

PRESQUE ISLE ELECTRIC & GAS CO-OP
RATE BOOK
FOR
ELECTRIC SERVICE

These Standard Rules and Regulations and Rate Schedules contained herein have been adopted by the Cooperative to govern its relations with Member-Consumers and have been approved by the Board of Directors of Presque Isle Electric & Gas Co-op as an integral part of its Rate Book for Electric Service.

Copies of the Cooperative's Rate Book for Electric Service are available on Presque Isle Electric & Gas Co-op's website at the following website address <https://www.pieg.com/RateInformation.cfm>.

Territory

This Rate Book for Electric Service applies to the entire territory served with Electricity by the Cooperative.

THIS RATE BOOK SUPERSEDES AND CANCELS RATE BOOK

M.P.S.C. No. 3 – Electric

Issued **September 23, 2012**

By: Brian Burns
President and CEO
Onaway, Michigan

**INDEX
SECTION A**

	<u>Sheet No.</u>
Title Page	A-1.00
Index	A-2.00
Table of Contents – Checklist	A-3.00
Description of Territory Served	A-4.00
Area Served	A-5.00

**SECTION B
ADMINISTRATIVE RULES INDEX**

B1	http://www7.dleg.state.mi.us/orr/AdminCode.aspx?AdminCode=Department&Dpt=LR&Level_1=Public+Service+Commission TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3908) (FOR ALL CUSTOMERS) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_11_AdminCode.pdf	B-1.00
B2	CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) Parts 1 through 4 Parts 5 through 11	B-4.00
B3	UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625) (RESIDENTIAL CUSTOMERS) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_09_AdminCode.pdf RESCINDED	B-7.00
B4	BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (R 460.1601 – R 460.1640) (NONRESIDENTIAL CUSTOMERS)	B-8.00
B5	UNDERGROUND ELECTRIC LINES (R 460.511 - R 460.519) http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_96_AdminCode.pdf	B-10.00
B6	ELECTRICAL SUPPLY AND COMMUNICATION LINES AND ASSOCIATED EQUIPMENT (R 460.811 - R 460.815) http://www7.dleg.state.mi.us/orr/Files/AdminCode/1029_2012-024LR_AdminCode.pdf	B-10.00
B7	RULES AND REGULATIONS GOVERNING ANIMAL CONTACT CURRENT MITIGATION (STRAY VOLTAGE) (R 460.2701 - R 460.2707) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_10_AdminCode.pdf	B-10.00
B8	ELECTRIC INTERCONNECTION AND NET METERING STANDARDS (R 460.601 - R 460.656) http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_97_AdminCode.pdf	B-11.00
B9	ELECTRIC DISTRIBUTION SERVICE STANDARDS (R 460.701 - R 460.752) http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_98_AdminCode.pdf	B-12.00
B10	PRACTICE AND PROCEDURE BEFORE THE COMMISSION (R 460.17101 - R 460.17701) http://www7.dleg.state.mi.us/orr/Files/AdminCode/934_2009-046LR_AdminCode.pdf	B-13.00
B11	FILING PROCEDURES FOR ELECTRIC, WASTEWATER, STEAM AND GAS UTILITIES (R 460.2011 - R 460.2031) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_04_AdminCode.pdf	B-13.00
B12	RESIDENTIAL CONSERVATION PROGRAM STANDARDS (R 460.2401 - R 460.2414) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_07_AdminCode.pdf	B-13.00
B13	PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES (R 460.2501 - R 460.2582) http://www7.dleg.state.mi.us/orr/Files/AdminCode/836_10802_AdminCode.pdf	B-13.00
B14	UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR ELECTRIC UTILITIES (R 460.9001 – R 460.9019) http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_12_AdminCode.pdf	B-13.00
B15	RATE CASE FILING REQUIREMENTS FOR MAJOR ELECTRIC UTILITIES http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-4771_05-10-1976.PDF	B-13.00

(Continued on Sheet No. A-3.02)

INDEX
(Continued from Sheet No. A-2.00)

SECTION C
STANDARD RULES AND REGULATIONS

	<u>Sheet No.</u>
SECTION I - INTRODUCTION	C-1.00
SECTION II - TERMS AND CONDITIONS OF SERVICE	C-1.00
A. Membership and Electrical Service	C-1.00
B. Ownership and Responsibility	C-1.00
1. Cooperative Owned Facilities	C-1.00
a. Access to Premises	C-2.00
b. Use of Facilities	C-2.00
c. Protection	C-2.00
2. Member-Consumer Owned Facilities	C-3.00
C. Use of Service	C-4.00
1. Notice of Intent	C-4.00
a. Application	C-4.00
b. Termination	C-4.00
2. Conditions of Use	C-4.00
3. Nonstandard Service	C-5.00
4. Resale of Electric Energy	C-5.00
5. Service to Single Metering Points	C-5.00
6. Point of Attachment	C-6.00
7. Service to House Trailers, Van, Buses, Used as Dwelling Units	C-7.00
D. Nature and Quality of Service	C-7.00
E. Metering and Metering Equipment	C-8.00
1. Meter Testing	C-8.00
a. Routine Tests	C-8.00
b. Tests Requested by Member-Consumer	C-8.00
c. Failure to Register	C-9.00
2. Location of Meters	C-9.00
F. Special Charges	C-9.00
1. Charge for any Special Services at Member-Consumer's Request	C-9.00
2. Fee Applicable to the Transfer of Accounts	C-10.00
G. Other Conditions of Service	C-10.00
1. Service Disconnect	C-10.00
a. At Member-Consumer's Request	C-10.00
(1) Upon Termination	C-10.00
(2) For Repairs	C-11.00

(Continued on Sheet No. A-2.02)

INDEX
(Continued from Sheet No. A-2.03)

SECTION C
STANDARD RULES AND REGULATIONS

	<u>Sheet No.</u>
4. Other Conditions	C-29.00
a. Obstacles to Construction	C-29.00
b. Contribution	C-30.00
c. Geographical Exceptions	C-30.00
d. Replacement of Overhead Facilities	C-30.00
e. Underground Installations for Cooperative Convenience	C-30.00
f. Underground Extensions on Adjacent Lands	C-31.00
g. Local Ordinances 1	C-31.00
C. Miscellaneous General Construction Policy	C-31.00
1. Easements and Permits	C-31.00
a. New Residential Subdivisions	C-31.00
b. Other Easements and Permits	C-31.00
2. Temporary Service	C-32.00
3. Moving of Buildings or Equipment	C-32.00
a. Within regular working hours	C-32.00
b. Outside regular working hours	C-33.00
4. Relocation of Facilities	C-33.00
5. Construction Schedules	C-34.00
6. Design of Facilities	C-34.00
7. Billing	C-34.00
 SECTION IV – EMERGENCY ELECTRICAL PROCEDURES	 C-35.00
A. General	C-35.00
B. Sudden or Unanticipated Short-Term Capacity Shortage	C-36.00
C. Anticipated or Predictable Short-Term Capacity Shortages in the Cooperative System	C-36.00
D. Long-Term Capacity or Fuel Shortage	C-37.00
E. Emergency Procedure of Wholesale Suppliers	C-38.00

(Continued on Sheet No. A-2.05)

INDEX
(Continued from Sheet No. A-2.04)
SECTION D
RATE SCHEDULES

	<u>Sheet No</u>
Power Supply Cost Recovery Clause	D-1.00
Energy Optimization Program Clause	D-1.03
Requirements for Pole Attachments	D-2.00
Requirements for Operation of Parallel Generation Facilities	D-3.00
Definitions of Time Periods Used in Time-of-Day Rates	D-4.00
Residential Service - Schedule A	D-5.00
Seasonal Residential Service - Schedule S	D-6.00
Schedule CWH – Controlled Water heating Service – <i>discontinued 7/31/15</i>	D-7.00
Schedule CH – Controlled Heating Service	D-8.00
Schedule PCH – Partial Controlled Heating Services – <i>discontinued 7/31/15</i>	D-9.00
Schedule GS – General Services	D-10.00
Schedule LG – Large General Service	D-11.00
Schedule LPTOD – Optional Large Power Time of Day Service	D-12.00
Schedule PSDS – Primary Service	D-13.00
Schedule CBG – Customer Owned Backup Generation	D-14.00
Schedule OD – Outdoor Lighting Service	D-15.00
Green/Renewable Energy – Rider	D-16.00
Net Metering Program	D-17.00
Low Income Energy Assistance Funding Factor	D-18.00
Schedule EEH – Efficient Electric Heating	D-19.00
Schedule EWH – Electric Water Heating Service	D-20.00
Distributed Renewable Energy Program Phase 2 - (DRE)	D-21.00
Renewable Energy Standing Offer Limited Purchase and Sale Program Phase 2	D-22.00
Community Solar Program	D-23.00

(Continued on Sheet No. A-2.06)

INDEX
(Continued from Sheet No. A-2.05)

SECTION E
RETAIL ACCESS SERVICE TARIFF

	<u>Sheet No.</u>
Retail Access Service Tariff	E-1.00
1.0 Introduction and Definitions	E-1.00
1.1 The Member-Consumer Role	E-1.00
1.2 The Alternative Electric Supplier Role	E-1.01
1.3 Transmission Service Provider Role	E-1.01
1.4 Cooperative Role	E-1.02
1.5 Definitions	E-1.02
2.0 Member-Consumer Section	E-1.07
2.1 Availability	E-1.07
2.2 Eligibility	E-1.07
2.3 Member-Consumer Information	E-1.07
2.4 Member-Consumer Enrollment and Switching	E-1.08
2.5 Metering	E-1.10
2.6 Return to Full Requirements Service	E-1.11
2.7 Billing and Payment	E-1.13
2.8 Disconnection of Service	E-1.14
3.0 Alternative Electric Supplier Section	E-1.15
3.1 Availability	E-1.15
3.2 Switch and Drop Requests	E-1.15
3.3 Billing	E-1.16
3.4 Terms and Conditions of Service	E-1.17
3.5 Distribution Power Losses	E-1.18
4.0 Dispute Resolution	E-1.19
5.0 Liability and Exclusions	E-1.21
Schedule RASS – Retail Access Standby Service	E-2.00

Issued: **September 24, 2012**

By: Brian Burns
President and CEO
Onaway, Michigan

TABLE OF CONTENTS – CHECKLIST

<u>Sheet No.</u>	<u>Sheet Effective Date</u>
Original Sheet No. A-1.00	September 23, 2012
Third Revised Sheet No. A-2.00	November 12, 2013
Original Sheet No. A-2.01	September 23, 2012
First Revised Sheet No. A-2.02	August 1, 2015
First Revised Sheet No. A-2.03	August 1, 2015
Original Sheet No. A-2.04	September 23, 2012
Third Revised Sheet No. A-2.05	June 1, 2017
Original Sheet No. A-2.06	September 23, 2012
Seventeenth Revised Sheet No. A-3.00	May 1, 2025
Second Revised Sheet No. A-3.01	November 1, 2014
Original Sheet No. A-3.01-1	October 1, 2013
First Revised Sheet No. A-3.02	August 1, 2015
Seventeenth Revised Sheet No. A-3.03	May 1, 2025
Fourteenth Revised Sheet No. A-3.04	May 1, 2025
Original Sheet No. A-4.00	September 23, 2012
Original Sheet No. A-5.00	September 23, 2012
Original Sheet No. A-6.00	September 23, 2012
Original Sheet No. A-6.01	September 23, 2012
Original Sheet No. B-1.00	September 23, 2012
Original Sheet No. B-2.00	September 23, 2012
Original Sheet No. B-3.00	September 23, 2012
Original Sheet No. B-4.00	September 23, 2012
Original Sheet No. B-5.00	September 23, 2012
Original Sheet No. B-6.00	September 23, 2012
First Revised Sheet No. B-7.00	November 12, 2013
Original Sheet No. B-8.00	September 23, 2012
Original Sheet No. B-9.00	September 23, 2012
Original Sheet No. B-10.00	September 23, 2012
Original Sheet No. B-11.00	September 23, 2012
Original Sheet No. B-12.00	September 23, 2012
Original Sheet No. B-13.00	September 23, 2012
First Revised Sheet No. B-14.00	October 12, 2012
First Revised Sheet No. B-15.00	October 12, 2012
First Revised Sheet No. B-16.00	October 12, 2012
First Revised Sheet No. B-17.00	October 12, 2012
First Revised Sheet No. B-18.00	October 12, 2012
First Revised Sheet No. B-19.00	October 12, 2012
First Revised Sheet No. B-20.00	October 12, 2012

(Continued on Sheet No. A-3.01)

TABLE OF CONTENTS – CHECKLIST
(Continued from Sheet No. A-3.00)

<u>Sheet No.</u>	<u>Sheet Effective Date</u>
First Revised Sheet No. B-21.00	October 12, 2012
First Revised Sheet No. B-22.00	October 12, 2012
First Revised Sheet No. B-23.00	October 12, 2012
First Revised Sheet No. B-24.00	October 12, 2012
First Revised Sheet No. B-25.00	October 12, 2012
First Revised Sheet No. B-26.00	October 12, 2012
First Revised Sheet No. B-27.00	October 12, 2012
First Revised Sheet No. B-28.00	October 12, 2012
First Revised Sheet No. B-29.00	October 12, 2012
First Revised Sheet No. B-30.00	October 12, 2012
First Revised Sheet No. B-31.00	October 12, 2012
First Revised Sheet No. B-32.00	October 12, 2012
First Revised Sheet No. B-33.00	October 12, 2012
First Revised Sheet No. B-34.00	October 12, 2012
First Revised Sheet No. B-35.00	October 12, 2012
First Revised Sheet No. B-36.00	October 12, 2012
First Revised Sheet No. B-37.00	October 12, 2012
First Revised Sheet No. B-38.00	October 12, 2012
Second Revised Sheet No. B-39.00	November 1, 2014
First Revised Sheet No. B-40.00	October 12, 2012
First Revised Sheet No. B-41.00	October 12, 2012
First Revised Sheet No. B-42.00	October 12, 2012
First Revised Sheet No. B-43.00	October 12, 2012
First Revised Sheet No. B-44.00	October 12, 2012
First Revised Sheet No. B-45.00	October 12, 2012
First Revised Sheet No. B-46.00	October 12, 2012
First Revised Sheet No. B-47.00	October 12, 2012
First Revised Sheet No. B-48.00	October 12, 2012
First Revised Sheet No. B-49.00	October 12, 2012
First Revised Sheet No. B-50.00	October 12, 2012
First Revised Sheet No. B-51.00	October 12, 2012
First Revised Sheet No. B-52.00	October 12, 2012
First Revised Sheet No. B-53.00	October 12, 2012
First Revised Sheet No. B-54.00	October 12, 2012
First Revised Sheet No. B-55.00	October 12, 2012
First Revised Sheet No. B-56.00	October 12, 2012
First Revised Sheet No. B-57.00	October 12, 2012
First Revised Sheet No. B-58.00	October 12, 2012
First Revised Sheet No. B-59.00	October 12, 2012
First Revised Sheet No. B-60.00	October 12, 2012

(Continued on Sheet No. A-3.01-1))

TABLE OF CONTENTS – CHECKLIST
(Continued from Sheet No. A-3.01)

<u>Sheet No.</u>	<u>Sheet Effective Date</u>
First Revised Sheet No. B-61.00	October 12, 2012
First Revised Sheet No. B-62.00	October 12, 2012
First Revised Sheet No. B-63.00	October 12, 2012
First Revised Sheet No. B-64.00	October 12, 2012
First Revised Sheet No. B-65.00	October 12, 2012
First Revised Sheet No. B-66.00	October 12, 2012
First Revised Sheet No. B-67.00	October 12, 2012
First Revised Sheet B-68.00	November 1, 2014
Original Sheet No. B-69.00	September 23, 2012
Original Sheet No. B-70.00	September 23, 2012
Original Sheet No. B-71.00	September 23, 2012
Original Sheet No. B-72.00	September 23, 2012
Original Sheet No. B-73.00	September 23, 2012
Original Sheet No. B-74.00	September 23, 2012
First Revised Sheet No. B-75.00	November 1, 2014
Original Sheet No. B-76.00	September 23, 2012
Original Sheet No. B-77.00	September 23, 2012

(Continued on Sheet No. A-3.02)

Issued **October 29, 2014**
By: Brian Burns
President and CEO
Onaway, Michigan

TABLE OF CONTENTS – CHECKLIST
(Continued from Sheet No. A-3.02)

<u>Sheet No.</u>	<u>Sheet Effective Date</u>
Second Revised Sheet No. D-1.00	February 1, 2014
Thirteenth Revised Sheet No. D-1.01	February 1, 2025
Original Sheet No. D-1.02	September 23, 2012
Second Revised Sheet No. D-1.03	June 21, 2017
Original Sheet No. D-2.00	September 23, 2012
Original Sheet No. D-3.00	September 23, 2012
Original Sheet No. D-3.01	September 23, 2012
Original Sheet No. D-4.00	September 23, 2012
Tenth Revised Sheet No. D-5.00	May 1, 2025
Fourth Revised Sheet No. D-5.01	February 25, 2025
Third Revised Sheet No. D-5.02	February 25, 2025
Second Revised Sheet No. D-5.03	February 25, 2025
First Revised Sheet No. D-5.04	February 25, 2025
Ninth Revised Sheet No. D-6.00	May 1, 2025
Third Revised Sheet No. D-6.01	June 1, 2023
First Revised Sheet No. D-7.00	August 1, 2015
First Revised Sheet No. D-8.00	August 1, 2015
Second Revised Sheet No. D-8.01	August 1, 2015
First Revised Sheet No. D-9.00	August 1, 2015
Eighth Revised Sheet No. D-10.00	May 1, 2025
First Revised Sheet No. D-10.01	August 1, 2015
First Revised Sheet No. D-10.02	August 1, 2015
Original Sheet No. D-11.00	September 23, 2012
Eighth Revised Sheet No. D-11.01	May 1, 2025
First Revised Sheet No. D-11.02	August 1, 2015
First Revised Sheet No. D-11.03	August 1, 2015
Fifth Revised Sheet No. D-12.00	May 1, 2025
First Revised Sheet No. D-12.01	September 23, 2012
First Revised Sheet No. D-12.02	September 23, 2012
First Revised Sheet No. D-13.00	September 23, 2012
Seventh Revised Sheet No. D-13.01	May 1, 2025
First Revised Sheet No. D-13.02	September 23, 2012
First Revised Sheet No. D-14.00	September 23, 2012
First Revised Sheet No. D-14.01	September 23, 2012
First Revised Sheet No. D-14.02	September 23, 2012

TABLE OF CONTENTS – CHECKLIST
(Continued from Sheet No. A-3.03)

<u>Sheet No.</u>	<u>Sheet Effective Date</u>
First Sheet No. D-15.00	June 1, 2017
Eighth Revised Sheet No. D-15.01	May 1, 2025
Third Revised Sheet No. D-15.02	June 1, 2023
Original Sheet No. D-16.00	September 23, 2012
First Revised Sheet No. D-17.00	June 1, 2017
First Revised Sheet No. D-17.01	June 1, 2017
First Revised Sheet No. D-17.02	June 1, 2017
Fourth Revised Sheet No. D-18.00	September 13, 2017
Original Sheet No. D-19.00	August 1, 2015
Original Sheet No. D-19.01	August 1, 2015
Original Sheet No. D-20.00	August 1, 2015
Original Sheet No. D-21.00	June 1, 2017
Original Sheet No. D-21.01	June 1, 2017
Original Sheet No. D-21.02	June 1, 2017
Original Sheet No. D-22.00	June 1, 2017
Original Sheet No. D-22.01	June 1, 2017
Original Sheet No. D-22.02	June 1, 2017
Original Sheet No. D-23.00	June 1, 2017
Original Sheet No. D-23.01	June 1, 2017
Original Sheet No. E-1.00	October 10, 2007
Original Sheet No. E-1.01	October 10, 2007
Original Sheet No. E-1.02	October 10, 2007
Original Sheet No. E-1.03	October 10, 2007
Original Sheet No. E-1.04	October 10, 2007
Original Sheet No. E-1.05	October 10, 2007
Original Sheet No. E-1.06	October 10, 2007
Original Sheet No. E-1.07	October 10, 2007
Original Sheet No. E-1.08	October 10, 2007
Original Sheet No. E-1.09	October 10, 2007
Original Sheet No. E-1.10	October 10, 2007
Original Sheet No. E-1.11	October 10, 2007
Original Sheet No. E-1.12	October 10, 2007
Original Sheet No. E-1.13	October 10, 2007
Original Sheet No. E-1.14	October 10, 2007
Original Sheet No. E-1.15	October 10, 2007
Original Sheet No. E-1.16	October 10, 2007
Original Sheet No. E-1.17	October 10, 2007
Original Sheet No. E-1.18	October 10, 2007
Original Sheet No. E-1.19	October 10, 2007
Original Sheet No. E-1.20	October 10, 2007
Original Sheet No. E-1.21	October 10, 2007
Original Sheet No. E-2.00	October 10, 2007
Original Sheet No. E-2.01	October 10, 2007

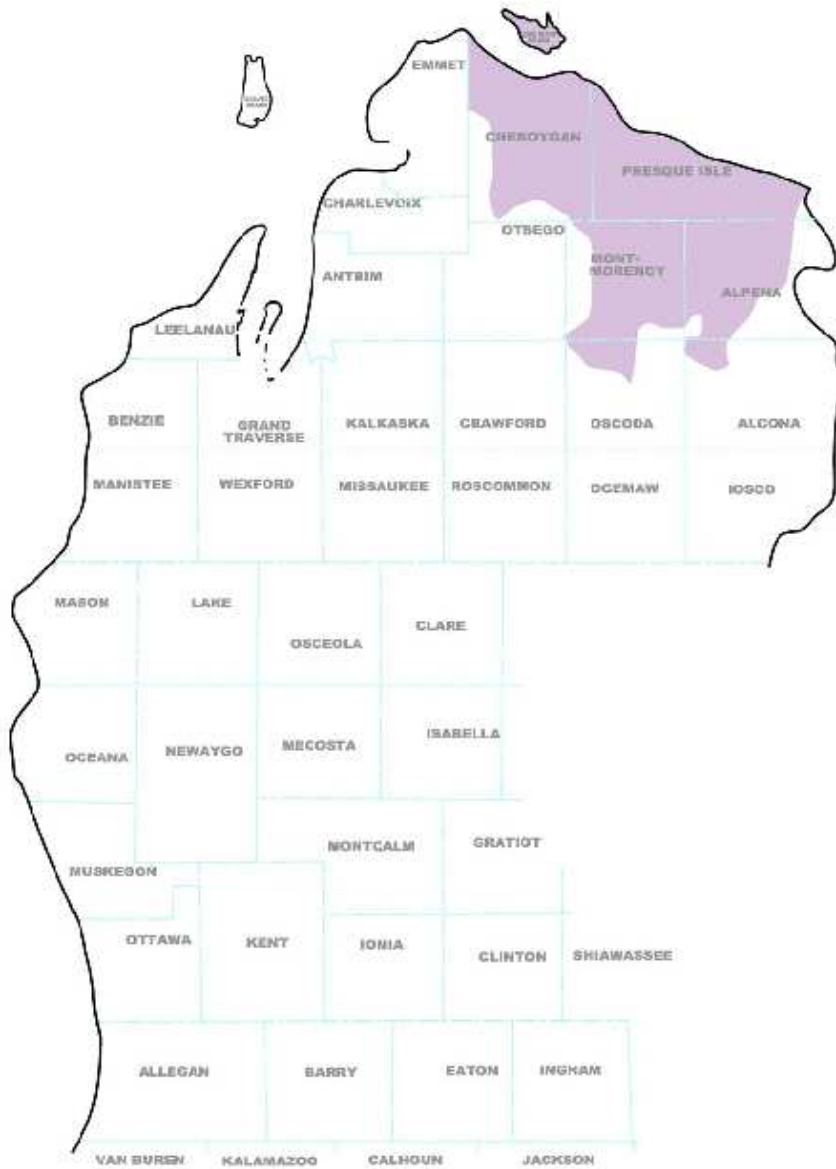
COUNTIES/TOWNSHIPS SERVED IN MICHIGAN			
<u>COUNTY</u>	<u>TOWNSHIP</u>	<u>COUNTY</u>	<u>TOWNSHIP</u>
ALCONA	Alcona Caledonia Mitchell	OSCODA	Clinton Comins Elmer Greenwood
ALPENA	Alpena Green Long Rapids Maple Ridge Ossineke Wellington Wilson	OTSEGO	Charlton Corwith
CHEBOYGAN	Aloha Beaugrand Benton Burt Ellis Forest Grant Hebron Inverness Koehler Mackinaw Mentor Mullet Munro Nunda Tuscarora Walker Waverly	PRESQUE ISLE	Allis North Allis Bearinger Belkap Bismarck Case Krakow Metz Moltke Ocqueoc Posen Presque Isle Pulawski Rogers
		<u>CITIES</u>	Onaway
		<u>VILLAGES</u>	Atlanta Hawks Lewiston Millersburg Posen Tower
EMMET	Carp Lake		
MACKINAC	Bois Blanc		
MONTMORENCY	Albert Avery Briley Hillman Loud Montmorency Rust Vienna		

Issued September 20, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

SERVICE MAP



Issued September 20, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors** dated 9/23/12

DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS

Cooperative	-	Presque Isle Electric & Gas Co-op acting through its authorized officers or employees within the scope of their respective duties.
Applicant	-	A person, firm or corporation applying for electric service from the Cooperative at one location.
Member-Consumer	-	A person, firm or corporation purchasing electric service from the Cooperative under these Rules and Regulations.
Line Extension	-	The installation of such facilities as poles, fixtures, transformers, wires and other appurtenances that are necessary to connect a new member or members to the Cooperative's distribution system.
Hertz	-	Cycle per second.
Kilowatt (kW)	-	Unit of electrical power representing rate of usage of energy; equivalent to 1,000 watts or approximately 1-1/3 horsepower.
Kilowatt-hour (kWh)	-	Unit of electrical energy equivalent to the use of one kilowatt for one hour.
Kilovoltampere (kVA)-		Unit of apparent electrical power which at 100% power factor is equivalent to one kilowatt.
Demand	-	the load at the terminals of an installation or system average over a specified period of time as expressed in terms of kW, KVA or other suitable units.
Power Factor (PF)	-	Ratio of kilowatt power to kilovoltampere apparent power.
Horsepower (hp)	-	Unit of mechanical power equivalent to 746 watts of electrical power or approximately 0.75 kW.
Month	-	Unless preceded by the word "calendar," the term "month" shall refer to a "billing month."
Billing Month	-	The period between two successive, scheduled meter readings when a member is billed under the provisions of a monthly rate schedule.

(Continued on Sheet No. A-6.01)

DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS
(Continued from Sheet No. A-6.00)

Year	-	Unless preceded by the word “calendar”, the term “year” shall refer to a “billing year”.
Billing Year	-	The period between two successive, scheduled meter readings, when a member is billed under the provisions of an annual rate schedule.
Permanent Residence	-	A member-consumer’s primary place of residence as evidenced by homestead exemption.
Seasonal Residence	-	A member’s secondary residence, not meeting the definition above of a “permanent residence”, which the member-consumer uses on a part-time, irregular or seasonal basis for such purposes as vacation, recreation, retreat, etc.
Member-Consumer Read System	-	Because of the physical size and low member-consumer density, Cooperative requires that member-consumers on monthly billed rates read their meter on a monthly basis and provide that reading to Cooperative on or before the due date.

(Continued on Sheet No. A-6.01)

Issued September 20, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

SECTION B
ADMINISTRATIVE RULES INDEX

B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3908) (FOR ALL MEMBER-CONSUMERS)

http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_11_AdminCode.pdf

PART 1. GENERAL PROVISIONS

R 460.3101 Applicability; purpose; modification; adoption of rules and regulations by utility.

R 460.3102 Definitions.

PART 2. RECORDS AND REPORTS

R 460.3201 Records; location; examination.

R 460.3202 Records; preservation.

R 460.3203 Documents and information; required submission.

R 460.3204 Customer records; retention period; content.

PART 3. METER REQUIREMENTS

R 460.3301 Metered measurement of electricity required; exceptions.

R 460.3303 Meter reading data.

R 460.3304 Meter data collection system.

R 460.3305 Meter multiplier.

R 460.3308 Standards of good practice; adoption by reference.

R 460.3309 Metering inaccuracies; billing adjustments.

(Continued on Sheet No. B-2.00)

Issued **September 24, 2012**

By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

(Continued from Sheet No. B-1.00)

B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3908) (FOR ALL MEMBER-CONSUMERS)(Contd)

http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_11_AdminCode.pdf

PART 4. CUSTOMER RELATIONS

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

PART 5. ENGINEERING

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

PART 6. METERING EQUIPMENT INSPECTIONS AND TESTS

- R 460.3601 Customer-requested meter tests.
- R 460.3602 Meter and associated device inspections and tests; certification of accuracy.
- R 460.3603 Meters with transformers; post-installation inspection; exception.
- R 460.3604 Meters and associated devices; removal tests.
- R 460.3605 Metering electrical quantities.
- R 460.3606 Nondirect reading meters and meters operating from instrument transformers; marking of multiplier on instruments; marking of charts and magnetic tapes; marking of register ratio on meter registers; watt-hour constants.
- R 460.3607 Watt-hour meter requirements.

(Continued on Sheet No. B-3.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued from Sheet No. B-2.00)

- B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3908) (FOR ALL MEMBER-CONSUMERS)(Contd)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_11_AdminCode.pdf
- PART 6. METERING EQUIPMENT INSPECTIONS AND TESTS (Contd)
- R 460.3608 Demand meters, registers, and attachments; requirements.
R 460.3609 Instrument transformers used in conjunction with metering equipment; requirements; phase shifting transformers; secondary voltage.
R 460.3610 Portable indicating voltmeters; accuracy.
R 460.3611 Meter testing equipment; availability; provision and use of primary standards.
R 460.3612 Test standards; accuracy.
R 460.3613 Metering equipment testing requirements.
R 460.3614 Standards check by the commission.
R 460.3615 Metering equipment records.
R 460.3616 Average meter error; determination.
R 460.3617 Reports to be filed with the commission.
R 460.3618 Generating and interchange station meter tests; schedule; accuracy limits.
- PART 7. STANDARDS OF QUALITY OF SERVICES
- R 460.3701 Alternating current systems; standard frequency.
R 460.3702 Standard nominal service voltage; limits; exceptions.
R 460.3703 Voltage measurements and records.
R 460.3704 Voltage measurements; required equipment; periodic checks; certificate or calibration card for standards.
R 460.3705 Interruptions of service; records; planned interruption; notice to commission.
- PART 8. SAFETY
- R 460.3801 Protective measures.
R 460.3802 Safety program.
R 460.3803 Energizing services.
R 460.3804 Accidents; notice to Commission.

(Continued on Sheet No. B-4.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued from Sheet No. B-3.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS
RESIDENTIAL SERVICE (R 460.101 - R 460.169)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 1. GENERAL PROVISIONS

R 460.101 Application of rules. R 460.102 Definitions.
R 460.103 Discrimination prohibited. R 460.104 Conduct of proceedings. R 460.105
Additional rules.

PART 2. APPLICATION FOR SERVICE

R 460.106 Service requests for new or previous Member-Consumers.
R 460.107 Applicant information.

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

R 460.108 Prohibited practices.
R 460.109 Deposit for new customer.
R 460.110 Deposit for a previous customer or for continued service.
R 460.111 General deposit conditions.
R 460.112 Guarantee terms and conditions.

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

R 460.113 Actual and estimated meter reading.
R 460.114 Cooperative representative identification.
R 460.115 Customer meter reading.
R 460.116 Meter accuracy, meter errors, meter relocation.

(Continued on Sheet No. B-5.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued from Sheet No. B-4.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS
RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 5. BILLING AND PAYMENT STANDARDS

- R 460.117 Billing frequency; method of delivery
- R 460.118 Equal monthly billing.
- R 460.119 Cycle billing.
- R 460.120 Payment of bill.
- R 460.121 Payment period.
- R 460.122 Allowable charges.
- R 460.123 Bill information.
- R 460.124 Separate bills.
- R 460.125 Billing for non-tariff services
- R 460.126 Billing error.

PART 6. VOLUNTARY TERMINATION OF SERVICE

- R 460.127 Voluntary termination.

PART 7. UTILITY PROCEDURES

- R 460.128 Applicability.
- R 460.129 Complaint procedures.
- R 460.130 Personnel procedures.
- R 460.131 Publication of procedures.
- R 460.132 Access to rules and rates.
- R 460.133 Reporting requirements.
- R 460.134 Inspection.
- R 460.135 Customer access to consumption data.

(Continued on Sheet No. B-6.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued from Sheet No. B-5.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS
RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE

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

PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS\

- R 460.145 Listing of energy assistance programs.
- R 460.146 Notice of energy assistance programs.
- R 460.147 Medical emergency.
- R 460.148 Winter protection plan for low-income Member-Consumers.
- R 460.149 Winter protection plan for senior citizens.
- R 460.150 Military protections.

PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

- R 460.151 Disputed claim.
- R 460.152 Utility hearing and hearing officers.
- R 460.153 Notice of hearing.
- R 460.154 Hearing procedures.
- R 460.155 Settlement agreement.
- R 460.156 Default of settlement agreement.
- R 460.157 Same dispute.

(Continued on Sheet No. B-7.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-6.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS
RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 11. COMMISSION APPEAL PROCEDURES

- R 460.158 Informal appeal.
- R 460.159 Filing procedures.
- R 460.160 Informal appeal procedures.
- R 460.161 Interim determination.
- R 460.162 Appeal review.
- R 460.163 Shutoff pending decision.
- R 460.164 Informal appeal decision.
- R 460.165 Failure to comply with informal appeal decision.
- R 460.166 Same dispute.
- R 460.167 Formal appeal.
- R 460.168 Other remedies.
- R 460.169 Scope of rules.

B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460. 2601 - R 460.2625)
(RESIDENTIAL MEMBER CONSUMERS) **RESCINDED**

http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_09_AdminCode.pdf

PART 1. GENERAL PROVISIONS

- R 460.2601 Application of rules.
- R 460.2602 Definitions.

PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

- R 460.2621 Uncollectibles allowance recovery fund.
- R 460.2622 Annual deposits.
- R 460.2623 Notice of deposit.
- R 460.2624 Disputes; procedure for resolution.
- R 460.2625 Disbursement of funds.

(Continued on Sheet No. B-8.00SE)

Issued: **July 15, 2014**

By Brian Burns
President and CEO
Onaway, Michigan

(Continued From Sheet No. B-7.00)

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS MEMBER-CONSUMERS (R 460.1601 – R 460.1640) (NONRESIDENTIAL MEMBER-CONSUMERS)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 1. GENERAL PROVISIONS

- R 460.1601 Applicability; purpose.
- R 460.1602 Definitions.
- R 460.1603 Discrimination prohibited.
- R 460.1604 Form of proceedings.
- R 460.1605 Additional rules.

PART 2. APPLICATION FOR SERVICE

- R 460.1606 Application for new service.

PART 3. GENERAL CUSTOMER DEPOSIT CONDITIONS

- R 460.1607 Customer deposits.

PART 4. METER READING, ESTIMATED BILLS, BILLING ADJUSTMENTS, VOLUNTARY TERMINATION, AND METER RELOCATION

- R 460.1608 Meter reading interval and estimated bills.
- R 460.1609 Metering inaccuracies; billing adjustments.
- R 460.1610 Voluntary termination.
- R 460.1611 Meter or facilities relocation charge.

PART 5. BILLING AND PAYMENTS

- R 460.1612 Cycle billing.
- R 460.1613 Billing information.
- R 460.1614 Discounts and late payment charges.
- R 460.1615 Delivery and payment of bills.
- R 460.1616 Billing for unregulated service.
- R 460.1617 Billing errors.

(Continued on Sheet No. B-9.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-8.00)

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS MEMBER-CONSUMERS (R 460.1601 – R 460.1640) (NONRESIDENTIAL MEMBER-CONSUMERS)(Contd)

<https://www.pieg.com/RateInformation.cfm?p=103>

PART 6. CUSTOMER RELATIONS AND UTILITY PROCEDURES

- R 460.1618 Selection of rate, customer information, and service.
- R 460.1619 Inspection.
- R 460.1620 Customer access to consumption data.
- R 460.1621 Servicing utility equipment on customer's premises.
- R 460.1622 Customer complaints; investigation; records.
- R 460.1623 Records and reports.

PART 7. SHUTOFFS AND RESTORATION

- R 460.1624 Notice of shutoff.
- R 460.1625 Denial or shutoff of service to Member-Consumers.
- R 460.1626 Manner of shutoff for service provided with remote shutoff and restoration capability.

PART 8. DISPUTED CLAIMS, HEARINGS AND SETTLEMENT AGREEMENTS

- R 460.1628 Disputed claim.
- R 460.1629 Settlement agreement.
- R 460.1630 Default of settlement agreement.
- R 460.1631 Informal hearing and hearing officers.
- R 460.1632 Notice of hearing.
- R 460.1633 Hearing procedures.
- R 460.1634 Informal appeal procedures.
- R 460.1635 Interim determination.
- R 460.1636 Appeal review.
- R 460.1637 Shutoff pending decision.
- R 460.1638 Informal appeal decision.
- R 460.1639 Failure to comply with informal appeal decision.
- R 460.1640 Scope of rules.

(Continued on Sheet No. B-10.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-9.00)

B5. UNDERGROUND ELECTRIC LINES (R 460.511 - R 460.519)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_96_AdminCode.pdf

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

B6. ELECTRICAL SUPPLY AND COMMUNICATION LINES AND ASSOCIATED EQUIPMENT (R 460.811 - R 460.815)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/1029_2012-024LR_AdminCode.pdf

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

B7. RULES AND REGULATIONS GOVERNING ANIMAL CONTACT CURRENT MITIGATION (STRAY VOLTAGE) (R 460.2701 - R 460.2707)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_10_AdminCode.pdf

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

(Continued on Sheet No. B-11.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-10.00)

B8. ELECTRIC INTERCONNECTION AND NET METERING STANDARDS (R 460.601 - R 460.656)

http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_97_AdminCode.pdf

PART 1. GENERAL PROVISIONS

- R 460.601a Definitions; A-I.
- R 460.601b Definitions; J-Z.
- R 460.602 Adoption of standards by reference.
- R 460.604 Prohibited practice.
- R 460.606 Designated points of contact.
- R 460.608 Alternative dispute resolution.
- R 460.610 Appointment of experts.
- R 460.612 Waivers.

PART 2. INTERCONNECTION STANDARDS

- R 460.615 Electric Utility interconnection procedures.
- R 460.618 Interconnection fees.
- R 460.620 Application and interconnection process.
- R 460.622 Modifications to project.
- R 460.624 Insurance.
- R 460.626 Disconnection.
- R 460.628 Easements and rights-of-way.

PART 3. NET METERING STANDARDS

- R 460.640 Application process.
- R 460.642 Net metering application and fees.
- R 460.644 Net metering program size.
- R 460.646 Generation and net metering equipment.
- R 460.648 Meters.
- R 460.650 Billing and credit for true net metering Member-Consumers.
- R 460.652 Billing and credit for modified net metering Member-Consumers.
- R 460.654 Renewable energy credits.
- R 460.656 Penalties.

(Continued on Sheet No. B-12.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-11.00)

B9. ELECTRIC DISTRIBUTION SERVICE STANDARDS (R 460.701 - R 460.752)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_98_AdminCode.pdf

PART 1. GENERAL PROVISIONS

- R 460.701 Application of rules.
- R 460.702 Definitions.
- R 460.703 Revision of tariff provisions.

PART 2. UNACCEPTABLE LEVELS OF PERFORMANCE

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

PART 3. RECORDS AND REPORTS

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

PART 4. FINANCIAL INCENTIVES AND PENALTIES

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

PART 5. WAIVERS AND EXCEPTIONS

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

(Continued on Sheet No. B-13.00)

Issued **September 24, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
Of Directors dated 9/23/12**

(Continued From Sheet No. B-12.00)

ADDITIONAL ADMINISTRATIVE RULES

*Waivers may have been granted by the Commission to the Cooperative for certain portions of the administrative rules below.

- B10. PRACTICE AND PROCEDURE BEFORE THE COMMISSION (R 460.17101 - R 460.17701)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/934_2009-046LR_AdminCode.pdf
- B11. FILING PROCEDURES FOR ELECTRIC, WASTEWATER, STEAM AND GAS UTILITIES (R 460.2011 - R 460.2031)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_04_AdminCode.pdf
- B12. RESIDENTIAL CONSERVATION PROGRAM STANDARDS (R 460.2401 - R 460.2414)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_07_AdminCode.pdf
- B13. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES (R 460.2501 - R 460.2582)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/836_10802_AdminCode.pdf
- B14. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR ELECTRIC UTILITIES (R 460.9001 – R 460.9019)
http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_12_AdminCode.pdf
- B15. RATE CASE FILING REQUIREMENTS FOR MAJOR ELECTRIC UTILITIES
http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-4771_05-10-1976.PDF

Issued September 24, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
Of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE**

(By authority conferred on the Board of Directors by 2008 PA 167, MCL 460.31)

PART 1. GENERAL PROVISIONS

R 460.101 Application of rules.

Rule 1. These rules apply to residential electric utility service that is subject to the jurisdiction of the Presque Isle Electric & Gas Board of Directors under PA 167.

R 460.102 Definitions.

Rule 2. As used in these rules:

- (a) "Actual meter reading" means an electric meter reading that is based on the member's actual energy use during the period reported and that was performed by a Cooperative representative, by the member and communicated to the cooperative by mail, telephone, fax, on a secure cooperative website, or other reasonable means, or that was transmitted to the cooperative by an automated or remote meter reading device.
- (b) "Applicant" means an emancipated minor or a person 18 years of age or older requesting residential utility service in person at the cooperative office, in writing, by telephone or fax machine, through the internet, or any other form of communication that allows the applicant to provide the information required by the cooperative.
- (c) "Billing error" means an undercharge or overcharge that is caused by any of the following:
 - (i) An incorrect actual meter read by a cooperative representative.
 - (ii) An incorrect remote meter read.
 - (iii) An incorrect meter constant.
 - (iv) An incorrect calculation of the applicable rate.
 - (v) A meter switched by the cooperative or a cooperative representative.
 - (vi) An incorrect application of the rate schedule.

Continued on Sheet No. B-15.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(Cont'd from Sheet No. B-14.00)**

- (vii) Another similar act or omission by the cooperative in determining the amount of a member's bill. An undercharge or overcharge that is caused by a non-registering meter, a meter error, or the use of an estimated meter read or a member read is not a billing error.
- (d) "Billing month" means a natural gas or electric consumption period of not less than 26 or more than 35 days.
- (e) "Billing specialist" means a representative of the cooperative who investigates and resolves meter reading discrepancies or errors.
- (f) "Charges for tariff service" means the rates for electric service.
- (g) "Collection charge" means a Board approved charge assessed for the costs associated with sending an employee or agent to a residence to collect a past due payment in lieu of shutoff of service.
- (h) "Cooperative" means Presque Isle Electric & Gas Co-op.
- (i) "Complaint determination" means the written decision of a hearing officer after an informal hearing.
- (j) "Critical care member" means any member who requires, or has a household member that requires home medical equipment or a life support system, and who has provided appropriate documentation from a physician or medical facility to the utility identifying the medical equipment or life support system and certifying that an interruption of service would be immediately life-threatening.
- (k) "Member" means a purchaser of electricity or natural gas that is supplied or distributed by the cooperative for residential purposes.
- (l) "Cycle billing" means a system that renders bills for cooperative service to various members on different days of a calendar month.
- (m) "Delinquent account" means an account with charges for cooperative service that remains unpaid at least 5 days after the due date.

Continued on Sheet No. B-16.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(Cont'd from Sheet No. B-15.00)**

- (n) "Eligible low-income member" means a cooperative member whose household income does not exceed 150% of the federal poverty guidelines as published by the United States department of health and human services or who receives any of the following:
- (i) Supplemental security income or low-income assistance through the department of human services or successor agency.
 - (ii) Food stamps.
 - (iii) Medicaid.
- (o) "Eligible military member" means a cooperative member, spouse of a member, or member whose spouse is in the military who meets all of the following:
- (i) Is on full-time active duty.
 - (ii) Is deployed overseas in response to a declared war or undeclared hostilities or is deployed within the United States in response to a declared national or state emergency and the household income is reduced as a result.
 - (iii) Notifies the cooperative of his or her eligibility.
 - (iv) Provides verification of eligibility if requested by the cooperative.
- (p) "Eligible senior citizen member" means a cooperative member who meets all of the following criteria:
- (i) Is 65 years of age or older.
 - (ii) Advises the cooperative of his or her eligibility.

Continued on Sheet No. B-17.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(Cont'd from Sheet No. B-16.00)**

- (q) "Energy assistance program" means a program that provides financial assistance or assistance in improving residential energy efficiency and energy conservation.
- (r) "Energy usage" means the consumption of electricity or natural gas.
- (s) "Estimated bill" means a bill for service at the premises that is not based on an actual meter reading for the period being billed but that is based on calculations of how much gas or electricity a member used during the billing period.
- (t) "Formal hearing request" means a document describing how the cooperative has violated a member's rights or these rules that is presented in writing to the cooperative.
- (u) "Gas cost recovery" means the adjustment in rates to recognize the cost of purchased gas.
- (v) "Hearing officer" means a notary public who is qualified to administer oaths to conduct informal member complaint hearings against the cooperative.
- (w) "In dispute" means that a matter is the subject of an unresolved disagreement, claim, or complaint against the cooperative by a member, or the member's authorized agent.
- (x) "Informal appeal" means an appeal of a complaint determination of a hearing officer to the Board of Directors.
- (y) "Informal appeal decision" means the written decision of the regulation officer in regard to an informal appeal.
- (z) "Informal complaint" means a matter that requires follow-up action or investigation by the cooperative.
- (aa) "Inquiry" means a question regarding a utility matter that is asked by the member and answered by the cooperative.
- (bb) "Late payment charge" means a finance, service, carrying, or penalty charge that is assessed by the cooperative because a bill or portion of a bill is delinquent.

Continued on Sheet No. B-18.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-17.00)**

- (cc) "Medical emergency" means an existing medical condition of the member or a member of the member's household, as defined and certified by a physician or public health official on official stationary or cooperative-provided form, that will be aggravated by the lack of utility service.
- (dd) "Meter error" means a failure to accurately measure and record all of the natural gas or electrical quantities used that are required by the applicable rate or rates.
- (ee) "New member" means a member who has not received the cooperative's service within the previous 6 years.
- (ff) "Peak season" means the months of November, December, January, February and March for natural gas service or electric space heating and June, July and August for other electric service.
- (gg) "Positive identification information" means a consistently used appropriate identification such as, but not limited to, a driver's license or ID card issued by a state, U.S. military card or military dependent's ID card, Native American tribal document, or passport.
- (hh) "Power supply cost recovery" means the adjustment in rates to recognize the cost of purchased power and fuel for electric generation.
- (ii) "Previous member" means a member who has received the cooperative's service within the previous 6 years but is not currently receiving service.
- (jj) "Regulation officer" means a member of the cooperative staff who resolves complaints in accordance with these rules.
- (kk) "Remote shutoff or restoration capability" means the ability to terminate or restore service to a premises from another location.
- (ll) "Residential service or use" means the provision or use of electricity or natural gas for residential purposes.
- (mm) "Satisfactory payment history" means that a member's account was not delinquent more than 1 time in the past 12 months.

Continued on Sheet No. B-19.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-18.00)**

- (nn) "Seasonally billed member" means a member who is billed on a seasonal basis in accordance with a utility tariff that is approved by the Board of Directors.
- (oo) "Settlement agreement" means a documented agreement that is entered into by a member and the cooperative and that resolves any matter in dispute or provides for the payment of amounts not in dispute over a reasonable period of time.
- (pp) "Shutoff of service" means a discontinuance of utility service that is not requested by a member.
- (qq) "Space heating season" means the period between November 1 and March 31.
- (rr) "Termination of service" means a discontinuance of utility service that is requested by member.
- (ss) "Unauthorized use of utility service" means theft, fraud, interference, or diversion of service, including but not limited to meter tampering (any act which affects the proper registration of service through a meter), by-passing (unmetered service that flows through a device connected between a service line and member-owned facilities), and service restoration by anyone other than the cooperative or its representative.
- (tt) "Utility" means a person, firm, corporation, cooperative, association, or other legal entity that provides electric service for residential use.
- (uu) "Weather adjusted consumption data" means a member's monthly energy usage divided by the number of heating or cooling degree days for that month.

R 460.103 Discrimination prohibited.

Rule 3. The cooperative shall not discriminate against or penalize a member for exercising any right granted by these rules.

R 460.104 Conduct of proceedings. This section is deleted

Continued on Sheet No. B-20.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-19.00)**

R 460.105 Additional rules.

Rule 5. The cooperative may adopt additional rules governing relations with its members that are reasonable and necessary and that are consistent with these rules. The cooperative's rules shall be an integral part of its tariffs and shall be subject to approval by the Cooperative's Board of Directors. If there is a conflict between these rules and a utility's rules or tariffs, these rules govern.

PART 2. APPLICATION FOR SERVICE

R 460.106 Service requests for new or previous members.

Rule 6. (1) Applicants for service may become new members by requesting service in person at the utility company office, in writing, by telephone, fax, or internet, or other means of communication. Using any of these methods, an applicant shall do both of the following:

- (a) Provide positive identification information as defined in R 460.102.
- (b) Pay a deposit, if required by R 460.109 or R 460.110.

(2) The cooperative may also require payment of a delinquent account as a condition of providing or continuing service if the following conditions apply:

- (a) The delinquent account is in the member's or applicant's name.
- (b) The delinquent account is not in dispute, owed to the cooperative, and accrued within the last 6 years. The cooperative shall provide the applicant with information on the process to refute or contest the delinquent account.

R 460.107 Applicant information.

Rule 7. (1) The cooperative may request but shall not require anyone other than the applicant to assume responsibility for service. The cooperative shall permit more than 1 name on the application if requested by the member and agreed to by the second party.

(2) If the applicant is renting the premises for which service is requested, the cooperative may require proof that the applicant is a tenant. Written or oral confirmation by the manager, landlord, or owner of the property, or a verified signed copy of the rental agreement is sufficient proof. An applicant may verify a lease by submitting a lease agreement containing notarized signatures of the landlord and tenant or by providing the cooperative with contact information for the landlord.

Continued on Sheet No. B-21.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-20.00)**

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

R 460.108 Prohibited practices.

Rule 8. The cooperative shall not require a deposit or other guarantee as a condition of new or continued utility service based upon any of the following:

- (a) Consumer credit score, if the customer or applicant has prior utility service credit history with any electric or gas provider during the previous 6 years.
- (b) Income.
- (c) Home ownership.
- (d) Residence location.
- (e) Race.
- (f) Color.
- (g) Creed.
- (h) Sex.
- (i) Age.
- (j) National origin.
- (k) Marital status.
- (l) Familial status.
- (m) Disability.
- (n) Any other criteria not authorized by these rules.

Continued on Sheet No. B-22.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-21.00)**

R 460.109 Deposit for new member.

Rule 9. (1) The cooperative may require a deposit as a condition of providing service to a new member if any of the following provisions apply:

- (a) At the time of the request for service, the applicant has a delinquent bill with any electric or gas provider that accrued within the last 6 years and that remains unpaid and is not in dispute.
- (b) The applicant misrepresents his or her identity or credit standing.
- (c) The applicant fails to provide positive identification information upon request at the time of applying for new service.
- (d) The applicant requests service for a location at which he or she does not reside.
- (e) The applicant engaged in unauthorized use of utility service within the last 6 years, provided that the finding of unauthorized use of utility service was made after notice and an opportunity for a hearing and is not in dispute.
- (f) Within the past 3 years, the applicant lived in a residence with a person who accrued a delinquent account for electric or gas service to the shared residence, during the time the applicant lived there, which remains unpaid and is not in dispute, and the person with the delinquent account now resides with the applicant. The cooperative will advise the applicant of the process by which the applicant can refute this claim.
- (g) The applicant has sought relief under federal bankruptcy laws within the last 6 years.

(2) Notwithstanding any of the provisions of subrule (1) of this rule, the cooperative shall not require a deposit as a condition of providing service to a new member if any of the following provisions apply:

- (a) The department of human services or its successor agency is responsible for making payments to the cooperative on behalf of the applicant.
- (b) The applicant secures a guarantor who is a member in good standing with the cooperative.
- (c) The applicant is 65 years of age or older and has a satisfactory payment history for the past 3 years with any gas or electric provider.

Continued on Sheet No. B-23.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(Cont'd from Sheet No. B-22.00)**

R 460.110 Deposit for a previous member or for continued service.

Rule 10. (1) The cooperative may require a deposit as a condition of providing or restoring service to a previous member or continuing service to a current member if any of the following provisions apply:

- (a) At the time of the request for service, the member or applicant has a prior service account that is delinquent, that accrued within the last 6 years, and that 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.
- (b) The member or applicant misrepresents his or her identity or credit standing.
- (c) The member or applicant fails to provide positive identification information upon request at the time of applying for service.
- (d) The member or applicant engaged in unauthorized use of utility service within the last 6 years, if the finding of unauthorized use of utility service was made after notice and an opportunity for a hearing under these rules and is not in dispute.
- (e) The cooperative has shut off service to the member for nonpayment of a delinquent account that is not in dispute.
- (f) The cooperative has had 1 or more checks issued from the member's account returned from a financial institution for insufficient funds or no account or has had 1 or more payments from the member's debit or credit card or other form of payment denied within the last 12 months, excluding financial institution error.
- (g) The applicant has sought relief under federal bankruptcy laws within the last 6 years.
- (h) Within the past 3 years, the applicant lived in a residence with a person who accrued a delinquent account for electric or gas service to the shared residence, during the time the applicant lived there, which remains unpaid and is not in dispute, and the person with the delinquent account now resides with the applicant. The cooperative shall advise the applicant of the process by which the applicant can refute this claim.

(2) Notwithstanding any of the provisions of subrule (1) of this rule, the cooperative shall not require a deposit as a condition of providing service to a previous member or continuing service to a current member if one of the following provisions applies:

Continued on Sheet No. B-24.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-23.00)**

- (a) The department of human services or its successor agency is responsible for making payments to the cooperative on behalf of the applicant.
- (b) The member or applicant secures a guarantor who is a member in good standing with the utility.
- (c) The applicant is 65 years of age or older and has a satisfactory payment history with any gas or electric provider for the past 3 years.

R 460.111 General deposit conditions.

Rule 11. (1) All of the following apply to payment of deposits:

- (a) For a primary residence, 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 monthly bill for the premises or, if the current member's consumption history for the premises is unavailable, twice the cooperative's system average monthly bill for residential service.
- (b) For seasonal properties, 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 monthly bill for peak season usage.
- (c) The cooperative shall offer an eligible low-income member the option of paying a deposit required under these rules in 2 monthly installments.

(2) Whenever the cooperative requests a deposit because of an unpaid account incurred in another household member's name for a time when the member and the other person shared a residence, as described in R460.109(f) or R 460.110(i), the cooperative shall provide the member with notice of the reason for the request, the rule that allows the cooperative to make the request, and the process for refuting the action.

(3) A deposit that is required during the space heating season due to a disconnect for nonpayment within the past 12 months, shall not exceed the cooperative system average monthly gas bill for gas service or the cooperative system average monthly electric bill for electric service. If the member receives gas and electric service from a combination utility, the deposit shall not exceed the total of the cooperative's combined system average monthly gas and electric bills.

Continued on Sheet No. B-25.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-24.00)**

- (4) A deposit that is required as a condition of providing, restoring, or continuing service due to unauthorized use of utility service shall not be more than 4 times the average peak season monthly bill for the premises or 4 times the cooperative's system average peak season monthly bill for residential service if the member's consumption history for the premises is unavailable. The cooperative may also require payment of the delinquent account and approved charges as a condition of providing, restoring, or continuing service if the account is in the member's, or applicant's name, is delinquent, owed to the cooperative, and accrued within the last 6 years.
- (5) Unless the applicant misrepresents his or her identity or credit standing or fails to provide positive identification information, if requested, at the time of applying for service, the cooperative shall not assess a deposit if the customer has been in service for 30 days or more.
- (6) Except in the case of unauthorized use of utility service, if the cooperative shuts off service for nonpayment, the cooperative shall not require a deposit as a condition of restoring service unless the cooperative offered the member, prior to shutoff for nonpayment, the opportunity to enter into a settlement agreement as provided in Part 10 of these rules.
- (7) The cooperative will pay simple interest to each member who is required to make a deposit for the time the deposit is held by the cooperative. The interest rate will be the rate paid on United States savings bonds, series EE, as of the first business day of the calendar year. The cooperative will credit interest semiannually to the service account of the member or pay it upon the return of the deposit, whichever occurs first.
- (8) The member's credit shall be established and the cooperative shall return the deposit and accrued interest upon satisfactory payment by the member of all proper charges for utility service for a period of 12 consecutive months. The cooperative may retain the deposit assessed because of unauthorized use of utility service for a period of 36 months and shall refund the deposit upon satisfactory payment of the final 12 months' charges.
- (9) 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 5 days after the issuance of the next succeeding monthly bill, whichever is sooner.
- (10) For members terminating service, if the cooperative has not already returned the deposit, the cooperative shall credit the deposit, with accrued interest, to the final bill. For members continuing to receive service, the cooperative may apply the deposit against an existing arrearage that is not in dispute. The cooperative shall promptly return the balance to the member.

Continued on Sheet No. B-26.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-25.00)**

(11) The cooperative shall maintain a detailed record of all deposits received from members. The record shall show all of the following information:

- (a) The name of the residential member.
- (b) The location of the premises occupied by the member at the time of making the deposit and each successive location while the deposit is retained.
- (c) The date the member made the deposit and the amount.
- (d) The dates the utility paid interest and the amounts.
- (e) Place of payment.
- (f) The terms and conditions governing the return of the deposit.

(12) The cooperative shall provide the member with a written receipt for the deposit and instructions regarding how a member who is entitled to the return of his or her deposit may obtain the deposit.

(13) The cooperative shall make reasonable efforts to locate m e m b e r s with unclaimed deposits or credits.

(14) The cooperative shall apply deposit standards uniformly to all members. The cooperative shall provide to any member who objects to paying a deposit information on the process to contest the deposit requirement.

R 460.112 Guarantee terms and conditions.

This rule is deleted.

Continued on Sheet No. B-27.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-26.00)**

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

R 460.113 Actual and estimated meter reading.

Rule 13. (1) Except as specified in this rule, the cooperative shall provide all residential members with an actual monthly meter reading as defined in R 460.102. The cooperative may estimate a meter reading only if an actual meter reading cannot be obtained by any reasonable or applicable method described in R 460.102. If the cooperative cannot obtain an actual meter reading, then the cooperative shall maintain records of the efforts made to obtain an actual meter reading and its reasons for failure to obtain an actual meter reading.

(2) The cooperative may estimate member bills only upon a finding by the Cooperative's Board of Directors that a utility's estimated bill procedures assure reasonable billing accuracy. A bill that is rendered on an estimated basis shall be clearly and conspicuously identified as such. Any substantive changes to the cooperative's billing estimation procedures shall be submitted to the Cooperative's Board of Directors for approval.

(3) Notwithstanding the provisions of subrule (1) of this rule, the cooperative may render estimated bills to seasonally billed members in accordance with tariffs approved by the Board of Directors.

(4) If the cooperative estimates a member's bill for 2 or more consecutive months, when an actual meter read is obtained the cooperative shall offer the member the opportunity to pay the bill over the same number of months as consecutively estimated bills. This subrule shall not apply if the cooperative cannot obtain access to the meter and the member fails to provide a meter reading if requested by the cooperative.

(5) An estimated bill that is generated because the actual read is outside the range for the premises usage shall not be issued in consecutive months. If the cooperative is actively engaged in resolving the problem, an additional 30 days is permitted to correct the problem and obtain an actual meter reading.

(6) If the cooperative shuts off service due to non-payment, the cooperative must complete a final read or, if unable to obtain an actual read after reasonable attempts, the cooperative may estimate the bill.

Rule 460.114 Company representative identification.

Rule 14. Upon request, the cooperative representative reading the meter shall provide the member or other household member with appropriate picture identification confirming the representative's employment with the cooperative.

Continued on Sheet No. B-28.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-27.00)**

R 460.115 Member meter reading.

Rule 15. The cooperative shall provide each member with the opportunity to read and report energy usage provided the member accurately reports energy usage on a regular basis. The cooperative shall provide postage-paid, pre-addressed postcards for this purpose upon request, or the cooperative may permit members to report meter readings on a secure cooperative website, by telephone, or other reasonable means. At least once every 12 months, the cooperative 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 cooperative representative may read meters on a regular basis.

R 460.116 Meter accuracy, meter errors, meter relocation.

Rule 16. (1) Meters with actual readings that are rejected by the cooperative billing system for 2 consecutive months because they are outside the expected range of the member's usage for the premises shall be reviewed by a billing specialist, investigated, and, if necessary, the meter shall be repaired or replaced.

(2) Meters recording usage inaccurately shall be repaired or replaced by the cooperative. Any meter in service that remains broken as determined by a specific test of the meter or that does not correctly register member usage for a period of 6 months or more shall be removed and members will not be required to pay bills generated from these meter readings beyond the 6-month period from the date the meter malfunction occurred. This rule does not alter the provisions of R 460.3613 governing the testing and replacement of electric meters and R 460.2353 governing the replacement of gas meters.

(3) 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 technical standards for electric service, respectively.

(4) The cooperative may assess a meter relocation charge in any of the following situations:

- (a) The cooperative shut off service by disconnection at the street or pole because the cooperative could not obtain access to the meter.
- (b) The member or another responsible adult refused to permit the cooperative access to the meter on 2 separate occasions, or on a single occasion if harm is threatened, and the cooperative can produce documentation of requests for access and/or requests for the member to perform a meter reading that were refused.

Continued on Sheet No. B-29.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-28.00)**

- (c) The cooperative shut off service due to unauthorized use of utility service or the member acknowledges personal responsibility and the cooperative bills the member for unauthorized use of utility service.
- (d) The member requests that the cooperative relocate the meter.
- (5) If the cooperative moves the meter for reasons other than the reasons listed under subrule (4) of this rule, and the member wants the meter placed in a different location than that selected by the cooperative, then the member shall pay any additional costs.

PART 5. BILLING AND PAYMENT STANDARDS

R 460.117 Billing frequency; method of delivery.

Rule 17. (1) The cooperative shall send a bill each billing month to its members in accordance with approved rate schedules unless the cooperative and the member agree to another billing interval. The cooperative shall send a bill to members by mail unless the cooperative and the member agree to another method of delivery. The cooperative that is authorized to seasonally bill members or to use a member read system shall send a bill in accordance with the tariffs approved by the Board of Directors.

(2) The member may designate a third party to receive bills, shutoff notices, or other communications from the cooperative on the member's behalf if the member submits a document signed by the member and the designated third party to the cooperative. The receipt of bills by a third party does not make that party responsible for the bills.

(3) Members who use online billing and payment shall have the same rights and responsibilities as members who use paper bills and payment by US mail.

R 460.118 Equal monthly billing.

Rule 18. Upon member request, the cooperative shall bill a member with a satisfactory payment history under an equal monthly billing program, if the Board of Directors finds that the billing program assures reasonable billing accuracy. If a member has a credit balance of more than \$10.00 at the end of the program year, upon the request of the member, the cooperative shall either return the credit balance or credit it to the next month's bill. If the balance is less than \$10.00, the cooperative shall credit the amount to the member's account.

Continued on Sheet No. B-30.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-29.00)**

R 460.119 Cycle billing.

Rule 19. The cooperative may use cycle billing if each member receives a bill on or about the same day of each billing month. If the cooperative changes meter reading routes or schedules by more than 7 days, it shall provide notice to affected members at least 10 days before making the change.

R 460.120 Payment of bill.

Rule 20. (1) The cooperative shall permit each member a period of not less than 21 days from the date the bill was sent to pay in full, unless the member specifically designates a different payment date. The cooperative shall not withdraw funds from a member account before the due date in cases where a member uses an automatic bill payment plan unless the member agrees to a different period.

(2) The cooperative shall not attempt to recover from any member any outstanding bills or other charges due upon the account of any other person unless that person has entered into another lawful agreement to pay those bills and charges.

(3) The member has the right to pay any delinquent bill at any time prior to disconnection in order to preserve uninterrupted service. After proper notice of shutoff under R 460.138 and R 460.141 has been provided, it shall be the member's responsibility to contact the cooperative and arrange payment before disconnection.

(4) The cooperative may authorize payment agents to accept payments on behalf of the utility. The authorized agents shall accept payment and provide payment verification, without request, that may be used by the member to verify payment with the cooperative. The payment verification shall clearly state that the payment may not be credited to the member's account for up to 2 business days. The payment verification shall also clearly state any charges or fees for use of the payment agent services. The agent shall remit payments to the cooperative every other business day, at minimum, and the cooperative shall credit those payments to member accounts within 1 business day of receiving them from the payment agent. Payment agent locations shall be clearly marked as "Authorized Payment Agent for [Cooperative]". The cooperative shall provide information on bills every 6 months warning customers not to use unauthorized payment centers.

(5) A combination utility cooperative shall permit eligible low-income customers, as defined by these rules, to designate how partial payments shall be applied to their account. In the event of disconnection or pending disconnection of both gas and electric services, the cooperative shall provide the eligible low-income customer with an accounting of the member's current gas and electric charges and shall give the member the option of restoring one or both services with the appropriate payment.

Continued on Sheet No. B-31.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-30.00)**

(6) Whenever an eligible low-income member of a combination utility cooperative receives a disconnect notice, the notice shall clearly show the member has both of the following options:

- (a) An extended payment plan for both gas and electric service.
- (b) An extended payment plan to retain either gas or electric service as chosen by the member.

R 460.121 Payment period.

Rule 21. (1) The date a bill is sent is the date the cooperative transmits the billing information to the member. If the last day for payment falls on a Sunday, legal holiday, or other day when the offices the cooperative regularly uses for the payment of member's bills are not open to the general public, the payment date shall be extended through the next business day.

(2) If a member fails to make full payment by the due date, the cooperative may begin to implement its collection practices including the use of automated telephone calls reminding the member or a third party designated under R 460.117(2) that the bill is past due. Neither the cooperative nor its agents shall make more than 1 call per day to a specific member or third party in which contact is made with the member or third party.

R 460.122 Allowable charges.

Rule 22. (1) Except as otherwise provided by statute, the cooperative shall bill each member for the amount of natural gas or electricity consumed and any other approved charges in accordance with the rates and tariffs approved by the Board of Directors.

(2) The cooperative may assess a late payment charge that is not more than 2%, not compounded, of the portion of the bill, net of taxes, that is delinquent. The cooperative shall not assess a late payment charge against a member whose payments are made by the department of human services or who is participating in a shutoff protection program described in Part 9 of these rules.

(3) The cooperative may not charge a late payment fee for failure to pay an estimated bill by the due date unless the member is subsequently delinquent on a bill using an actual read. This rule shall not apply if the bill is estimated because the cooperative was unable to gain access to the meter, the cooperative's lack of access is documented, and the member refused to provide an actual meter reading.

Continued on Sheet No. B-32.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-31.00)**

R 460.123 Bill information.

Rule 23. (1) A bill that is transmitted by the cooperative shall state clearly all of the following information:

- (a) The beginning and ending meter readings and dates for the billing period. A member reading his or her own meter shall be encouraged, but not required, to provide this information. The provisions of this rule do not apply if the information is not provided by the member.
- (b) The units of energy consumed during the billing period and the units of energy consumed during the comparable period the prior year. Upon member request, the cooperative shall provide weather-adjusted consumption data to the member or to a third-party designated by the member.
- (c) A designation of the rate.
- (d) The due date.
- (e) Any previous balance.
- (f) The amount due for energy usage.
- (g) The amount due for other authorized charges.
- (h) The amount of tax.
- (i) The total amount due.
- (j) That the rate schedules, the explanation of rate schedules, and the explanation of how to verify the accuracy of the bill will be provided by the cooperative upon request.
- (k) That the member should contact the cooperative regarding an inquiry or complaint about the bill before the due date.
- (l) The address and telephone number of the cooperative at which the member may initiate any inquiry or complaint regarding the bill or the service provided by the cooperative.
- (m) That the cooperative is member regulated.

Continued on Sheet No. B-33.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-32.00)**

(2) A member-regulated cooperative proposing a new bill format shall submit its proposed bill format to the Board of Directors prior to introduction to its members.

(3) Any utility wishing to issue billing statements online shall comply with each of the following requirements:

- (a) A member shall not be required to use online billing.
- (b) No enrollment or usage fees shall be assessed to a member who chooses to receive bills or member information online.
- (c) The online billing statement shall include, at minimum, all information listed in subrule (1) of this rule.
- (d) The company shall maintain a secure and encrypted site to be accessed by the member of record after completing the secure registration process.
- (e) The cooperative may require that the member use a password or security question to access the online billing system. The cooperative shall not require the member to use his or her social security number to enroll in or access the billing system.
- (f) Any fees to accept online payments shall be clearly displayed in the payment window.
- (g) Any payment made online shall be treated as a payment to the cooperative business office.
- (h) Use of the online system shall not restrict the member in using other payment methods. All other payment methods shall continue to be available to the member.

R 460.124 Separate bills.

Rule 24. (1) The cooperative shall transmit a separate bill in conformity with the provisions of R 460.123 for service provided at each service location and shall not combine 2 or more accounts without written authorization of the member.

(2) 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 the cooperative may transfer an unpaid balance to any other residential service account of the member. The cooperative must have valid identification data that shows the member is the same at both residences and must present that data to the member upon request.

Continued on Sheet No. B-34.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-33.00)**

(3) Whenever the cooperative consolidates accounts under subrule (2) of this rule, the cooperative shall provide the member with a written notice for the consolidation, the rule that allows the consolidation, and the process for refuting the action.

R 460.125 Billing for non-tariff services.

Rule 25. The cooperative may include charges for unregulated services, such as appliance repair or appliance protection programs, together with charges for gas and electric service on the same monthly bill if the charges for the unregulated services are designated clearly and separately from the charges for the gas or electric service and it is noted that it is an unregulated service. Failure to pay for unregulated service charges may result in the termination of that service but not the termination of the gas or electric service. If partial payment is made, the cooperative shall first credit payment to the balance outstanding for gas or electric service in accordance with the provisions of R 460.120(5) and R 460.120(6) where applicable.

R 460.126 Billing error.

Rule 26. (1) If the cooperative overcharges a member due to a billing error, the cooperative shall refund or credit the amount of the paid overcharge plus interest on the bill immediately following the discovery of the error. Upon member request, overcharges greater than \$10 shall be refunded within 30 days. The cooperative is not required to adjust, refund, or credit an overcharge plus interest for more than the 3 years immediately preceding discovery of the billing error, unless the member is able to establish an earlier date for commencement of the error. The interest on the overcharge shall be applied on the 60th day following the paid overcharge and shall be calculated at the rate paid for United States savings bonds, series EE, as of the first business day of the calendar year.

(2) If the cooperative undercharges a member, the following provisions apply:

(a) In cases that involve unauthorized use of utility service the cooperative may backbill the member for the amount of the undercharge using the approved process for estimating the bill. The cooperative may charge fees for unauthorized use of utility service in accordance with approved tariffs.

(b) In cases that do not involve unauthorized use of utility service, the cooperative may backbill the member for the amount of the undercharge during the 12-month period immediately preceding discovery of the error, and the cooperative shall offer the member reasonable payment arrangements for the amount of the backbill, which shall allow the member to make installment payments over a period at least as long as the period of the undercharge. The cooperative shall take into account the member's financial circumstances when setting payment amounts

Continued on Sheet No. B-35.00

Issued: **October 1, 2013**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after February 1, 2014

Issued under the authority of the Board
of Directors dated 10/1/13

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-34.00)**

PART 6. VOLUNTARY TERMINATION OF SERVICE

R 460.127 Voluntary termination.

Rule 27. (1) Subject to the provisions of these rules, a cooperative member or authorized representative shall do all of the following:

- (a) Notify the cooperative in person, or by telephone, in writing, by fax or on the internet at least 10 business days prior to requested service termination.
- (b) Allow access to the cooperative, if necessary, to perform a final meter read.
- (c) Provide an address for final billing at the time of request for a final read.

(2) The cooperative shall do both of the following:

- (a) Provide a final actual meter reading within 10 business days of the request for termination or estimate the final reading and offer the member the option to provide an actual meter reading. If the meter is not read within the 10-day time frame the cooperative shall document the reason for no actual reading. An actual meter reading shall be obtained by the next normal reading cycle.
- (b) Schedule the member's final reading within a 4-hour time frame if the cooperative cannot access the meter.

PART 7 UTILITY PROCEDURES

R 460.128 Applicability.

Rule 28. These procedures apply to all member inquiries, service requests, and complaints that are made to the cooperative regarding residential utility service and charges.

R 460.129 Complaint procedures.

Rule 29. (1) The cooperative shall establish procedures that will ensure the prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all member inquiries, service requests, and complaints and report the resolution of complaints to the Board.

Continued on Sheet No. B-36.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-35.00)**

(2) The cooperative shall make reasonable attempts to contact the member within 2 business days, after referral of a member's complaint from the Board of Directors, and will develop and report to the Board within 30 days after referral its plan for resolution of the complaint.

(3) The cooperative shall provide members who are not satisfied with the cooperative's resolution of a complaint or inquiry with the toll-free telephone number of the Cooperative's CEO and contact information for the Board of Directors.

(4) The cooperative shall obtain approval from the Board of Directors of any substantive changes in its procedures.

R 460.130 Personnel procedures.

Rule 30. The cooperative 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 member inquiries, service requests, and complaints. The cooperative shall make the necessary arrangements to ensure that members 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 cooperative are available at all times during normal business hours to respond to member inquiries and complaints.

(c) That qualified personnel are available at all times to receive and respond to member contacts regarding any shutoff of service and emergency conditions that occur within the cooperative'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 Board of Directors regarding members inquiries, service requests, and complaints during business hours are current and readily available to the Board of Directors. The cooperative shall also provide a contact for emergency situations that may arise after business hours.

Continued on Sheet No. B-37.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-36.00)**

R 460.131 Publication of procedures.

Rule 31. (1) The cooperative shall prepare a pamphlet that, in easily understood terms, summarizes the rights and responsibilities of its members in accordance with these rules and other applicable provisions of statutes, rules, and tariffs.

(2) The cooperative shall display the pamphlet prominently at all cooperative office locations open to the general public and make it available to members. The cooperative shall also make the information available on its website. The cooperative shall transmit the pamphlet to each new member upon the commencement of service and shall provide it at all times upon request. Where substantial revisions to or new information required by the provisions of subrule (3) of this rule occur, the cooperative shall provide the changes to all current members by a bill insert, revised pamphlet, or by publication in a periodical that is sent to all current members of the utility. The form of this transmittal shall be at the discretion of the cooperative.

(3) The pamphlet or other publication shall contain all of the following information:

- (a) Billing procedures and estimation standards.
- (b) Methods for members to verify billing accuracy.
- (c) An explanation of the power supply cost recovery or gas cost recovery procedures.
- (d) Member payment standards and procedures.
- (e) Security deposit and guarantee standards.
- (f) Shutoff and restoration of service procedures.
- (g) Inquiry, service, and complaint procedures.
- (h) Procedures for terminating service.

(4) Each pamphlet shall indicate conspicuously that the pamphlet is provided in accordance with the rules of the Board of Directors.

R 460.132 Access to rules and rates.

Rule 32. (1) A rural electric cooperative shall provide to each member, at least annually, all of the following information:

Continued on Sheet No. B-38.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-37.00)**

- (a) A notice that complete rate schedules are available upon request.
 - (b) A notice that a clear and concise explanation of all rates for which that member may be eligible is available upon request.
 - (c) A notice of the availability of cooperative assistance in determining the most appropriate rate if the member is eligible to receive service under more than 1 rate.
- (2) The cooperative will provide to each member, within reasonable time after it has proposed a general rate adjustment or a times interest earned ratio ratemaking adjustment, all of the following information:
- (a) A notice that the cooperative's Board of Directors is considering an adjustment to the rates.
 - (b) A notice that copies of the cooperative's rate adjustment proposal are available for inspection at all offices of the cooperative.
 - (c) A notice that an explanation of the proposed adjustment to the cooperative's rates is available from the cooperative upon request.
- (3) The cooperative shall provide the notice required by the provisions of this rule either through a publication that is transmitted to each of its members, by a bill insert, or whatever transmission method is used to provide the member's bill and on its website.
- (4) The cooperative shall keep on file, at all offices of the cooperative, and shall provide public access to, all of the following documents:
- (a) A copy of these rules.
 - (b) A copy of all other rules of the utility approved by the Board of Directors regarding member service.
 - (c) Schedules of all residential rates and charges.
 - (d) Proposed rate schedules.

Continued on Sheet No. B-39.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-38.00)**

- (e) Clear and concise explanations of both existing and proposed rate schedules.
- (f) An explanation of its power supply cost recovery or gas cost recovery process.

(5) The cooperative shall post suitable signs in conspicuous locations at all bill payment offices that are operated by the cooperative or authorized agents calling attention to the fact that the rules, regulations, rate schedules, proposed rate schedules, explanations of rate schedules, and explanations of proposed rate schedules are on file and available for inspection. Upon request, the cooperative shall provide a copy of these rules, explanations, or schedules to a member without charge.

R 460.133 Reporting requirements.

Rule 33. The cooperative shall file with the with the Board of Directors **upon request**, a report that contains detailed information concerning all of the following:

- (a) The payment performance of its members in relation to established due and payable periods.
- (b) The number and general description of all complaints registered with the cooperative.
- (c) The number of shutoff notices issued by the cooperative and the reasons for the notices.
- (d) The number of hearings held by the cooperative, the types of disputes involved, and the number of complaint determinations issued.
- (e) The number of written settlement agreements entered into by the cooperative.
- (f) The number of shutoffs of service and the number of reconnections.
- (g) Any other member service quality information requested by the Board of Directors.

R 460.134 Inspection.

This rule has been deleted.

R 460.135 Member access to consumption data.

Rule 35. The cooperative shall provide to each member, upon request, a clear and concise statement of the member's actual energy usage, and/or weather adjusted consumption data for each billing period during the last 12 months. The cooperative shall notify its members at least once each year by whatever method is used to transmit the members' bills, that a member may request energy usage and weather adjusted consumption data.

Continued on Sheet No. B-40.00

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-39.00)**

PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE

R 460.136 Emergency shutoff.

Rule 36. Notwithstanding any other provision of these rules, the cooperative may shut off service temporarily for reasons of health or safety or in a state or national emergency. When the cooperative shuts off service for reasons of health or safety, the cooperative shall leave a notice at the premises in accordance with the provisions of R460.139(a), (b), and (i).

R 460.137 Shutoff permitted.

Rule 37. Subject to the requirements of these rules, the cooperative may shut off or terminate service to a residential member for any of the following reasons:

- (a) The member has not paid a delinquent account that accrued within the last 6 years.
- (b) The member has failed to provide a deposit or guarantee permitted by these rules.
- (c) The member has engaged in unauthorized use of utility service.
- (d) The member has failed to comply with the terms and conditions of a settlement agreement.
- (e) The member has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises, or for the removal of a meter.
- (f) The member misrepresented his or her identity for the purpose of obtaining utility service or put service in another person's name without permission of the other person.
- (g) The member has violated any rules of the cooperative approved by the Board of Directors so as to adversely affect the safety of the member or other persons or the integrity of the utility system.
- (h) A person living in the member's residence is both of the following:
 - (i) Has a delinquent account for service with the cooperative within the past 3 years that remains unpaid and is not in dispute.

Continued on Sheet No. B-41.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-40.00)**

(ii) The member lived in the person's residence when all or part of the debt was incurred. The cooperative may transfer a prorated amount of the debt to the member's account, based upon the length of time that the member resided at the person's residence. This provision does not apply if the member was a minor while living in the person's residence.

R 460.138 Notice of shutoff.

Rule 38. (1) The cooperative shall not shut off service pursuant to the provisions of R 460.141 or R 460.142 unless it sends a notice to the member by first-class mail or personally serves the notice not less than 10 days before the date of the proposed shut off. The cooperative 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 notice can be delivered at that address. The cooperative shall maintain a record of the date the notice was sent.

(2) The cooperative shall permit a member to designate a consenting individual or agency to receive a copy of a notice of shutoff.

(3) Not less than 30 days before the proposed shutoff of service to a single-metered dwelling that is used as a residence for 3 or more separate households, the cooperative shall transmit a notice to each dwelling unit that indicates that the member of record, the landlord, has failed to pay an outstanding bill and is subject to shutoff of service on or after a specified date.

R 460.139 Form of notice.

Rule 39. A notice of shutoff of service shall contain all of the following information:

- (a) The name and address of the member, and the address at which service is provided, if different.
- (b) A clear and concise statement of the reason for the proposed shutoff of service.
- (c) The date on or after which the cooperative may shut off service, unless the member takes appropriate action.
- (d) That the member has the right to enter into a settlement agreement with the cooperative if the claim is for an amount that is not in dispute and the member is presently unable to pay in full.
- (e) That the member has the right to file a complaint disputing the claim of the cooperative before the proposed date of the shutoff of service.

Continued on Sheet No. B-42.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-41.00)**

- (f) That the member has the right to request a hearing before a hearing officer if the member disputes the reasonableness of the settlement agreement offered by the cooperative or if the complaint cannot be otherwise resolved and that the member must pay to the utility that portion of the bill that is not in dispute within 10 business days of the date that the member requests a hearing.
- (g) That the member 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 cooperative will not shut off service pending the resolution of a complaint that is filed with the utility, its CEO or the Board of Directors in accordance with these rules.
- (i) (i)The telephone number and address of the cooperative where the member may make inquiry, enter into a settlement agreement, or file a complaint.
- (j) That the member should contact a social services agency immediately if the member believes he or she might be eligible for an energy assistance program or other emergency economic assistance and should inform the cooperative of any efforts being made to obtain payment assistance.
- (k) That members who believe they may be eligible for assistance from an energy assistance program should determine if assistance is available before signing a settlement agreement because many Agencies will not provide assistance if shutoff is avoided by signing a settlement agreement.
- (l) That the cooperative will postpone the shutoff of service if a certified medical emergency exists at the member's residence or the member is an eligible low-income member who is actively seeking emergency assistance from an energy assistance program.
- (m) That the cooperative may require a deposit and restoration charge if the cooperative shuts off service for nonpayment of a delinquent account or for unauthorized use of utility service.
- (n) That the member should contact the cooperative for information about a shutoff protection program.

Continued on Sheet No. B-43.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-42.00)**

R 460.140 Time of shutoff.

Rule 40. (1) Subject to the requirements of these rules, the cooperative may shut off service to a member on the date specified in the notice of shutoff or at a reasonable time following that date. If the cooperative does not shut off service and mails a subsequent notice, then the cooperative 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.

(2) The cooperative shall not shut off service on a day, or a day immediately preceding a day, when the services of the cooperative 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 member who has defaulted on a shutoff protection program under Part 9 of these rules.

R 460.141 Manner of shutoff.

Rule 41. (1) For an involuntary shutoff, at least 1 day before shutoff of service, the cooperative shall make not less than 2 attempts to contact the member by telephone, if a telephone number is available to the cooperative, to advise the member of the shutoff and what steps the member must take to avoid shutoff. If the cooperative uses an automated notification system, it shall document the process for ensuring that at least 2 attempts are made to notify the member of the pending shutoff. If the telephone number is not available, the member has no telephone, or the telephone contacts are not made, the cooperative shall either leave a notice at the premises advising the member that service will be shutoff on or after the next business day or send notice by first-class mail postmarked at least 5 business days before shutoff of service is scheduled. The cooperative shall document all attempts to contact the member.

(2) Immediately preceding the shutoff of service, an employee of the cooperative who is designated to perform that function may identify himself or herself to the member or another responsible person at the premises and may announce the purpose of his or her presence.

(3) The employee shall have in his or her possession a copy of the delinquent account of the member and request any available verification that the outstanding claims have been satisfied or are currently in dispute. Unless the member presents evidence that reasonably indicates that the claim has been satisfied or is currently in dispute, the employee may shut off service.

(4) The employee may be authorized to accept payment and shall not shut off service if the member offers payment in full, together with a Board-approved collection charge for sending the employee to the premises, if provided in the cooperative's schedule of rates and tariffs.

Continued on Sheet No. B-44.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-43.00)**

(5) The member may pay in any reasonable manner, including by personal check or by credit or debit card. Payment by personal check, credit or debit card is not reasonable if the member has paid with a personal check, credit or debit card within the last 12 months and at least 1 check has been returned for insufficient funds or no account, or at least 1 credit or debit card payment has been denied excluding financial institution error.

(6) After notice has been provided in accordance with subrule (1) of this rule, and if the member does not respond, the employee may shut off service.

(7) When the cooperative employee shuts off service, the employee shall leave a notice in a conspicuous place upon the premises. For all forms printed after the effective date of these rules, the notice shall state that service has been shut off, the address and telephone number of the cooperative where the customer may arrange to have service restored, and that any efforts by the member to restore his or her own service are unlawful and dangerous.

R 460.142 Manner of shutoff for service provided with remote shutoff and restoration capability.

Rule 42. (1) For an involuntary shutoff, at least 1 day before shutoff of service, the cooperative shall make at least 2 attempts to contact the member by telephone, if a telephone number is available to the cooperative, to advise the member of the pending shutoff and what steps the member must take to avoid shutoff. If the cooperative uses an automated notification system, it shall document the process for ensuring that at least 2 attempts are made to notify the member of the pending shutoff. If the telephone number is not available, the member has no telephone, or the telephone contacts are not made, the cooperative shall either leave a notice at the premises advising the member that service will be shutoff on or after the next business day or send notice by first-class mail postmarked at least 5 business days before shutoff of service is scheduled. The notice shall conspicuously state that the disconnection of service will be done remotely and that a cooperative representative will not return to the premises before disconnection. The cooperative shall document all attempts to contact the member.

(2) If the cooperative contacts the member or other responsible person in the member's household by telephone on the day service is to be shutoff, the cooperative shall inform the member or other responsible person that shutoff of service is imminent and the steps necessary to avoid shutoff. Unless the member presents evidence that reasonably demonstrates that the claim is satisfied or is in dispute, or the member makes payment, the employee may shutoff service.

Continued on Sheet No. B-45.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-44.00)**

(3) If the cooperative mailed the notice of shutoff to the member as provided in subrule (1) of this rule, and if telephone contact with the member cannot be made or if the member did not respond to the notice provided in accordance with subrule (1) of this rule, no further member contact is required on the day service is to be shutoff and the cooperative may shutoff service.

R 460.143 Shutoff prohibited.

Rule 43. The cooperative shall not shut off service for any of the following reasons:

- (a) The member has not paid for items, such as merchandise, appliances, or services that are not approved by the Board of Directors as an integral part of the utility service that is provided by the cooperative.
- (b) The member has not paid for concurrent service received at a separate metering point, residence, or location.
- (c) The member has not paid for a different class of service received at the same or a different location. The placing of more than 1 meter at the same location for the purpose of billing the usage of specific residential energy-using devices under optional rate schedules or provisions is not a different class of service for the purposes of this rule.
- (d) The member, such as a landlord, has not paid for service used by another person, such as a tenant. The cooperative may shutoff service, however, in any of the following circumstances where proper notice has been given:
 - (i) If the member supplies a written, notarized statement that the premises are unoccupied. (ii) If the premises are occupied and the occupant agrees, in writing, to the shutoff of service.
 - (ii) If it is not feasible to provide service to the occupant as a member without a major revision of existing distribution facilities. Where it is feasible to provide service, the cooperative shall offer the occupant the opportunity to subscribe for service in his or her own name. If the occupant refuses, the cooperative may shut off service pursuant to these rules.
- (e) A member, the spouse of a member or a member with a spouse who is called to full-time active military service by the president of the United States or the governor of Michigan during a time of declared national or state emergency or war, except as otherwise provided in R 460.150.

Continued on Sheet No. B-46.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-45.00)**

R 460.144 Restoration of service.

Rule 44. (1) After the cooperative has shut off service, it shall restore service promptly upon the member's request when the cause has been cured or credit arrangements satisfactory to the cooperative have been made.

(2) When the cooperative is required to restore service at the member's meter manually, the cooperative shall make every effort to restore service on the day the member requests restoration. Except for reasons beyond its control, the cooperative shall restore service not later than the first working day after the member's request.

(3) For utilities using meter technology with remote shutoff and restoration capability, service shall be restored on the day the member requests restoration, except in the case of documented equipment failure.

(4) The cooperative may assess the member a charge, including reasonable costs, for restoring service and relocating the member's meter as specified in the cooperative's approved schedule of rates and tariffs.

PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS

R 460.145 Listing of energy assistance programs.

Rule 45. The Michigan Public Service Commission shall provide a listing of all federal and state energy assistance programs and the eligibility requirements of each program to all utilities.

R 460.146 Notice of energy assistance programs.

Rule 46. (1) The cooperative shall annually inform each member of the following information:

- (a) The federal and state energy assistance programs that are available and the eligibility requirements of the programs, as provided to the cooperative by the Michigan Public Service Commission.
- (b) The medical emergency provisions of R 460.147.
- (c) The shutoff protection programs described in the provisions of R 460.148 and R 460.149.
- (d) The military shutoff protections of R 460.150.

Continued on Sheet No. B-47.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-46.00)**

(2) The cooperative shall provide the information required by the provisions of subrule (1) of this rule to residential members. The information in subrule (1) of this rule may be explained on the member's bill, or provided as a bill insert, or other transmittal. This information shall also be posted on the cooperative's website. If the cooperative does not print an explanation on the member's bill, then the cooperative shall, on the member's bill, direct the member to the bill insert or other transmittal.

(3) If additional information regarding energy assistance programs becomes available after the cooperative's initial notice to members, the Michigan Public Service Commission shall provide that information to all utilities. Within 60 days of receiving the information, the cooperative shall provide the new eligibility requirements or benefits levels for energy assistance programs to all of its members and the new benefit levels to all members currently enrolled in the programs.

(4) When a member receives a past-due notice from the cooperative, the cooperative shall provide the member access to information about energy assistance programs referenced in subrules (1) and (3) of this rule, which shall, at minimum, include a telephone number of a cooperative representative able to provide this information.

R 460.147 Medical emergency.

Rule 47. Notwithstanding any other provision of these rules, the cooperative shall postpone the shutoff of service for not more than 21 days if the member or a member of the member's household is a critical care member or has a certified medical emergency as defined in R 460.102. The certificate shall identify the medical condition, any medical or life supporting equipment being used, and the specific time period during which the shutoff of service will aggravate the medical emergency. The cooperative 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 member provides additional certificates. If shutoff of service has occurred without any postponement being obtained, the cooperative shall unconditionally restore service for not 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 in any 12-month period per household member. Annually, the cooperative shall not be required to grant shutoff extensions totaling more than 126 days per household.

R 460.148 Winter protection plan for low-income members.

Rule 48. (1) Except where unauthorized use of utility service has occurred, the cooperative shall not shut off service to an eligible low-income member during the space heating season for nonpayment of a delinquent account if the member pays to the utility a monthly amount equal to 7% of the estimated annual

Continued on Sheet No. B-48.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-47.00)**

bill for the eligible member and the eligible member demonstrates, within 14 days of requesting shutoff protection, that he or she has made application for state or federal heating assistance. If an arrearage exists at the time an eligible low-income member applies for protection from shutoff of service during the space heating season, the cooperative shall permit the member to pay the arrearage in equal monthly installments between the date of application and the start of the subsequent space heating season.

(2) The cooperative may shut off service to an eligible low-income member who does not pay the monthly amounts referred to in subrule (1) of this rule after giving notice in the manner required by these rules. The cooperative is not required to offer a settlement agreement to an eligible low-income member who fails to make the monthly payments referred to in subrule (1) of this rule.

(3) If an eligible low-income member fails to comply with the terms and conditions of this rule, the cooperative may shut off service after giving the member notice, by personal service or first-class mail, which contains all of the following information:

- (a) The eligible low-income member has defaulted on the winter protection plan.
- (b) The nature of the default.
- (c) That unless the member makes the payments that are past due under this rule within 10 days of the date of mailing, the cooperative may shut off service.
- (d) The date on or after which the utility may shut off service, unless the member takes appropriate action.
- (e) That the member has the right to file a complaint disputing the claim of the cooperative before the date of the proposed shutoff of service by calling the cooperative.
- (f) That the member has the right to request a hearing before a hearing officer if the complaint cannot be otherwise resolved and that the member must pay to the cooperative that portion of the bill that is not in dispute within 7 business days of the date that the member requests a hearing.

Continued on Sheet No. B-49.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-48.00)**

- (g) That the member 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 cooperative will not shut off service pending the resolution of a complaint that is filed with the utility, its CEO or the Board of Directors in accordance with these rules.
- (i) The telephone number and address of the cooperative where the member may make inquiry, enter into a settlement agreement, or file a complaint. (j) That the member should contact a social services agency immediately if the member believes he or she might be eligible for emergency economic assistance.
- (j) That the cooperative will postpone shutoff of service if a medical emergency exists at the member's residence and the member provides the documentation as specified in R 460.147.
- (k) That the cooperative may require a deposit and restoration charge if the cooperative shuts off service for nonpayment of winter protection monthly amounts.
- (l) That the cooperative will not shut off service if the member or the spouse of the member is on active military duty.
- (4) At the conclusion of the space heating season, the cooperative shall reconcile the accounts of eligible low-income members and permit members to pay any amounts owing in equal monthly installments between April 1 and October 31. The cooperatives may shut off service to eligible members who fail to make installment payments on a timely basis in the manner required by these rules.
- (5) Except where unauthorized use of utility service has occurred at a member's premises within the past 2 years and the bill remains unpaid, during the space heating season the cooperative shall not require an eligible low-income member, whose utility service has been shut off, to pay a fee for restoring service or a security deposit pursuant to the provisions of R 460.109 or R 460.110, before applying for protection under this rule.
- (6) Except where unauthorized use of utility service has occurred within the past 2 years at the premises where the member has resided and the bill remains unpaid or safety is a concern, the cooperative may not require an amount greater than 1/12 of an arrearage owed in order to restore service or initiate participation in the winter protection plan

Continued on Sheet No. B-50.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-49.00)**

(7) Winter protection provisions of these rules do not apply to members who have been shut off or who have a pending shutoff for unauthorized use of utility service within the past 2 years at the member's current premises until all charges are paid in accordance with these rules or satisfactory payment arrangements are made with the cooperative.

(8) Upon request, the cooperative shall provide members who enroll in the winter protection program with documentation that they are participating in the program.

(9) Bills issued to members participating in the winter protection program shall clearly identify the minimum amount that the member must pay to prevent shutoff of service. The cooperative may bill at higher amounts to recover past due amounts and the cooperative may encourage members to pay amounts in excess of the minimum provided that the minimum payment is clearly designated on the bill.

(10) Subject to prior Board of Directors approval, the cooperative may offer an optional shutoff protection program to its members, provided that the optional shutoff protection program offers eligibility and shutoff protection that meets or exceeds the eligibility criteria and member protections contained in subrule (1) of this rule.

R 460.149 Winter protection plan for senior citizens.

Rule 49. (1) The cooperative shall not shutoff service to an eligible senior citizen member during the space heating season.

(2) At the member's request, the cooperative shall restore service to an eligible senior citizen member during the space heating season without payment of the amount due, deposits, reconnection fees, or other charges.

(3) At the conclusion of the space heating season, the cooperative shall reconcile the accounts of eligible senior citizen members and permit them to pay any amounts owing in equal monthly installments between April 1 and October 31.

R 460.150 Military protections.

Rule 50. (1) The cooperative shall not shutoff service to an eligible military member for a period of 90 days. The cooperative shall continue to provide shutoff protection for at least one additional 90-day period as long as the member meets all of the conditions for an eligible military member and requests the cooperative to do so. After the close of the last 90-day period, the cooperative shall require the member to pay any past due amounts in equal monthly payments over a period of up to 12 months.

(2) The cooperative shall provide the eligible military member with information on payment assistance programs.

Continued on Sheet No. B-51.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-50.00)**

PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

R 460.151 Disputed claim.

Rule 51. (1) If a member advises the cooperative, or if the cooperative is notified by a regulation officer on behalf of a member, before the date of the proposed shutoff of service that all or part of a bill is in dispute, then the cooperative shall do all of the following:

- (a) Immediately record the date, time, and place the member made the complaint and transmit verification to the member.
 - (b) Investigate the dispute promptly and completely.
 - (c) Advise the member of the results of the investigation.
 - (d) Attempt to resolve the dispute informally in a manner that is satisfactory to both parties.
 - (e) Provide the opportunity for the member to settle the disputed claim or to satisfy any liability that is not in dispute.
- (2) A member may advise the cooperative that a claim is in dispute in any reasonable manner, such as by written notice, in person, by a telephone call directed to the utility, or through a regulation officer.
- (3) The cooperative, in attempting to resolve the dispute, may employ telephone communication, personal meetings, on-site visits, or any other method that is reasonably conducive to obtaining a settlement.

R 460.152 Utility hearing and hearing officers.

Rule 52. (1) If the parties are unable to resolve the dispute, the cooperative shall offer the member the opportunity for an informal hearing before a hearing officer selected from a list of hearing officers filed with the Board of Directors.

- (2) If the member chooses to have an informal hearing, the member shall do both of the following:
- (a) Notify the cooperative within 5 business days of the cooperative offer for a hearing.
 - (b) Pay the amount not in dispute or if the cooperative and member cannot agree, pay 50% of the disputed amount not to exceed \$100.

Continued on Sheet No. B-52.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-51.00)**

(3) If the member notifies the cooperative of the intent to pursue an informal hearing, then the cooperative shall do both of the following:

- (a) Complete the necessary investigation.
- (b) Schedule the hearing within 10 business days.
- (c) Hold the hearing within 30 business days of the member's request for a hearing.

(4) If the member fails to pay the part of the bill that is determined under subrule (2)(b) of this rule within 10 business days of the date that the cooperative sends the hearing notice, the cooperative may exercise its right to shut off service pursuant to these rules.

(5) The cooperative shall select hearing officers on the basis of all of the following:

- (a) They are on the list of hearing officers on file with the Board of Directors.
- (b) They shall be notaries public qualified to administer oaths.
- (c) They shall not be engaged in any other activities for or on behalf of the cooperative.
- (d) They shall comply with part 10 of these rules.

(6) If the dispute is ultimately resolved in favor of the member, in whole or in part, the cooperative shall return promptly any excess amount paid by the member, with interest at the rate specified pursuant to the provisions of R 460.111(7).

R 460.153 Notice of hearing.

Rule 53. (1) The cooperative shall send or personally serve the member with written notice of the time, date, and place of the hearing on the day scheduling is determined.

(2) The notice shall describe the hearing procedures as contained in these rules.

(3) Notice shall include amount of required payment and due date of 10 business days from the date of notice.

Continued on Sheet No. B-53.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-52.00)**

R 460.154 Hearing procedures.

Rule 54. (1) The cooperative shall establish hearing procedures that, at a minimum, shall be subject to investigation and review by the Board of Directors to ensure the impartiality and integrity of the hearing process and that provide the member and the cooperative with all of the following rights:

- (a) The right to represent themselves, to be represented by counsel, or to be assisted by persons of their choice.
 - (b) The right to examine, not less than 2 business 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.
 - (c) The right to present evidence, testimony, and oral and written argument.
 - (d) The right to question witnesses appearing on behalf of the other party.
- (2) A hearing shall be held during normal business hours. The cooperative shall take reasonable steps to ensure that a member who is unable to attend a hearing due to physical incapacity is not denied the right to a hearing. Failure of the member, or the cooperative, 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.
- (3) The cooperative has the burden of proof by a preponderance of the evidence.
- (4) All witnesses who appear for either party shall testify under oath.
- (5) 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.
- (6) For each hearing, the hearing officer shall compile a record that contains all of the following:
- (a) A concise statement, in writing, of the position of the utility.
 - (b) A concise statement, in writing, of the position of the member. If the member 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 member.
 - (c) Copies of all evidence submitted by the parties.

Continued on Sheet No. B-54.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-53.00)**

(7) At the conclusion of the hearing, the hearing officer may orally state his or her findings, the decision, or adjourn the hearing and inform the parties that the decision will be transmitted within 7 business days. At the request of the member, the hearing officer shall adjourn the hearing and transmit the decision within 7 business days. In all cases, the hearing officer shall issue a complaint determination in a form that is approved by the Board of Directors. The complaint determination shall contain both of the following:

- (a) A concise summary of the evidence and arguments presented by the parties.
- (b) The decision, and the reasons for the decision, of the hearing officer based solely upon the evidence received.

(8) At the conclusion of the hearing and again upon issuance of the complaint determination, the hearing officer shall advise the member and the cooperative of all of the following:

- (a) That each party has a right to make an informal appeal to the Board of Directors, by mail, telephone, internet, fax, or in person, within 7 business days of issuance of the complaint determination.
- (b) That, if appealed, the decision of the hearing officer, including a finding that service may be shut off, cannot be implemented until a review by the Board of Directors is completed.
- (c) The address and telephone number where the member or the cooperative may make an informal appeal to the Board of Directors.

(9) Before issuance of a complaint determination, the hearing officer may propose a settlement to the parties. If both parties accept the settlement, it shall be put in writing and signed by both parties.

(10) Within 7 business days of the conclusion of the hearing, the hearing officer shall serve the parties with all of the following:

- (a) A copy of the complaint determination.
- (b) Appeal information as provided in subrule (8) of this rule.
- (c) If applicable, a copy of the signed settlement agreement.

Continued on Sheet No. B-55.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-54.00)**

(11) The complaint determination and a copy of the signed settlement agreement, if any, shall be made part of the hearing record. The hearing officer shall certify the hearing record.

(12) The complaint determination is binding upon the parties.

R 460.155 Settlement agreement.

Rule 55. (1) If the cooperative and the member arrive at a mutually satisfactory settlement of a claim in dispute or if the member does not dispute liability to the cooperative, but claims the inability to pay the outstanding bill in full, then a cooperative shall offer the member the opportunity to enter into a settlement agreement.

(2) The cooperative shall confirm the terms of the settlement agreement with the member and shall send a signed copy of the settlement to the member or the member's authorized representative. The cooperative shall retain documentation of the original settlement agreement for 2 years. In case of a dispute over the terms of a settlement agreement, the cooperative shall have the burden of proving that the member understood and accepted the terms of the settlement agreement.

(3) In negotiating a settlement agreement due to the member's inability to pay an outstanding bill in full, the cooperative shall not require the member 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.

(4) For purposes of determining reasonableness, the parties shall consider all of the following factors:

- (a) The size of the delinquent account.
- (b) The member's ability to pay.
- (c) The time that the debt has been outstanding.
- (d) The reasons that the member has not paid the bill.
- (e) The member's payment history.
- (f) Any other relevant factors concerning the circumstances of the member.

(5) A settlement agreement that is offered by a cooperative shall state, immediately preceding the space provided for the member's signature and in bold print that is not less than 2 sizes larger than any other print that is used on the form:

Continued on Sheet No. B-56.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-55.00)**

"IF YOU ARE SEEKING PAYMENT ASSISTANCE FROM A SOCIAL SERVICE AGENCY, SIGNING THIS AGREEMENT MAY PREVENT YOU FROM GETTING EMERGENCY ASSISTANCE. LET US KNOW IF YOU ARE WORKING WITH AN AGENCY. IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT AND HAVE A HEARING BEFORE A 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 HEARING OFFICER ON ANY MATTER INVOLVED IN THIS DISPUTE EXCEPT THE UTILITY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT. IF YOU HAVE AN UNEXPECTED LOSS OR REDUCTION OF INCOME AFTER THIS AGREEMENT IS SIGNED, YOU MAY REQUEST A REVIEW AND MODIFICATION OF THIS AGREEMENT"

R 460.156 Default of settlement agreement.

Rule 56.(1) If a member fails to comply with the terms and conditions of a settlement agreement, the cooperative may shut off service after giving the member a notice, by personal service or first-class mail, that contains all of the following information:

- (a) That the member is in default of the settlement agreement.
 - (b) The nature of the default.
 - (c) That unless the customer pays in full within 10 business days of the date of mailing, the cooperative may shut off service.
 - (d) The date on or after which the cooperative may shut off service.
 - (e) That the member has a right to request a hearing before a hearing officer selected from a list on file only if the member alleges that the cooperative has failed or refused to follow the terms of the settlement agreement.
 - (f) The address and telephone number where the member may file the request for a hearing with the cooperative.
- (2) The cooperative is not required to enter into a subsequent settlement agreement with a member until he or she has complied fully with the terms of a previous settlement agreement, unless the member demonstrates a significant change in economic circumstances and requests a modification of the settlement agreement as provided by R 460.155(5).

Continued on Sheet No. B-57.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B2 CONSUMER STANDARDS AND BILLING PRACTICES
FOR ELECTRIC RESIDENTIAL SERVICE
(CONT'D FROM SHEET NO. B-56.00)**

(3) The cooperative is not required to enter into a subsequent settlement agreement with a member who defaulted on the terms and conditions of an agreement within the last 12 months.

(4) If the member and cooperative reach a settlement agreement following a notice of shutoff, the failure of the member 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 cooperative may shut off service after notice as described in the provisions of R 460.138, R 460.139, or R 460.142, if applicable.

R 460.157 Same dispute.

Rule 57. The cooperative may choose not to respond to a member 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. The cooperative shall provide notice to the member that the complaint has been dismissed under this rule.

PART 11. COMMISSION APPEAL PROCEDURES

THIS PART IS DELETED

R 460.168 Other remedies.

Rule 68. Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time.

R 460.169 Scope of rules.

Rule 69. (1) Nothing contained in these rules covering consumer standards and billing practices shall be implemented in a manner that circumvents or is inconsistent with cooperative rules, orders, or tariffs approved by the Board of Directors to ensure the safe and reliable delivery of energy service. (2) Upon written request of a person, utility, or on its own motion, the Board may temporarily waive any requirements of these rules when it determines the waiver will further the effective and efficient administration of these rules and is in the public interest.

Continued on Sheet No. B-58.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS**

(By authority conferred on the Board of Directors 2008 PA 167, MCL 460.131.)

PART 1. GENERAL PROVISIONS

R 460.1601 Applicability; purpose.

Rule 1. (1) These rules apply to non-residential retail service provided by Presque Isle Electric & Gas Co-op subject to the jurisdiction of the board of directors.

(2) These rules are intended to promote safe and adequate service to the public and to provide standards for uniform and reasonable practices by Presque Isle Electric & Gas Co-op in dealing with non-residential members.

(3) These rules do not relieve the Cooperative from any of its duties under the laws of the state of Michigan.

R 460.1602 Definitions.

Rule 2. As used in these rules:

(a) "Actual meter reading" means a gas or electric meter reading that is based on the member's actual energy use during the period reported and that was performed by a cooperative representative, by the member and communicated to the cooperative by mail, telephone, fax, a secure cooperative website, or other reasonable means, or that was transmitted by an automated meter reading device.

(b) "Applicant" means a person over the age of 18 or a business entity requesting non-residential retail utility gas or electric service in the name of that person or entity.

(c) "Billing error" means an undercharge or overcharge caused by any of the following:

(i) An incorrect actual meter read by a Cooperative representative.

(ii) An incorrect remote meter read.

(iii) An incorrect meter constant or pressure factor.

(iv) An incorrect calculation of the applicable rate.

Continued on Sheet No. B-59.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-58.00)**

- (v) A meter switched by the Cooperative or Cooperative representative.
- (vi) An incorrect application of the rate schedule.
- (vii) Other similar act or omission by the Cooperative in determining the amount of a member's bill. An undercharge or overcharge that is caused by a non-registering meter, a metering inaccuracy, or the use of an estimated meter read or a member read is not a billing error.
- (d) "Commission" means the Michigan public service commission.
- (e) "Complaint determination" means the written decision of a hearing officer after an informal hearing.
- (f) "Member" means a purchaser of electricity or natural gas that is supplied or distributed by the Cooperative for non-residential purposes, including service to schools and centrally metered apartment buildings.
- (g) "Existing member" means a member who has been receiving service continuously for at least the last 6 months.
- (h) "Hearing officer" means a notary public who is qualified to administer oaths to conduct informal small commercial member complaint hearings against the Cooperative company and who is on a list on file with the commission.
- (i) "Informal appeal" means an appeal of a complaint determination of a hearing officer made to the commission staff.
- (j) "Informal hearing" means a dispute resolution process for small commercial members that is administered by a hearing officer.
- (k) "Meter" means a device that measures the quantity of gas used by a member, including a device that measures the heat content of gas or a device that measures and registers the amount of electrical power used.

Continued on Sheet No. B-60.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-59.00)**

- (l) "Positive identification information" means a consistently used appropriate identification including, but not limited to:
- (i) A driver's license or ID card issued by a state, U.S. military card, military dependent's ID card, native American tribal document, or passport.
 - (ii) Articles of incorporation, tax identification documents, business license, certificate of authority, or similar documents proving identity of a business.
- (m) "Regulation officer" means a member of the commission staff who resolves complaints in accordance with these rules.
- (n) "Settlement agreement" means a documented agreement that is entered into by a member and the Cooperative and that resolves any matter in dispute or provides for the payment of amounts not in dispute over a reasonable period of time.
- (o) "Small commercial member" means a non-residential member with usage of 200 Mcf of gas or less per year or 15,000 kWh of electric usage or less per year.
- (p) "Space heating season" means the period from November 1 through March 31.
- (q) "Unauthorized use of Cooperative service" means theft, fraud, interference, or diversion of service, including but not limited to, meter tampering (for example, any act which affects the proper registration of service through a meter), bypassing (for example, unmetered service that flows through a device connected between a service line and member facilities), and service restoration by anyone other than the Cooperative or its representative.
- (r) "Utility" means a person, firm, corporation, cooperative, association, or other legal entity that is subject to the jurisdiction of the commission and that distributes or sells electricity or natural gas for nonresidential use.

R 460.1603 Discrimination prohibited.

Rule 3. The Cooperative shall not discriminate against or penalize a member for exercising any right granted by these rules.

Continued on Sheet No. B-61.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-60.00)**

R 460.1604 Form of proceedings.

Rule 4. The informal procedures required by these rules shall not constitute a contested case as defined by section 3 of 1969 PA 306, MCL 24.203.

R 460.1605 Additional rules.

Rule 5. The Cooperative may adopt additional rules governing relations with its members that are reasonable and necessary and that are consistent with these rules. The Cooperative's rules shall be an integral part of its tariffs and shall be subject to approval by the board of directors. If there is a conflict between these rules and the Cooperative's rules or tariffs, these rules govern.

PART 2. APPLICATION FOR SERVICE

R 460.1606 Application for new service.

Rule 6. Applicants for service may become new members by requesting service in person at the Cooperative office, in writing, via telephone, fax, internet or other means of communication. Using any of these methods, an applicant shall do all of the following:

- (a) Provide positive identification information.
- (b) Show ownership or a lease for the property where service will be rendered.
- (c) Pay a deposit as a new member, if applicable.

PART 3. GENERAL MEMBER DEPOSIT CONDITIONS

R 460.1607 Member deposits.

Rule 7. (1) Except as provided in this subrule, the Cooperative shall not require a deposit from a new member as a condition of receiving service. The Cooperative may require a deposit from a new member if the member has an unfavorable credit rating with a credit reporting agency, an unpaid delinquent bill for Cooperative service, or has engaged in unauthorized use of service within the last 6 years.

(2) The Cooperative may require a deposit from an existing member if 2 or more final disconnect notices have been issued within the most recent 12-month period, service has been discontinued for nonpayment, the member has engaged in unauthorized use of Cooperative electric or gas service, or the member exhibited an unsatisfactory record of bill payment within the first 6 months after service commenced.

Continued on Sheet No. B-62.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-61.00)**

- (3) A deposit for small commercial members shall not be more than 15% of the member's annual electric or gas bill. All other non-residential members may be required to pay a deposit equal to 25% of the member's annual electric or gas bill. The deposit required as a condition of providing, restoring, or continuing service due to unauthorized use of Cooperative service shall not be more than 4 times the average peak season monthly bill, or 4 times the Cooperative's system average peak season monthly bill for the same class of service if the member's consumption history for the service is unavailable.
- (4) A deposit may be retained by the Cooperative until the member compiles a record of 12 continuous months of bill payment on or before the due date.
- (5) The interest rate will be the rate paid on United States savings bonds, series EE, as of the first business day of the calendar year.
- (6) If service is terminated, the Cooperative may apply the deposit, plus accrued interest, to the member's unpaid balance. If the deposit plus accrued interest is more than the unpaid balance, then the Cooperative shall return the excess to the member.
- (7) Each Cooperative shall keep records that show all of the following information:
- (a) The name and address of each depositor.
 - (b) The amount and date of the deposit.
 - (c) Each transaction concerning the deposit.
- (8) Each Cooperative shall issue a receipt of deposit to each member from whom a deposit is received and shall provide means whereby a depositor may establish a claim if the receipt is lost.
- (9) The Cooperative shall make reasonable efforts to locate members due unclaimed deposits and credits.
- (10) Each Cooperative shall, within 60 days of the effective date of this rule, transmit a notice explaining the conditions under which a deposit may be required to all existing members. This notice shall also be provided to new members within 30 days after service has commenced or, at the Cooperative's option, with the first bill rendered.
- (11) During the space heating season a small commercial member shall not pay a deposit unless that member has been shut off for nonpayment during the prior 12 months or where unauthorized use of Cooperative service has occurred. A member deposit under this subrule may not exceed the member's average monthly bill.

Continued on Sheet No. B-63.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-62.00)**

(12) The Cooperative may, at its option, accept an irrevocable financial institution letter of credit, a surety bond, or other corporate guarantee instead of a deposit.

**PART 4. METER READING, ESTIMATED BILLS, BILLING ADJUSTMENTS, VOLUNTARY
TERMINATION, AND METER RELOCATION**

R 460.1608 Meter reading interval and estimated bills.

Rule 8. (1) Except as specified in this rule, the Cooperative shall provide all non-residential members with an actual monthly meter read. The Cooperative may permit a member to supply meter readings on a form furnished by the Cooperative, on a secure company website, by telephone, or by other reasonable means if an employee of the Cooperative reads the meter at least once each 12 months. A bill that is rendered on an estimated basis shall be clearly and conspicuously identified as such. Estimated bills shall not be rendered unless estimating procedures have been approved by the board of directors. If the Cooperative cannot obtain an actual meter reading, then the Cooperative shall maintain records of the efforts made to obtain an actual meter reading and its reasons for failure to obtain an actual meter reading.

(2) The Cooperative may render estimated bills to seasonally billed members in accordance with the tariffs approved by the board of directors.

(3) Except for seasonally billed members, bills may be estimated only if the Cooperative representative is unable to gain access to the meter or meter reading equipment failure occurs. If a meter reading equipment failure occurs, the equipment shall be promptly replaced or repaired so that not more than 2 estimated bills are necessary.

(4) If the Cooperative estimates a member's bill for 2 or more consecutive months, notwithstanding the provisions of subrules (1) and (3) of this rule, when an actual read is obtained the Cooperative shall offer small commercial members the opportunity to pay the bill in equal monthly payments over the same number of months as consecutively estimated bills.

(5) An estimated bill generated because the actual read is outside the range for the premise usage shall not be issued in consecutive months. If the Cooperative is actively engaged in resolving the problem, then an additional 30 days is permitted to correct the problem and obtain an actual meter reading.

R 460.1609 Metering inaccuracies; billing adjustments.

Rule 9. If any Cooperative meters are determined to be inaccurate as described in the Technical Standards for Gas Service, R 460.2301 to 460.2384, or Technical Standards for Electric Service, R 460.3101 to 460.3804, then the Cooperative shall make member billing adjustments in accordance with these rules.

Continued on Sheet No. B-64.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-63.00)**

R 460.1610 Voluntary termination.

Rule 10. (1) The Cooperative member or authorized representative shall do all of the following:

- (a) Notify the Cooperative in person, or by telephone, in writing, by fax or on the internet at least 10 business days prior to requested service termination.
- (b) Allow access to the Cooperative, if necessary, to perform a final meter read.
- (c) Provide an address for final billing at the time of request for a final read.

(2) The Cooperative shall do both of the following:

- (a) Provide a final actual meter reading within 10 business days of the request for termination or estimate the final read and offer the member the option to provide an actual read. If the meter is not read within the 10-day time frame, then the Cooperative must document the reason for no actual reading. A meter read shall be obtained by the next normal reading cycle.
- (b) Schedule the member's final read within a 4-hour time frame if the Cooperative cannot access the meter.

R 460.1611 Meter or facilities relocation charge.

Rule 11. (1) The Cooperative may assess a relocation charge in any of the following situations:

- (a) The Cooperative shut off service by disconnection at the street or pole because the Cooperative could not obtain access to the meter or Cooperative facilities.
- (b) The member or its agent refused to permit the Cooperative access to the meter or Cooperative facilities on 2 separate occasions or on a single occasion if harm is threatened, and the Cooperative can produce documentation of requests for access and/or requests for the member to perform a meter reading that were refused.
- (c) The Cooperative shut off service due to unauthorized use of Cooperative service or the member acknowledges personal responsibility and the Cooperative bills the member for unauthorized use of Cooperative service.
- (d) The member requests that the Cooperative relocate the meter or other Cooperative facilities.

Continued on Sheet No. B-65.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-64.00)**

(2) If the Cooperative moves the meter or facilities for reasons other than the reasons in subrule (1) of this rule, and the member wants the meter or facilities placed in a different location than that selected by the Cooperative, then the member shall pay any additional costs.

PART 5. BILLING AND PAYMENTS

R 460.1612 Cycle billing.

Rule 12. The Cooperative may use cycle billing if each member receives a bill on or about the same day of each billing month. If the Cooperative changes meter reading routes or schedules by more than 7 days, it shall provide notice to affected members at least 10 days before making the change.

R 460.1613 Billing information.

Rule 13. (1) The Cooperative shall bill each member promptly after reading the meter. The bill shall show all of the following information:

- (a) The beginning and ending meter readings of the billing period and the dates thereof.
- (b) The due date.
- (c) The number and kind of units metered.
- (d) The applicable rate schedule or identification of the applicable rate schedule. If the actual rates are not shown, then the bill shall carry a statement to the effect that the applicable rate schedule will be furnished on request.
- (e) The gross amount or net amount of the bill, or both, including any applicable tax shown separately from the net amount.
- (f) The date by which the member must pay the bill to benefit from any discount or to avoid any penalty.
- (g) A distinct marking to identify an estimated bill.
- (h) Any conversions from meter reading units to billing units, any calculations to determine billing units from recording or other devices, or any other factors, such as power supply cost recovery adjustments, used in determining the bill.

Continued on Sheet No. B-66.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-65.00)**

- (i) The address and telephone number of the Cooperative designating where the member may initiate an inquiry or complaint regarding the bill as rendered or the service provided by the Cooperative.
- (2) In place of the billing information in subrule (1)(h) of this rule, a statement may appear on the bill advising the member that the information can be obtained by contacting the Cooperative. Any multiplier used to determine billing units shall be shown when used.
- (3) If the billing period differs from the meter reading cycle and the reading data is calculated from actual metered data, then the actual meter reading shall be shown on the bill.

R 460.1614 Discounts and late payment charges.

Rule 14. Where provided in an approved rate schedule, the Cooperative may grant a discount for prompt payment of a bill or may include a late payment charge for failure to make prompt payment. Unless the Cooperative's tariff states otherwise, a late payment charge of not more than 2%, not compounded, may be applied to the unpaid balance outstanding, net of taxes, if the bill is not paid in full on or before the date on which the bill is due.

R 460.1615 Delivery and payment of bills.

Rule 15. A bill shall be mailed, transmitted, or delivered to the member not less than 21 days before the due date. Failure to receive a bill properly mailed, transmitted, or delivered by the Cooperative does not extend the due date. If the day on which the bill is due falls on Saturday, Sunday, or a holiday, then the bill shall be due on the next business day. Member remittances postmarked on the due date shall be considered to have been timely paid. If the postmark is illegible, the date of mailing shall be designated as 2 days before receipt by the Cooperative.

R 460.1616 Billing for unregulated service.

Rule 16. The Cooperative may include charges for unregulated services with charges for Cooperative service on the same monthly bill if the charges for the unregulated services are designated clearly and separately from the charges for electric or gas service. If partial payment is made, and if no designation of the payment is given by the member, then the Cooperative shall first credit all payments to the balance outstanding for Cooperative service.

Continued on Sheet No. B-67.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-66.00)**

R 460.1617 Billing errors.

Rule 17. (1) If a member has been overcharged, then the Cooperative shall refund or credit the amount of the paid overcharge to the member. Overcharges shall be credited to members with interest at a rate equal to the rate paid for a United States savings bond, series EE as of the first business day of the calendar year, commencing on the 60th day following payment. The Cooperative is not required to adjust, refund, or credit an overcharge beyond the 3-year period immediately preceding discovery of the billing error, unless the member is able to present a record establishing an earlier date of occurrence or commencement of the error.

(3) In cases of unauthorized use of Cooperative service the member may be back billed for the amount of the undercharge. The back bill may include interest at the same interest rate applied to overcharges.

(4) In cases not involving unauthorized use of Cooperative service, the member may be back billed for the amount of the undercharge during the 12-month period immediately preceding discovery of the error. The Cooperative shall offer the member at least the same number of months for repayment equal to the time of the error. The back bill shall not include interest.

PART 6. MEMBER RELATIONS AND COOPERATIVE PROCEDURES

R 460.1618 Selection of rate, member information, and service.

Rule 18. Each Cooperative shall do all of the following:

(c) Maintain information necessary to advise the member or prospective members and others entitled to the information about the facilities available to serve prospective members in the Cooperative's service area.

(d) Assist the member in selecting the most economical rate schedule based on information supplied by the member; however, selection of the appropriate rate is the responsibility of the member. Once the selection is made, the member shall stay on that rate not less than 12 months unless the member notifies the Cooperative of permanent changes in the conditions of service that warrant a different rate schedule.

(e) Notify members affected by a proposed change in rates or schedule classification by publishing a notice in newspapers of general circulation in the Cooperative's service area, by giving notice to members individually, or as otherwise required by the board of directors.

(Continued on Sheet No. B-68.00)

Issued: **October 1, 2013**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for bills rendered on and after
after **February 1, 2014**.

Issued under authority of the Board of
Directors dated **10/1/13**

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-67.00)**

- (d) Post suitable signs in conspicuous locations at all bill payment offices that are operated by the Cooperative indicating that the rules, regulations, rate schedules, proposed rate schedules, explanations of rate schedules, and explanations of proposed rate schedules are on file and available for inspection. Upon request, the Cooperative shall provide 1 copy of the rules, explanations, or schedules to a member without charge.
- (e) Upon request, inform the Cooperative's members as to the method of reading meters.
- (f) Furnish any reasonable additional information.

R 460.1619 Inspection.

Rule 19. The Cooperative shall permit authorized staff of the commission to inspect all of the Cooperative's operations that relate to member service.

R 460.1620 Member access to consumption data.

Rule 20. The Cooperative shall provide to each member, upon request, a clear and concise statement of the member's actual energy usage, or weather adjusted consumption data, for each billing period during the last 12 months, unless that data is not reasonably ascertainable by the Cooperative. The Cooperative shall notify its members at least once each year in writing, or by whatever method is used to transmit the members' bills, that a member may request consumption data.

R 460.1621 Servicing Cooperative equipment on member's premises.

Rule 21. Each Cooperative shall service and maintain its equipment used on a member's premises and shall correctly set and keep in proper adjustment any devices that control the member's service in accordance with the Cooperative's rate schedules.

R 460.1622 Member complaints; investigation; records.

Rule 22. The Cooperative shall promptly and thoroughly investigate member complaints concerning the charges, practices, facilities, or services of the Cooperative. The Cooperative shall keep records of member complaints that will enable the Cooperative to review and analyze its procedures and actions. The records shall be available to the commission.

R 460.1623 Records and reports.

Rule 23. Upon request by the **Board of Directors** or its designated representative, records which are required by these rules or which are necessary for the administration of these rules shall be available within the state of Michigan for examination by the **Board of Directors** or its designated representative.

Continued on Sheet No. B-69.00

Issued **October 29, 2014**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
November 1, 2014

Issued under the authority of the Board
of Directors dated **9/29/14**

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-68.00)**

PART 7. SHUTOFFS AND RESTORATION

R 460.1624 Notice of shutoff.

Rule 24. (1) Not less than 10 days before the proposed shutoff of service to a non-residential facility, the Cooperative shall send a notice to the member that includes the following information:

- (a) A clear and concise reason for the proposed shutoff of service.
- (b) The date on or after which the Cooperative may shut off service unless the member takes appropriate action.

(2) Not less than 10 days before the proposed shutoff of service to a non-residential facility that is occupied by more than 5 business entities that are not responsible for payment of the bill, the Cooperative shall make a reasonable attempt to notify each occupant that service may be subject to shutoff after a specified date.

R 460.1625 Denial or shutoff of service to members.

Rule 25. (1) Service to non-residential members may be denied or shut off for any of the following reasons:

- (a) Without notice, if a condition on the member's premises is determined by the Cooperative or a governmental agency to be hazardous.
- (b) Without notice, if a member uses equipment in a manner that adversely affects the Cooperative's equipment or the Cooperative's service to others.
- (c) Without notice, for unauthorized use of Cooperative service.
- (d) Without notice, if unauthorized use of the equipment furnished and owned by the Cooperative occurs, including obtaining the use of equipment by submitting an application containing false information.
- (e) For violation of, or noncompliance with, the Cooperative's rules on file with, and approved by, the board of directors.
- (f) For failure of the member to fulfill his or her contractual obligations for service or facilities that are subject to regulation by the board of directors.

Continued on Sheet No. B-70.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-69.00)**

- (g) For failure of the member to permit the Cooperative reasonable access to the Cooperative's equipment.
 - (h) For failure of the member to provide the Cooperative with a deposit as authorized by these rules.
 - (i) For nonpayment of a delinquent account for electric or gas service.
 - (j) For nonpayment of unpaid balances on any other non-residential account incurred by the member under a different account name by the member's predecessor in interest, or by any other entity, the debt of which the member is legally obligated to assume.
- (2) Service to non-residential members may not be denied for the following reasons:
- (a) Delinquency in payment for service by a previous occupant of the premises to be served.
 - (b) Failure to pay for items such as merchandise, appliances, or services that are not approved by the board of directors as an integral part of the electric or gas service provided by the Cooperative.
 - (c) Failure to pay for a different type or class of Cooperative service.
 - (d) Failure to pay the bill of another member as guarantor.
- (3) Service shall not be shut off during a reasonable time period given to a member to pay the amount of a back billing as provided in these rules.
- (4) If a shutoff or termination of service to a non-residential member occurs, then the Cooperative may transfer an unpaid balance to any other non-residential account of the member.

R 460.1626 Manner of shutoff for service provided with remote shutoff and restoration capability.
Rule 26. (1) For an involuntary shutoff of service using remote shutoff and restoration capability, at least 1 day before shutoff of service, the Cooperative shall make at least 2 attempts to contact the member by telephone, if a telephone number is available to the Cooperative, to advise the member of the pending shutoff and what steps the member must take to avoid shutoff. The Cooperative shall either document all attempts to contact the member or shall document that automated procedures are in place that will make at

Continued on Sheet No. B-71.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-70.00)**

least 2 attempts to contact the member by telephone. If the telephone number is not available, the member has no telephone, or the telephone contacts are not made, then the Cooperative shall either leave a notice at the premises advising the member that service will be shutoff on or after the next business day or send notice by first-class mail postmarked at least 5 business days before shutoff of service is scheduled. The notice shall conspicuously state that the disconnection of service will be done remotely and that the Cooperative representative will not return to the premises before disconnection.

(2) The Cooperative shall document all attempts to contact the member.

(3) If the Cooperative contacts the member or other responsible person at the member's premises by telephone on the day service is to be shut off, the Cooperative shall inform the member or other responsible person that shutoff of service is imminent and the steps that are necessary to avoid shutoff. Unless the member presents evidence that reasonably demonstrates that the claim is satisfied or is in dispute, or the member makes payment, the Cooperative may shut off service.

(4) If the Cooperative mailed the notice of shutoff to the member as provided in subrule (1) of this rule, and if telephone contact with the member cannot be made, then no further member contact is required on the day service is to be shut off and the Cooperative may shut off service.

PART 8. DISPUTED CLAIMS, HEARINGS AND SETTLEMENT AGREEMENTS

R 460.1628 Disputed claim.

Rule 28. (1) If a member advises the Cooperative, before the date of the proposed shutoff of service, that all or part of a bill is in dispute, then the Cooperative shall do all of the following:

- (a) Immediately record the date, time, and place the member made the complaint and transmit verification to the member.
- (b) Investigate the dispute promptly and completely.
- (c) Advise the member of the results of the investigation.
- (d) Attempt to resolve the dispute informally in a manner that is satisfactory to both parties.
- (e) Provide the opportunity for the member to settle the disputed claim or to satisfy any liability that is not in dispute.

Continued on Sheet No. B-72.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-71.00)**

(2) A member may advise the Cooperative 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 Cooperative.

(3) The Cooperative, in attempting to resolve the dispute, may employ telephone communication, personal meetings, on-site visits, or any other technique that is reasonably conducive to obtaining a settlement.

R 460.1629 Settlement agreement.

Rule 29. (1) If the Cooperative and a small commercial member arrive at a mutually satisfactory settlement of any claim in dispute, or the member does not dispute liability to the Cooperative but claims inability to pay the outstanding bill in full, the Cooperative shall offer the member an opportunity to enter into a settlement agreement.

(2) The Cooperative shall confirm the terms of the settlement agreement with the member and shall send a copy of the settlement to the member or the member's authorized representative. The Cooperative shall retain documentation of the original settlement agreement for 2 years. In case of a dispute over the terms of a settlement agreement, the Cooperative shall have the burden of proving that the member understood and accepted the terms of the settlement agreement.

(3) Every settlement agreement entered into due to the member's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the member pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid.

R 460.1630 Default of settlement agreement.

Rule 30. (1) If a small commercial member fails to comply with the terms and conditions of a settlement agreement, the Cooperative may discontinue service after notifying the member, in writing, by personal service or first-class mail, of all of the following:

- (a) That the member is in default of the settlement agreement.
- (b) The nature of the default.
- (c) That unless full payment of the claim is made within 10 days of mailing of the notice, the Cooperative will discontinue service.
- (d) The date upon which service is scheduled to be discontinued.

Continued on Sheet No. B-73.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-72.00)**

(2) The Cooperative is not required to enter into any subsequent settlement agreement with a member until the member has fully complied with the terms of any previous settlement agreement.

(3) The Cooperative is not required to enter into any subsequent settlement agreement with a member who has defaulted upon the terms and conditions of a previous agreement.

(4) If a settlement agreement is reached following a notice of discontinuance, the failure of the member to abide by the terms of the settlement agreement during the first 60 days after the agreement is made constitutes a waiver of the notice required by subrule (1) of this rule. However, before discontinuance, the Cooperative shall comply with the notice requirements of these rules.

R 460.1631 Informal hearing and hearing officers.

Rule 31. (1) If the parties are unable to resolve the dispute, then the Cooperative shall offer small commercial members the opportunity for an informal hearing before a hearing officer selected from a list of hearing officers previously filed with the Board of Directors.

(2) If the member chooses to have an informal hearing, then the member shall do both of the following:

(a) Notify the Cooperative within 5 business days of acceptance of the Cooperative offer for an informal hearing.

(b) Pay the amount not in dispute, or, if the Cooperative and member cannot agree, pay 50% of the disputed amount.

(3) When the member notifies the Cooperative of the intent to pursue an informal hearing the Cooperative shall do all of the following:

(a) Complete the necessary investigation.

(b) Schedule the hearing within 10 business days of the member's request for a hearing.

(c) Hold the hearing within 30 business days of the member's request for a hearing.

(4) If the member fails to pay the part of the bill that is determined under subrule (2)(b) of this rule within 10 business days of the date that the Cooperative sends the hearing notice, then the Cooperative may exercise its right to shut off service pursuant to these rules.

(5) The Cooperative shall select hearing officers on the basis of all of the following:

Continued on Sheet No. B-74.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-73.00)**

- (a) They are on the list of hearing officers filed with the Board of Directors.
- (b) They are notaries public qualified to administer oaths.
- (c) They are not engaged in any other activities for or on behalf of the Cooperative.

(5) If the dispute is ultimately resolved in favor of the member, in whole or in part, then the Cooperative shall return promptly any excess amount paid by the member, with interest at the rate specified in these rules.

R 460.1632 Notice of hearing.

Rule 32. (1) The Cooperative shall personally serve the member with written notice of the time, date, and place of the hearing on the day scheduling is determined.

(2) The notice shall describe the hearing procedures as contained in these rules.

(3) The notice shall include the amount of the required payment and due date of 10 business days from the date of the notice.

R 460.1633 Hearing procedures.

Rule 33. (1) The Cooperative shall establish hearing procedures that ensure the impartiality and integrity of the hearing process and that provide the member and the Cooperative with all of the following:

- (a) The right to represent themselves or to be assisted by persons of their choice who are not attorneys.
- (b) The right to examine, not less than 2 business 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.
- (c) The right to present evidence, testimony, and oral and written argument.
- (d) The right to question witnesses appearing on behalf of the other party.

(2) A hearing shall be held during normal business hours. The Cooperative shall take reasonable steps to ensure that a member who is unable to attend a hearing due to physical incapacity is not denied the right to a hearing. Failure of the member, or the Cooperative, to attend the hearing without good reason, or without having requested an adjournment, constitutes a waiver of that party's right to the hearing.

Continued on Sheet No. B-75.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-74.00)**

The Cooperative has the burden of proof by a preponderance of the evidence.

(2) All witnesses who appear for either party shall testify under oath.

(3) 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.

(4) For each hearing where the member has not put his or her position in writing, the hearing officer shall compile a record that contains all of the following:

- (a) A concise statement, in writing, of the position of the Cooperative.
- (b) A concise statement, in writing, of the position of the member.
- (c) Copies of all evidence submitted by the parties.

(7) At the conclusion of the hearing, the hearing officer may orally state his or her findings and decision, or adjourn the hearing and inform the parties that the decision will be transmitted within 7 business days. At the request of the member, the hearing officer shall adjourn the hearing and transmit the decision within 7 business days. In all cases, the hearing officer shall issue a complaint determination in a form that is approved by the Board of Directors. The complaint determination shall contain both of the following:

- (a) A concise summary of the evidence and arguments presented by the parties.
- (b) The decision, and the reasons for the decision, based solely upon the evidence received.

(8) At the conclusion of the hearing and again upon issuance of the complaint determination, the hearing officer shall advise the member and the Cooperative of all of the following:

- (a) That each party has the right to make an informal appeal to the **Board of Directors**, by mail, telephone, internet, fax, or in person, within 7 business days of issuance of the complaint determination.
- (b) That, if appealed, the decision of the hearing officer, including a finding that service may be shut off, cannot be implemented until a review by the Board of Directors is completed.
- (c) The address and telephone number where the member or the Cooperative may make an informal appeal to the Board of Directors.

Continued on Sheet No. B-76.00

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-75.00)**

(2) Before issuance of a complaint determination, the hearing officer may propose a settlement to the parties. If both parties accept the settlement, it shall be put in writing and signed by both parties.

(3) Within 7 business days of the conclusion of the hearing, the hearing officer shall serve the parties with all of the following:

- (a) A copy of the complaint determination.
- (b) Appeal information as provided in subrule (8) of this rule.
- (c) If applicable, a copy of the signed settlement agreement as provided in subrule (9) of this rule.

(11) The complaint determination and a copy of the signed settlement agreement, if any, shall be made part of the hearing record. The hearing officer shall certify the hearing record.

(12) The complaint determination is binding upon the parties.

R 460.1634 Informal appeal procedures.

This rule has been deleted.

R 460.1635 Interim determination.

This rule has been deleted.

R 460.1636 Appeal review.

This rule has been deleted.

R 460.1637 Shutoff pending decision.

This rule has been deleted.

R 460.1638 Informal appeal decision.

This rule has been deleted.

R 460.1639 Failure to comply with informal appeal decision.

This rule has been deleted.

Continued on Sheet No. B-77.00

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

**B4 BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL
ELECTRIC AND GAS MEMBERS
(CONT'D FROM SHEET NO. B-76.00)**

R 460.1640 Scope of rules.

Rule 40. (1) Nothing contained in these rules covering billing practices applicable to non-residential electric and gas members should be implemented in a manner that circumvents or is inconsistent with these rules, commission orders, or Cooperative tariffs approved by the commission to ensure the safe and reliable delivery of energy service.

(2) After notice and an opportunity to be heard, utilities determined by the commission to be in violation of these rules shall be subject to all damages and fines contained within the statutes under which these rules are promulgated. Upon written request of a person, utility, or on its own motion, the commission may temporarily waive any requirements of these rules when it determines the waiver will further the effective and efficient administration of these rules and is in the public interest.

(3) Upon written request of a person, utility, or on its own motion, the commission may temporarily waive any requirements of these rules when it determines the waiver will further the effective and efficient administration of these rules and is in the public interest.

Issued **October 17, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the Board
of Directors dated 9/23/12

(Continued from Sheet No. C-15.00)

Line Extension Fee Schedule (Less than 1,000 feet)	
Application Fee (non-refundable)	\$100.00
Base Construction Fee (minimum charge)	\$200.00
Overhead Line Construction	
Primary single phase (per foot)	\$5.50
Secondary single phase (per foot)	\$5.00
Pole with security light installation	\$350.00
Transition Riser Fee	
Secondary	\$200.00
Primary single phase	\$800.00
Underground line Construction	
Primary single phase (per foot)	\$7.00
Secondary single phase (per foot)	\$7.00
Rock digging charge (per foot additional)	\$3.00
Hand digging charge (per foot additional)	\$12.00
Winter Charge (per foot additional)*	\$3.00
Directional bore:	
Set up fee (minimum charge)	\$350.00
Per foot fee (in addition to minimum)	\$10.00
*Winter construction shall be in PIE&G's sole discretion	
Brushing / Right of Way Clearing	
Base fee (minimum charge)	\$100.00
Single side - (cost per foot additional)	\$2.50
Double side - (cost per foot additional)	\$4.00
Permits (vary)	
County Road Permit	varies
State Highway Permit	varies
DNR / Wet Land Permit	varies

(Continued on Sheet No. C-16.00)

Issued
 By: Brian Burns
 President and CEO
 Onaway, Michigan

Effective for bills rendered on and
 after **August 1, 2015**

Issued under the authority of the Board
 of Directors dated **3/24/15**

SECTION D
RATE SCHEDULES

Power Supply Cooperative Clause

This clause permits the monthly adjustment of rates for power supply to allow recovery of the booked costs of purchased power incurred under reasonable and prudent policies and practices.

For purposes of this clause, the following definitions apply:

"Power supply cost recovery factor" means that element of the rates to be charged for electric service to reflect power supply costs incurred and made pursuant to a power supply cost recovery clause incorporated in the rates or rate schedule.

"Power supply cost recovery plan" means a determination by the Cooperative made annually describing the expected sources of electric power supply and changes over a future 12-month period specified by the Cooperative's Board of Directors and specifying for each of those 12 months a specified power supply cost recovery factor.

"Power supply costs" means those elements of the costs of purchased power as determined by the Cooperative's Board of Directors to be included in the calculation of the power supply cost recovery factor.

The Power Supply Cost Recovery factor shall consist of 0.01088 mills per kilowatthour for each full .01 mills per kWh, of power supply costs, less the allowance for cost of power supply included in base rates, rounded to the nearest .01 mills per kilowatthour. The power supply cost recovery factor to be applied to the Cooperative's retail Member-Consumers' monthly kilowatthour usage represents the power supply costs as established by the Cooperative's Board of Directors pursuant to a power supply and cost review hearing conducted by the Cooperative's Board of Directors. The power supply and cost review will be conducted not less than once a year for the purpose of evaluating the power supply cost recovery plan submitted by Cooperative to the Cooperative's Board of Directors and to authorize appropriate power supply cost recovery factors.

Not less than once a year and not later than 4 months after the end of the 12-month period covered by Cooperative's most recently authorized power supply cost recovery plan, a power supply cost reconciliation will be submitted by the Cooperative to the Cooperative's Board of Directors to reconcile the revenues recorded pursuant to the power supply cost recovery factor and the allowance for cost of power included in the base rates as established by the Cooperative's Board of Directors under Cooperative's most recent power supply cost recovery plan, among other things.

(Continued on Sheet No. D-1.01)

Issued: **October 1, 2013**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for bills rendered on and after
after **February 1, 2014**.

Issued under authority of the Board of
Directors dated **10/1/13**

Cooperative shall be required to refund to Member-Consumers, or to credit to Member-Consumers' bills any net amount determined to have been recovered which is in excess of the amounts actually expensed by Cooperative for power supply. Cooperative shall recover from Member-Consumers any net amount by which the amount determined to have been recovered over the period covered was less than the amount determined to have been actually expensed by Cooperative for power supply.

For the twelve (12) months ending December **2025**, the Power Supply Cost Recovery Factor is **\$0.00478** per kWh. The allowance for cost of power supply included in base rates is \$0.08785 per kWh.

Issued: **May 12, 2025**
By: Allan Berg
President and CEO
Onaway, Michigan

Effective for bills rendered on and after
after **February 1, 2025**

Issued under authority of the Board of
Directors dated **October 22, 2024**

ENERGY OPTIMIZATION PROGRAM CLAUSE

This clause permits, pursuant to Section 89 of 2008 PA 295, the adjustment of distribution rates, via the application of an Energy Optimization Surcharge, to allow recovery of the energy optimization program costs incurred by the Cooperative in compliance with Section 89 of 2008 PA 295.

An energy optimization cost reconciliation shall be conducted annually.

The approved Energy Optimization Surcharges are shown below.

ENERGY OPTIMIZATION SURCHARGES

<u>Sheet No.</u>	<u>Rate Schedule</u>	2016-2019 <u>\$/kWh</u>
D-5.00	Schedule A – Residential Service	\$0.00229
D-6.00	Schedule S – Seasonal Residential Service	\$0.00229
D-8.00	Schedule CH – Controlled Heating Service	\$0.00229
D-19.00	Schedule EEH – Efficient Electric Heating	\$0.00229
D-15.00	Schedule OD – Outdoor Lighting Service	\$0.00312

<u>Sheet No.</u>	<u>Rate Schedule</u>	2016-2019 <u>\$/meter/month</u>
D-10.00	Schedule GS – General Services	\$3.10
D-11.00	Schedule LG – Large General Service	\$74.14
D-12.00	Schedule LPTOD – Optional Large Power Time-of-Day Service	\$74.14
D-13.00	Schedule PSDS – Primary Service	\$400.99

Requirements for Pole Attachments

The Cooperative may permit a cable television company or other attaching party (as defined in paragraph 1(a) of 1980 PA 470; MCLA 460.6g) to make attachments to its poles, ducts or conduits pursuant to contract between the Cooperative and the attaching party. Effective April 1, 1997, the annual pole attachment rate shall be \$3.74 per pole per year.

Attaching parties must obtain any necessary authorizations to occupy public or private rights-of-ways prior to execution of a contract with the Cooperative.

This sheet shall not apply to attachments made or proposed to be made by utilities (as defined in paragraph 1(d) of 1980 PA 470) to the facilities of the Cooperative.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

REQUIREMENTS FOR OPERATION OF
PARALLEL GENERATION FACILITIES
(COGENERATORS AND SMALL POWER PRODUCERS)

In order to provide for the safety of Member-Consumers, utility personnel, and others, and to assure reliable electric service consistent with the requirements of the Public Utility Regulatory Policies Act of 1978 and the Michigan Public Service Commission's Order in Case No. U-6798, the following requirements are established for connection and/or operation of Member-Consumer generation facilities in parallel with the Cooperative's distribution system: [j1]

Availability

These requirements include all Member-Consumer generation facilities under 100 kW. Member-Consumer generation facilities of 100 kW and over will be handled on an individual basis.

If the Member-Consumer does not meet all of the requirements listed below, the Cooperative may require termination of parallel operation and the Member-Consumer shall be liable for any damages or injury resulting from unauthorized or improper connection and/or operation of the Member-Consumer's generation facility. These requirements apply to both existing and proposed installations and are subject to change with approval of the Michigan Public Service Commission from time to time. [j2]

Safety and Reliability Requirements

The Member-Consumer shall submit for the Cooperative's review detailed electric diagrams, equipment nameplate data, including the interface device and control system of the Member-Consumer's power sources and a site plan.

The Member-Consumer's control and protection system and site plan must be acceptable to the Cooperative and in accordance with these safety and reliability standards. This system shall provide for immediate automatic shutdown or separation of the Member-Consumer's generator and the Cooperative system in the event of momentary or extended loss of power from the Cooperative, including loss of one or more phases if the Member-Consumer is generating three-phase power. The shutdown or separation must continue until normal utility service is restored. The shutdown or separation shall occur when frequency, voltage, and/or current deviate from normal utility standards. The Member-Consumer shall be liable if the Member-Consumer's protection system fails to function.

A disconnecting device suitable for use as a protective tag location may be required so as to be accessible and in reasonably close proximity to the billing meter.

The completed installation must meet all local, state and national codes and regulations and is subject to inspection by proper enforcement authorities before commencement of parallel operation. In addition, the Cooperative may, at its discretion, inspect or test the facility at any time.

(Continued on Sheet No. D-3.01)

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

REQUIREMENTS FOR OPERATION OF
PARALLEL GENERATION FACILITIES
(Continued from Sheet No. D-3.00)

The Member-Consumer shall advise the Cooperative prior to making any revisions to the Member-Consumer's generation facility, the control system, or the interface between the two power systems after the installation. Any such revision must be acceptable to the Cooperative.

Should the parallel operation of the Member-Consumer's generation facility cause interference or adversely affect voltage, frequency, harmonic content or power factor in the Cooperative's system or other Member-Consumers' service, the Cooperative may require disconnection of parallel operation until the condition has been corrected.

Reimbursement of Costs

The Member-Consumer shall pay for all costs associated with any addition to or alteration of the Cooperative's equipment required for metering and for the safe and reliable operation of the Member-Consumer's generating equipment in parallel with the Cooperative's system. The Member-Consumer shall also pay for costs of changes required due to safety or adverse effects on other Member-Consumers and/or on the Cooperative caused by the connection and/or operation of the Member-Consumer's generation facility.

The Cooperative may require reasonable and adequate insurance coverage by the interconnecting Member-Consumer and the Member-Consumer shall provide proof of liability coverage as may be required by the Cooperative.

Sales to Cooperative.

Customers wishing to sell power must arrange to do so with the generation and transmission Cooperative which provides all of the Cooperative's power requirements. Rates for such sales will be subject to the G & T's tariff provisions. Member-Consumers selling power to the G & T will be charged 1 mill per kWh sold to cover the Cooperative's administrative costs.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

DEFINITION OF TIME PERIODS USED IN TIME-OF-DAY RATES

Provisions pertinent to the application of time periods used in various time-of-day rates are as follows:

- | | | |
|-----|----------------------|--|
| (1) | Peak Period | 5:00 p.m. to 10:00 p.m., weekdays excluding holidays |
| (2) | Intermediate Period: | 7:00 a.m. to 5:00 p.m. and
5:00 p.m. to 10:00 p.m., weekends and holidays |
| (3) | Off-Peak Period: | All other hours. |
| (4) | Designated holidays: | |
| | (a) | New Year's Day |
| | (b) | Good Friday |
| | (c) | Memorial Day |
| | (d) | Independence Day |
| | (e) | Labor Day |
| | (f) | Thanksgiving Day |
| | (g) | Christmas Day |

The Cooperative may revise the above schedule of time period hours from time to time and, in such event, will submit to the Cooperative's Board of Directors and to Member-Consumers taking service under the relevant rate schedules a new schedule which will become effective thirty days after its issuance date and which will remain in effect until the effective days of any succeeding schedule.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

RESIDENTIAL SERVICE SCHEDULE A

Availability

Available to any Member-Consumer desiring service for domestic and farm uses, which includes only those purposes which are usual in an individual permanent residence, or separately metered apartments, and in the usual other buildings normally served through the residential meter.

This rate is also available to any Member-Consumer of the Cooperative for residential service to dwellings that are occupied seasonally, where consumption for the prior billing year exceeded 7,200 kWh. Seasonal Member-Consumers taking service under Schedule A whose consumption does not attain 7,200 kWh during two consecutive subsequent billing years shall be returned to the Seasonal Residential Service, Schedule S.

Nature of the Service

Single-phase, 60 cycles, at available secondary voltages.

Billing Rate

Distribution Service:

Monthly Availability Charge: **\$28.00** per Member-Consumer per month, plus

Or Annual Availability Charge: **\$336.00**

Distribution Variable Charge: **\$0.05819** per kWh for all kWh, plus

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Service

Energy Charge: \$0.08601 per kWh for all kWh

(Continued on Sheet No. D-5.01)

Issued: May 12, 2025

By: Allan Berg

President and CEO

Onaway, Michigan

Effective for bills rendered on and after

May 1, 2025.

Issued under the authority of the Board of
Directors on **February 25, 2025.**

RESIDENTIAL SERVICE SCHEDULE A
(Continued from Sheet No. D-5.00)

Tax Adjustments

- A. Bills shall be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local increases.
- B. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority which increases the Cooperative's cost of providing electric service.

Power Supply Cost Recovery Clause and Factor

This rate schedule is subject to the Cooperative's Power Supply Cost Recovery Clause as set forth on Sheet Nos. D-1.00 and D-1.01.

Nonstandard (AMR) Metering Provision

Member-Consumers taking service under Residential Service Schedule A may request a Nonstandard (AMR) metering option **before April 1, 2025**. To participate in the Nonstandard (AMR) metering option, the Member-Consumer must satisfy the following criteria:

- A. The meter must be located outside and be accessible to Cooperative employees at all times,
- B. The member-consumer shall have zero instances of unauthorized use, theft, fraud and/or threats of violence toward Cooperative employees,
- C. The Member-Consumer shall enter into a written agreement with the Cooperative, **before April 1, 2025**, requesting the Nonstandard (AMR) metering option **for each qualifying meter**, subject to the following terms:
 - 1) Upfront charge - If the Cooperative has not yet installed an AMI meter at the Member-Consumer's premises, a one-time charge of \$10.00 per billing meter, per request will be assessed. If the Cooperative has installed an AMI meter at the premises, a one-time charge of \$50.00 per billing meter will be assessed to exchange the AMI meter for a Nonstandard (AMR) meter.
 - 2) Monthly Charge - A recurring charge of \$5.00 per month per billing meter will be assessed for each Nonstandard (AMR) meter. Multiple metering units will be charged per billing meter.

(Continued on Sheet No. D-5.02)

RESIDENTIAL SERVICE SCHEDULE A
(Continued from Sheet No. D-5.01)

- 3) Satisfactory payment history - The Member-Consumer shall maintain a satisfactory payment history on all accounts (i.e. the member's accounts were not delinquent more than 1 time in the past 12 months), as defined in Section B2 Consumer Standards and Billing Practices for Electric Residential Service, R 460.102 – Definitions.
- D. The Nonstandard (AMR) metering option is not available to Seasonal Member-Consumers taking service under Seasonal Residential Schedule S or to those taking service under Residential Monthly Service Schedule A,
- E. The Nonstandard (AMR) metering option will only be available for Member-Consumers who **have active service and an AMR contract for each applicable meter signed before April 1, 2025, and**
- F. Member-Consumers enrolled in the Nonstandard (AMR) metering option shall be eligible to continue participation for a term of 20 years, or when the Nonstandard (AMR) meter fails, whichever is first. A participating Member-Consumer may terminate participation in the Nonstandard (AMR) metering option at any time and for any reason. The Nonstandard (AMR) metering option and resulting contract are neither assignable, nor transferable, to a subsequent owner. The Nonstandard (AMR) metering option and resulting contract are also not transferable with the same member between different service locations.**

Nonstandard (Non AMR) Metering Provision

Member-Consumers taking service under Residential Service Schedule A may petition the Board of Directors requesting a limited waiver of the Nonstandard (AMR) metering option to retain their existing Nonstandard (Non AMR) meter. Petitions must be made in writing, and the following criteria must be satisfied:

- A. The meter must be located outside and be accessible to Cooperative employees at all times,
- B. The member-consumer shall have zero instances of unauthorized use, theft, fraud and/or threats of violence toward Cooperative employees,
- C. The Member-Consumer shall enter into a written agreement with the Cooperative, **before April 1, 2025**, requesting the Nonstandard (Non AMR) metering option **for each qualifying meter**, including but not limited to the following items:
- 1) Upfront charge - If the Cooperative has not yet installed a standard AMI or Nonstandard AMR meter at the Member-Consumer's premises, a one-time charge of \$10.00 per billing meter, per request will be assessed. If the Cooperative has installed a standard AMI or Nonstandard AMR meter at the premises, a one-time charge of \$50.00 per billing meter will be assessed to exchange the standard AMI or Nonstandard AMR meter for a Nonstandard (Non AMR) meter.
 - 2) Monthly Charge - A recurring charge of \$15.55 per month per billing meter will be assessed for each Nonstandard (Non AMR) meter. Multiple metering units will be charged per billing meter.

(Continued to Sheet No. D-5.03)

RESIDENTIAL SERVICE SCHEDULE A
(Continued from Sheet No. D-5.02)

- 3) Satisfactory payment history - The Member-Consumer shall maintain a satisfactory payment history on all accounts (i.e. the member's accounts were not delinquent more than 1 time in the past 12 months), as defined in Section B2 Consumer Standards and Billing Practices for Electric Residential Service, R 460.102 – Definitions.
- D. The Nonstandard (Non AMR) metering option is not available to Seasonal Member-Consumers taking service under Seasonal Residential Schedule S or to those taking service under Residential Monthly Service Schedule A,
- E. The Nonstandard (Non AMR) metering option will only be available for Member-Consumers who have **active service and a Non AMR contract for each applicable meter signed before April 1, 2025, and**
- F. **Member-Consumers enrolled in the Nonstandard (Non AMR) metering option shall be eligible to continue participation for a term of 20 years, or when the Nonstandard (Non AMR) meter fails, whichever is first. A participating Member-Consumer may terminate participation in the Nonstandard (Non AMR) metering option at any time and for any reason. The Nonstandard (Non AMR) metering option and resulting contract are neither assignable, nor transferable, to a subsequent owner. The Nonstandard (Non AMR) metering option and resulting contract are also not transferable with the same member between different service locations.**

Bill Frequency

All Member-Consumers taking service under Schedule A will be billed once per month.

(Continued on Sheet No. D-5.04)

Issued: May 12, 2025
By: Allan Berg
President and CEO
Onaway, Michigan

Effective for bills rendered on and after
February 25, 2025.

Issued under the authority of the Board of
Directors on **February 25, 2025.**

RESIDENTIAL SERVICE SCHEDULE A (Cont'd)
(Continued from Sheet No. D-5.03)

Terms of Payment

This rate schedule is subject to the Cooperative's Allowable Charges as set forth in R 460.122.

Rules and Regulations

Service is governed by the Cooperative's Standard Rules and Regulations.

Definitions

Standard Meter: An Advanced Metering Infrastructure (AMI) meter that uses radio frequency to wirelessly communicate. This type of meter has a 2-way communication pathway; the meter communicates to PIE&G and PIE&G can communicate with the meter.

Nonstandard Meter (AMR): An Automated Meter Reading (AMR) meter that uses a radio receiver to communicate. This type of meter has the potential to have a 1-way communication pathway from the meter to PIE&G.

Nonstandard Meter (Non AMR): A meter that does not have technology to wirelessly communicate with PIE&G. This type of meter must be manually read.

**SEASONAL RESIDENTIAL SERVICE
SCHEDULE S**

Availability

Available to any Member-Consumer who desires service for domestic use on premises that serves as a secondary dwelling for those services that are usual in a dwelling of this nature. This rate is not available for resale purposes, or for any non-residential use.

Any Member-Consumer who receives service under this rate, consuming more than 7,200 kWh during the prior billing year may choose to take service under the Cooperative's Residential Service, Schedule A. Seasonal Member-Consumers taking service under Schedule A whose consumption does not attain 7,200 kWh's during two consecutive billing years shall be returned to the Seasonal Residential Service, Schedule S. A written agreement between the seasonal Member-Consumer and the Cooperative is required for those meeting these requirements and electing service under Schedule A.

Any Member-Consumer who receives service under this rate and installed equipment satisfying the "Type of Service" requirements on Schedule EEH (Sheet No. 18.00) is eligible for concurrent service under Schedule EEH, regardless of annual consumption. Any Member-Consumer who takes service under schedule S concurrently with Schedule EEH, shall be billed once per month and is responsible for monthly meter readings as noted on Schedule EEH, Sheet No. 18.00. An EEH service agreement between the Member-Consumer and the Cooperative is required for service under these concurrent schedules.

Nature of the Service

Single-phase, 60 cycles, at available secondary voltages.

Billing Rate

Distribution Service:

Monthly Availability: **\$28.00**
Annual Availability Charge: **\$336.00 plus,**
Distribution Variable Charge: **\$0.14695** per kWh for all kWh, plus

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Service

Energy Charge: **\$0.08601** per kWh for all kWh

(Continued on Sheet No. D-6.01)

Issued: **May 12, 2025**
By: **Allan Berg**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under the authority of the Board
of Directors dated **February 25, 2025**

**SEASONAL RESIDENTIAL SERVICE
SCHEDULE S (Contd)
(Continued on Sheet No. D-6.00)**

Tax Adjustments

1. Bills shall be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local increases.
2. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority which increases the Cooperative's cost of providing electric service.

Power Supply Cost Recovery Clause and Factor

This rate schedule is subject to the Cooperative's Power Supply Cost Recovery Clause as set forth on Sheet Nos. D-1.00 and D-1.01.

Bill Frequency

With the exception of those consuming more than 7,200 kWh in the prior billing year and electing that option, or Member-Consumers taking service concurrently under Schedules S and EEH, all Member-Consumers taking service under Schedule S may, at the Cooperative's discretion and upon a 45 day notice, be billed once per month for the monthly availability and energy charges if the Cooperative is able to obtain a meter reading through its Advanced Metering Infrastructure (AMI) system. If readings are not obtainable through the AMI system, at the Cooperative's discretion, the account may be billed annually.

Minimum Charge

For seasonal Member-Consumers billed annually, the annual minimum charge shall be the annual availability charge payable in advance.

Terms of Payment

This rate schedule is subject to the Cooperative's Allowable Charges as set forth in R 460.122.

Rules and Regulations

Service is governed by the Cooperative's Standard Rules and Regulations.

Issued **May 24, 2023**
By: **Thomas J. Sobeck**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **June 1, 2023**

Issued under the authority of the Board
of Directors dated **March 28, 2023**

CONTROLLED WATER HEATING SERVICE
SCHEDULE CWH
Discontinued July 31, 2015

Sheets D-7.00 and D-7.01 are discontinued.

Issued: **July 31, 2015**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **August 1, 2015**

Issued under the authority of the Board
of Directors dated **3/24/15**

**GENERAL SERVICES
SCHEDULE GS**

Availability

Available to any Member-Consumer when maximum demand is less than 50 kW. The maximum demand shall be based on the Member-Consumer's average kW load during the 15 minute period of maximum use during the billing month. This rate shall be applicable for no less than twelve (12) consecutive months.

Nature of Service

Single-phase or three-phase, 60 hertz, alternating current, at available secondary voltages. The nature and level of the voltage shall be determined in each case by Presque Isle Electric & Gas Co-op.

Billing Rate

Distribution Service:

Service Charge:

Single Phase: **\$28.00** Or

Three Phase: **\$32.00** Per Member-Consumer per month, plus

Distribution Variable Charge: **\$0.04270** per kWh for all kWh, plus

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Service:

Energy Charge: \$0.08321 per kWh for all kWh

Credit For Controlled Oil-Related Loads:

Energy Credits for Controlled Oil-Related Loads have been terminated as of July 31, 2015.

(Continued on Sheet No. D-10.01)

Issued: **May 12, 2025**
By: **Allan Berg**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under the authority of the Board
of Directors dated **February 25, 2025**

**LARGE GENERAL SERVICE
SCHEDULE LG (Contd)
(Continued from Sheet No. D-11.00)**

Billing Rate

Distribution Service:

Service Charge: **\$74.00** per Member-Consumer per month, plus

Distribution Demand Charge \$1.98 per kW for all kW, plus

Distribution Variable Charge: **\$0.02979** per kWh for all kWh, plus

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Service (not applicable to Retail Access Service)

Demand Charge: \$7.02 per kW for all kW, plus

Energy Charge: \$0.06481 per kWh for all kWh

(Continued on Sheet No. D-11.02)

Issued: **May 12, 2025**
By: **Allan Berg**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under the authority of the Board
of Directors dated **February 25, 2025**

**OPTIONAL LARGE POWER TIME-OF-DAY SERVICE
SCHEDULE LPTOD**

Availability

This rate is available to all Member-Consumers for all uses at secondary voltage, when billing demand is 50 kW or more, subject to the rules and regulations of the Cooperative. The Member-Consumer must contract to receive service under the rate for a minimum of twelve months.

Nature of Service

Alternating current, 60 hertz, three phase at available secondary voltages. The nature and level of the service voltage shall be determined in each case by the Cooperative.

Billing Rate

Availability Charge: **\$148.00** per Member-Consumer per month, plus

Peak Period Demand Charge: \$6.00 per kW, plus

Maximum Demand Charge: \$6.55 per kW, plus

Energy Charge: **\$0.08560** per kWh for all kWh

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Cost Recovery

The rate schedule is subject to the Cooperative's Power Supply Cost Recovery Clause as set forth on Sheet Nos. D-1.00 and D-1.01.

Tax Adjustments

1. Bills shall be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local taxes.
2. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority which increases the Cooperative's cost of providing electric energy.

(Continued on Sheet No. D-12.01)

Issued: **May 12, 2025**
By: Allan Berg
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under authority of the Board of
Directors dated **February 25, 2025**

**OPTIONAL LARGE POWER TIME-OF-DAY SERVICE
SCHEDULE LPTOD (Contd)
(Continued from Sheet No. D-12.00)**

Determination of Billing Demand

1. Peak Period - The Peak Period Billing Demand shall be the maximum kilowatt demand established by the Member-Consumer for any period of fifteen (15) consecutive minutes recorded during the peak period for the month for which the bill is rendered, as indicated or recorded by a demand meter. The peak period is defined on Sheet No. D-4.00.
2. Maximum Demand - The Maximum Billing Demand shall be the maximum kilowatt demand established by the Member-Consumer for any period of fifteen (15) consecutive minutes during the month for which the bill is rendered, as indicated or recorded by a demand meter, but not less than 50 kW.

Terms of Service

Terms and conditions of service under this schedule shall be governed by the Cooperative's Standard Rules and Regulations which are on file with the Michigan Public Service Commission and which are incorporated herein by reference.

Adjustment for Power Factor

When the power factor during the period of maximum use in a billing month is less than 90% lagging, the Cooperative reserves the right to increase the demand charge for such billing month in the ratio that 90% bears to such power factor. The Cooperative may, at its option, determine the power factor by test or by permanently installed measuring equipment.

Terms of Payment

A one-time late payment charge of 5% of the unpaid balance, excluding sales tax, will be assessed on any bill not paid by the due date.

Minimum Charge

The service charge and the demand charge included in the rate, plus the Energy Optimization Surcharge amount shown on Sheet No. D-1.03, except that the minimum charge may be increased as necessary, in accordance with the Cooperative's rules and regulations in those cases in which a greater than average investment is required in order to service an account under this schedule.

(Continued on Sheet No. D-12.02)

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

**OPTIONAL LARGE POWER TIME OF DAY SERVICE
SCHEDULE LPTOD (Contd)
(Continued from Sheet No. D-12.01)**

Contracts

A contract shall be required for each Member-Consumer with 1,000 kW demand or more. The Cooperative reserves the right to require service contracts covering terms and nature of service in cases where special services are required, or where investment by the Cooperative is in excess of that provided for without contribution toward construction by the Member-Consumer in the Cooperative's Standard Rules and Regulations.

Primary Service and Metering

A discount of \$0.20 per kVA of contract capacity will be applied to the bill when service is taken by the Member-Consumer at the available primary voltage. If primary metering is used, an additional discount of 2.0% shall be applied to the bill. The 2.0% discount shall be applied after the \$0.20 per kVA discount.

Rules and Regulations

Service is governed by the Cooperative's Standard Rules and Regulations.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

**PRIMARY SERVICE
SCHEDULE PSDS**

Availability

This rate is available only to Member-Consumers with Firm Primary Service Loads of 500 kW or greater. This rate is subject to the availability Wolverine Power Supply Cooperatives (Wolverine) Rider C & I. The Member-Consumer will be required to provide for data communications to the established metering point.

Subject to the Cooperative's Retail Access Service Tariff, this schedule is available to Member-Consumers for delivery of power from the Point of Distribution Receipt to the Point of Distribution Delivery subject to the following conditions:

1. The Member-Consumer must have a Maximum Demand of at least 500 kW. Individual Member-Consumers receiving demand metered service at multiple metering points who are eligible to be taking service under the Cooperative's Schedule LG and Schedule PSDS may achieve the 500 kW Maximum Demand threshold by aggregating or summing the Maximum Demands for each metering point occurring during a single month. The applicable rate schedule will apply to all aggregated metering points on an individual account basis.
2. The Member-Consumer must enter a Retail Access Service Agreement with the Cooperative.
3. The transmission of power to the Distribution Point of Receipt and all related costs shall be the responsibility of the Member-Consumer and/or Alternative Electric Supplier (AES).
4. The Member-Consumer must agree to purchase any default energy delivered pursuant to Schedule RASS-Retail Access Standby Service in addition to the service specified herein.

Service Options

Service may be taken 1) directly from a distribution substation, 2) from an existing three-phase primary line, or 3) from a new three-phase primary line. "Directly from a distribution substation" is defined as service in which the delivery point to the Member-Consumer is within 1,000 feet of a distribution substation. "Service from an existing three-phase primary line" is defined as service in which the delivery point to the Member-Consumer is within 1,000 feet of an existing three phase primary line.

(Continued on Sheet No. D-13.01)

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

PRIMARY SERVICE SCHEDULE PSDS
(Continued from Sheet No. D-13.00)

All rates assume service directly from a distribution substation. For Member-Consumers served from an existing three-phase primary line, add \$2.20 per kW; or for Member-Consumers served from a new three phase primary line, add \$3.20 per kW.

Billing Rate

Distribution Service:

Distribution Demand Charge: \$3.90 per kW for all kW, plus
Distribution Variable Charge: **\$0.01726** per kWh for all kWh, plus

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Power Supply Service (not applicable to Retail Access Service)

Demand Charge: \$7.16 per kW for all kW, plus
Energy Charge: \$0.06091 per kWh for all kWh
Reactive Charge: \$0.25 per kVAR

Billing Demand

Distribution Delivery Component

The billing demand shall be the average kilowatts (kW) load during the 15-minute period of maximum use during the billing month. Cooperative reserves the right to make special determination of the billing demand and/or minimum charge should circumstances require. The minimum monthly billing demand shall be the greater of the metered demand, the contract minimum demand, or 500 kW.

(Continued on Sheet No. D-13.02)

Issued: **May 12, 2025**
By: Allan Berg
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under authority of the Board of
Directors dated **February 25, 2025**

**PRIMARY SERVICE
SCHEDULE PSDS (Contd)
(Continued from Sheet No. D-13.01)**

Power Supply Component – For Non-Retail Access Member-Consumers

The Monthly Power Supply Billing Demand shall be the Member-Consumer's demand in kilowatts (kW) supplied during the 60-minute period when Wolverine Power Supply Cooperative, Inc. experiences its monthly system coincidental peak demand.

Power Supply Cost Recovery

This rate schedule is subject to the Cooperative's Power Supply Cost Recovery Clause as set forth on Sheet Nos. D-1.00 and D-1.01, except for Retail Access Member-Consumers.

Tax Adjustment

1. Bills should be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local increases.
2. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority which increases the Cooperative's cost of providing electric service.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

**CUSTOMER OWNED BACKUP GENERATION
SCHEDULE CBG**

Availability

This rate is available only to Member-Consumers served under Schedules LG, LPTOD, or PSDS who own and operate the generating unit(s) having a total on site capacity of 100 kW or greater which can be called upon from time to time by Wolverine Power Supply Cooperative, Presque Isle's power supplier, to provide backup. This rate schedule is not intended for seasonal loads, nor is it intended for Member-Consumers served under the interruptible PSDS Rate.

Monthly Rate

The Member-Consumer shall be billed under either Schedule LG, LPTOD, or PSDS as appropriate, adjusted for the following credit:

Demand Charge Credit @ \$2.50/kW

The Demand Charge Credit will be applied to the lesser of:

1. The average Monthly Billing Demand of the retail Member-Consumer for the most recent December, January, and February billings. In instances where the retail Member-Consumer is billed under a Large Power Time-of-Day rate, or its equivalent, the term "Billing Demand" shall refer to the Peak Period Demand.
2. The actual amount of load interrupted as determined by a test in accordance with the Conditions For Service From this Schedule, paragraph 4.

Conditions for Service From This Schedule

This service schedule shall be available for service to members of Presque Isle who own and operate generating units which can be used by Wolverine as backup and which meet the following criteria:

1. The output from the retail Member-Consumer-owned generating unit(s) shall be separately metered with a recording watt-hour demand meter using either magnetic tape or electronic memory for recording data.
2. The total rated capacity of the retail Member-Consumer-owned generating unit(s) on each site must be 100 kW or greater.
3. The retail Member-Consumer-owned generating units must be capable of:

(Continued on Sheet No. D-14.01)

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

**CUSTOMER OWNED BACKUP GENERATION
SCHEDULE CBG (Contd)
(Continued from Sheet No. D-14.00)**

7. Being brought on line by control or command from Wolverine's system Control Center;
 8. Being brought on line in 30 minutes or less; and
 9. Being run to give extended load relief over a period of at least twelve hours.
4. Wolverine may request operation of the retail Member-Consumer-owned generating unit(s) served under this rate at its own discretion.
10. Wolverine may call upon the Member-Consumer-owned generating units up to four times each year to test the capability and reliability of the unit(s) in order to demonstrate that the capacity will be available when called upon.
 11. Request for operation of the backup generating unit(s) during emergency interruptions shall not be limited to a specific number of occurrences. Total requests for operation excluding emergency will not exceed 200 hours in a calendar year.
5. Wolverine reserves the right to remove a Member-Consumer from this program if, in the Cooperative's sole judgment, Wolverine cannot rely on the Member-Consumer-owned generating capacity being available when called upon.

Safety And Reliability Requirements

The Member-Consumer-owned generating unit(s) shall not be operated in parallel with the Cooperative's distribution system. When the Member-Consumer is called upon by Wolverine to operate the generating unit(s), the Member-Consumer shall separate its load from the Cooperative's system.

(Continued on Sheet No. D-14.02)

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

**CUSTOMER OWNED BACKUP GENERATION
SCHEDULE CBG (Contd)
(Continued from Sheet No. D-14.01)**

Contracts

A contract shall be required for each Member-Consumer under this rate. The Cooperative reserves the right to require service contracts covering terms and nature of service in cases where special services are required, or where investment by the Cooperative is in excess of that provided for without contribution toward construction by the Member-Consumer in the Cooperative's Standard Rules and Regulations.

Rules And Regulations

Service is governed by the Cooperative's Standard Rules and Regulations.

Issued **September 25, 2012**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and
September 23, 2012

Issued under the authority of the **Board
of Directors dated 9/23/12**

OUTDOOR LIGHTING SERVICE
SCHEDULE OL

Availability

Available to existing members of the Cooperative for continuous, year-round service in all territory served by the Cooperative where 120 volt service exists and in accordance with the Cooperative's Rules and Regulations. Where 120 volt service does not exist, additional fees will apply.

As of October 2016, only LED (light emitting diode) lighting technology options will be available for new installations; existing installations of non-LED technologies (mercury vapor, high pressure sodium, etc.) will be replaced with equivalent LED lighting technology at the discretion of the Co-operative at no charge to the Member and at the appropriate tariffed rate.

Nature of Service

Dusk to dawn service controlled by photo-sensitive devices which provide service every night and all night.

(Continued on Sheet No. D-15.01)

Issued **March 28, 2017**
By: Brian Burns
President and CEO
Onaway, Michigan

**Effective for bills rendered on and
after June 1, 2017**

Issued under authority of the Board of
Directors dated **March 28, 2017**

OUTDOOR LIGHTING SERVICE
SCHEDULE OL (Contd)
(Continued from Sheet No. D-15.00)

Rates

<u>Nominal Rating</u>	<u>Monthly</u>	<u>Annual</u>
40W LED (alternative to 175W MV; 100 W HPS)	\$9.67	\$116.04
70W LED (alternative to 400W MV; 250W HPS)	\$12.30	\$147.60

Energy Optimization Surcharge:

This service is subject to the Energy Optimization Surcharge shown on Sheet No. D-1.03.

Tax Adjustments

- A. Bills shall be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local increases.

- B. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority which increases the Cooperative's cost of providing electric service.

Type of Service

The Cooperative will supply the energy and will own, operate and maintain the lighting fixtures. Burned out lamps must be reported by the Member-Consumer, and the Cooperative will undertake to replace the lamps as soon as practical during regular working hours. Broken lamps or damage to fixtures by accident or vandalism will be repaired at the Member-Consumer's expense. The Cooperative shall replace or repair, at its cost, streetlight equipment that is out of service with the exception of those caused by accidents or vandalism.

The Cooperative reserves the right to make special contractual arrangements as to term or duration of contract, termination charges or annual charges, or other special consideration when the Member-Consumer requests service, equipment or facilities not normally provided for under this rate.

(Continued on Sheet No. D-15.02)

Issued **May 12, 2025**
By: **Allan Berg**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **May 1, 2025**

Issued under authority of the Board of
Directors dated **February 25, 2025**

OUTDOOR LIGHTING SERVICE
SCHEDULE OL (Contd)
(Continued from Sheet No. D-15.01)

Member-Consumers requesting underground service facilities for security or street lights that are not to be installed on an existing pole or from an existing underground service will be charged a contribution in aid of construction based on the rules and regulations governing service laterals as set forth on Sheet No. C25.00.

Member-Consumers requesting overhead service facilities for security or street lights shall be charged the cost of labor, overhead and materials for additional poles and service facilities necessary.

All accounts will be billed on a monthly basis except billings of security lights for seasonal accounts which shall coincide with the billing of the seasonal account.

Power Supply Cost Recovery Clause and Factor

This rate schedule is subject to the Cooperative's Power Supply Cost Recovery Clause as set forth on Sheet Nos. D-1.00 and D-1.01. For purposes of this adjustment, the following monthly energy usage is assumed:

	<u>kWh</u>
40W LED (alternative to 175W MV; 100 W HPS)	15
70W LED (alternative to 400W MV; 250W HPS)	26

Terms of Payment

A one-time late payment charge of 5% of the unpaid balance, excluding sales tax, will be assessed on any bill not paid by the due date.

Issued **May 24, 2023**
By: **Thomas J. Sobeck**
President and CEO
Onaway, Michigan

Effective for bills rendered on and
after **June 1, 2023**

Issued under authority of the Board of
Directors dated **March 28, 2023**

GREEN/RENEWABLE ENERGY – RIDER

Availability

This Rider is available on a first-come, first-serve basis to metered Presque Isle Electric & Gas Co-op full service and retail access service Member-Consumers to promote the development and operation of renewable power facilities in the state of Michigan. The availability of service under this Rider may be limited by the availability of Renewable Energy Certificates (RECs) from renewable power facilities in the state of Michigan, at the prices set forth in this Rider. A REC is a unique, independently certified and verifiable record of the production of 1 megawatt hour of renewable energy.

In the event sufficient RECs to provide service to all Member-Consumers desiring service under this Rider from Michigan renewable resource facilities at the prices set forth in this Rider are not available, this Rider may be closed to Member-Consumers.

Character of Service

The character of service is as specified under the applicable Rate Schedule under which the Member-Consumer takes service and with which this Rider is associated.

Rate

The following charge may apply and will be in addition to the normal charges applied under the applicable Rider(s) and Rate Schedule(s) in effect at the Member-Consumer's metered location:

\$2.50 per 100 kWh block per month.

Member-Consumers may elect fixed increments (per block) up to the total actual annual Entitlement Share available to Presque Isle Electric & Gas Co-op under the rate to which this Rider is attached. In the event that the energy represented in the blocks purchased exceeds the member's actual kWh delivered for the billing period, no reconciliation shall be made on the Member-Consumer's billing. The above referenced \$2.50 per 100 kWh block is a not to exceed amount. Presque Isle Electric & Gas Co-op is implementing an adder of **\$0.25** per 100 kWh block. However, such adder is subject to revision up to the \$2.50 per 100 kWh block price cap.

Term

The minimum term available to Member-Consumers is one complete billing period extending thereafter from billing period to billing period. Member-Consumers shall provide at least three business days notice of their desire to begin or terminate service.

Issued
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for **bills** rendered on and
February 1, 2016

Issued under the authority of the Board
of Directors dated **12/22/2015**

**NET METERING PROGRAM
GENERATORS WITH A CAPACITY OF 20 KW AND LESS
SIGNED AGREEMENT ON FILE PRIOR TO JUNE 1, 2017**

Availability

In order to facilitate the generation and transmission Cooperative's ("G&T") standing offer for 10 MW of solar and wind energy and grandfather-in existing net metering Member-Consumers, this offer is available to Member-Consumers with a Net Metering Agreement on file with the Cooperative before June 1, 2017 who operate renewable electric generation, limited to solar and wind, facilities with a nameplate capacity of 20 kW or less and are interconnected with the Cooperative's system, to generate a portion or all of the Member-Consumer's own electricity. If a Member-Consumer has more than one electric generator, the generator's rating(s) shall be summed and the sum may not exceed 20 kW.

The Cooperative's Net Metering Program is available until May 31, 2017, on a limited basis until the G&T's standing offer expires by full 10 MW subscription.

Member-Consumers enrolled prior to June 1, 2017 shall be eligible to continue participation for a term of 20 years, measured from the earlier from the effective date of the Net Metering Agreement or the first month the Member-Consumer began net metering. A participating Member-Consumer may terminate participation in the Cooperative's Net Metering Program at any time and for any reason. This program and its resulting contract are neither assignable, nor transferable, to a subsequent owner.

Member-Consumer Eligibility

To be eligible to participate in the Net Metering Program, Member-Consumers must (1) generate a portion or all of their own retail electricity requirements using a solar or wind renewable electric generator, and (2) be Full Requirements Service Member-Consumers taking service under the Cooperative's applicable service tariff.

Member-Consumers wishing to participate in the Net Metering Program shall submit a completed Net Metering Application to the Cooperative for review. Upon approval of the Application, the Cooperative shall issue a Net Metering and Interconnection Agreement to be signed by the Member-Consumer, the Cooperative, and the G&T. A copy of the signed agreement will be kept on file at the Cooperative. A signed Net Metering and Interconnection Agreement is required prior to November 1, 2016 for the Member-Consumer's generator to remain connected to the Cooperative's facilities.

Member-Consumers must complete construction and meet commercial operation of the Member-Consumer Facility within 180 days of signing the Agreement.

(Continued on Sheet No. D-17.01)

Issued: **March 28, 2017**
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for bills rendered on and after
June 1, 2017

Issued under authority of the Board of
Directors dated **March 28, 2017**

**NET METERING PROGRAM
GENERATORS WITH A CAPACITY OF 20 KW AND LESS
SIGNED AGREEMENT ON FILE PRIOR TO JUNE 1, 2017
(Continued from Sheet No. D-17.00)**

The interconnection device used to connect the Member-Consumer's renewable generator with the Cooperative's facilities shall comply with the requirements of IEEE standard 519 and 1547, and Underwriters Laboratories standard UL-1741 Scope 1.1a for utility-interactive (grid-connected) power systems. The Cooperative may require reasonable and adequate insurance coverage by the Member-Consumer and the Member-Consumer shall provide proof of liability coverage as may be required by the Cooperative.

The generation equipment must be located on the Member-Consumer's premises, serving only the Member-Consumer's premises, and must be intended primarily to offset a portion or all of the Member-Consumer's requirements for electricity. At the Member-Consumer's option, the generation capacity shall be determined by one of the following methods:

- a) Aggregate nameplate capacity of the generator(s)
- b) Aggregate projected annual kWh output of the generator(s)

The Member-Consumer is required to provide the Cooperative with the capacity rating in kW of the generating unit(s) and a projection of the annual kWh output of the generating unit(s) when completing the Cooperative's Net Metering Application. The Member-Consumer shall determine its annual electricity needs using one of the following methods:

- a) The Member-Consumer's annual energy usage, measured in kWh, during the previous 12 month period:
- b) Where metered demand data is available, the maximum integrated hourly demand measured in kW during the previous 12 month period: or
- c) In cases where no data, incomplete data, or incorrect data for the Member-Consumer's past annual energy usage is available, or where the Member-Consumer is making changes on-site that will affect their future total annual electric usage, the Cooperative and the Member-Consumer shall mutually agree on a method to determine the Member-Consumer's future annual energy usage.

(Continued on Sheet No. D-17.02)

Issued: **March 28, 2017**
By: Brian Burns
President and CEO
Onaway, Michigan

**Effective for bills rendered on and after
June 1, 2017**

**Issued under authority of the Board of
Directors dated March 28, 2017**

**NET METERING PROGRAM
GENERATORS WITH A CAPACITY OF 20 KW AND LESS
SIGNED AGREEMENT ON FILE PRIOR TO JUNE 1, 2017
(Continued from Sheet No. D-17.01)**

Metering

The Member-Consumer's usage and excess generation shall be determined using a single meter with separate registers measuring power flow in each direction. If there is a significant initial incremental cost to provide a meter measuring power flow in each direction above the cost for meters provided for similarly situated non-generating Member-Consumers, the difference in cost shall be paid by the Member-Consumer. Any service upgrades, protective or power quality equipment/devices necessary to accommodate the output of the generating unit(s), as determined by the Cooperative, shall be at the Member-Consumer's expense.

Monthly Charges

“Excess Generation” means energy and associated renewable energy attributes, including, but not limited to Renewable Energy Credits, generated by the Member-Consumer's renewable energy generator and not consumed at the Member-Consumer's location (and delivered to the Cooperative).

The Member-Consumer shall pay the full retail rate in accordance with the Cooperative's standard service tariff applicable to the Member-Consumer for all energy delivered to the Member-Consumer by the Cooperative. The Member-Consumer shall be credited the full retail rate in accordance with the Cooperative's standard service tariff applicable to the Member-Consumer for all Excess Generation. Energy produced by the Member-Consumer's renewable energy generator and consumed at the Member-Consumer's location without flowing onto the Cooperative's distribution system is not billed by the Cooperative, compensated by the Cooperative, or displayed on the billing statement.

The credit for any Excess Generation during the billing period shall be applied to the bill for that period. Any credit that is not used up during the current billing period shall be carried forward for use in subsequent billing periods. If a Member-Consumer terminates service with the Cooperative while having a net metering credit amount on their account, the G&T shall pay, through its agent, the Cooperative, the remaining credit amount to the Member-Consumer following a final reading by the Cooperative of the Member-Consumer's meter.

**DISTRIBUTED RENEWABLE ENERGY PROGRAM PHASE 2 - (DRE)
GENERATORS WITH A CAPACITY OF 20 KW AND LESS**

Availability

In order to facilitate Phase 2 of the generation and transmission Cooperative’s (“G&T”) standing offer for 10 MW of solar and wind energy and to ensure the ongoing availability of net metering, this offer is available to Member-Consumers with a Distributed Renewable Energy Agreement on file with the Cooperative on or after July 1, 2018 who operate solar or wind renewable electric generation facilities with a nameplate capacity of 20 kW or less and are interconnected with the Cooperative’s system, to generate a portion or all of the Member-Consumer’s own electricity. If a Member-Consumer has more than one electric generator, the generator’s rating(s) shall be summed and the sum may not exceed 20 kW.

The Cooperative’s Distributed Renewable Energy Program is available on a first come, first serve, limited basis until the G&T’s standing offer expires upon full 10 MW subscription.

Upon enrolling in the Distributed Renewable Energy Program, Member-Consumers shall be eligible to continue participation for a term of ten years. A participating Member-Consumer may terminate participation in the Cooperative’s Distributed Renewable Energy Program at any time and for any reason.

Member-Consumer Eligibility

To be eligible to participate in the Distributed Renewable Energy Program, Member-Consumers must (1) generate a portion or all of their own retail electricity requirements using a solar or wind renewable electric generator, and (2) be Full Requirements Service Member-Consumers taking service under the Cooperative’s applicable service tariff. The availability charge of the applicable service tariff shall be paid in full by the Member-Consumer for each billing period - distributed renewable energy credits cannot be applied to the availability charge.

Member-Consumers wishing to participate in the Distributed Renewable Energy program shall obtain a Distributed Renewable Energy Application from the Cooperative and submit the completed application, including the \$100.00 application fee, for review. Upon approval of the Distributed Renewable Energy Application, the Cooperative shall issue a Distributed Renewable Energy and Interconnection Agreement to be signed by the Member-Consumer, the Cooperative, and the G&T. A copy of the signed agreement will be kept on file at the Cooperative. A signed Distributed Renewable Energy and Interconnection Agreement (“Agreement”) is required prior to interconnection of the Member-Consumer’s generator to the Cooperative’s facilities.

Member-Consumers must complete construction and meet commercial operation of the Member-Consumer Facility within 180 days of signing the Agreement.

(Continued on Sheet D-21.01)

DISTRIBUTED RENEWABLE ENERGY PROGRAM PHASE 2 - (DRE)
GENERATORS WITH A CAPACITY OF 20 KW AND LESS
(Continued from Sheet No. D-21.00)

The interconnection device used to connect the Member-Consumer's renewable energy generator with the Cooperative's facilities shall comply with the requirements of IEEE standard 519 and 1547, and Underwriters Laboratories standard UL-1741 Scope 1.1a for utility-interactive (grid-connected) power systems. The Cooperative may require reasonable and adequate insurance coverage by the Member-Consumer and the Member-Consumer shall provide proof of liability coverage as may be required by the Cooperative.

The generation equipment must be located on the Member-Consumer's premises, serving only the Member-Consumer's premises, and must be intended primarily to offset a portion or all of the Member-Consumer's requirements for electricity. At the Member-Consumer's option, the generation capacity shall be determined by one of the following methods:

- a) Aggregate nameplate capacity of the generator(s), or
- b) Aggregate projected annual kWh output of the generator(s)

The Member-Consumer is required to provide the Cooperative with the capacity rating in kW of the generating unit(s) and a projection of the annual kWh output of the generating unit(s) when completing the Cooperative's Distributed Renewable Energy Application. The Member-Consumer shall determine its annual electricity needs using one of the following methods:

- a) The Member-Consumer's annual energy usage, measured in kWh, during the previous 12 month period;
- b) Where metered demand data is available, the maximum integrated hourly demand measured in kW during the previous 12 month period; or
- c) In cases where no data, incomplete data, or incorrect data for the Member-Consumer's past annual energy usage is available, or where the Member-Consumer is making changes on-site that will affect their future total annual electric usage, the Cooperative and the Member-Consumer shall mutually agree on a method to determine the Member-Consumer's future annual energy usage.

Metering

The Member-Consumer's usage and excess generation shall be determined using a single meter with separate registers measuring power flow in each direction. If there is a significant initial incremental cost to provide a meter measuring power flow in each direction above the cost for meters provided for similarly situated non-generating Member-Consumer's, the difference in cost shall be paid by the Member-Consumer. Any service upgrades, protective or power quality equipment/devices necessary to accommodate the output of the generating unit(s), as determined by the Cooperative, shall be at the Member-Consumer's expense.

(Continued on Sheet D-21.02)

DISTRIBUTED RENEWABLE ENERGY PROGRAM PHASE 2 - (DRE)
GENERATORS WITH A CAPACITY OF 20 KW AND LESS
(Continued from Sheet No. D-21.01)

Monthly Charges and Credits

“Excess Generation” means energy and associated renewable energy attributes, including, but not limited to Renewable Energy Credits, generated by the Member-Consumer’s renewable energy generator and not consumed at the Member-Consumer’s location (and delivered to the Cooperative).

The Member-Consumer shall pay the full retail rate in accordance with the Cooperative’s standard service tariff applicable to the Member-Consumer for energy delivered to the Member-Consumer by the Cooperative. The Member-Consumer shall be credited 5.6 cents per kwh, for Excess Generation. Energy produced by the Member-Consumer’s solar or wind renewable energy generator and consumed at the Member-Consumer’s location without flowing onto the Cooperative’s distribution system is not billed by the Cooperative, compensated by the Cooperative, or displayed on the billing statement.

The credit for any Excess Generation during the billing period shall only be applied to the energy charge of the standard service tariff applicable to the Member-Consumer and will be applied to the bill for that period. Any credit that is not used up during the current billing period shall be carried forward for use in subsequent billing periods. If a Member-Consumer terminates service with the Cooperative while having a distributed renewable energy credit amount on their account, the G&T shall pay, through its agent, the Cooperative, the remaining credit amount to the Member-Consumer following a final reading by the Cooperative of the Member-Consumer’s meter.

RENEWABLE ENERGY STANDING OFFER LIMITED PURCHASE AND SALE PROGRAM
PHASE 2
(BUY-ALL/SELL-ALL)

In order to provide for the safety of Member-Consumers, Cooperative personnel, and others, and to ensure reliable electric service consistent with Phase 2 of the generation and transmission Cooperative’s (“G&T”) standing offer for 10 MW of solar and wind renewable energy, the following requirements are established for connection and/or operation of Member-Consumer generation facilities in parallel with the Cooperative’s distribution system, beginning July 1, 2018.

Availability

The Cooperative’s Phase 2 Buy-All/Sell-All Program is available on a first come, first serve, limited basis until the G&T’s standing offer expires upon full 10 MW subscription.

These requirements govern all Member-Consumer-owned generation facilities, which generate all of their electricity using a solar or wind renewable energy generator (“Member-Consumer Facility”), with a nameplate of 100 kW or less.

Member-Consumers wishing to participate in the Buy-All/Sell-All program shall submit a completed Buy-All/Sell-All Application and the \$100 application fee to the Cooperative for review. Upon approval of the Buy-All/Sell-All Application, the Cooperative shall issue a Buy-All/Sell-All Interconnection and Purchase Agreement (“Agreement”) between the Member-Consumer, the Cooperative, and the G&T. Member-Consumers must complete construction and meet commercial operation of the Member-Consumer Facility within 180 days of signing the Buy-All/Sell-All Interconnection and Purchase Agreement.

The nameplate of the renewable energy generator size is limited to 100 kW per Member-Consumer. The Member-Consumer’s entire renewable energy generator must fit within the limit and must be located on the Member-Consumer’s premises. If a Member-Consumer has more than one renewable energy generator, the generators’ ratings must be summed and the sum may not exceed 100 kW.

Upon enrolling in this Buy-All/Sell-All program, the term of the Agreement is 20 years. A participating Member-Consumer may terminate participation in the Buy-All/Sell-All program at any time and for any reason.

If the Member-Consumer does not meet (or, for the term of the Agreement, continue to meet) all of the requirements of the Agreement, as well as the requirements listed below, the Cooperative may require termination of parallel operation and the Member-Consumer shall be liable for any damages or injury resulting from unauthorized or improper connection and/or operation of the Member-Consumer's Facility.

(Continued on Sheet No. D-22.01)

RENEWABLE ENERGY STANDING OFFER LIMITED PURCHASE AND SALE PROGRAM
PHASE 2
(BUY-ALL/SELL-ALL)
(Continued From Sheet D-22.00)

Safety and Reliability Requirements

The Member-Consumer shall submit for the Cooperative's review detailed electric diagrams, equipment nameplate data, including the interface device and control system of the Member-Consumer's power source and a site plan.

The Member-Consumer's control and protection system and site plan must be acceptable to the Cooperative and in accordance with these safety and reliability standards. This system shall provide for immediate automatic shutdown or separation of the Facility and the Cooperative system in the event of momentary or extended loss of power from the Cooperative, including loss of one or more phases if the Member-Consumer is generating three phase power. The shutdown or separation must continue until normal utility service is restored. The shutdown or separation shall occur when frequency, voltage, and/or current deviate from normal utility standards. The Member-Consumer shall be liable if the Member-Consumer's protection system fails to function.

A disconnecting device suitable for use as a protective tag location may be required so as to be accessible and in reasonably close proximity to the billing meter.

The completed installation must meet all local, state and national codes and regulations and is subject to inspection by proper enforcement authorities before commencement of parallel operation. In addition, the Cooperative may, at its discretion, inspect or test the facility at any time.

The Member-Consumer shall advise the Cooperative prior to making any revisions to the Facility, the control system, or the interface between the two power systems after the installation. Any such revision must be acceptable to the Cooperative.

Should the parallel operation of the Facility cause interference or adversely affect voltage, frequency, harmonic content or power factor in the Cooperative's system or other Member-Consumers' service, the Cooperative may require disconnection of parallel operation until the condition has been corrected.

Metering

Separate metering shall be installed to determine generation output. The Member-Consumer Facility must deliver, to the Cooperative's system, all energy generated. The Member-Consumer shall pay the incremental cost of all such metering above the cost for meters provided for similarly situated non-generating Member-Consumers. Any service upgrades or protective equipment/devices necessary to accommodate the output of the generating unit(s), as determined by the Cooperative, shall be at the Member-Consumer's expense.

(Continued on Sheet No. D-22.02)

RENEWABLE ENERGY STANDING OFFER LIMITED PURCHASE AND SALE PROGRAM
PHASE 2
(BUY-ALL/SELL-ALL)
(Continued From Sheet D-22.01)

Reimbursement of Costs

The Member-Consumer shall pay for all costs associated with any addition to (or alteration of) the Cooperative's equipment required for metering and for the safe and reliable operation of the Facility in parallel with the Cooperative's system, as noted above, as well as an interconnection study, at the request of the Cooperative. The Member-Consumer shall also pay for costs of changes required due to safety or adverse effects on other Member-Consumers and/or on the Cooperative caused by the connection and/or operation of the Member-Consumer's renewable energy generator.

The Cooperative may require reasonable and adequate insurance coverage by the interconnecting Member-Consumer and the Member-Consumer shall provide proof of liability coverage as may be required by the Cooperative.

Monthly Charges and Credits

The Member-Consumer shall pay the full retail rate in accordance with the Cooperative's standard service tariff applicable to the Member-Consumer for all energy delivered to the Member-Consumer by the Cooperative, including energy necessary to operate the Member-Consumer's renewable energy generator.

The Cooperative, as agent for the G&T, shall pay the Member-Consumer 6.5 cents per kWh for all energy delivered to the Cooperative by the Member-Consumer as a credit on the Member-Consumer's monthly bill. The credit will be applied to the energy charge of the standard service tariff applicable to the Member-Consumer and will be applied to the bill for that period. Any credit that is not used up during the current billing period shall be carried forward for use in subsequent billing periods.

If a credit accumulates to an amount greater than \$100, the Cooperative may pay the balance to the Member-Consumer as an agent for the G&T.

If a Member-Consumer terminates service with the Cooperative while having a remaining credit amount on their account, the G&T shall pay, through its agent, the Cooperative, the remaining credit amount to the Member-Consumer following a final reading by the Cooperative of the Member-Consumer's meter.

COMMUNITY SOLAR PROGRAM

Availability

The Cooperative's generation and transmission Cooperative ("G&T") has created a standing offer for 10 MW of renewable energy, produced by solar and wind energy generators. As part of that standing offer, the G&T has developed a Community Solar Program for the Cooperative and its Member-Consumers, available from the SpartanSolar-Wolverine array on M-55 in Cadillac, Michigan ("Facility").

The Community Solar Program permits voluntary participation by Member-Consumers who may benefit from available solar resources without the cost of permanent installation, impact on property, or hassle of maintenance.

Member-Consumers wishing to participate in the Community Solar Program must submit a completed Community Solar Subscription and Credit Form to the Cooperative to commit to the desired subscription level. Upon acceptance and determination of the applicable subscription cost, the Cooperative shall issue a Community Solar Subscription and Credit Agreement between the Member-Consumer, the Cooperative, and the G&T. Acceptance into the Program is on a limited basis until the earlier of: (1) the full output of the Facility has been subscribed or (2) December 31, 2019.

Upon enrolling in the Community Solar Program, the subscription is effective for a term of 15 years. A participating Member-Consumer may terminate participation in the Community Solar Program at any time and for any reason, subject to refund provisions as outlined below. If participation is terminated, a Member-Consumer must wait 12 months before re-enrolling.

Payments

Member-Consumers have the following subscription options under the Community Solar Program, priced on a per "panel" (while the Member-Consumer will not have ownership in a solar panel, each subscription is based on the output of one solar panel) basis, as follows:

1. A single upfront subscription payment of \$600, or
2. \$10 monthly subscription payments for 5 years.

Each solar panel is rated at approximately 335 watts.

While the single upfront payment is due upon acceptance by the Cooperative, monthly subscription payment amounts will appear on the Member-Consumer's bill each month, for 60 months. The subscription payment covers the cost of solar energy, which includes cost of construction, operation and maintenance costs, financing costs, insurance, required interconnection and electric system modification costs, program management costs, and the value of all intrinsic renewable attributes, including, but not limited to, Renewable Energy Credits, associated with the solar energy output.

(Continued on Sheet D-23.01)

COMMUNITY SOLAR PROGRAM
(Continued from Sheet D-23.00)

Refund

If a Member-Consumer dies, terminates service with the Cooperative, has received Solar Output Energy Credits for 15 years, or requests to terminate the Community Solar Subscription and Credit Agreement, the Member-Consumer will receive a refund of their remaining solar energy subscription, which is calculated by determining the Member-Consumer's amount paid for Subscribed Solar Energy and reducing it by the amount of Solar Energy Output Credits paid to the Member-Consumer as of the date of termination.

If a Member-Consumer fails to pay three monthly subscription payments, the Cooperative may terminate the Member-Consumer's Community Solar Subscription and Credit Agreement at the Cooperative's sole discretion. Upon termination, the Member-Consumer is eligible for refund as calculated above, minus a \$50 default fee.

Service and Credit

The Member-Consumer shall pay the full retail rate in accordance with the Cooperative's standard service tariff applicable to the Member-Consumer for all energy delivered to the Member-Consumer by the Cooperative.

In the first month where Facility output data is available and after the upfront subscription or first monthly subscription has been paid, the Cooperative shall pay the Member-Consumer \$.10/kWh every month as a bill credit, known as the Solar Energy Output Credit, equal to the Member-Consumer's pro rata share of the Facility's output (measured in kilowatt hours at the array), from the most recent month available.

This pro rata share will reflect the Member-Consumer's percentage subscription in the array when applied to the output of the entire array. The Member-Consumer is entitled to Solar Energy Output Credits for 15 years from the effective date of the Community Solar Subscription and Credit Agreement.

If the monthly Solar Energy Output Credit exceeds the energy charge of the standard service tariff applicable to the Member-Consumer, the excess credit will be rolled over and applied to the next month's applicable energy charge.

Although the value of the Solar Energy Output Credit may increase over the life of the Community Solar Program, there should be no expectation (and there is no guarantee) that the value of the credit will be greater than the subscription payment. Participants should not enroll in this program with any expectation of profit or financial gain.

SECTION E
RETAIL ACCESS SERVICE TARIFF

1.0 INTRODUCTION AND DEFINITIONS

This tariff expresses the terms and conditions associated with Retail Access Service and provides information regarding the roles of the various market participants. This tariff includes the following sections:

Introduction and Definitions	Section 1.0
Member-Consumer Section	Section 2.0
Alternative Electric Supplier Section	Section 3.0
Dispute Resolution	Section 4.0
Liability and Exclusions	Section 5.0

When a Member-Consumer participates in Retail Access Service and obtains Generation Services from an Alternative Electric Supplier (AES), the Cooperative will maintain a relationship and interact with the separate participants – including the Member-Consumer, the Transmission Service Provider, and the AES.

1.1 The Member-Consumer Role

The Member-Consumer is the end-user of Power in the State of Michigan who has facilities connected to the Cooperative's Distribution System. Under Retail Access Service, the Member-Consumer will conduct transactions with at least two participants – including the Cooperative and an AES. The Member-Consumer is responsible for choosing an AES. Member-Consumers may receive transmission service directly from the Transmission Service Provider or the AES may make such arrangements as part of its service to the Member-Consumer.

The Cooperative's principal requirement is that the Member Consumer must be taking service under the Cooperative's Schedule LG and have a Maximum Demand of at least 50 kW. An Individual Member-Consumer currently demand metered and who is eligible to be taking service under the Cooperative's Schedule LG may achieve the 50 kW Maximum Demand threshold by aggregating or summing the Maximum Demands for each metering point occurring during a single month. All charges or fees specified herein and all related rate schedules apply to aggregated metering points on an individual account basis. No more than 30% of the total number of member-consumers between 50 kW and 199 kW may be eligible for service under this tariff.

(Continued on Sheet No. E-1.01)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.00)

The Member-Consumer is ultimately responsible for the purchase and delivery of power to the Cooperative's distribution system that is sufficient to meet the Member-Consumer's electrical requirements for each hour of each day. If for any reason, including but not limited to the failure or default of the AES, the failure of its generation resources and/or transmission system constraints, power is delivered to a retail open access Member-Consumer by the Cooperative then the Member-Consumer shall purchase said power from the Cooperative pursuant to the Default Service provisions of this tariff.

1.2 The Alternative Electric Supplier Role

An Alternative Electric Supplier (AES) is a Person that has been licensed by the Michigan Public Service Commission to sell electric generation service to retail Member-Consumers in this state. The AES takes title to Power and sells Power in Michigan's retail electric market.

An AES makes necessary arrangements to provide Power to Member-Consumers, assembles products and/or services, and sells the products and/or services to Member-Consumers. The AES must meet all applicable statutory and regulatory requirements of Michigan and federal law.

Market participation responsibilities of the AES or Member-Consumer include: scheduling energy, obtaining and paying for transmission and ancillary services (including energy imbalance charges), and payment or provision of energy for losses incurred on the Transmission System and the Distribution System to deliver Power. The AES is responsible for assuring power supply, arranging deliveries to the Cooperative's Distribution System, and managing its own retail sales.

1.3 Transmission Service Provider Role

The Transmission Service Provider delivers electrical energy to the Cooperative's distribution system. To obtain retail access service, the Member-Consumer or the AES on behalf of the Member-Consumer must arrange for transmission service from the Transmission Service Provider. The Transmission Service Provider provides services to transmission consumers, whether an AES or a Member-Consumer as defined herein, pursuant to its Open Access Transmission Tariff (OATT) rules and regulations as approved by the Federal Energy Regulatory Commission or pursuant to a Transmission Tariff approved by another appropriate regulatory authority.

(Continued on Sheet No. E-1.02)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.01)

1.4 Cooperative Role

The Cooperative provides facilities and related services for the distribution of electricity and is the Member-Consumer's primary contact for electric service. Under Retail Access, the Cooperative arranges for the physical connection of the Member-Consumer's facilities to the Distribution system and provides system maintenance, outage restoration, metering equipment, meter data processing, bill processing for distribution services and other Member-Consumer support services.

The Cooperative's Generation Services (Default Service and Full Requirements Service) offered herein are supplied by purchases for resale from the Cooperative's wholesale power supplier. Such purchases are made pursuant to tariffs that are established by the wholesale power supplier and approved by the Federal Energy Regulatory Commission or other appropriate regulatory authority.

1.5 Definitions

“Aggregate” or “Aggregation” means to combine or the combination of multiple metering points serving an individual Member-Consumer for the purpose of qualifying for Retail Access Service.

“Alternative Electric Supplier” or “AES” means a Person properly licensed by the Michigan Public Service Commission to sell electric Generation Service to retail Consumers in the state of Michigan. AES does not include a Person who physically delivers electricity from the AES directly to retail Consumers in Michigan.

“Commission” means the Michigan Public Service Commission.

“Cooperative” means Presque Isle Electric & Gas Co-Op or its agent.

“Default Service” means Generation Service provided by the Cooperative. Default Service shall be purchased under the rates, terms, and conditions in the applicable Retail Access Standby Service tariff approved by the Commission.

(Continued on Sheet No. E-1.03)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.02)

“*Demand*” means the amount of Power required to meet the Member-Consumer’s load averaged over a designated interval of time, expressed in kilowatts or megawatts.

“*Distribution Point of Delivery*” means the point of interconnection between the Cooperative’s Distribution System and the Member-Consumer’s service Location.

“*Distribution Point of Receipt*” means the point of interconnection between the Cooperative’s Distribution System and the Transmission System or other facilities where electric Energy is received for delivery to a Member-Consumer.

“*Distribution Service*” means the provision of retail Regulated Electric Service including delivery of Generation over the Distribution System, and ancillary services all provided by the Cooperative pursuant to its rates for Retail Access Service.

“*Distribution System*” means facilities operated by the Cooperative for the purpose of distributing electric power within the Cooperative's electric service territory, which are subject to the jurisdiction of the Commission.

“*Drop Request*” means a request by an AES to terminate Generation Service to a Member-Consumer.

“*Drop Response*” means a response sent by the Cooperative to an AES which submitted a Drop Request that confirms the requested Member-Consumer drop as pending and provides certain Member-Consumer information or, if the Drop Request is denied, provides a reason or invalidation code explaining why the request was denied.

“*Energy*” refers to “electrical energy.” Energy is usually measured in kilowatt-hours (kWh) or megawatt-hours (MWh).

“*Full Requirements Service*” means the provision of retail Regulated Electric Service including generation, transmission, distribution, and ancillary services all provided by the Cooperative pursuant to its rates for standard electric service.

(Continued on Sheet No. E-1.04)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.03)

“*Generation Service*” means the provision of electric Power, transmission, and related ancillary services.

“*Interval Demand Meter*” means a meter capable of measuring and recording kW demands and kVAR demands on a sub-hour time interval and hourly integrated basis and measuring energy in kWh on a cumulative basis.

“*Load*” means any end-use device drawing energy from the electric system.

“*Location*” means each Member-Consumer facility, whether owned or leased, where power is delivered by the Cooperative.

“*Maximum Demand*” (also known as “Peak Demand”) means the highest 15-minute integrated demand created during the current and previous eleven (11) billing months at each voltage level, whether the Member-Consumer received service under this tariff or another Cooperative retail tariff.

“*Member-Consumer*” means, for purposes of Retail Access Service, a Person with electrical load facilities connected to the Cooperative’s Distribution System and to whom Power is delivered to its Location pursuant to this tariff. All Member-Consumers, regardless of the voltage level of the service, are considered to be connected to the Cooperative’s Distribution System.

“*Open Access Transmission Tariff (OATT)*” means Open Access Transmission Tariff of a Person owning or controlling the Transmission System, on file with the Federal Energy Regulatory Commission, as may be amended from time to time.

“*Person*” means an individual, governmental body, corporation, partnership, association, or other legal entity.

“*Power*” means a combination of the electric Demand and Energy requirements of the Member-Consumer.

(Continued on Sheet No. E-1.05)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.04)

“*Retail Access Service*” means the service offered by the Cooperative under applicable laws, regulations, tariffs and agreements, which allows the Member-Consumer to purchase Generation Service from a licensed AES, with Power delivered through the Cooperative’s Distribution System.

“*Regulated Electric Service*” means the services offered by the Cooperative under terms and conditions approved by the Commission.

“*Relevant Market*” means either the Upper Peninsula or the Lower Peninsula of this state.

“*Slamming*” means the act of changing the Member-Consumer’s chosen AES, or changing the Member-Consumer from Full Requirements Service to Generation Service from an AES, without the Member-Consumer’s consent.

“*Switch*” means a Member-Consumer move from one provider of Generation Service to another.

“*Switch Date*” means the date on which the Member-Consumer is actually assigned to a new Generation Service provider for purposes of Energy supply responsibility.

“*Switch Request*” means a request by an AES to switch the Member-Consumer from the Cooperative or another AES to the requesting AES, for Generation Service.

“*Switch Response*” means a response sent by the Cooperative to an AES which submitted a Switch Request that confirms the requested Member-Consumer switch as pending and provides certain Member-Consumer information or, if the Switch Request is denied, provides a reason or invalidation code explaining why the request was denied.

“*Transmission Service Provider*” means a Person that owns, controls and/or operates transmission facilities and provides transmission and related services to the Cooperative including scheduling of power supply resources into the transmission system on behalf of the Cooperative.

(Continued on Sheet No. E-1.06)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.05)

“*Transmission System*” means facilities operated by a Person used for transmitting electric Power to the Distribution Point of Receipt, and subject to the jurisdiction of the Federal Energy Regulatory Commission.

“*Uniform Data Transaction*” means specific technical arrangements for trading information, initiating business requests and executing other common transactions. These arrangements may encompass a number of electronic media and use specified transport protocols.

(Continued on Sheet No. E-1.07)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.06)

2.0 MEMBER-CONSUMER SECTION

2.1 Availability

Retail Access Service is available to all existing or new Member-Consumers that meet the terms and conditions of this Retail Access Service tariff and other applicable Cooperative tariffs, subject to contracting with an AES.

2.2 Eligibility

2.2.1 A Member-Consumer's eligibility to take Retail Access Service is subject to the full satisfaction of any terms or conditions imposed by pre-existing contracts with or tariffs of the Cooperative. Member-Consumers must have satisfied any past due amounts for Regulated Electric Service owed to the Cooperative under any other arrangements or provisions for Regulated Electric Service before taking service under this tariff.

2.2.2 An Individual Member-Consumer who is eligible to be taking service under the Cooperative's Schedule LG and having a demand meter with a Maximum Demand of at least 50 kW is eligible to take service under this tariff. An Individual Member-Consumer receiving demand metered service at multiple metering points and who is eligible to be taking service under the Cooperative's Schedule LG may achieve the 50 kW Maximum Demand threshold by aggregating or summing the Maximum Demands for each metering point occurring during a single month. All charges or fees specified herein and all related rate schedules apply to aggregated metering points on an individual account basis. No more than 30% of the total number of member-consumers between 50 kW and 199 kW may be eligible for service under this tariff.

2.3 Member-Consumer Information

Member-Consumers will be provided their own usage and billing information upon request. No fee shall be charged for the first request per calendar year related to a specific Member-Consumer account. An AES must obtain written authorization from the Member-Consumer before the Cooperative will provide an AES with a Member-Consumer's currently available usage and billing information. Subsequent requests by the Member-Consumer or the AES will require a fee of \$30.00 per account that will be billed to the Member-Consumer.

(Continued on Sheet No. E-1.08)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.07)

2.4 Member-Consumer Enrollment and Switching

- 2.4.1 A Member-Consumer which switches to an AES cannot return to the Cooperative's Full Requirements Service for two years after the switch to the AES has been effectuated. See Return to Service Provision in Section 2.6.
- 2.4.2 A Member-Consumer will specify only one AES at any given time for the supply of Power to each Member-Consumer account or Member-Consumer Location. Member-Consumers that are receiving Retail Access Service through aggregated Locations will specify the same AES for all accounts or locations at any given time.
- 2.4.3 A Member-Consumer shall be permitted to change AESs. Assuming all other requirements are met, the changes will become effective at the completion of their normal billing cycle. Member-Consumers will be assessed a fee of \$10.00 per Member-Consumer account for each change beyond one (1) within a calendar year. The change will be submitted to the Cooperative by the Member-Consumer's newly chosen AES as a Switch Request.
- 2.4.4 The AES shall submit to the Cooperative a Switch Request via a Uniform Data Transaction after a required ten (10) day Consumer rescission period.
- 2.4.5 The Cooperative will process one (1) valid Switch Request per Member-Consumer per meter reading cycle. Where multiple Switch Requests for the same Member-Consumer are received during the same meter reading cycle, the Cooperative will process the first valid Switch Request received during a meter read cycle. A Switch Response for each rejected Switch Request will be sent to the appropriate AES via a Uniform Data Transaction within three (3) business days.

(Continued on Sheet No. E-1.09)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.08)

The Cooperative will normally validate a Switch Request within three (3) business days of the receipt of the Switch Request and will transmit a Switch Response to the AES. As part of the validation process, the Cooperative shall notify the Member-Consumer in writing that a Switch Request has been received and is being processed.

For valid Switch Requests from one AES to another, the Cooperative will at the same time send to the AES currently serving the Member-Consumer, via the appropriate Uniform Data Transaction, notice that the AES's service is to be terminated, including the scheduled Member-Consumer Switch Date. In the event that the Member-Consumer or the new AES cancels the Switch before the Switch Date, the Cooperative will send to the current AES, via appropriate Uniform Data Transaction, notice reinstating the current AES's service unless the current AES has submitted a valid Drop Request.

Cut-off time for the receipt of Switch Requests is eight (8) business days in advance of the Member-Consumer's Switch Date. In the case of errors or omissions in Switch Requests received by the Cooperative, final disposition of exceptions may take up to five (5) business days.

- 2.4.6 Other than in situations where Member-Consumers require new meter installations as part of a Switch, Member-Consumer Switches will be scheduled to take place on the scheduled meter reading date, and will be effective on the actual meter reading date or the date of an estimated meter reading for billing purposes. The Switch Date shall be effective on the next scheduled meter read date that is not less than eight (8) business days after the Switch Request has been confirmed as pending. The AES change shall occur at midnight (00:00) local time at the beginning of the effective date.

(Continued on Sheet No. E-1.10)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.09)

2.4.7 The Cooperative shall process Drop Requests submitted by AESs in the same manner as it processes Switch Requests, including Member-Consumer notification. AESs shall be subject to the same timing, validation and Uniform Data Transaction requirements for Drop Requests as for Switch Requests. An AES shall inform the Member-Consumer in writing of the submission of a Drop Request.

2.5 Metering

2.5.1 Metering equipment for Member-Consumers taking Retail Access Service shall be furnished, installed, read, maintained, and owned by the Cooperative.

2.5.2 Member-Consumers shall be required to have an Interval Demand Meter at each metering point.

2.5.3 If a new Interval Demand Meter is required, time and material costs to install it will be assessed to the Member-Consumer.

2.5.4 The Cooperative may require that the meter be read via telephone. In such cases, Member-Consumers will be required to provide a telephone connection for purposes of meter interrogation by the Cooperative. If a Member-Consumer is not able to allow sharing of a telephone connection, the Member-Consumer may be required to obtain a separate telephone connection for such purposes. The Member-Consumer is responsible for assuring the performance of the telephone connection. The Member-Consumer shall be responsible for all costs of the required telephone connection.

2.5.5 In cases where a telephone connection used by the Cooperative for meter interrogation is out of service, the Cooperative may retrieve the data manually for a nominal monthly fee of \$40.00 payable by the Member-Consumer. In the event that the telephone connection is out for three consecutive billing months, the Member-Consumer's Retail Access Service may be terminated and the Member-Consumer will be returned to service under the Cooperative's Full Requirements Service tariffs subject to the provisions of Section 2.6, unless said outage is due to non-performance by the telecommunications service provider.

(Continued on Sheet No. E-1.11)

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.10)

2.5.6 Energy consumption and Demand for settlement purposes shall be based on the data from the Interval Demand Meters.

2.5.7 Where monthly metered Energy data is not available due to metering errors, malfunctions, or otherwise, the billing quantities will be estimated by the Cooperative using the available historical data and other relevant information for the Member-Consumer.

2.6 Return to Full Requirements Service

2.6.1 A Member-Consumer which switches to an AES cannot return to the Cooperative's Full Requirements Service for two (2) years after the switch to the AES has been effectuated. After such two (2) year period, a Member-Consumer may return to full service after giving the Cooperative at least 30 days written notice, unless the Member-Consumer wants to take service during the summer months of June through September, in which case the Member-Consumer must give the Cooperative notice no later than the preceding December 1. The Cooperative will return the Member-Consumer to Full Requirements Service following the notice period. Said notice period commences with the beginning of the Member-Consumer's billing cycle following receipt of the Member-Consumer's written notice of intent to return to Full Requirements Service. If the Member-Consumer returns to the Cooperative's Full Requirements Service for any reason prior to such two (2) year period or prior to the expiration of the notice period, the Member-Consumer's rate will be determined as the greater of:

- A. The charges for Default Service plus the applicable Retail Access Service rate, or
- B. 110% of the applicable Full Requirements Service Rate.

(Continued on Sheet No. E-1.12)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.11)

- 2.6.2 A Member-Consumer, having given notice of its intent to return to Full Requirements Service under Section 2.6.1, will receive Cooperative Default Service if, at any time during the notice period, it discontinues purchasing Generation Service from an AES.
- 2.6.3 A Member-Consumer taking Default Service under the provisions of Section 2.6.2 may switch to another AES as provided in Section 2.4 at any point during the period that they are on Default Service.
- 2.6.4 The AES shall transmit a Member-Consumer Drop Request to the Cooperative via a Uniform Data Transaction when the Member-Consumer requests return to Full Requirements Service or when AES service is not being continued for any reason. The AES shall inform the Member-Consumer of the Drop Request in writing.
- 2.6.5 The Cooperative will normally validate a Drop Request within three (3) business days of the receipt of the Drop Request and will transmit a Drop Response to the AES. As part of the validation process, the Cooperative will notify the Member-Consumer in writing that a Drop Request has been received and is being processed.
- 2.6.6 The Switch from AES to Full Requirements Service will be processed on the next meter read date after the AES submits the necessary Drop Request to the Cooperative, provided that the requirements of Section 2.6.1 are met. If the requirements of Section 2.6.1 are not met, then the Member-Consumer will be switched to Cooperative Default Service until said requirements are met. The Switch shall occur at midnight (00:00) local time at the beginning of the effective date.
- 2.6.7 A Member-Consumer returning to Full Requirements Service must remain on such service for the minimum term stated in the applicable Full Requirements Service tariff, but not less than twelve (12) months.

(Continued on Sheet No. E-1.13)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.12)

- 2.6.8 In the event of Slamming from Full Requirements Service, a Member-Consumer who desires to return to Full Requirements Service may do so. The Cooperative will waive the twelve (12) month minimum term requirements. The Cooperative's Default Service does not apply to such Member-Consumers.
- 2.6.9 In the event a Member-Consumer is dropped by the AES due to the bankruptcy of the AES or upon the complete withdrawal of the AES from the Relevant Market, the Member-Consumer may receive Default Service from the Cooperative for not more than three (3) full billing cycles. By the end of that time period, the Member-Consumer must either have a Switch Request completed on their behalf as provided in Section 2.4, or give notice of its intent to return to Full Requirements Service as provided in Section 2.6.1. A Member-Consumer that does not arrange for Generation Service from a different AES or give notice of its intent to return to Full Requirements Service within three (3) months shall be disconnected.

2.7 Billing and Payment

- 2.7.1 The Cooperative will bill the Member-Consumer for Retail Access Service as outlined in Section 3.3 of this tariff.
- 2.7.2 The Member-Consumer shall pay the Cooperative the amount billed by the Cooperative on or before a due date established by Member-Consumer billing rules approved by the Commission in accordance with the Commission's consumer standards and billing practices, R 460.1601 et seq., as amended, for nonresidential Consumers.
- 2.7.3 Where incorrect billing results from an error discovered by either the Cooperative, the AES or the Member-Consumer, the error will be corrected and revised bills, as appropriate for the Member-Consumer and/or AES, will be calculated and settled on the next billing period after the error is discovered. Billing errors discovered by the Cooperative shall be adjusted as provided for in the Commission's applicable billing rules.

(Continued on Sheet No. E-1.14)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.13)

2.8 Disconnection of Service

The Cooperative is the only Person allowed to physically disconnect service to a Member-Consumer. Disconnection of service to a Member-Consumer for non-payment of the Cooperative's bill or for any violation of the Cooperative's tariffs shall be in accordance with applicable Commission rules and Cooperative tariffs. The Cooperative shall notify the AES in writing of the intent to disconnect and the date and time of actual disconnection. The Cooperative shall not be liable for any losses to the AES due to disconnection.

(Continued on Sheet No. E-1.15)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.14)

3.0 ALTERNATIVE ELECTRIC SUPPLIER SECTION

3.1 Availability

The AES will not be eligible to enroll Member-Consumers unless and until the following conditions have been satisfied and continue to be satisfied. The AES has sole responsibility for conditions 3.1.1, 3.1.2, and 3.1.3. The Cooperative will check and verify conditions 3.1.4 and 3.1.5.

- 3.1.1 The AES has been granted a license by the Commission.
- 3.1.2 The AES has obtained and maintains a Member-Consumer-signed Enrollment indicating that the Member-Consumer has chosen to switch its Generation Service to the AES.
- 3.1.3 The AES has executed agreements with the appropriate Transmission Service Provider(s).
- 3.1.4 The AES has demonstrated its capability to meet the Cooperative's defined standards and protocols for Uniform Data Transactions.
- 3.1.5 The AES has executed a Retail Access Service agreement (which may include, but is not limited to, a portfolio of Member-Consumers, negotiated services, etc.) with the Cooperative and complied with the Cooperative's Member-Consumer enrollment requirements to prevent Slamming.

3.2 Switch and Drop Requests

- 3.2.1 Switch Requests and Drop Requests will be handled in accordance with Section 2.4 of this tariff and will be accepted for processing by the Cooperative.

(Continued on Sheet No. E-1.16)

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.15)

- 3.2.2 When a Member-Consumer requests to discontinue receiving Generation Service from the AES or when the AES's service is being discontinued for any reason, the AES shall transmit a Member-Consumer Drop Request to the Cooperative via a Uniform Data Transaction within no more than three (3) business days.

3.3 Billing

- 3.3.1 Unless otherwise agreed, the Cooperative and the AES will separately bill the Member-Consumer for the respective services provided by each. The Member-Consumer will receive separate bills for services provided and is responsible for making payments to the Cooperative for service provided in accordance with requirements of the Cooperative as set forth in the applicable billing rules and Commission approved tariffs.
- 3.3.2 The Cooperative may elect to offer a service where it bills the Member-Consumer for services that the Cooperative provides as well as services provided by the AES. If the Cooperative bills for AES charges, the following conditions will apply:
1. The Cooperative and the AES must have entered into a billing agreement that specifies the terms and conditions under which such billing will occur.
 2. Any discrepancies in charges collected and remitted will be corrected and reflected in the subsequent billing cycles.
 3. Payments received from or on behalf of a Member-Consumer shall be applied in the following order:
 - To the Member-Consumer's past due balance owed the Cooperative,
 - To current balances due the Cooperative,
 - To current balances due the Cooperative for other charges such as facilities or loan agreements, and
 - To the AES for all balances due for services provided.

(Continued on Sheet No. E-1.17)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.16)

4. Optional Services (i.e., billing and remittance processing, credit and collections, meter read information, Member-Consumer information, etc.) may be provided by the Cooperative pursuant to terms negotiated with the AES, and shall be offered on a non-discriminatory basis. Amounts owed to the Cooperative by an AES may be deducted from the AES's Member-Consumer payments received by the Cooperative prior to remittance to the AES.
 5. The Cooperative will not pursue collections action for any AES.
- 3.3.3 Unless otherwise specified by the Cooperative, all payments made to the Cooperative by the AES will be made by electronic funds transfer to the Cooperative's account.

3.4 Terms and Conditions of Service

- 3.4.1 The AES is responsible for providing Power to be transmitted by the appropriate Transmission Service Provider(s) to the Cooperative's Distribution Point of Receipt. The AES shall meet all obligations necessary to schedule Power to match the Member-Consumer's Load, subject to energy imbalance charges and penalties in accordance with the terms of the OATT of the Transmission Service Provider(s).
- 3.4.2 Retail Access Service may not commence until metering has been installed as specified in this Tariff as outlined in Section 2.5.
- 3.4.3 The AES will provide to the Cooperative or the Cooperative's designated recipient daily energy schedules for all services including losses associated with use of the Distribution System. The AES will provide verification that it has arranged for and scheduled transmission service to deliver Energy, the energy schedule has been approved by the Transmission Service Provider(s), and the AES has covered losses on the Transmission System(s).
- 3.4.4 The AES will pay the Cooperative under applicable tariffs for all applicable ancillary services, emergency energy services, standby and backup services provided by the Cooperative to the AES for the AES's Member-Consumer(s) from the service commencement date to the service termination date.
- 3.4.5 The Cooperative shall bill the AES for all associated switching fees incurred as a result of Slamming by the AES plus the actual administrative cost incurred for switching a slammed Member-Consumer from one rate service to another.

(Continued on Sheet No. E-1.18)

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.17)

3.4.6 An AES shall not resell Member-Consumer account information or transfer it to other parties for any other purpose. The Cooperative will only release Member-Consumer data to the Member-Consumer or its authorized representative, which may be the AES.

3.5 Distribution Power Losses

The Alternative Electric Supplier is responsible for replacing losses associated with the delivery of Power to the Member-Consumer's meter. The amount that the AES shall cause to be delivered to the Cooperative's Distribution System will be the amount of Power delivered at the Member-Consumer meter plus an amount to reflect loss factors. For calendar year 2004, the loss factors were:

Secondary Service	7.6%
Primary Service	3.0%
Primary Substation Service	0

Please contact the Cooperative to obtain the applicable loss factors for the current billing period.

(Continued on Sheet No. E-1.19)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.18)

4.0 DISPUTE RESOLUTION

- 4.1 The Cooperative shall have no duty or obligation to resolve any complaints or disputes between AESs and Member-Consumers.
- 4.2 The Cooperative shall have no duty or obligation to resolve any complaints or disputes between AESs or Member-Consumers and their Transmission Service Provider(s). Disputes involving a Transmission Service Provider's OATT shall be resolved using the dispute resolution procedures as described in the OATT.
- 4.3 In the event the AES has a dispute over the implementation of the Cooperative's Retail Access Service, then the AES shall provide the Cooperative with a statement of the dispute and the proposed resolution to the designated Cooperative contact. Upon receipt of the statement of dispute, the Cooperative shall attempt to resolve the dispute according to the following process:
- 4.3.1 The Cooperative will investigate the dispute and attempt to resolve the dispute informally in a manner that is satisfactory to both parties within five (5) business days of initial receipt of the statement of dispute.
- 4.3.2 If the dispute is not resolved in five (5) business days, the parties shall attempt to resolve the dispute by promptly appointing a senior representative of each party to attempt to mutually agree upon a resolution. The two senior representatives shall meet within ten (10) business days. If the two senior representatives cannot reach a resolution within a 30-day period, the dispute may, on demand of either party, be submitted to arbitration as provided in this section.
- 4.3.3 The dispute, if mutually agreed by the parties, may be submitted for resolution in accordance with the American Arbitration Association ("AAA") commercial arbitration rules. The judgment rendered by the arbitrator may be enforced in any court having jurisdiction of the subject matter and the parties.
- 4.3.4 The arbitrator may be determined by AAA.

(Continued on Sheet No. E-1.20)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.19)

- 4.3.5 The findings and award of the arbitrator shall be final and conclusive and shall be binding upon the parties, except as otherwise provided by law. Any award shall specify the manner and extent of the division of the costs between the parties.
- 4.4 Nothing in this Section shall restrict the rights of any party to seek resolution of the dispute with the appropriate regulatory agency with jurisdiction.

(Continued on Sheet No. E-1.21)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

RETAIL ACCESS SERVICE TARIFF
(Continued from Sheet No. E-1.20)

5.0 LIABILITY AND EXCLUSIONS

- 5.1 In no event will the Cooperative or its suppliers be liable under any cause of action relating to the subject matter of this tariff, whether based on contract, warranty, tort (including negligence), strict liability, indemnity or otherwise for any incidental or consequential damages including but not limited to loss of use, interest charges, inability to operate full capacity, lost profits or claims of AESs or Member-Consumers.
- 5.2 The Cooperative will not be liable to an AES or Member-Consumer for damages caused by interruption of service, voltage or frequency variations, single-phase supply to three-phase lines, reversal of phase rotation, or carrier-current frequencies imposed by the Cooperative for system operations or equipment control, except such as result from the failure of the Cooperative to exercise reasonable care and skill in furnishing the service.
- 5.3 In no event will Cooperative be liable to an AES or Member-Consumer for loss of revenue or other losses due to meter or calculation errors or malfunctions. The Cooperative's sole obligation and the AES's or Member-Consumer's sole remedy will be for the Cooperative to repair or replace the meter and prepare revised bills as described in Section 2.7.3.

**RETAIL ACCESS STANDBY SERVICE
SCHEDULE RASS**

Availability

This schedule is available on a best efforts basis only to Member-Consumers of the Cooperative receiving service under the Large General Service Rate-Choice (Schedule LG-C). This is in addition to the Member-Consumer's applicable Choice tariff.

Nature of Service

Service under this schedule is only available on a best efforts basis to the Member-Consumer when an Alternative Electric Supplier (AES) has ceased service to the Member-Consumer. The Member-Consumer may arrange to return to Full Requirements Service by following the procedures detailed in the Cooperative's *Retail Access Service Tariff*, subject to the terms and conditions set forth in said tariff.

Standby Service under this schedule does not include net under- or over- deliveries of Energy that result when Energy is delivered on behalf of a Member-Consumer but deviates from the Member-Consumer's scheduled Energy requirements plus applicable provisions for line losses. Any change in the Member-Consumer's Energy schedule must be reported to the Transmission Service Provider according to the provisions in the applicable Open Access Transmission Tariff (OATT). These charges represent Schedule 4 ancillary services and will be summarized each month with payment to the Member-Consumer or due from the Member-Consumer per the calculation.

Charges for Service

The charges for this service shall be equal to the Cooperative's out-of-pocket cost of standby power delivered to the Member-Consumer, plus a service fee of one-cent (\$0.01) per kWh delivered to the Member-Consumer.

The Cooperative's out-of-pocket cost shall be equal to the amount it is billed by its wholesale supplier for Standby Service delivered to the Member-Consumer.

(Continued on Sheet No. E-2.01)

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152

**RETAIL ACCESS STANDBY SERVICE
SCHEDULE RASS
(Continued from Sheet No. E-2.00)**

Terms of Payment

1. Monthly bills for Standby Service rendered by the Cooperative are due and payable on or before the due date listed on the bill.
2. The above rates are net. A one-time late payment charge of five (5%) percent of the unpaid balance, excluding sales tax, will be assessed on any bill for Standby Service not paid by the due date.
3. The Cooperative will not collect any monies on behalf of any AES, retailer or other third party without a written agreement between the Cooperative, the Member-Consumer and the third party.

Third Party Disputes

The Cooperative has no obligation or duty to intervene, mediate or participate in contractual disputes between the Member-Consumer and its AES Supplier or third parties. Further, the Cooperative will not shut off service or otherwise enforce any provision of a contract between the Member-Consumer and any third party.

Tax Adjustment

1. Bills shall be increased or decreased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Cooperative's property, or its operations, or the production and/or sale of electric energy, to offset such special charges and thereby prevent other Member-Consumers from being compelled to share such local increases or decreases.
2. Bills shall be adjusted to offset any new, increased or decreased specific tax or excise imposed by any governmental authority, which increases or decreases the Cooperative's cost of providing electric service.

Issued September 27, 2012
By: Brian Burns
President and CEO
Onaway, Michigan

Effective for service rendered on and after
October 10, 2007

Issued under authority of the Michigan
Public Service Commission dated October
9, 2007 in Case No. U-15152