632	\$0.8259	\$1.0768	\$0.7459	\$0.9384	\$0.9163
\$2.85	\$2.90	\$1.3509	\$0.8851	\$1.1840	\$0.8406	\$1.0960	\$0.7592	\$0.9552	\$0.9326
\$2.90	\$2.95	\$1.3746	\$0.9006	\$1.2048	\$0.8553	\$1.1153	\$0.7725	\$0.9720	\$0.9490
\$2.95	\$3.00	\$1.3983	\$0.9161	\$1.2256	\$0.8701	\$1.1345	\$0.7859	\$0.9887	\$0.9654

NYMEX Increase = (X – Xplan)

X = the simple average of the actual NYMEX monthly natural gas futures contract prices, (\$/MMBtu), for the entire summer (Apr-Oct), closing prices should be used for summer months that are no longer trading, and remaining winter (Nov-Mar) months of the GCR period, (averaged over the first five trading days of the month prior to implementation).

Xplan = the NYMEX average summer and winter strips incorporated in the calculation of the base GCR factor, as delineated in the above chart.

At least fifteen days before the beginning of each quarter, the company shall file with the Michigan Public Service Commission an updated Tariff Sheet No. E-3.00, if NYMEX futures prices increase to a level allowing for the implementation of a higher contingent GCR price ceiling. The information filing shall include all supporting documents necessary to verify the new price ceiling, including a copy of the calculation of the five-day average of the NYMEX strip for the remaining months of the GCR period, and a copy of the NYMEX futures prices sheets for the first five trading days of the month, such sheets being an authoritative source used by the gas industry. The filing shall be incorporated into the GCR Plan Docket U-15040 with notice of filing provided to all interveners.

Issued: **March 21, 2007**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

CANCELLED
BY ORDER _____ U-15040

REMOVED BY NAP

DATE 10-17-07

Michigan Public Service
Commission

March 23, 2007

Filed Bj

Effective for bills rendered for the April 2007 through March 2008 billing months.
Issued Under Authority of 1982 PA 304,
Section 6h and the Michigan Public Service
Commission for self-implementing
In Case No: U-15040

Continued from Sheet No. E-3.01

E3.1 GCR Ceiling Price Contingency Matrix (Contd)

	April-June 1st Q		July-Sept 2nd Q		Oct-Dec 3rd Q		Jan-Mar 4th Q		
	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	
	April-Oct	Nov-Mar	April-Oct	Nov-Mar	April-Oct	Nov-Mar	April-Oct	Jan-Mar	
Fractional Mult. F_m	0.623	0.425	0.548	0.298	0.502	0.270	0.435	0.327	
Plan NYMEX (X_{plan})	\$7.2307	\$9.9238	\$7.2307	\$9.9238	\$7.2307	\$9.9238	\$7.2307	\$10.3753	
Base GCR Factor	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	\$9.5900	
NYMEX Increase Greater than But Less Or Equal to than	Incremental Contingent GCR Factor \$/Mcf								
\$2.00	\$2.05	\$1.2460	\$0.8500	\$1.0960	\$0.5960	\$1.0040	\$0.5400	\$0.8700	\$0.6540
\$2.05	\$2.10	\$1.2772	\$0.8713	\$1.1234	\$0.6109	\$1.0291	\$0.5535	\$0.8918	\$0.6704
\$2.10	\$2.15	\$1.3083	\$0.8925	\$1.1508	\$0.6258	\$1.0542	\$0.5670	\$0.9135	\$0.6867
\$2.15	\$2.20	\$1.3395	\$0.9138	\$1.1782	\$0.6407	\$1.0793	\$0.5805	\$0.9353	\$0.7031
\$2.20	\$2.25	\$1.3706	\$0.9350	\$1.2056	\$0.6556	\$1.1044	\$0.5940	\$0.9570	\$0.7194
\$2.25	\$2.30	\$1.4018	\$0.9563	\$1.2330	\$0.6705	\$1.1295	\$0.6075	\$0.9788	\$0.7358
\$2.30	\$2.35	\$1.4329	\$0.9775	\$1.2604	\$0.6854	\$1.1546	\$0.6210	\$1.0005	\$0.7521
\$2.35	\$2.40	\$1.4641	\$0.9987	\$1.2878	\$0.7003	\$1.1797	\$0.6345	\$1.0223	\$0.7685
\$2.40	\$2.45	\$1.4952	\$1.0200	\$1.3152	\$0.7152	\$1.2048	\$0.6480	\$1.0440	\$0.7848
\$2.45	\$2.50	\$1.5264	\$1.0413	\$1.3426	\$0.7301	\$1.2299	\$0.6615	\$1.0658	\$0.8011
\$2.50	\$2.55	\$1.5575	\$1.0625	\$1.3700	\$0.7450	\$1.2550	\$0.6750	\$1.0875	\$0.8175
\$2.55	\$2.60	\$1.5887	\$1.0838	\$1.3974	\$0.7599	\$1.2801	\$0.6885	\$1.1093	\$0.8338
\$2.60	\$2.65	\$1.6198	\$1.1050	\$1.4248	\$0.7748	\$1.3052	\$0.7020	\$1.1310	\$0.8502
\$2.65	\$2.70	\$1.6510	\$1.1263	\$1.4522	\$0.7897	\$1.3303	\$0.7155	\$1.1528	\$0.8665
\$2.70	\$2.75	\$1.6821	\$1.1475	\$1.4796	\$0.8046	\$1.3554	\$0.7290	\$1.1745	\$0.8829
\$2.75	\$2.80	\$1.7133	\$1.1688	\$1.5070	\$0.8195	\$1.3805	\$0.7425	\$1.1963	\$0.8992
\$2.80	\$2.85	\$1.7444	\$1.1900	\$1.5344	\$0.8344	\$1.4056	\$0.7560	\$1.2180	\$0.9156
\$2.85	\$2.90	\$1.7756	\$1.2113	\$1.5618	\$0.8493	\$1.4307	\$0.7695	\$1.2398	\$0.9319
\$2.90	\$2.95	\$1.8067	\$1.2325	\$1.5892	\$0.8642	\$1.4558	\$0.7830	\$1.2615	\$0.9483
\$2.95	\$3.00	\$1.8379	\$1.2538	\$1.6166	\$0.8791	\$1.4809	\$0.7965	\$1.2833	\$0.9646

NYMEX Increase = (X – Xplan)

X = the simple average of the actual NYMEX monthly natural gas futures contract prices, (\$/MMBtu), for the entire summer (Apr-Oct), closing prices should be used for summer months that are no longer trading, and remaining winter (Nov-Mar) months of the GCR period, (averaged over the first five trading days of the month prior to implementation).

Xplan = the NYMEX average summer and winter strips incorporated in the calculation of the base GCR factor, as delineated in the above chart.

At least fifteen days before the beginning of each quarter, the company shall file with the Michigan Public Service Commission an updated Tariff Sheet No. E-3.00, if NYMEX futures prices increase to a level allowing for the implementation of a higher contingent GCR price ceiling. The information filing shall include all supporting documents necessary to verify the new price ceiling, including a copy of the calculation of the five-day average of the NYMEX strip for the remaining months of the GCR period, and a copy of the NYMEX futures prices sheets for the first five trading days of the month, such sheets being an authoritative source used by the gas industry. The filing shall be incorporated into the GCR Plan Docket U-14715 with notice of filing provided to all interveners.

Issued: **October 10, 2006**
By J F Schott
VP Regulatory Affairs
Green Bay, Wisconsin

Michigan Public Service
Commission

October 11, 2006

Filed BJ

Effective for bills rendered for the April 2006 through March 2007 billing months.
Issued Under Authority of the
Michigan Public Service Commission
Dated 09-26-06
In Case No: U-14715

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BY ORDER U-15040

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Continued from Sheet No. E-3.01

E3.1 GCR Ceiling Price Contingency Matrix (Contd)

		Oct-Dec 3rd Q			Jan-Mar 4th Q		
		Summer	Winter	DCA	Summer	Winter	DCA
		April-Oct	Nov-Mar	Nov-Mar	April-Oct	Jan-Mar	Nov-Mar
Fractional Mult. F _m		0.461	0.311	0.234	0.386	0.309	0.309
Plan NYMEX (X _{plan})		\$10.7949	\$11.8159	\$11.8159	\$10.7949	\$11.8159	\$11.8159
Base GCR Factor		\$12.2958	\$12.2958	\$12.2958	\$12.2958	\$12.2958	\$12.2958
NYMEX Increase		Incremental Contingent GCR Factor					
Greater than Or Equal to	But Less than	\$/Mcf					
\$0.00	\$0.05	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000	\$0.000
\$0.05	\$0.10	\$0.023	\$0.016	\$0.012	\$0.019	\$0.015	\$0.015
\$0.10	\$0.15	\$0.046	\$0.031	\$0.023	\$0.039	\$0.031	\$0.031
\$0.15	\$0.20	\$0.069	\$0.047	\$0.035	\$0.058	\$0.046	\$0.046
\$0.20	\$0.25	\$0.092	\$0.062	\$0.047	\$0.077	\$0.062	\$0.062
\$0.25	\$0.30	\$0.115	\$0.078	\$0.059	\$0.097	\$0.077	\$0.077
\$0.30	\$0.35	\$0.138	\$0.093	\$0.070	\$0.116	\$0.093	\$0.093
\$0.35	\$0.40	\$0.161	\$0.109	\$0.082	\$0.135	\$0.108	\$0.108
\$0.40	\$0.45	\$0.184	\$0.124	\$0.094	\$0.154	\$0.124	\$0.124
\$0.45	\$0.50	\$0.207	\$0.140	\$0.105	\$0.174	\$0.139	\$0.139
\$0.50	\$0.55	\$0.231	\$0.156	\$0.117	\$0.193	\$0.155	\$0.155
\$0.55	\$0.60	\$0.254	\$0.171	\$0.129	\$0.212	\$0.170	\$0.170
\$0.60	\$0.65	\$0.277	\$0.187	\$0.140	\$0.232	\$0.185	\$0.185
\$0.65	\$0.70	\$0.300	\$0.202	\$0.152	\$0.251	\$0.201	\$0.201
\$0.70	\$0.75	\$0.323	\$0.218	\$0.164	\$0.270	\$0.216	\$0.216
\$0.75	\$0.80	\$0.346	\$0.233	\$0.176	\$0.290	\$0.232	\$0.232
\$0.80	\$0.85	\$0.369	\$0.249	\$0.187	\$0.309	\$0.247	\$0.247
\$0.85	\$0.90	\$0.392	\$0.264	\$0.199	\$0.328	\$0.263	\$0.263
\$0.90	\$0.95	\$0.415	\$0.280	\$0.211	\$0.347	\$0.278	\$0.278
\$0.95	\$1.00	\$0.438	\$0.295	\$0.222	\$0.367	\$0.294	\$0.294
\$1.00	\$1.05	\$0.461	\$0.311	\$0.234	\$0.386	\$0.309	\$0.309
\$1.05	\$1.10	\$0.484	\$0.327	\$0.246	\$0.405	\$0.324	\$0.324
\$1.10	\$1.15	\$0.507	\$0.342	\$0.257	\$0.425	\$0.340	\$0.340
\$1.15	\$1.20	\$0.530	\$0.358	\$0.269	\$0.444	\$0.355	\$0.355
\$1.20	\$1.25	\$0.553	\$0.373	\$0.281	\$0.463	\$0.371	\$0.371
\$1.25	\$1.30	\$0.576	\$0.389	\$0.293	\$0.483	\$0.386	\$0.386
\$1.30	\$1.35	\$0.599	\$0.404	\$0.304	\$0.502	\$0.402	\$0.402
\$1.35	\$1.40	\$0.622	\$0.420	\$0.316	\$0.521	\$0.417	\$0.417
\$1.40	\$1.45	\$0.645	\$0.435	\$0.328	\$0.540	\$0.433	\$0.433
\$1.45	\$1.50	\$0.668	\$0.451	\$0.339	\$0.560	\$0.448	\$0.448
\$1.50	\$1.55	\$0.692	\$0.467	\$0.351	\$0.579	\$0.464	\$0.464
\$1.55	\$1.60	\$0.715	\$0.482	\$0.363	\$0.598	\$0.479	\$0.479
\$1.60	\$1.65	\$0.738	\$0.498	\$0.374	\$0.618	\$0.494	\$0.494
\$1.65	\$1.70	\$0.761	\$0.513	\$0.386	\$0.637	\$0.510	\$0.510
\$1.70	\$1.75	\$0.784	\$0.529	\$0.398	\$0.656	\$0.525	\$0.525
\$1.75	\$1.80	\$0.807	\$0.544	\$0.410	\$0.676	\$0.541	\$0.541
\$1.80	\$1.85	\$0.830	\$0.560	\$0.421	\$0.695	\$0.556	\$0.556
\$1.85	\$1.90	\$0.853	\$0.575	\$0.433	\$0.714	\$0.572	\$0.572
\$1.90	\$1.95	\$0.876	\$0.591	\$0.445	\$0.733	\$0.587	\$0.587
\$1.95	\$2.00	\$0.899	\$0.606	\$0.456	\$0.753	\$0.603	\$0.603

Continued on Sheet No. E-3.03

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Continued from Sheet No. E-3.02

E3.1 GCR Ceiling Price Contingency Matrix (Contd)

NYMEX Increase = (X – Xplan)

X = the simple average of the actual NYMEX monthly natural gas futures contract prices, (\$/MMBtu), for the summer strip (Apr-Oct), remaining months of the winter strip (Nov-Mar), and the calculated DCA strip (averaged over the first five trading days of the month prior to implementation).

Xplan = the NYMEX average summer, winter, and DCA strips incorporated in the calculation of the base GCR factor, as delineated in the charts on Sheet Nos. E-3.01 and E-3.02.

At least fifteen days before the beginning of each quarter, the company shall file with the Michigan Public Service Commission an updated Tariff Sheet No. E-3.00, if NYMEX futures prices increase to a level allowing for the implementation of a higher contingent GCR price ceiling. The information filing shall include all supporting documents necessary to verify the new price ceiling, including a copy of the calculation of the five-day average of the NYMEX strip for the remaining months of the GCR period, and a copy of the NYMEX futures prices sheets for the first five trading days of the month, such sheets being an authoritative source used by the gas industry. The filing shall be incorporated into the GCR Plan Docket U-14400 with notice of filing provided to all interveners.

Use of the Incremental Contingent GCR Factor Table

- Step 1) Using the first five trading days of the month prior to implementation determine two NYMEX five day averages. One for the seven month summer strip \underline{X}_s (Apr-Oct), one for the remaining months of the five month winter strip \underline{X}_w (Nov-Mar). Closing prices should be used for the summer months that are no longer trading. Only the remaining months should be used to calculate the winter strip.
- Step 2) Determine the NYMEX increase for the summer and winter strips by subtracting the NYMEX plan \underline{X}_{plan} for that strip from \underline{X} calculated above for that same strip.
- Step 3) To determine the NYMEX increase for the DCA_{winter} strip, multiply the summer strip average \underline{X}_s (Apr-Oct) calculated above by $f_{w/s}$. This is the winter to summer strip ratio, which converts the summer strip average to a winter DCA strip average. Subtract the \underline{X}_{plan} value under the DCA column on the tariff sheet from the DCA_{winter} just calculated to obtain the DCA NYMEX increase. Note: $f_{w/s}$ has a value of 1.12.
- Step 4) Locate the three incremental contingent GCR factors, which correspond with the three NYMEX increases calculated in the previous steps (Summer, Winter, and DCA), in the table for the desired quarter. The first quarter will only have two incremental contingent factors because the DCA strip is not included in the first quarter.
- Step 5) Add the incremental contingent GCR factors to the base GCR factor. The result is the new GCR factor for that quarter. If the new GCR factor is lower than the current ceiling in place, the higher ceiling will remain the price ceiling for the upcoming quarter.

Continued on Sheet No. E-4.00

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Continued From Sheet No. E-4.00

E4. RESIDENTIAL RATE - (General and Heating) (Contd)

RATE

Customer Charge

\$8.00 per customer per month plus

Distribution Charge

\$1.5257 per Mcf

Gas Cost Charge

The monthly gas cost charge as set forth on Sheet No. E-3.00.

Supplemental Charges

This rate is subject to the Supplemental Charges set forth on Sheet No. E-2.00.

Seasonal Service Charge

A charge of \$45.00 payable in either a flat amount or three equal installments, will be made to partially cover the cost of restoring service when it has been temporarily discontinued at the customer's request.

Gas Cost Recovery

This rate is subject to Gas Cost Recovery charges pursuant to Rule B10.

Late Payment Charge and Due Date

A late payment charge of 2%, not compounded, net of sales tax, will be added to any bill which is delinquent. Customers participating in the Winter Protection Plan will not be assessed the late payment charge. The due date shall be 17 days following the date of mailing.

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Continued on Sheet No. E-6.00

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Continued From Sheet No. E-7.00

E5. RESIDENTIAL MULTIPLE FAMILY DWELLING RATE - (General and Heating) (Contd)

RATE

Customer Charge: (See Sheet No. E-10.00 for meter classifications.)

Meter Class I	\$ 8.00 per customer per month
Meter Class II	\$ 20.00 per customer per month
Meter Class III	\$ 60.00 per customer per month
Meter Class IV	\$100.00 per customer per month
plus	

Distribution Charge
\$0.9715 per Mcf plus

Gas Cost Charge
The monthly gas cost charge as set forth on
Sheet No. E-3.00.

Supplemental Charges
This rate is subject to the Supplemental Charges set forth on Sheet No. E-2.00.

Seasonal Service Charge
A charge of \$45.00, payable in either a flat amount or three equal installments, will be made to partially cover the cost of restoring service when it has been temporarily discontinued at the customer's request.

Gas Cost Recovery
This rate is subject to Gas Cost Recovery charges pursuant to Rule B10.

Late Payment Charge and Due Date
A late payment charge of 2%, not compounded, net of sales tax, will be added to any bill which is delinquent. Customers participating in the Winter Protection Plan will not be assessed the late payment charge. The due date shall be 17 days following the date of mailing.

Continued on Sheet No. E-9.00

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Continued From Sheet No. F-15.00

F2. TRANSPORTATION SERVICE AND RATES (Contd)

F2.8 MONTHLY LOAD BALANCING. (Contd)

The low price is defined as the lowest daily price that appears in any Gas Daily, that is dated within that month, under Mich Con City Gate Index for large end users.

The high price is defined as the highest daily price that appears in any Gas Daily, that is dated within that month, under Mich Con City Gate Index for large end users.

The average price is defined as the arithmetic average of all of the high and low daily prices that appear in all issues of Gas Daily that are dated within that month under Mich Con City Gate index for large end users.

IMBALANCE PAPER POOLING OPTION:

Any customer or customer's agent that causes multiple deliveries at any receipt point to Michigan Gas Utilities may, for the purposes of monthly balancing, pool those deliveries together provided that each delivery into the pool:

- (i) is to a customer served solely from that same delivery point, and
- (ii) is to a customer whose usage is measured using the same billing month.

The deliveries are pooled together by adding the positive and negative imbalances for each customer in the pool. The net imbalance is pro rated to those customers with the imbalance in the same direction based on the individual imbalance.

The customer, or an agent acting on the customer's behalf, may select this option for any month provided that it notifies the Company in writing at least one month prior to the due date for nominations for the month of effective service. Such notifications must include a description of the customers to be included in the pool.

This option does not excuse the customer from its obligations to make timely nominations.

A customer decision to select this pooling option, as well as the allocation method, is binding for the month. Customers that are served by supply from multiple Michigan Gas Utilities receipt points are not eligible. Customers may not pool Authorized Tolerance Levels under this option.

A fee of \$25.00 per month shall be imposed on each imbalance paper pool, with the fee billed to the marketer, broker, or aggregator that is designated as the pool's representative.

Continued on Sheet No. F-17.00

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Continued From Sheet No. F-16.00

F2. TRANSPORTATION SERVICE AND RATES (Contd)

F2.8 MONTHLY LOAD BALANCING. (Contd)

Deliveries are pooled together by adding the positive and negative imbalances for each customer in the pool. The net imbalance is pro-rated to those customers with the imbalance in the same direction based on the individual imbalance.

A fee of \$25.00 per month shall be imposed on each imbalance paper pool, with the fee billed to the marketer, broker, or aggregator that is designated as the pool's representative.

F2.9 UNAUTHORIZED TAKES WHEN SERVICE IS INTERRUPTED OR CURTAILED

Penalties for unauthorized takes by a customer during a period of curtailment or interruption of gas service shall be assessed charges and cashed-out in accordance with the provisions of the Company's Rule B4.2 - CURTAILMENT OF GAS SERVICE.

F2.10 AUTHORIZED TOLERANCE LEVEL RESTRICTIONS:

- (a) Monthly withdrawals from storage during February through April will be limited to 3% of the transportation customer's ACQ. Withdrawals in excess of that limit may be authorized but are subject to the Company's sole judgment and prior approval pursuant to appropriate terms and conditions. Without prior approval, if in any month the volume of gas received by the Company, less the allowance for gas-in-kind plus the 3% of the transportation customer's ACQ is less than the volume of gas taken by the customer at the point of delivery, then all excess ATL delivery volumes above the 3% threshold will be cashed out in accordance with the Negative Imbalance provisions "% Monthly Nomination Over 5%", at the high price for the MichCon City Gate Index.
- (b) Injections into storage during September and October will be limited to no more than 1.0% of ACQ without approval from the Company. Injections during the September and October period which exceed 1.0%, shall permit the Company to refuse to receive any additional volume of gas for that customer until the Company has satisfied itself that the volume of gas retained for the customer is less than the ATL. All volumes delivered in excess of the ATL level will be cashed-out in accordance with the Positive Imbalance provisions "% Monthly Nomination Over 5%", at the low price for the MichCon City Gate Index.
- (c) Daily nominations cannot exceed 125% of expected daily usage without approval of the Company.
- (d) For purposes of this provision (Subsections (a), (b) and (c) above), pooling will be allowed on a supplier-by-supplier basis at the city gate.

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F2. TRANSPORTATION SERVICE AND RATES (Contd)

F2.8 MONTHLY LOAD BALANCING. (Contd)

AUTHORIZED TOLERANCE LEVEL BALANCE TRADING:

The customer or the customer's authorized representative may transfer a portion of their account balance to another customer. The customer from whom the gas is transferred shall be charged a \$25.00 fee. Such transactions are prospective and may not be used to avoid penalties once charged.

F2.9 UNAUTHORIZED TAKES WHEN SERVICE IS INTERRUPTED OR CURTAILED

Penalties for unauthorized takes by a customer during a period of curtailment or interruption of gas service shall be assessed charges and cashed-out in accordance with the provisions of the Company's Rule B4.2 - CURTAILMENT OF GAS SERVICE.

F2.10 AUTHORIZED TOLERANCE LEVEL RESTRICTIONS:

- (a) Monthly withdrawals from storage during February through April will be limited to 3% of the transportation customer's ACQ. Withdrawals in excess of that limit may be authorized but are subject to the Company's sole judgment and prior approval pursuant to appropriate terms and conditions. Without prior approval, if in any month the volume of gas received by the Company, less the allowance for gas-in-kind plus the 3% of the transportation customer's ACQ is less than the volume of gas taken by the customer at the point of delivery, then all excess ATL delivery volumes above the 3% threshold will be cashed out in accordance with the Negative Imbalance provisions "% Monthly Nomination Over 5%", at the high price for the MichCon City Gate Index.
- (b) Injections into storage during September and October will be limited to no more than 1.0% of ACQ without approval from the Company. Injections during the September and October period which exceed 1.0%, shall permit the Company to refuse to receive any additional volume of gas for that customer until the Company has satisfied itself that the volume of gas retained for the customer is less than the ATL. All volumes delivered in excess of the ATL level will be cashed-out in accordance with the Positive Imbalance provisions "% Monthly Nomination Over 5%", at the low price for the MichCon City Gate Index.
- (c) Daily nominations cannot exceed 125% of expected daily usage without approval of the Company.
- (d) For purposes of this provision (Subsections (a), (b) and (c) above), pooling will be allowed on a supplier-by-supplier basis at the city gate.

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Continued From Sheet No. G-6.00

- (6) A Supplier must allow the Staff of the Michigan Public Service Commission an opportunity to review and comment on its contract(s) at least five business days before the Supplier intends to use the contract(s) in the marketplace.
- (7) A Supplier that does not comply with the requirements of the program will have its participation in the program suspended until the Company has determined that necessary changes have been made to comply with the requirements. Any continuing or further non-compliance or use of materials that the Company determines do not meet all of the program requirements may result in the Supplier's termination from the program.
- (8) A Supplier must send a confirmation letter to a customer within seven (7) days of the customer entering into an agreement with the Supplier. The confirmation letter must include any safety-related messages required by the Company. The Company is not required to send letters to customers confirming a customer's choice of an alternative Supplier.

G3. SOLICITATION REQUIREMENTS

- (1) For each customer, a Supplier must be able to demonstrate that a customer has made a knowing selection of the Supplier by at least one of the following verification records:
 - (a) An original signature
 - (b) Independent third party verification
 - (c) Voice recording
 - (d) An E-mail address if signed-up through the Internet
 - (e) Another form of verification record approved by the Commission

The Company or the Commission may request a reasonable number of records from a Supplier to verify compliance with this customer verification provision and, in addition, may request records for any customer due to a dispute.

- (2) Suppliers who are soliciting customers must:
 - (a) Clearly identify the Supplier on whose behalf they are soliciting
 - (b) Not represent themselves as an employee or agent of the Company
 - (c) Affirmatively indicate if they are a marketing affiliate of the Company, that the affiliate is a separate entity and is not regulated by the Michigan Public Service Commission
 - (d) Submit marketing materials to the Commission Staff for review at least five (5) business days prior to using the materials
- (3) A Supplier must provide a copy of the contract to the customer, including all terms and conditions. The contract must contain all provisions as set forth in Section G2.E.

Continued on Sheet No. G-8.00

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