

The entire rate book titled Northern States Power – MPSC No. 1 Gas was cancelled on July 22, 2003 in compliance with the Commission's Order in Case No. U-13365 issued on September 16, 2002.

NATURAL GAS SERVICE

NORTHERN STATES POWER COMPANY
d/b/a XCEL ENERGY

RATES, RULES & REGULATIONS

FOR

NATURAL GAS SERVICE

EFFECTIVE

IN

GOGEBIC COUNTY

**Bessemer, City
Ironwood, City
Wakefield, City**

**Bessemer, Township
Ironwood, Township
Wakefield, Township**

ONTONAGON COUNTY

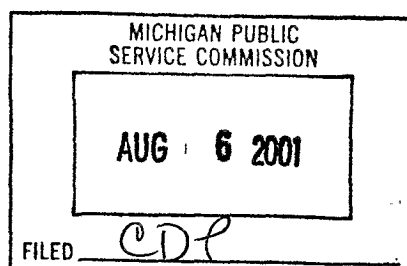
**Bergland, Township
McMillan, Township**

IN THE STATE OF

MICHIGAN

Issued July 13, 2001 by

J. L. Larsen
President
Eau Claire, Wisconsin



Effective: May 15, 2001

Issued Under Authority of The
Michigan Public Service Commission
dated May 15, 2001
in Case No. U-12872

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"	Twenty fourth Rev. 5	1-01-03
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Issued January 8, 2003

By: M. L. Swenson
 President
 Eau Claire, Wisconsin

MICHIGAN PUBLIC
 SERVICE COMMISSION

FEB 6 2003

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Effective for Service Rendered on and after
 January 1, 2003.
 Issued Under Authority Of The Michigan
 P.S.C. Dated July 23, 2002
 In Case No. U-13222

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Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

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Effective for Service Rendered
on and After September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

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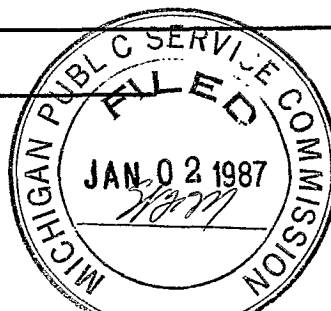
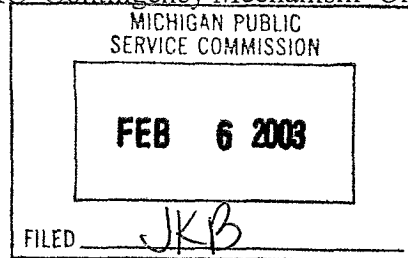
ISSUED January 1, 1987EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

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Issued January 8, 2003

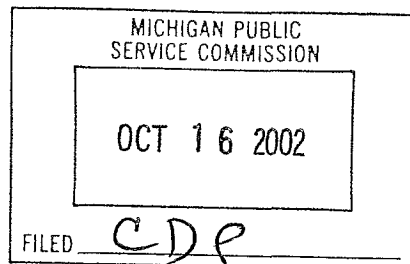
By: M. L. Swenson
 President
 Eau Claire, Wisconsin

Effective for Services Rendered on and after
 January 1, 2003.

Issued Under Authority Of The Michigan
 P.S.C. Dated July 23, 2002
 In Case No. U-13222

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Issued September 27, 2002

By: M. L. Swenson
President
Eau Claire, Wisconsin

Effective for Service Rendered on and after
September 17, 2002.

Issued Under Authority Of The Michigan
P.S.C. Dated September 16, 2002
In Case No. U-13365

NSP WISCONSIN

NORTHERN STATES POWER COMPANY

M. P. S. C. NO. 1

GAS - MICHIGAN

Original SHEET NO. 6

CANCELS _____ SHEET NO. _____

INDEX OF COMMUNITIES SERVED
AND APPLICABLE RATE SCHEDULES

GOGEBIC COUNTY

Bessemer, City
Ironwood, City
Wakefield, City

Bessemer, Township
Ironwood, Township
Wakefield, Township

ONTONAGON COUNTY

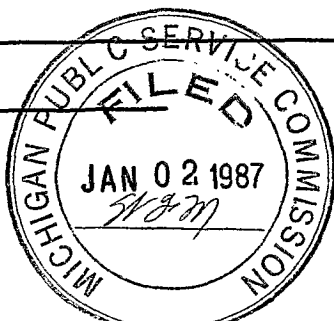
Bergland, Township
McMillan, Township

RATE CLASSIFICATION AVAILABLE IN EACH COMMUNITY

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Commercial and Industrial General Service	Sheet No. 68
Commercial and Industrial Interruptible	Sheet No. 69

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

FRANCHISE DATA

FRANCHISES GRANTED TO COMPANY
 FOR DISTRIBUTION AND SALE OF
 NATURAL GAS IN MICHIGAN

GOGEBIC COUNTY

<u>Taxing District</u>	<u>Term Years</u>	<u>Adopted</u>	<u>Effective Date of Franchise</u>
Ironwood, City	30	Sept. 13, 1963	Jan. 14, 1964
Bessemer, City	30	Oct. 15, 1963	Jan. 14, 1964
Wakefield, City	30	Oct. 7, 1963	Jan. 14, 1964
Bessemer, Township	30	July 30, 1963	Jan. 14, 1964
Ironwood, Township	30	Feb. 15, 1964	Apr. 14, 1964
Wakefield, Township	30	Sept. 15, 1966	Nov. 8, 1966

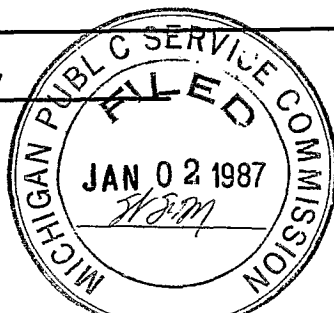
ONTONAGON COUNTY

Bergland, Township	30	Apr. 20, 1966	Aug. 2, 1966
McMillan, Township	30	Apr. 27, 1966	Aug. 2, 1966
Carp Lake, Township	30	May 11, 1966	May 26, 1966 No Cust.
Stannard, Township	30	May 11, 1966	May 26, 1966 No Cust.

Unless otherwise stated, gas service is being rendered in each taxing district in which a franchise is held.

ISSUED January 1, 1987

BY: E. M. THEISEN
 PRESIDENT
 EAU CLAIRE, WISCONSIN



EFFECTIVE FOR SERVICE RENDERED ON
 AND AFTER January 1, 1987

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 PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS1. Extension Rules and Procedures

When prospective customers desire gas service the Company will investigate the extension necessary and ascertain the number of customers who agree to take service under the terms of the applicable rates and rules. Each such prospective customer will make written application for service on a form supplied by the Company and agree to the following regulations governing natural gas service.

A. Extension of Mains

Subject to the availability of gas, the Company may extend its mains to serve a new customer or group of customers or additional loads of existing customers under the following conditions:

(1) 2 inch or less in diameter

(a) The Company will at no charge to the new customer(s) make a gas main extension equivalent to 0.75 feet of main extension for each DKT of estimated sales to be received through such gas extension for a period of one (1) year after the completion of the extension. A deposit of \$5.50 per foot will be required for each foot of main extension in excess of the allowance.

(b) Refund:

The deposit received is subject to refund over a five-year (5) period without interest. The five-year refund period will commence on the first day of the billing month following the completion of the main extension. Refunding will not begin until such time as the original customers or equivalent have been connected to the main extension. The total amount refunded shall not exceed the deposit and no additional refund obligation shall be created after the close of the five-year refund period.

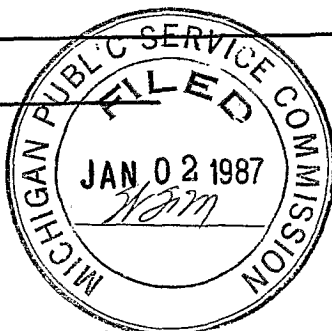
The amount of the refund shall be determined as follows:

(b.1) For Additional Revenues by Customers Originally Served:

At the end of the first year after the completion of the main extension, the Company will refund a sum equal to \$4.00 times the excess, if any, of the actual DKT consumed through such extension for that year over the original estimated DKT sales.

ISSUED January 1, 1987BY: E. M. THEISEN
PRESIDENT

EAU CLAIRE, WISCONSIN

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

(b.2) For Additional New Customers:

The Company will refund to the depositor(s) an amount equal to \$4.00 times the DKT consumed during the first full year of service from each additional customer who is furnished service from such extension.

(2) Over 2 Inch in Diameter:

(a) When a proposed gas main extension will require an expenditure which exceeds four (4) times the net revenue (estimated annual revenue less the cost of gas), the Company will require the prospective customer or group of customers to deposit with the Company a sum of money equal to the difference between the estimated cost of the required extension and four times the net revenue.

(b) Refund:

The deposit received is subject to refund during the five-year (5) refund period without interest. The five-year refund period will commence on the first day of the billing month following the completion of the main extension. Refunding will not begin until such time as the original customers or equivalent have been connected to the main extension. The total amount refunded shall not exceed the deposit and no additional refund obligation shall be created after the close of the five-year refund period.

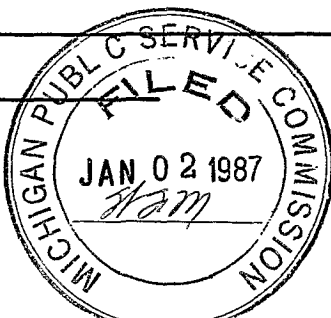
The amount of the refund shall be determined annually as follows:

(b.1) For Additional Revenues by Customers Originally Served:

At the end of the first year after completion of the extension, the Company will refund a sum equal to four (4) times the net revenues (gross revenues less cost of gas), if any, of actual DKT of gas consumed through such extension for that year over the original estimated DKT consumed.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

(b.2) For Additional New Customers:
The Company will refund to the depositor an amount equal to four (4) times the net revenue (gross revenue less cost of gas) times the DKT of gas consumed during the first full year of service, from each additional customer who is furnished service from such extension within five (5) years after the date of its construction.

(3) Additional Charges for All Applicants
An additional nonrefundable charge will also be required for:

(a) Winter construction (construction between December 15 and March 15) at the rate of \$2 per foot; if, however, unusual or extraordinary expenses are incurred due to the installation of facilities during winter construction, the customer will be required to pay all additional expenses incurred which are in excess of the standard per foot charges as stated in Section 1.A above.

(b) The customer shall pay for any permits and inspection fees required by state or local ordinances for cutting streets or highways, or for converting or connecting any gas utilization equipment.

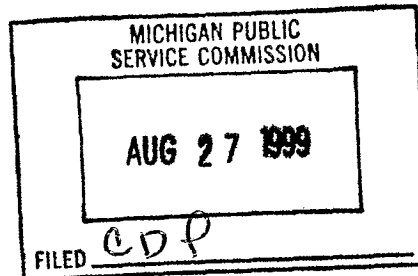
B. Service Lines

For all new customers, the Company will extend service under the following schedule:

(1) Service Lines Less Than 2 Inches in Diameter

(a) Company will install a service lateral and meter to serve a new customer without cost to the customer, provided the service lateral does not exceed a total of 100 feet in length from the property line. R

(b) For service laterals exceeding the limits described in (a) above, a non-refundable charge of \$2.85 per foot will be made for that length in excess of the allowable limits. R



ISSUED July 27, 1999

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER July 17, 1999

BY: J. L. Larsen
PRESIDENT
EAU CLAIRE, WISCONSIN

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED July 16, 1999
IN CASE NO. U11911

STANDARD RULES AND REGULATIONS(c) Additional Charges For All Applicants

\$2.00 additional charge per foot for each foot from lot line (or main in the case of mobile homes) to meter location to cover additional costs incurred during winter construction from December 15 to March 15. If, however, unusual or extraordinary expenses are incurred due to the installation of facilities during winter construction, the customer will be required to pay all additional expenses incurred which are in excess of the standard per-foot charges as stated in Section 1.B.

The customer shall pay for any permits and inspection fees required by state or local ordinances for cutting streets or highways or for converting or connecting any gas utilization equipment.

(2) Service Lines 2 Inches or Larger in Diameter

The charges to the prospective customer shall be equal to the Company's estimated total cost for all facilities between the prospective customer's property line and the meter location, as well as the estimated cost of curb valve and curb box, a tap on a main or pipeline operating at a pressure of more than 60 psig, and any required upstream regulators, pressure relief and limiting devices, whether installed on public or private property.

No refunds will be made to the original contributor if additional customers are connected to a service which required a contribution.

C. Extraordinary Investment

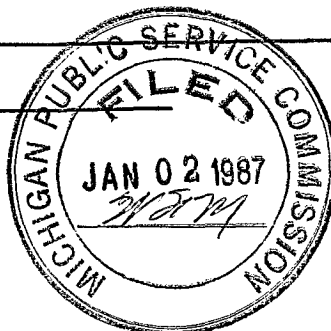
If an unusual or extraordinary investment appears necessary in the opinion of the Company to provide the type of service requested by a customer, the Company reserves the right to require execution of a special contract to protect the Company against losses from such unusual or extraordinary conditions.

D. Measurement of Extension

- (1) The length of a main extension shall be measured from the point where construction begins to the point at which the service extension to the last customer is connected to the main.
- (2) The length of a service extension shall be measured from the lot line to the customer's meter location.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**E. Reactivating an Inoperative or Abandoned Service**

If a previously installed service, because of nonuse, has been rendered inoperative or abandoned by the Company, a customer requesting reactivation of such service must pay either:

- (1) The total cost of reactivating such service (or)
- (2) The total cost of a replacement service adequate to serve customer's needs.

The decision as to which method in (1) or (2) above will be used to reinstitute service will rest solely with the Company.

If a service has been rendered inoperative or abandoned by the Company because of direct physical damage, deterioration, or any other cause which would create an unsafe condition if service is to be reinstated, (1) and (2) above will not apply and a replacement service will be installed in conformity to current extension rules pertaining to new service.

F. Groups of Customers

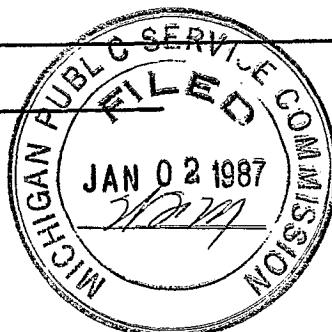
The rules for extension to customers taking service under firm rate schedules will be applied to groups of customers as well as to individual customers, provided that no extension requiring a contribution will be made until the Company has received the full amount of the contribution.

2. Availability of Gas Under Interruptible Rate Schedules

- A. The amount of gas available at any time under interruptible service is that portion of the total amount of natural gas available to the Company's system, if any, in excess of the amount of natural gas required to meet the demand of the Company's firm gas customers. The Company will endeavor to give customers as much advance notice as practicable whenever restriction of deliveries will be required. Under certain conditions, the notice might be given as little as one hour in advance, although normally much longer notice will be given. The customer shall curtail his use of the gas at the time and to the extent requested by the Company.
- B. No gas service on a firm rate shall be used as a standby for gas service on an off-peak or interruptible rate.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

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3. Penalty for Unauthorized Take

Penalty which will apply to customers served under interruptible or transportation services who fail to comply with a Company request that customers curtail or suspend all use of gas as requested:

A. If customer fails to curtail his use of gas when requested to do so by the Company, any gas used in excess of the volumes authorized during a curtailment period will be subject to unauthorized use charges, in addition to the regular charges set forth in the applicable rate schedules. The charge for such unauthorized use shall be the highest price reported during the curtailment period for NNG receipt point at Ventura or Demarcation as reported by Gas Daily plus \$1.00 per therm or, in the event that Gas Daily discontinues its reporting of such prices, any comparable reporting service plus \$1.00 per therm. In the event that the Company receives a resulting penalty because of unauthorized usage, the charge for unauthorized usage shall be the higher of the penalty assessed by the pipeline (the largest penalty if multiple pipelines) or the index price plus \$1.00 per therm. Failure to pay an unauthorized use charge when due shall subject the customer to termination of gas service. Unauthorized use charges collected by the company will be credited to the cost of gas sold and flow through the GCR. Gas subject to unauthorized use charges shall be considered a sale of gas.

If applicable, the charge for unauthorized take shall be added to the normal billing for the month immediately succeeding the billing period during which the unauthorized take occurred.

4. Gas Cost Recovery Clause

A. Applicability of Clause

All rates for gas service, unless otherwise provided in the applicable rate schedule, shall include a Gas Cost Recovery Factor to allow the Company to recover the booked costs of gas sold by the Company to Michigan customers if incurred under reasonable and prudent policies and practices.

B. Booked Cost of Gas Sold

- (1.) Booked cost of gas sold as used in this rule includes the following as expensed on the books of the Company:
- a. Interstate Purchases: Cost for gas service.

Issued: September 27, 2002
By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION
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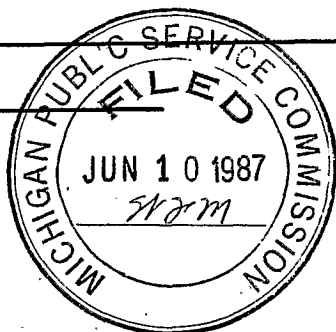
Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

STANDARD RULES AND REGULATIONS

- b. Intrastate Purchases: Costs for gas service incurred pursuant to all contracts on file with the Michigan Public Service Commission.
 - c. Company-Produced Natural Gas: Costs which vary with volume produced.
 - d. Company-Produced Substitute Natural Gas: Costs for feedstock used to produce substitute natural gas.
 - e. Liquefied Petroleum Air Gas: Costs for propane used to produce a propane-air gas mixture.
 - f. Storage Gas: Net costs of gas injected and withdrawn from underground storage facilities.
 - g. Purchases From Other Michigan Utilities: Costs for gas service pursuant to contracts approved by the appropriate regulatory body.
 - h. Supplier Refunds And Credits: Refunds and credits from suppliers in the period realized.
2. Booked cost of gas sold as used in this rule specifically excludes the following items:
- a. Gas used by the Company, at the annual average booked cost of gas sold.
 - b. Lost and unaccounted for gas, at the annual average booked cost of gas sold.
 - c. Gas sold at a price which does not include a gas cost recovery factor, at the incremental cost from the Company's suppliers.
 - d. Contract, tariff and other penalties, unless the customers of the Company benefit as a result of payment of such penalties.

ISSUED June 4, 1987

BY: E. M. THEISEN
 PRESIDENT
 EAU CLAIRE, WISCONSIN

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER May 28, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED May 27, 1987IN CASE NO. U-8648

STANDARD RULES AND REGULATIONS

C. Billing

- (1) In applying the Gas Cost Recovery Factor per Mcf or dekatherm, any fraction of 0.01 cent shall be rounded to the nearest 0.01 cent.
- (2) Each month the Company shall include in its rates a gas Cost Recovery Factor up to the maximum authorized by the Commission as shown on Sheet No. 65. For months in which the Michigan Public Service Commission has not approved a specific Gas Cost Recovery Factor, the Company may include an appropriate Gas Cost Recovery Factors in its rates if authorized by law to do so.
- (3) The Gas Cost Recovery Factor shall be the same per therm for each billed customer. The factor shall be placed into effect in the first billing cycle of each monthly billing period and shall continue in effect throughout all cycles in each monthly billing period.
- (4) The Gas Cost Recovery Factor shall appear on all customer bills.

D. General Conditions

- (1) At least fifteen days prior to each billing month, the Company will notify the Public Service Commission staff as to the actual factor or factors to be billed to its customers in the subsequent month.
- (2) This Gas Cost Recovery Clause is authorized by the provisions of 1982 P.A. 304. A copy of that act is available for public inspection at each business office of the Company. The Company will provide a copy of the act to any customer upon request.

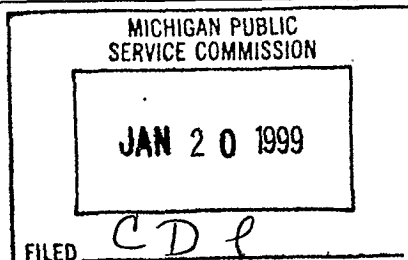
E. Receipt of Refunds

(1) Identification of Supplier Refunds

Contained within NSPW's annual GCR Reconciliation shall be a standard exhibit which identifies all pipeline or other supplier refunds received (in the form of a check, bill credit, or wire transfer) during the year covered in the GCR reconciliation. The exhibit shall include:

- a. The amount of each refund, including interest.
- b. Date received.
- c. Explanation of the reasons for each refund.
- d. Period covered by each refund (historical refund period).

Issued: January 4, 1999
By: J. L. Larsen
President
Eau Claire, Wisconsin



Effective for Service Rendered on
and after December 7, 1998
Issued Under Authority of the Michigan
P.S.C. Dated December 7, 1998
In Case No. U-11226-R

STANDARD RULES AND REGULATIONS

Additionally, if any portion of the refund is properly allocable to non-GCR customers, this allocation and amount, along with calculations of deductions therefrom for Company Use and Lost and Unaccounted For volumes, shall also be included in the exhibit.

Failure of the utility to indentify a refund within its GCR reconciliation shall result in an interest penalty of 50% over the normal authorized rate of return on common equity for the period of time the NSPW fails to comply with the identification requirement.

Allocation of refunds between Michigan and Wisconsin shall be based upon the consumption in each state during the historical refund period.

The Michigan refund liability is equal to the product of the total supplier refund and the ratio of Michigan rate schedule sales to total NSP sales during the historical refund period.

S Refund Liability - S Supplier Refund
(Michigan Sales/Total NSP Sales)

F. GCR Customer Refunds

(1) Supplier Refunds

All supplier refunds allocable to GCR customers shall be reflected as reduction to the GCR Cost of Gas Sold in the month received and included in the Cost of Purchased and Produced Gas. No deductions for Company Use and Lost and Unaccounted For Gas volumes shall be made from refunds allocated to GCR customers.

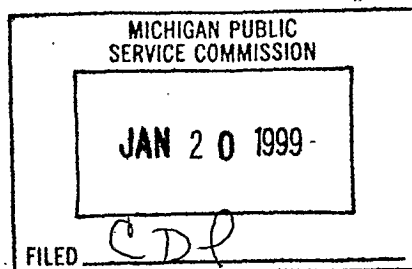
(2) GCR Reconciliation

Prior year GCR over/under recoveries due to reconciliation provisions of the Company's GCR Clause, shall be computed annually according to the provisions of 1982 PA 304. Such overfunder-recoveries and any Commission ordered adjustments or disallowances associated with the prior GCR year shall be reflected separately below the GCR Cost of Gas Sold line on the GCR Over/Under-recovery Reconciliation report.

(3) Other Refunds

All other refunds shall be reflected in the month the refund is received and shall be included on a separate line below the Cost of Gas Sold line on the Over/Under-recovery Reconciliation Report so that such refunds are readily identifiable.

Issued: January 4, 1999
By: J. L. Larsen
President
Eau Claire, Wisconsin



Effective for Service Rendered on
and after December 7, 1998
Issued Under Authority of the Michigan
P.S.C. Dated December 7, 1998
In Case No. U-11226-R

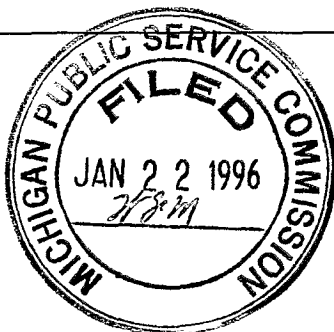
STANDARD RULES AND REGULATIONS

G. Non-GCR Customer Refunds

- (1) All supplier refunds allocable to non-GCR customers shall be allocated on the basis of actual consumption during the historical refund period. Deductions for Company Use and Lost and Unaccounted For volumes shall be made from the non-GCR portion of the refund based upon the actual percentage for Company Use and Lost and Unaccounted For during the historical refund period.
- (2) Portions of the refunds allocable to non-GCR customers shall be credited to a refund liability accounts to accrue interest until distributed. The Company shall include an application to refund these moneys in its next GCR Reconciliation filing.
- (3) The Company is not required to issue checks to customers who are in arrears with the Company, to customers for whom checks were returned as undeliverable in previous refunds or for refund amounts of less than \$5.00. Refunds may be applied against past due amounts owed to the Company and any excess refunded according to these procedures. After 90 days, any returned or uncashed refund checks shall be transferred to the non-GCR refund liability account for refund to non-GCR customers in the next GCR Reconciliation. Rights to any portion of a refund shall not vest until a refund check has been negotiated.
- (4) Refund completion reports for non-GCR customers shall be submitted to the Michigan Public Service Commission Staff six months following initial distribution of a non-GCR customer refund. Reports, at a minimum, should include the amount authorized for refund compared to the amount actually refunded and the date of the refund distribution.

Issued: January 12, 1996

By: J.A. Noer
President
Eau Claire, Wisconsin



Effective for Service Rendered on
and after February 1, 1996

Issued Under Authority of the Michigan
P.S.C. Dated December 20, 1995
In Case No. U-10491-R

STANDARD RULES AND REGULATIONS

5. Connection / Restoration of Service

- A. In cases when initial service is requested, the connection fee shall be as follows. \$16.50 for one pair of gas and electric meters. When a special meter reading or meter installation is not required, the connection charge shall be \$7.50.
- B. When service has been disconnected in accordance with these rules, charges for re-establishing service will be actual labor and transportation costs for disconnect and reconnect. A minimum charge of \$16.50 shall apply unless the customer requests reconnection during other than regular working hours, in which case a minimum charge of \$40.00 will apply.

If an authorized Company employee is sent to a premises for the purpose of disconnecting service for the nonpayment of an undisputed delinquent bill, said employee may accept payment and in such case shall not discontinue service if customer then and there tenders payment in full together with a reasonable charge for sending the employee to the premises.

6. Termination of Service at Customer Request

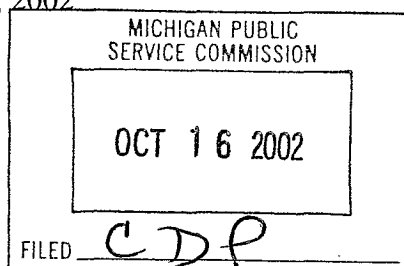
- A. Any customer who desires a discontinuance of gas supply because he is vacating the premises, or because of any other reason, unless there is a provision to the contrary in the service contract or applicable rate schedule, should give advance notice to the Company of such desire and shall be liable for all gas supplied the premises to be vacated until such notice can be carried out by the Company, but not more than two working days after notice is given by the customer.
- B. When a customer requests a disconnection and reconnection of service at the same location within any 12 month period the customer must pay a reconnect charge which is the higher of:
 - (1) The charges for connection of service in paragraph 5) above, or.
 - (2) The fixed charge set forth in the applicable rate schedule times the number of months service was disconnected.

7. Temporary Gas Service

A customer taking temporary gas service shall pay the rates applicable to the class or service rendered and shall be subject to these rules and regulations. In such case, the Company may require that the customer pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin



Effective for Service Rendered on and after September 17, 2002
Issued Under Authority Of The Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

STANDARD RULES AND REGULATIONS

8. Definitions

Classes of Service:

Residential service applies to domestic use in each separately metered private dwelling and separately metered family apartments.

Commercial service applies to each separately metered commercial establishment or business enterprise.

Industrial service applies to any large consumer that cannot be classified as residential or commercial. Normally such customers are engaged in manufacturing or processing enterprises.

Dekatherm Ten therms

Distribution Charge is the charge made for gas service which varies with the volume of gas sold. In each rate schedule the distribution charge is quoted per unit volume of gas (cents per therm).

Gauge Pressure Pressure indicated by instrument--pressure in excess of atmospheric pressure.

Gas Pressure in distribution mains and pipes is generally expressed in pounds per square inch and may vary from ten to sixty pounds per square inch. Normal delivery pressure to the customer is generally expressed in inches of water column (approximately twenty-two one-hundredths of one pound per square inch gauge pressure).

Gas Mains Pipes used to carry large volumes of gas for general or collective use.

Services Pipes used to carry gas from a main to the meter on customer's premises.

Abbreviations

BTU (British thermal unit) heat required to raise temperature of one pound of water 1° F.

Ccf One hundred cubic feet

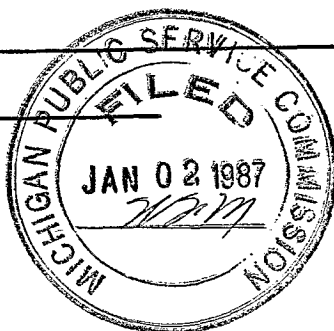
Cfm Cubic feet per minute

Psig Pounds per square inch, gauge pressure

DKT Ten therms

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

9. Definitions as Provided in Order No. U-4240 Affecting Residential Service

Billing Month - a utility service consumption period of not less than 26 days, nor more than 35 days.

Complaint and Information Officer - a member of the Commission staff designated to perform responsibilities in accordance with these rules.

Complaint Determination - the written decision of a Utility Hearing Officer with respect to any complaint filed regarding residential utility service.

Consumer Services Division - the staff of the Commission designated to perform responsibilities in accordance with these rules.

Customer - any purchaser of gas supplied by the Company

- 1) Residential, for domestic use in each separately metered private dwelling.
- 2) Commercial Industrial, service to commercial establishments and manufacturing or processing enterprises.

Cycle Billing - a system employed by the Company which results in the rendition of bills for electric service to various customers on different days of any one calendar month.

Delinquent Account - a bill rendered to a customer for gas service which remains unpaid at least five days after the due date of the bill.

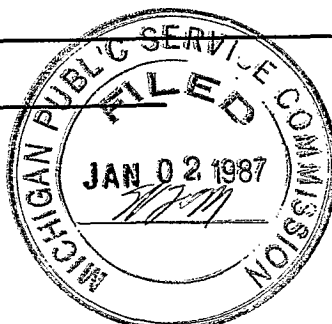
Discontinuance of Service - a cessation of gas service not voluntarily requested by a customer.

Energy Usage - the consumption of gas sold by the Company.

Estimated Bill - a bill rendered by the Company for energy use which is not calculated or computed by employing an actual reading of a meter or other measuring device.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
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STANDARD RULES AND REGULATIONS

In Dispute Any matter regarding a customer's gas service which is the subject of a pending disagreement, claim or complaint by a customer.

Informal Appeal An appeal of a complaint determination of a Utility Hearing Officer made to the Consumer Services Division of the Commission.

Informal Appeal Decision The written determination of the Consumer Services Division with respect to an informal appeal.

Late Payment Charge Finance, service, carrying or penalty charge assessed by the Company upon the bill of a customer for the reason that any balance due and owing upon the bill remains outstanding beyond the period of time established for payment.

Residential Service or Use The provision or use of gas for residential purposes.

Seasonally Billed Customer Residential customer billed on a seasonal basis in accordance with the Company tariff on file with the Commission.

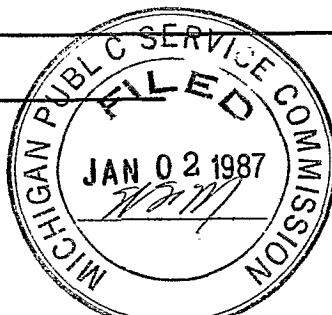
Settlement Agreement A written agreement entered into by a customer and the Company which purports to resolve any matter in dispute between the parties, or provides for the payment of monies not in dispute over a reasonable period of time.

Therm a unit of heat equal to 100,000 Btu's.

Termination A cessation of Company service voluntarily requested by the customer.

Utility A person, firm, corporation, cooperative, association, or other agency subject to the jurisdiction of the Public Service Commission which distributes and sells gas for residential use.

Utility Service Charges The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

ISSUED January 1, 1987BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSINEFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

10. Discrimination Prohibited

A utility shall not discriminate against nor penalize a customer for exercising any right granted by these rules.

11. Form of Proceedings

The informal procedures required by these rules shall not constitute a contested case as defined by Section 3 of Act No. 306 of the Public Acts of 1969, as amended, being Section 24.203 of the Michigan Compiled Laws.

12. Billing Frequency

The Company shall render a bill once during each billing month to every customer in accordance with approved rate schedules. Bills to seasonably billed customers and bills by a utility authorized to use a customer read and self-billing system shall be rendered in accordance with the tariff on file with the Commission.

13. Estimated Billing

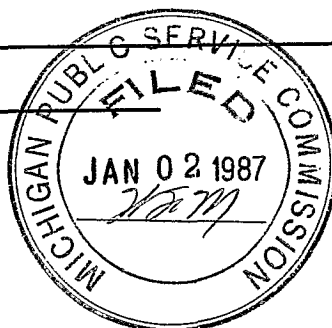
(1) The Company may estimate the bill of any customer every other billing month. The Company may estimate bills upon a different frequency upon a finding by the Commission that such procedures assure reasonable billing accuracy. Any bill rendered on an estimated basis shall be clearly and conspicuously identified. The Company shall not render an estimated bill unless the estimating procedures employed by the Company and any substantive changes in those procedures have been approved by the Commission.

(2) The Company may render estimated bills to seasonably billed customers in accordance with the tariff on file with the Commission.

(3) Notwithstanding the provisions of sub-rule (1), the Company may estimate the bill of any customer if extreme weather conditions, emergencies, work stoppages, or other circumstances of force majeure prevent actual meter readings.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

13. Estimated Billing (continued)

(4) If the Company is unable to gain access to read a meter, the Company shall undertake reasonable alternative measures to obtain an actual reading, including mailing or leaving postpaid pre-addressed postcards upon which the customer may note the reading. If the customer fails to comply with such alternative measures, or makes reading of the meter unnecessarily difficult, the Company may render an estimated bill notwithstanding sub-rule (1). When an actual reading cannot be obtained, the Company shall maintain accurate records of the reasons therefor and efforts it has made to secure the actual reading.

When it is necessary to estimate a customer's usage for billing purposes in lieu of using an actual meter reading, the estimate will be based on the actual usage for the same period during previous years using average therm/day figures.

Where computer estimating and billing permits, the above arrived-at estimate shall be adjusted to reflect trends in the customer's usage during the two previous billing periods and the degree day temperature variation, if appropriate.

Where the estimating must be done by hand, as many of the above factors will be reflected as may be reasonably feasible, together with the estimator's knowledge of the customer's usage and conditions of service.

14. Customer Meter Reading

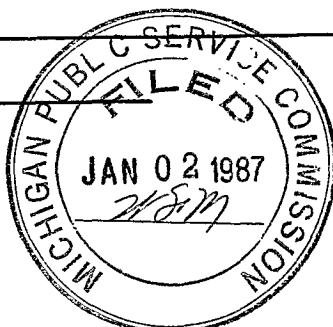
The Company shall provide each customer with the opportunity to read and report energy usage as long as energy usage is reported on a regular and accurate basis, and shall provide postpaid, pre-addressed postcards for this purpose upon request. At least annually, the Company shall obtain an actual meter reading of customer usage in order to verify the accuracy of readings reported in this manner. This rule shall not prevent the Company from reading meters on a regular basis.

15. Budget Payment Plan

The Company has a budget payment plan available to all prospective and existing residential customers and to all commercial customers billed under Rate Schedules No. 67 and 68.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

A budget payment plan may be established at any time of the year. The monthly budget amount shall be calculated on the basis of the estimated consumption and applicable rates for the 12 months subsequent to establishing the plan. Customers who have arrearages may establish a budget payment plan by signing a deferred payment agreement for the arrears.

An applicant for a budget plan shall be informed at the time of application, and an existing budget plan customer on at least a quarterly basis, that budget amounts shall be reviewed at least once every six months and changed, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance at the end of the budget year shall be less than one month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

If a budget payment is not paid when due, the customer shall be appropriately notified with the next billing. If proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the appropriate amount due.

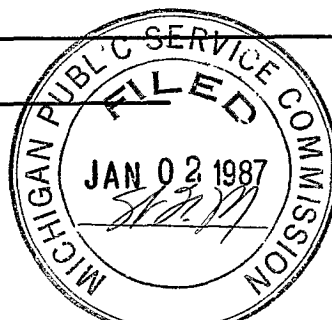
At the end of a budget year, if an underbilled or overbilled balance exists in a customer's account the balance shall be handled as follows:

- (1) A customer's debit balance will be paid in full or, at the customer's option, on a deferred basis.
- (2) A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund shall be made.

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

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

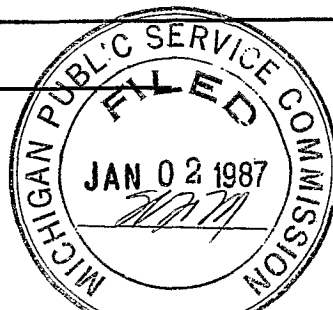
EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

16. Cycle Billing The Company may bill its customers on a cyclical basis, if the individual customer receives each billing on or about the same day of each billing month. If the Company changes meter reading routes or schedules, billing cycles may be altered upon ten (10) days' written notice to the affected customer.
17. Payment of Bills The Company shall permit every customer at least twenty-one (21) calendar days from the date of rendition of each bill for payment in full.
18. Computation of Payment Period The date of rendition of a Company bill for residential service shall be the date of physical mailing of the bill by the Company. If the last calendar day for remittance falls upon a Sunday, legal holiday or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day. The date of payment for remittance by mail is two (2) days prior to receipt of the remittance.

ISSUED January 1, 1987

BY: E. M. THEISEN
 PRESIDENT
 EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

19. Discounts, Late Payment Charges, and NSP Check Charges

A. Discounts Prohibited

The Company shall bill each customer for the amount of energy consumed and any other approved charges in accordance with the net rates in the tariffs and schedules approved by and on file with the Commission.

B. Late Payment Charge

The due date shall be 21 days following the date of mailing. A late payment charge of 1% not compounded, of the unpaid balance, net of taxes, shall be added to any bill which is delinquent. A delinquent account is a bill which remains unpaid at least 5 days after the due date of the bill.

C. Non-Sufficient Funds - NSF Check Charge

A processing charge of \$10.00 shall be applied for each check issued as full or partial payment of bill if said check is not honored.

20. Billing Information

Every bill rendered by the Company for residential utility service shall state clearly:

(1) The beginning and ending meter readings of the billing period and the dates thereof. Utilities authorized to use a customer read and self-billing system need not provide this information.

(2) The due date.

(3) Any previous balance.

(4) The amount due for energy usage.

(5) The amount due for other authorized charges.

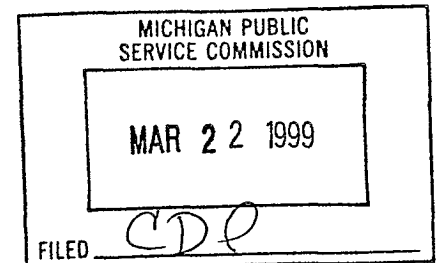
(6) The total amount due.

(7) The statement that "rate schedules and an explanation of how to calculate the accuracy of the bill are available and will be mailed upon request."

(8) The statement, "Register any inquiry or complaint about this bill prior to the due date."

(9) The address and telephone number of the Company designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided by the Company.

(10) The statement, "This utility is regulated by the Michigan Public Service Commission, Lansing, Michigan."



ISSUED February 15, 1999
BY: J. L. Larsen
PRESIDENT
EAU CLAIRE, WISCONSIN

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER February 3, 1999
ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED February 2, 1999
IN CASE NO. U-11807

STANDARD RULES AND REGULATIONS**21. Separate Bills**

The Company shall render a separate billing for service provided at each residence or location and shall not combine two (2) or more accounts without written authorization of the customer.

22. Special Services

The Company may include charges for special services together with charges for utility service on the same monthly bill if the charges for special services are designated clearly and separately from the service account. If partial payment is made, the Company shall first credit all payments to the balance outstanding for utility service.

23. Deposits: New Service

The Company shall not require a cash deposit or other guarantee as a condition of new service unless a customer has an unsatisfactory credit or service standing with the utility due to either of the following:

(1) The customer has outstanding a prior utility service account with the utility which accrued within the last six (6) years and at the time of the request for service remains unpaid and not in dispute.

(2) The customer has in an unauthorized manner interfered with or diverted the service of the utility situated or delivered on or about the customer's premises within the last six (6) years if the finding of unauthorized interference or use is made and determined after notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.

24. Deposits: Existing Service

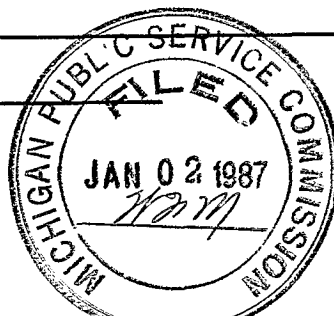
The Company shall not require a cash deposit or other guarantee as a condition of continued service unless a customer has an unsatisfactory credit or service standing with the utility due to either of the following:

(1) The service of the customer has been discontinued for nonpayment of a delinquent account not in dispute.

(2) In an unauthorized manner, the customer interfered with or diverted the service of the utility situated or delivered on or about the customer's premises if the finding of unauthorized interference or use is made and determined after notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**25. Other Standards Prohibited**

The Company shall not require a cash deposit or other guarantee as a condition of new or continued utility service based upon commercial credit standards, income, home ownership, residential location, race, color, creed, sex, age, national origin, or any other criteria not authorized by these rules.

26. General Deposit Conditions - Residential

A cash deposit required pursuant to these rules is subject to the following terms and conditions:

(1) A deposit required as a condition of new service due to a prior outstanding account not in dispute shall not exceed the lesser of the amount of the prior outstanding account or \$100. The utility may also require payment of the prior outstanding account as a condition of new service.

(2) A deposit required as a condition of continued service due to discontinuance for nonpayment shall not exceed the lesser of an amount equal to the actual or estimated maximum monthly bill for service at the customer's premises, or \$100. The Company may also require payment of the prior outstanding account as a condition of continued service.

(3) A deposit required for new or continued service due to unauthorized interference or use shall not exceed \$100.

(4) Before requiring a deposit as a condition of continued service, the utility shall have offered the customer, prior to discontinuance for nonpayment, the opportunity to enter into a settlement agreement as provided in Settlement Agreement section of the Rules and Regulations.

(5) Interest shall be payable on all deposits. Interest shall be credited semi-annually upon the service account of the customer or paid upon the return of the deposit, whichever occurs first. The Commission, by order, may revise the annual interest rate not later than January 31 of each year, after having given notice of the proposed revision by publication in three (3) daily newspapers of general circulation, one (1) of which shall be in the Upper Peninsula, and having afforded all interested parties the opportunity to comment upon the proposed interest rate.

(5.a) Residential interest rates paid on guarantee deposits will be at 9% per annum.

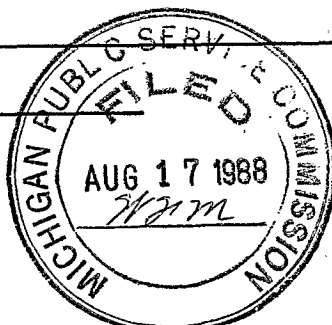
(5.b) Commercial/Industrial interest rates paid on guarantee deposits will be at 6% per annum.

ISSUED July 29, 1988

BY: E. M. THEISEN

PRESIDENT

EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER June 17, 1988ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED July 19, 1988IN CASE NO. U-9157

STANDARD RULES AND REGULATIONS**26. General Deposit Conditions - Residential (Continued)**

(6) Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill and the balance shall be returned promptly to the customer.

(7) The credit of a customer shall be established and a deposit and accrued interest shall be refunded promptly by the utility upon satisfactory payment by the customer of all proper charges for utility service for a period of nine (9) successive months. For purposes of this subrule, payment is satisfactory if made prior to the issuance of a notice of discontinuation of service for nonpayment not in dispute. The Company may withhold the deposit funds pending the resolution of a discontinuance for nonpayment which is in dispute in accordance with these rules.

(8) The Company shall maintain a detailed record of all deposits received from customers, showing the name of each customer, the location of the premises occupied by the customer at the time of making the deposit and each successive location while the deposit is retained, the date of making and amount of deposit, and the date and amount of interest paid.

(9) Each customer posting a cash deposit shall receive in writing at the time of tender of deposit funds a receipt as evidence thereof, which contains the following minimum information:

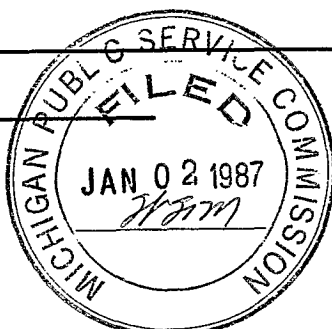
- (a) Name of Customer.
- (b) Place of payment.
- (c) Date of payment.
- (d) Amount of payment.
- (e) Identifiable name and signature of the Company employee receiving payment.
- (f) Statement of the terms and conditions governing the receipt, retention, and return of the deposit funds.

(10) The Company shall provide means whereby a customer entitled to a return of his deposit is not deprived of deposit funds even though he may be unable to produce the original receipt of the deposit.

(11) The Company shall apply deposit standards uniformly as a condition of utility service to all residential customers.

ISSUED January 1, 1987BY: E. M. THEISEN
PRESIDENT

EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**27. Guarantee in Lieu of Deposit**

In lieu of a cash deposit required by these rules, the Company shall accept the written guarantee of a responsible party as surety for a customer service account.

28. Guarantee Terms and Conditions

A guarantee accepted in accordance with these rules is subject to the following terms and conditions:

(1) It shall be in writing and shall be renewed in a similar manner at least annually.

(2) It shall state the terms of guarantee, the maximum amount guaranteed and that the Company shall not hold the guarantor liable for sums in excess thereof unless agreed to in a separate written instrument.

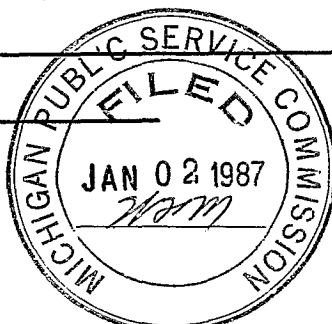
(3) Credit shall be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of nine (9) successive months. For purposes of this subrule, payment is satisfactory if made prior to the issuance of a notice of discontinuation of service for nonpayment not in dispute. The Company may withhold the release of the guarantor pending the resolution of a discontinuance for nonpayment in dispute in accordance with these rules.

29. Deposit Refund

The Company shall refund all cash deposits held as security for residential service currently in its possession and terminate all existing guarantees in lieu of deposits not maintained or executed in compliance with this part. The Company shall notify each customer that any deposit so refunded is pursuant to these rules. Interest on refunded deposits shall accrue in accordance with the interest rate paid by the utility on the effective date of these rules. The Company may apply all deposits subject to refund against existing arrearages not in dispute prior to refund.

ISSUED January 1, 1987BY: E. M. THEISEN
PRESIDENT

EAU CLAIRE, WISCONSIN

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**30. Applicability**

These procedures shall be applicable to all customer inquiries and complaints made to the Company regarding residential utility service and charges therefor.

31. Complaint Procedures

(1) The Company shall establish procedures which will insure the prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all customer inquiries, service requests, and complaints regarding residential utility service and charges therefor.

(2) The Company shall obtain Commission approval of any substantive changes in the procedures prior to implementation.

32. Personnel Procedures Required

The Company shall establish personnel procedures which, as a minimum, insure that:

(1) Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all customer inquiries, service requests, and complaints. The Company shall make necessary arrangement to insure that customers unable to communicate in the English language receive prompt and effective assistance.

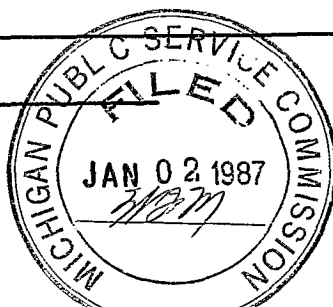
(2) Qualified personnel responsible for and authorized to enter into written settlement agreements on behalf of the Company shall be available at all times during normal business hours to respond to customer inquiries and complaints.

(3) Qualified personnel shall be available at all times to receive and initiate response to customer contacts regarding any discontinuance of service and emergency conditions occurring within the Company's service area.

(4) Names, addresses, and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Commission regarding customer inquiries, service requests, and complaints are current and on file with the Consumer Services Division.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**33. Utility Hearing Officers**

(1) The Company shall employ or contract with competent Utility Hearing Officers who shall be Notaries Public and qualified to administer oaths, and other supporting personnel as necessary to comply with rules pertaining to discontinuance of residential service.

(2) Utility Hearing Officers so employed or contracted to comply with Utility Hearing Officers, subsection (1), and shall function exclusively in this capacity and shall not engage in any other activities for or on behalf of the Company.

(3) Utility Hearing Officers and utility hearing procedures shall be subject at all times to investigation and review by the Commission to insure the impartiality and integrity of the hearing process.

34. Publication of Procedures

(1) The Company shall prepare a pamphlet which, in layman's terms, summarizes the rights and responsibilities of its customers in accordance with these rules and other applicable provisions.

(2) The pamphlet shall be delivered or mailed to each new customer of the Company upon the commencement of service and shall be available at all times upon request.

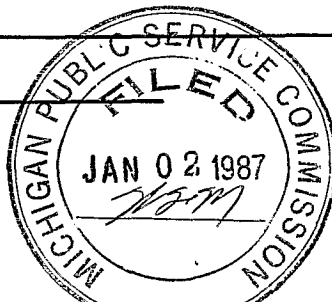
(3) The pamphlet shall contain information concerning, but not limited to:

- (a) Billing procedures and estimation standards.
- (b) Methods for customers to verify billing accuracy.
- (c) Explanation of operation of fuel clauses.
- (d) Customer payment standards and procedures.
- (e) Security deposit and guarantee standards.
- (f) Discontinuation and reconnection of service.
- (g) Inquiry, service and complaint procedures.
- (h) Public Service Commission consumer procedures.

(4) The cover of each pamphlet shall indicate conspicuously that the pamphlet is being provided in accordance with the rules of the Commission, and shall indicate in Spanish that the pamphlet or a translation thereof is available in Spanish. Upon request, the Company shall provide the pamphlet or a translation thereof in the Spanish language.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
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STANDARD RULES AND REGULATIONS**35. Public Access to Rules and Rates**

The Company shall keep on file and provide public access to a copy of these rules, all other rules of the Company as filed with the Commission regarding customer service, and a schedule of all residential rates and service charges, together with an explanation of the operation of any applicable fuel clause, at all offices of the company. Suitable signs shall be posted conspicuously at each such location calling attention to the public that the rules, regulations, and rate schedules are so filed and available for inspection. Upon request, the Company shall provide one (1) copy of these rules or schedules to a customer without charge.

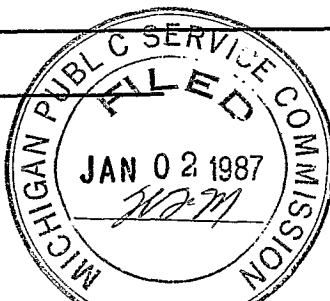
36. Reporting Requirement

The Company shall file a quarterly report with the Consumer Services Division within 20 days after the end of each calendar quarter which, in detail, contains information concerning:

- (1) The payment performance of its customers in relation to established due and payable periods.
- (2) The number and general description of all complaints registered with the Company.
- (3) The number of discontinuation notices issued by the Company and the reasons therefor.
- (4) The number of hearings held by the Company, the type of the dispute relating thereto and the number of complaint determinations issued.
- (5) The number of written settlement agreements entered into by the Company and a synopsis of the terms, conditions and standards upon which the settlement agreements were entered into.
- (6) The actual number of discontinuations of service and the number of reconnections.
- (7) A critique of the performance of the Consumer Services Division of the Commission.

37. Inspection

The Company shall permit authorized staff of the Commission to inspect all of the Company's operations relating to customer service.

ISSUED January 1, 1987BY: E. M. THEISEN
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EAU CLAIRE, WISCONSIN.EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**38. Time of Discontinuation**

(1) Subject to the requirements of these rules, the Company may discontinue service to a residential customer on the date specified in the notice of discontinuation, or within a reasonable time thereafter, only between the hours of 8:00 a.m. and 4:00 p.m.

(2) Service shall not be discontinued on a day, or a day immediately preceding a day, when the services of the Company are not available to the general public for the purpose of reconnecting discontinued service.

39. Manner of Discontinuation

(1) At least one (1) day preceding physical discontinuation of service, the Company shall make reasonable efforts to contact the customer by telephone to advise the customer of the pending action and what steps must be taken to avoid discontinuation.

(2) Immediately preceding the physical disconnection of service, the employee of the Company designated to perform such function shall identify himself to the customer, or other responsible person then upon the premises, and shall announce the purpose of his presence.

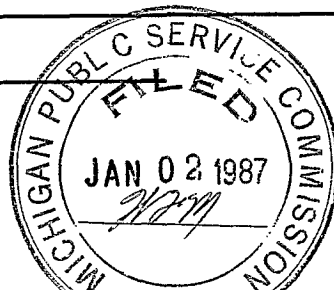
(3) The employee of the Company shall have in his possession the past due account of the customer and request any available verification that the outstanding claims have been satisfied or are currently in dispute. Upon the presentation of evidence which reasonably indicates that the claim has been satisfied or is currently in dispute, service shall not be discontinued.

(4) The employee of the Company may be authorized to accept payment and in such case shall not discontinue service if the customer then and there tenders payment in full, together with a reasonable charge for sending the employee to the premises as provided under paragraph 6, Sheet Number 14.

(5) Payment may be made by the customer in any reasonable manner, including personal check. Payment by personal check is not reasonable if the customer has, on a previous occasion within the last three (3) years, tendered payment in this manner and the check has been returned for insufficient funds.

ISSUED January 1, 1987

BY: E. M. THEISEN
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EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS39. Manner of Discontinuation (Continued)

(6) If prior telephone contact has not been made as provided in subrule (1) and the customer or other responsible person is not in or upon the premises, the employee of the Company shall leave notice in a manner conspicuous to the customer that service will be discontinued on the next business day, unless outstanding claims have been satisfied. If the customer or other responsible person has been telephonically contacted, service may be discontinued immediately.

(7) If the customer or other responsible person is not in or upon the premises upon the return of the employee of the Company, or upon the first visit if the customer or other responsible person does not respond when it reasonably appears that the premises are occupied, the employee may discontinue service.

(8) When service is discontinued, the employee of the Company shall leave notice upon the premises, in a manner conspicuous to the customer, that service has been discontinued, and the address and telephone number of the Company where the customer may arrange to have service restored.

40. Medical Emergency

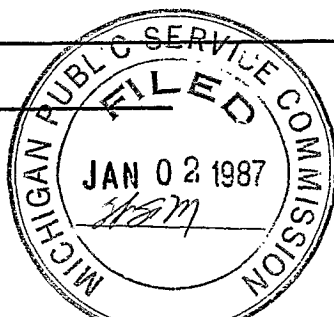
Notwithstanding any other provision of these rules, the Company shall postpone the physical discontinuation of utility service to a residential customer for a reasonable time, not in excess of twenty-one (21) days, if the customer produces a physician's certificate or note from a public health or social services official which states that physical discontinuation will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered. The certificate shall identify the medical emergency and specify the period of time during which discontinuation will aggravate the circumstances. The postponement may be extended by renewal of the certificate or notice.

41. Reconnection of Service

(1) After service has been discontinued, the Company shall restore service promptly upon the customer's request when the cause for discontinuation of service has been cured or credit arrangements satisfactory to the Company have been made.

ISSUED January 1, 1987BY: E. M. THEISEN
PRESIDENT

EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**41. Reconnection of Service (Continued)**

(2) Every effort shall be made to restore service at all times upon the day restoration is requested and, in any event, restoration shall be made no later than the first working day after the day of the request of the customer.

(3) The Company may charge the customer a fee reasonably related to the manner in which service was discontinued, for restoration of that service, as provided in the Company's approved schedule of rates and tariffs.

42. Discontinuance

Subject to the requirements of these rules, the Company may discontinue service to a customer for one (1) or more of the following reasons:

(1) Nonpayment of a delinquent account.

(2) Failure to post a cash security deposit or other form of guarantee.

(3) Unauthorized interference with or diversion or use of the Company service situated or delivered on or about the customer's premises.

(4) Failure to comply with the terms and conditions of a settlement agreement.

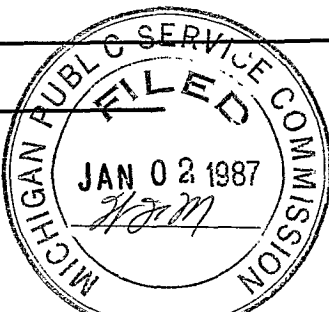
(5) Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.

(6) Misrepresentation of identity for the purpose of obtaining utility service.

(7) Violation of any other rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the utility's energy delivery system.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

43. Discontinuance of Service Prohibited

None of the following shall constitute sufficient cause for the Company to discontinue service:

(1) The failure of a customer to pay for merchandise, appliances or services not approved by the Commission as an integral part of the utility service provided by the Company.

(2) The failure of a customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuation or termination of service at a separate residential metering point, residence or location in accordance with these rules, the Company may transfer any unpaid balance to any other residential service account of the customer.

(3) The failure of a customer to pay for a different class of service received at the same or different location. The placing of more than one (1) meter at the same location for the purpose of billing the usage of specific domestic energy-using devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.

(4) The failure of a customer, such as a landlord, to pay for service where service is used by another person, such as a tenant. The Company may discontinue service, however:

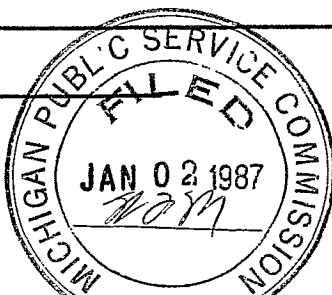
(a) If the customer supplies a written statement under oath that the premises are unoccupied.

(b) If the premises are occupied and the occupant agrees in writing to the discontinuation of service.

(c) If it is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities. Where it is feasible to so provide service, the Company, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his own name. If the occupant then declines to so subscribe, the Company may discontinue service pursuant to these rules. The company shall not attempt to recover or condition service upon the payment of any outstanding bills or other charges due upon the account of any other person.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

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STANDARD RULES AND REGULATIONS43. Discontinuance of Service Prohibited (Continued)

(d) Utility service to any residential customer shall not be discontinued for nonpayment of a delinquent account, if, before discontinuance of service a government-funded service agency verifies or the customer provides documentation to the Company that application has been made to the agency by the customer for economic assistance, which, if granted, will to any extent assist the customer in paying the delinquent account. The Company shall not discontinue service for at least 14 days after the date the verification is made or the documentation is provided. If a determination is made by the agency before the expiration of the 14-day period that the customer is eligible for assistance and notice of the determination is provided to the Company, then the Company shall not discontinue service for at least 5 days after such notice is given, to provide the customer with an opportunity to make full payment of the delinquent account or to enter into a settlement agreement with the Company.

44. Notice of Discontinuation of Service

(1) The Company shall not discontinue residential service pursuant as provided in "Discontinuance" above unless written notice by first-class mail is sent to the customer or personally served at least ten (10) days prior to the date of the proposed discontinuance. Notice shall be sent to the account name and address and to the address where service is provided, if different. Service of notice by mail is complete upon mailing. The Company shall maintain an accurate record of the date of mailing.

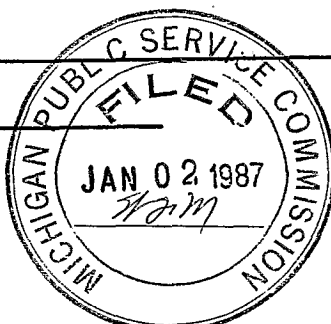
(2) A notice of discontinuance of service shall not be issued if a customer has pending with the Company a complaint concerning the bill upon which the notice is based.

(3) The Company shall permit a residential customer to designate a consenting individual or agency to receive a copy of any notice of discontinuance sent by the Company to the customer.

(4) If notice of discontinuation of service is issued pursuant to this rule, but the 10-day notice period pursuant to Subsection 44(1) above is extended by the operation of Subsection 35(5), then no additional written notice need be given by the utility before the discontinuation of service, except when required by Subsection 31(6).

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN

EFFECTIVE FOR SERVICE RENDERED ON
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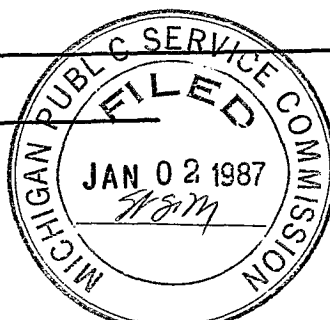
STANDARD RULES AND REGULATIONS45. Form of Notice

Notice shall contain the following information:

- (1) The name and address of the customer and the address of the service, if different.
- (2) A clear and concise statement of the reason for the proposed discontinuation of service.
- (3) The date, or within a reasonable time thereafter, on which service will be discontinued unless the customer takes appropriate action.
- (4) The right of the customer to enter into a settlement agreement with the Company, if the claim is for monies not in dispute and the customer is presently unable to pay in full the amount due the Company.
- (5) The right of the customer to file a complaint disputing the claim of the Company prior to the date of the proposed discontinuation of service.
- (6) The right of the customer to request a hearing before a Utility Hearing Officer if the complaint cannot be otherwise resolved, and a statement that the customer must pay to the Company that portion of the bill not in dispute within three (3) days of the date that the hearing is requested.
- (7) The right of the customer to represent himself or to be represented by counsel or other person of his choice in the complaint process.
- (8) A statement that service will not be discontinued pending the resolution of a complaint filed with the Company in accordance with the rules of the Michigan Public Service Commission.
- (9) The telephone number and address of the Company where the customer may make inquiry, enter into a settlement agreement or file a complaint.
- (10) A statement advising the customer to contact a social service agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
- (11) A statement indicating that discontinuation of service may be postponed if a medical emergency exists in the customer's residence.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

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STANDARD RULES AND REGULATIONS**46. Complaints and Disputed Claims**

(1) When a customer advises the Company prior to the date of the proposed discontinuation of service that all or any part of any billing as rendered is in dispute, the Company shall:

- (a) Immediately record the date, time and place the complaint is made and mail postcard verification to the customer.
- (b) Investigate the dispute promptly and completely.
- (c) Advise the customer of the results of the investigation.
- (d) Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.
- (e) Provide the opportunity for each customer to enter into a reasonable settlement agreement in order to mutually settle the disputed claim or to satisfy any liability not in dispute.

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

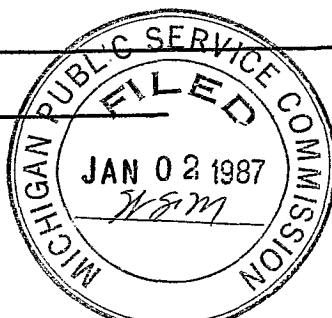
(3) The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to settlement of dispute.

47. Hearings

If the parties are unable to resolve the dispute in a mutually satisfactory manner, the Company shall afford a customer the opportunity for a hearing before a Utility Hearing Officer. If the customer fails to request a hearing within three (3) days from the date that the opportunity for hearing is offered, or, if the customer fails to pay the amount which represents that part of the bill not in dispute within three (3) days of the date the hearing is requested, the Company may exercise its rights pursuant to these rules.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
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STANDARD RULES AND REGULATIONS**48. Payment of Amount Not in Dispute**

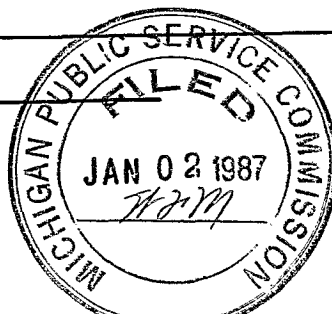
- (1) If a customer requests a hearing before a Utility Hearing Officer, he shall pay to the Company an amount equal to that part of the bill not in dispute.
- (2) The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute.
- (3) If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to the Company 50% of the bill in dispute, not to exceed \$100 per billing period, which shall represent the amount not in dispute.
- (4) The amount not in dispute shall be subject to review at the hearing before the Utility Hearing Officer in accordance with hearing procedures as provided.
- (5) Failure of the customer to pay to the Company the amount not in dispute within three (3) days of the date that the hearing is requested shall constitute a waiver of the customer's right to the hearing, and the Company may then proceed to discontinue service as provided in Discontinuance of Service.
- (6) If the dispute is ultimately resolved in favor of the customer, in whole or in part, any excess monies paid by the customer shall be refunded promptly with interest at 6% per annum.

49. Notice of Hearing

- (1) The customer and the Company shall be mailed or personally served written notice of the time, date and place of the hearing at least ten (10) days prior to the hearing.
- (2) The notice shall describe the hearing procedures as contained in these rules.
- (3) Failure of the customer or the Company to attend the hearing without due cause or prior request for adjournment constitutes a waiver of the right of that party to the hearing.

ISSUED January 1, 1987

BY: E. M. THEISEN
 PRESIDENT
 EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
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STANDARD RULES AND REGULATIONS50. Hearing Procedures

(1) The Company shall establish a hearing procedure which, at a minimum, provides that the customer and the Company:

- (a) Have the right to represent themselves or to be represented by counsel or other person of their choice.
- (b) Have the right to examine at least two (2) days prior to a scheduled hearing a list of all witnesses who will testify and all documents, records, files, account data and similar material which may be relevant to the issues to be raised at the hearing.
- (c) Have the right to present evidence, testimony and oral and written argument.
- (d) Have the right to confront, question, and cross-examine witnesses appearing on behalf of the other party.

(2) A hearing requested by the customer or his authorized representative shall be held at a time during normal business hours. The Company shall take reasonable steps to insure that customers unable to attend hearings due to physical incapacity shall not be denied the right to a hearing.

(3) The burden of proof is upon the Company in all cases.

(4) All witnesses appearing for either party shall testify under oath.

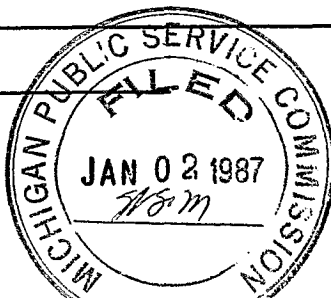
(5) All hearings shall be informal and the proceedings need not be recorded or transcribed. All evidence relevant to the dispute shall be received and the formal rules of evidence shall not apply.

(6) For each hearing held, the Utility Hearing Officer shall compile a hearing record which contains:

- (a) A concise statement in writing of the position of the Company relative to the dispute.
- (b) A concise statement in writing of the position of the customer relative to the dispute. If the customer has not or is unable to reduce his position to writing, the hearing process shall provide a method for accomplishing this with the opportunity for proper acknowledgement by the customer.
- (c) Copies of all evidence submitted by the parties.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

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STANDARD RULES AND REGULATIONS50. Hearing Procedures (Continued)

(7) Upon the closing of the record, the Utility Hearing Officer shall state his findings and decision orally and shall issue a complaint determination in a form approved by the Commission which shall contain:

- (a) A concise summary of the evidence and argument presented by the parties.
- (b) The decision of the Utility Hearing Officer based solely upon the evidence presented and the reasons therefor.

(8) Upon the issuance of a complaint determination, the Utility Hearing Officer shall orally advise the customer and the Company:

- (a) That each party has a right to file by mail, telephone, or in person, within five (5) days after the date of issuance of the complaint determination, an informal appeal with the Consumer Services Division of the Commission.
- (b) That, if appealed, the decision of the Utility Hearing Officer, including a finding that service may be discontinued, is stayed pending review by the Consumer Services Division.
- (c) Of the address and telephone number where the customer may file an informal appeal with the Commission.

(9) Prior to issuance of a complaint determination, the Utility Hearing Officer may propose to the parties a settlement of all matters in dispute. Acceptance of the proposed settlement by both parties is binding unless the Company fails or refuses to abide by the terms of the settlement. The agreement shall be reduced to writing and signed by both parties in the presence of the Utility Hearing Officer.

(10) If, at the conclusion of the hearing a Utility Hearing Officer finds that the Company may discontinue service unless the customer complies with the complaint determination, he shall so notify the customer and authorize the Company to issue immediately and serve the customer or his representative personally with written notice, in a form approved by the Commission, that service will be discontinued after five (5) days unless compliance or payment occurs or the determination is appealed in accordance with these rules.

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STANDARD RULES AND REGULATIONS

50. Hearing Procedures (Continued)

(11) At the conclusion of the hearing, the Utility Hearing Officer shall serve the parties with a copy of the complaint determination, appeal information as provided above and, where applicable, the settlement agreement or notice of discontinuation of service.

(12) The complaint determination, settlement agreement or notice of discontinuation of service shall be made part of the hearing record and, together with other documents contained therein, shall be certified by the Utility Hearing Officer.

(13) The complaint determination is binding upon the parties unless appealed as provided in these rules.

51. Settlement Agreement

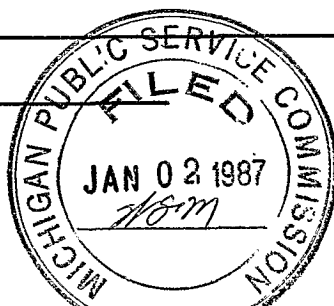
(1) If the Company and the customer arrive at a mutually satisfactory settlement of any claim in dispute, or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, the Company shall offer the customer the opportunity to enter into a settlement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

(2) A settlement agreement shall be in writing and signed by the customer or his representative and a representative of the Company authorized to enter into the agreement. A settlement reached by telephone shall be confirmed by the Company in writing and mailed to the customer with instructions to sign a confirming copy and return it in a prepaid self-addressed return envelope as provided. The original settlement agreement shall be maintained on file by the Company for two (2) years.

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

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STANDARD RULES AND REGULATIONS**51. Settlement Agreement (Continued)**

(4) For purposes of determining reasonableness under these rules, the parties shall consider the:

- (a) Size of the delinquent account.
- (b) Customer's ability to pay.
- (c) Customer's payment history.
- (d) Time that the debt has been outstanding.
- (e) Reasons why debt has been outstanding.
- (f) Any other relevant factors concerning the circumstances of the customer.

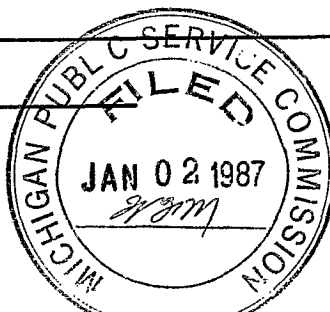
(5) A settlement agreement offered by the Company shall state immediately preceding the space provided for the customer's signature and in bold face print at least two (2) sizes larger than any other used thereon that, "IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT AND HAVE A HEARING BEFORE A UTILITY HEARING OFFICER BEFORE YOUR SERVICE MAY BE TERMINATED.

"IF YOU DO SIGN THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO AN INFORMAL HEARING BEFORE A UTILITY HEARING OFFICER ON ANY MATTER INVOLVED IN THIS DISPUTE, EXCEPT THE COMPANY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT."

52. Default of Settlement Agreement

(1) If a customer fails to comply with the terms and conditions of a settlement agreement, the Company may discontinue service after notifying the customer in writing, by personal service or first-class mail:

- (a) That the customer is in default of the settlement agreement.
- (b) The nature of the default.
- (c) That unless full payment of the claim is made within ten (10) days from the date of mailing, the Company will discontinue service.
- (d) The date, or within a reasonable time thereafter, upon which service will be discontinued.

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STANDARD RULES AND REGULATIONS52. Default of Settlement Agreement (Continued)

(e) That the customer has a right to request a hearing before a Utility Hearing Officer only if the customer alleges that the Company has failed or refused to follow the terms of the settlement agreement.

(f) The address and telephone number where the customer may file the request for hearing with the Company.

(2) Upon determination by the Utility Hearing Officer, a complaint determination and notice of proposed action shall be issued in accordance with Hearing Procedures.

(3) The Company is not required to enter into any subsequent settlement agreement with a customer until the terms of any previous settlement agreement have been fully executed.

(4) The Company is not required to enter into any subsequent settlement agreement with a customer who defaults upon the terms and conditions of a previous agreement.

53. Res Judicata

The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as res judicata and is not required to comply with these rules more than once prior to discontinuance of service.

54. Emergency Discontinuation

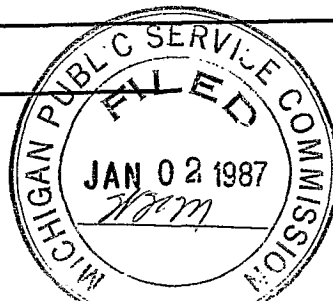
Notwithstanding any other provision of these rules, the Company may discontinue residential service temporarily for reasons of health or safety or in a state or national emergency.

55. Informal Appeal

Within five (5) days from the date of service of a complaint determination of a Utility Hearing Officer, either party may file an informal appeal with the Consumer Services Division of the Commission.

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STANDARD RULES AND REGULATIONS**56. Filing Procedure**

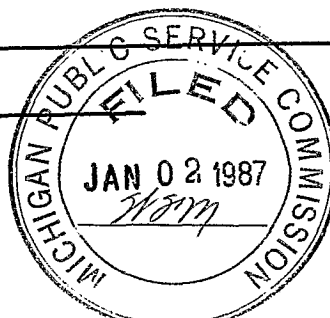
- (1) An informal appeal may be filed in any reasonable manner. The informal appeal need not be in writing and may be initiated by telephone or in person at the office of the Commission.
- (2) A written appeal need not be verified.
- (3) The appealing party shall provide the following information to the Commission:
 - (a) Name and address of the customer.
 - (b) Name of the Company involved.
 - (c) The nature of the original complaint in a clear and concise manner.
 - (d) The relief requested and whether the customer has pursued the remedies available with the Company complained of, pursuant to these provisions.

57. Exhaustion of Remedies

The Commission may require the customer to pursue remedies directly with the Company, as provided in these rules, prior to the acceptance for filing of an informal appeal. The Commission specifically reserves the right to waive this rule when inequity and good conscience circumstances so require.

58. Informal Appeal Procedure

- (1) Upon filing, the appeal shall be assigned to a complaint and information officer of the Consumer Services Division, or other officer or employee of the Commission as the Commission may designate, who shall reduce the appeal to writing and shall be responsible for:
 - (a) Advising the appealing party of the procedures of the Commission by telephone or in writing.
 - (b) Advising the other party that an informal appeal has been filed.
 - (c) Issuing interim determinations as may be necessary in the proceedings.
 - (d) Reviewing or investigating the appeal as provided in these rules.
 - (e) Issuing an informal appeal decision.

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STANDARD RULES AND REGULATIONS**58. Informal Appeal Procedure (Continued)**

(2) Upon notification by the Commission that an informal appeal has been filed, the Utility Hearing Officer shall forthwith file with the Consumer Services Division the certified hearing record concerning the matter in dispute. The parties shall be bound by the evidence presented at the hearing and contained in the hearing record. The Complaint and Information Officer shall not be required to receive or consider any additional evidence or information submitted by a party in arriving at the informal appeal decision.

(3) In all appeals filed pursuant to these rules, the Company has the burden of proof.

59. Interim Determinations

(1) After the receipt of the hearing record and pending the final resolution of an informal appeal, the Complaint and Information Officer may issue an interim determination upon such terms and conditions as he deems appropriate. In the case of appeals regarding bills or deposits, the Complaint and Information Officer may require a customer to pay the undisputed portion of a claim in order to continue the prohibition against the discontinuance of service as provided in these rules. The Complaint and Information Officer may consider such amounts as reasonably appear to reflect the cost of utility service in determining the undisputed portion of a claim.

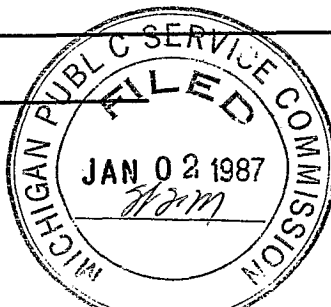
(a) If a customer fails to abide by the terms and conditions of an interim determination within ten (10) days of the date of personal service or mailing thereof by first-class mail, the Company may discontinue service as provided in these rules.

60. Appeal Review

The Complaint and Information Officer shall review the informal appeal thoroughly and, when necessary, conduct further investigation. New evidence may be offered by any party if the Complaint and Information Officer determines that it is relevant and could not have been offered at the hearing before the Utility Hearing Officer through the exercise of due diligence by the offering party. When further investigation is necessary, the Complaint and Information Officer may request additional evidence or, upon his own

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STANDARD RULES AND REGULATIONS**60. Appeal Review (Continued)**

motion, may hold an informal conference with the parties or their representatives at the time and place designated by the officer. If either party fails to appear at the informal conference without good cause shown or prior request for adjournment, the right of the absent party to appear at the conference shall be waived. At any informal conference, each party shall have the right to:

- (1) Represent himself or to be represented by counsel or other person of his choice.
- (2) Present oral and documentary evidence.
- (3) Refute in a reasonable manner the evidence of the other party.
- (4) Submit an oral or written statement of position.

61. Discontinuance Pending Decision

The Company shall not discontinue residential service nor issue a notice of discontinuation relative to the matter in dispute pending the decision of the Consumer Services Division, unless pursuant to the terms of an interim determination.

62. Informal Appeal Decision

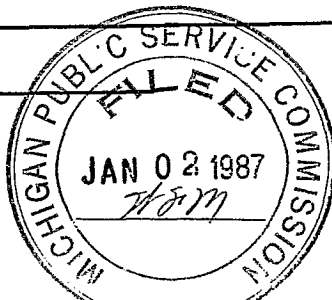
The Complaint and Information Officer or other employee so designated by the Commission shall, within thirty (30) days, issue a written informal appeal decision affirming, modifying or reversing the complaint determination. In reversing or modifying the complaint determination, the decision shall set forth the terms and conditions for continued service, discontinuation, or a proposed settlement agreement as required by the facts and circumstances. The decision shall state the relevant findings of fact and the reasons for the decision.

63. Notice and Discontinuation

A copy of the informal appeal decision shall be served personally or sent by first-class mail to the parties. Failure of either party to comply with the decision within ten (10) days from the date of service of mailing thereof shall permit the action or remedy as provided therein.

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64. Res Judicata

The Consumer Services Division may treat an informal appeal involving the same question or issue based upon same facts as res judicata and may dismiss without following every procedure set forth in these rules.

65. Formal Appeal

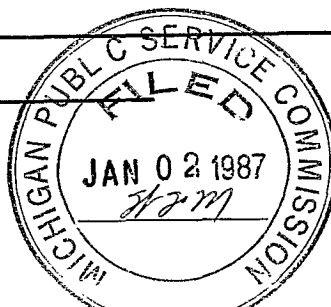
Either party may appeal the decision of the Complaint and Information Officer by filing a formal complaint in accordance with the rules of practice and procedure before the Commission. A party may proceed in accordance with the terms of the informal appeal decision unless otherwise ordered by the presiding officer assigned to the formal complaint.

66. Other Remedies

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

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STANDARD RULES AND REGULATIONS**67. Delivery Pressure of Gas**

Ordinarily, gas is delivered to customers at Base Pressure. Base pressure is approximately 7" of water column above local atmospheric pressure.

Where a customer's hourly use exceeds 1500 cubic feet, the customer and the Company may agree upon delivery at the pressure that is available from time-to-time in the main. For main pressure delivery, the customer will provide all regulation and overpressure protection, and will design his piping to take and accept delivery at such pressure. Main pressure delivery is available only under contract.

When a High Service Pressure is made available as provided above, a specific service pressure shall be agreed upon by the Company and the customer. For the purposes of correcting high pressure gas measurements, the following values will be used:

Temperature base: 60° F.
Assumed atmospheric pressure: 14.40 p.s.i.a.
Pressure base: 14.65 p.s.i.a.

68. Point of Delivery

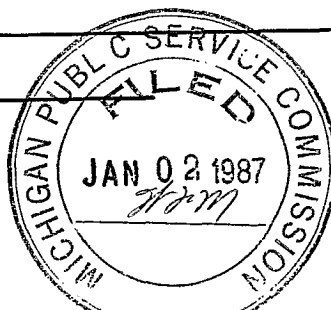
Unless otherwise provided by written agreement, ownership of gas shall pass from the utility to the customer at the outlet of the utility's meter measuring the delivery of such gas, or at the outlet of the regulator where metering is at a pressure above base pressure and the utility furnishes a regulator at the meter outlet.

69. Gas Piping and Equipment

The customer shall furnish, install and maintain all building gas piping and gas utilization equipment beyond the meter outlet at his expense. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority and by the Company. The Company assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet, and reserves the right to discontinue gas service at any time after reasonable notice, when practicable, if such gas piping and equipment is in an unsatisfactory or unsafe condition in the opinion of the Company.

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STANDARD RULES AND REGULATIONS**70. Centrally Metered Installations**

On the effective date of this schedule no centrally metered gas installations (as described in Michigan Public Service Commission Case No. U-4211 Exhibit "A" dated April 29, 1974) exist in the Company's Michigan service area. Furthermore, no centrally metered installations as described in the above Case Number and Exhibit will be permitted in the future.

71. Access to Premises

The Company shall at all reasonable times have access to the customer's premises for the purpose of ascertaining the quantity of gas supplied, for the purpose of inspecting, examining, repairing, installing or removing its regulators, meters, pipes, fittings or other equipment, and for the purpose of examining and inspecting the customer's installation of gas piping and equipment.

72. Company Equipment on Premises Being Served

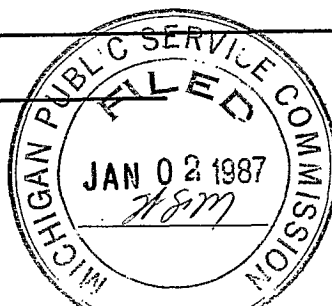
A. All meters and regulators and other facilities placed on any premises by the Company for the purpose of rendering gas service shall, unless otherwise expressly provided, be and remain the property of the Company, and the customer shall exercise reasonable care to protect such property from loss or damage.

B. The customer shall be liable and shall reimburse the Company for all damages to the Company's equipment and for all loss resulting from customer's interference or tampering therewith. Upon the discovery of any such deliberate damage or interference, the Company shall have the right to terminate service after reasonable notice when practicable. Service may be restored upon the customer's payment of all losses and damages to the Company and the appropriate filed reconnection charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his service.

C. The Company reserves the right to modify, change or exchange its facilities on the customer's premises, provided that where any such modification, change or exchange is made for the Company's convenience, the Company will bear the expense thereof, including the expense of change required in the customer's housepiping.

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D. When there is a change of any kind on the premises of the customer in operations or by reason of construction, reconstruction, alteration or demolition, which in the judgment of the Company makes the relocation of the installed gas service facilities of the Company necessary, or if the relocation of the gas service facilities of the Company is requested by the customer, the Company will move such facilities at the customer's expense to an acceptable location on the customer's premises.

73. Rights of Way and Consent of Owner

A. The customer will, without compensation, make or procure satisfactory conveyance to the Company of adequate rights of way for installation of pipe and other Company facilities necessary and incidental to furnishing service to the customer.

B. In case the customer is not the owner of the premises, the customer shall secure the owner's consent for the installation and maintenance on the premises of all gas piping and other gas equipment required for supplying gas service to the customer.

74. Regulating and Metering

The Company will furnish and maintain all equipment necessary for regulating, metering and billing the gas supplied, unless otherwise provided for in the rate schedule or contract which is in effect. The customer will provide a suitable space for such equipment.

The Company will furnish gas to a customer at any one location through a single service.

75. Temporary Suspension of Gas Service

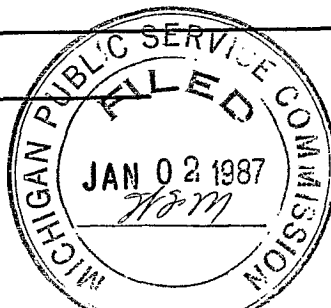
The Company may temporarily suspend service in order to make repairs and improvements in its distribution system. Whenever possible, such changes shall be made so as to cause the least inconvenience to the customers as a whole.

76. Escaping Gas

The customer will immediately give notice to the Company of any gas escaping in or about the premises.

ISSUED January 1, 1987

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STANDARD RULES AND REGULATIONS**77. Gas Metering and Gas Metering Equipment****A. Inspection and Tests**

The Company shall comply with Rule 51 and (for diaphragm-type meters) Rule 52 of the Michigan Public Service Commission Order in Case No. U-5395, Technical Standards of Gas Service, as stated below:

Rule 51. Meters and associated metering devices, inspections and tests.

Inspections and tests of meters and associated metering devices shall be made by, or on behalf of, each utility as follows:

(a) Pre-installation inspections and tests: A meter or associated metering device not included as a part of the meter, or both, shall be inspected and tested before being placed in service, and the error shall be not more than 1.0%. In lieu of this requirement, methods of sample testing acceptable to the Commission may be used.

(b) As found tests: A meter or associated metering device, or both, shall be tested after it is removed from service. Such tests shall be made before the meter or associated metering device, or both, is adjusted, repaired or retired.

(c) Leak tests: A repaired meter or a meter that is removed from service shall be leak-tested before being returned to service. If tested in the field, a meter shall be tested at the actual operating pressure of the system. If tested in the shop, a meter that will operate at normal residential utilization pressures shall be subjected to an internal pressure test of not less than 3 psig, and any meter that will operate above normal residential utilization pressure shall be so marked on the meter and shall be subjected to an internal pressure test of not less than the manufacturers rated operating pressure or any suitable test approved by the Commission. During the pressure test the meter shall be checked for leaks by one of the following tests:

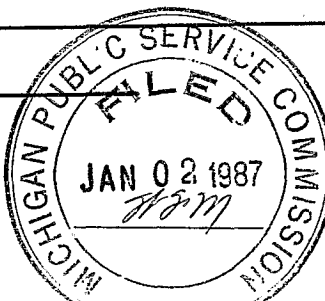
- (i) Immersion test
- (ii) Soap test
- (iii) Pressure drop test of a type acceptable to the Commission

(d) Requested tests: A utility shall file for Commission approval, as part of its rules and regulations, a statement of its policy with regard to testing meter accuracy upon a customer's request, or, in absence of a filed policy approved by the Commission, the utility shall adhere to the following:

- (i) A utility shall test meter accuracy upon request of a customer if the customer does not request a test more than once every two years, and

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77. Gas Metering and Gas Metering Equipment (contd)

if the customer agrees to accept the results of the test as the basis for determining the difference claimed. No charge shall be made to the customer for the first test in any five-year period, but if subsequent tests during the same period for the same customer show the meter to be within the allowable limits of accuracy, the utility may charge the customer for subsequent tests an amount which is uniform and does not exceed the utility's direct cost thereof, plus a reasonable administrative overhead. The customer may be present at the test if he makes a request prior to the test.

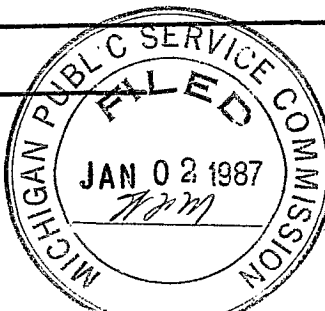
(ii) A report in writing shall be made to the customer by the utility stating the results of the test, and a record of the test shall be kept by the utility.

(e) Periodic tests: A utility shall make periodic tests of meters, associated devices and instruments to ensure their accuracy, according to the following schedule unless otherwise authorized by the Commission:

- (i) Positive displacement diaphragm-type meters with capacities of 500 CFH and under..... 10 years
- (ii) Positive displacement diaphragm-type meters with capacities of over 500 CFH..... 7 years
- (iii) Other meter types, such as proportional, rotary and turbine, may be tested in place when possible..... 2 years
- (iv) Orifice meters..... 6 months
- (v) Gas instruments, such as base volume, base pressure and base temperature correcting devices, shall be removed and checked for calibration at intervals corresponding to the schedule for their associated meters, and shall be checked for calibration in place at intervals of not more than..... 2 years
- (vi) Test bottles, 1 cubic foot..... 10 years
- (vii) Dead weight testers..... 10 years
- (viii) Certified test meter..... 10 years
- (ix) Meter testing systems shall be calibrated when first installed and following alterations, damages or repairs which might affect accuracy. To assure that the accuracy of a meter testing system is maintained on a continuous basis, a daily leakage test shall be made and a weekly accuracy test with a comparison meter of known accuracy shall be made. If the test results differ by more than +/- 0.5% from the comparison meter, the cause of the error shall be determined and necessary corrections shall be made prior to reuse of the system. The comparison meter shall be checked at an interval of..... 1 month.

ISSUED January 1, 1987

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STANDARD RULES AND REGULATIONS

77. Gas Metering and Gas Metering Equipment (contd)

Rule 52. Diaphragm-type meters; meter tests; reports.

(1) A utility shall comply with Rule 51, except that those utilities which receive approval from the Commission may adopt the requirements of this rule.

(2) This rule applies only to diaphragm-type meter categories having a rated capacity of:

- (a) Category 1 - 500 CFH or less
- (b) Category 2 - 501 CFH to 1000 CFH
- (c) Category 3 - 1001 CFH or more

(3) The overall annual test rate required and the maximum number of years meters shall be allowed to remain on premises is based on the historic performance of meters removed from service according to the following classifications:

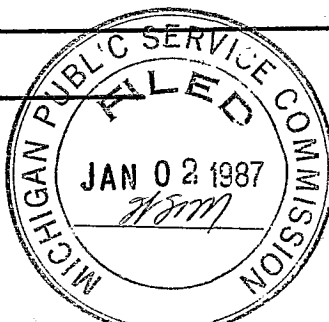
Classi- fication	Percentage of Meters Found Within 98.0% and 102.0% Accuracy on Test	Percentage of Meters in Service to be Tested	Maximum Life on Premises
A	95.0 and higher	4	18
B	90.0 to 94.9	6	16
C	85.0 to 89.9	8	14
D	80.0 to 84.9	10	12
E	75.0 to 79.9	12	10
F	Lower than 75.0	14	7

The classification to which a particular utility is assigned shall be based on the average percentage of meters for each category found accurate for the preceding three calendar years, or the percentage of meters found accurate for the most recent calendar year, whichever is greater. Except for non-registering meters and meters removed and retired specifically because of inability to maintain satisfactory accuracy, all meters removed from customers' premises and tested shall be included in the overall test rate requirement.

(4) A minimum of 2% of the meters in service for each set year shall be removed for testing. The remaining number of meters required to satisfy the overall test rate shall be taken from the meters which have been longest in service without test. However, if a utility has knowledge that a particular classification of meters is not maintaining satisfactory accuracy but can be repaired to maintain such accuracy, such meters may be removed from

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PRESIDENT
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EFFECTIVE FOR SERVICE RENDERED ON
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PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS**77. Gas Metering and Gas Metering Equipment (contd)**

service and included within the overall test rate requirement. If meters of such classification cannot be repaired to maintain satisfactory accuracy, they shall be removed from service and retired, but they will not be credited against the overall test rate requirements.

(5) A utility shall file with the Commission on or before the first day of March of each year a report, by category, of the meters tested during the preceding calendar year. A utility shall detail its test results by the following characteristics:

(a) The number of meters included in each 1% step from 94% accuracy to 106% accuracy, inclusive. Meters slower than 94% shall be grouped separately and meters faster than 106% shall be grouped separately.

(b) The test results shall be further detailed by the following characteristics:

- Set year
- Type of case
- Manufacturer
- Type of diaphragm
- Revenue classification
 1. Commercial and industrial
 2. Residential

(6) A utility shall file with the Commission on or before the first day of March each year a report of the meters retired from service during the preceding calendar year. The report shall show the following details:

(a) Identification and number of meters retired in accordance with characteristics in subrule (5)(b).

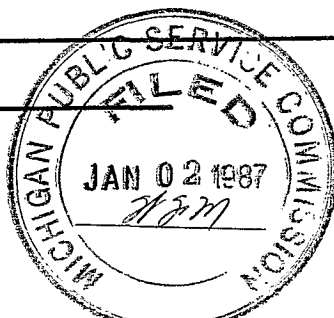
(b) Reason for retirement of meters.

B. Adjustment of Bills Because of Meter Errors

The Company shall comply with Rules 61 through 65 of the Michigan Public Service Commission Order in Case No. U-5395, Technical Standards of Gas Service, as stated below:

Rule 61. Meter errors; bill adjustment.

If a meter is found to have an average error of more than 2%, an adjustment of bills for service for the period of inaccuracy shall be made in the case of over-registration and may be made in the case of under-registration. The amount of the adjustment shall be calculated on the basis that the meter is 100% accurate with respect to the testing equipment used to make the test.

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STANDARD RULES AND REGULATIONS

77. Gas Metering and Gas Metering Equipment (contd)

Rule 62. Amount of adjustment; recalculation of bills.

(1) If the date the error in registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment.

(2) If the date the error in registration began cannot be determined, it shall be assumed the error existed for a period equal to one-half of the time elapsed since the meter was installed on the present premises.

(3) Recalculation of bills shall be made on the basis of actual monthly consumption, if possible. Otherwise, an average monthly consumption determined from the most recent 36 months' consumption data shall be used.

Rule 63. Refunds.

(1) Refunds shall be made to the two most recent customers who received service through the meters found to be in error. The period shall not exceed 6 months unless the utility has adopted the requirements of Rule 52. In the case of a previous customer who is no longer a customer of the utility, a notice of the amount of the refund shall be mailed to such previous customer at his last known address, and the utility shall, upon demand made within 3 months thereafter, refund the same.

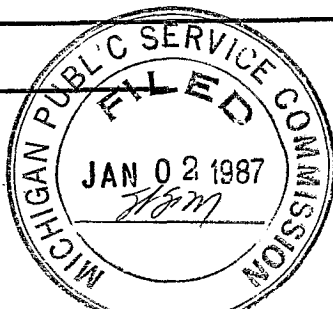
(2) If the recalculation of billing for an existing customer, or for a previous customer no longer a customer of the utility, indicates that the amount of the refund due such existing or previous customer is equal to or in excess of an average of \$.10 per month for the recalculated billing period, the full amount of the refund shall be made, except that no refund less than \$1.00 need be made to an existing customer and no refund less than \$2.00 need be made to a previous customer who is no longer a customer of the utility.

Rule 64. Rebilling.

If the recalculation of billing indicates that the amount due the utility is equal to or in excess of amounts set forth in Rule 63(2) as minimum refunds, the utility may bill the customer for the amount due, provided that in no case shall the period covered by the billing exceed 6 months, unless otherwise ordered by the Commission. A rebilling policy adopted by a utility based on minimum amounts in excess of those set forth in Rule 63(2) shall be uniformly applied to all customers.

ISSUED January 1, 1987

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IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

77. Gas Metering and Gas Metering Equipment (contd)

Rule 65. Consumption data records.

Records of all consumption data and other data necessary for the administration of adjustments of bills shall be maintained for a minimum period of 36 months.

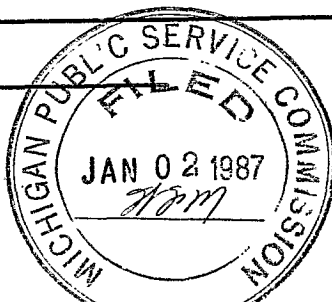
C. Corrections for Gas Measurements

(1) The Company shall make corrections of gas measurements for temperature and pressure in accordance with Charles' Law and Boyle's Law, respectively.

(2) Where gas is metered at a pressure of 35 pounds per square inch gauge or greater, an adjustment factor or correction device to correct such measurements for supercompressibility shall be used during each billing period.

ISSUED January 1, 1987

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EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
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78. GAS CURTAILMENT PROVISIONS

A. ORDER OF GAS CURTAILMENT - Plan 1
(To Stay Within Contract Demands)

Whenever, in the Company's sole opinion, the Company's gas supply is curtailed by Northern Natural Gas Company or Great Lakes Transmission Co. so as to require the Company to curtail or interrupt service to its customers to avoid the payment of penalties for over-take of gas, such curtailment or interruption shall be made in the inverse order of the priorities set forth below. Curtailment or interruptions of customers within the same priority shall be made, so far as possible, on a pro-rata basis.

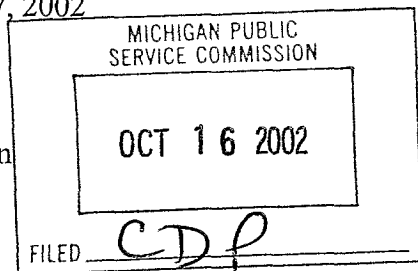
The Company may deviate from this order of curtailment or interruption for brief periods, in order to avoid shutdown of customer's facilities in force majeure or similar situations. In case of such deviation, the Company will so far as practicable subsequently equalize the curtailments within any priority.

Priorities

- | | |
|--------------|--|
| PRIORITY I | General Service-Firm-Residential
Rate Sheet No. 67 |
| PRIORITY II | General Service-Firm-Commercial and Industrial
Rate Sheet No. 68 |
| PRIORITY III | Back-up Supply Service w/ Back-up Capacity Service
Rate Sheet No. 71 and 72 |
| PRIORITY IV | Back-up Constraint Day Service
Rate Sheet No. 73 |
| PRIORITY V | Interruptible Service-Commercial and Industrial Service
Rate Sheet No. 69 |
| PRIORITY VI | Back-up Supply Service w/o Back-up Capacity Service
Rate Sheet No. 72 |
| PRIORITY VII | Commercial and Industrial Interruptible Transportation Service
Rate Sheet No. 70 |
| PENALTY | For use of gas violation of any curtailment or interruption notice or order issued by the Company, see Rate Sheet no. 13 |

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin



Effective for Service Rendered on and after September 17, 2002
Issued Under Authority Of The Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

78. GAS CURTAILMENT PROVISIONS (Continued)

B. ORDER OF GAS CURTAILMENT - Plan 2
(To Stay Within Supplies Curtailed Below Contract Demands)

Whenever, in the Company's sole opinion, the Company's gas supply is curtailed below the contract demand quantity specified in the Company's service agreements with Northern Natural Gas Company or Great Lakes Transmission Company, so as to require the Company to curtail or interrupt service to avoid the payment of penalties for overtake of gas, such curtailment or interruption shall be made in accordance with the priorities as set forth below. Except as provided herein, curtailment or interruptions of customers within the same priority shall be made, so far as possible, on a pro rata basis.

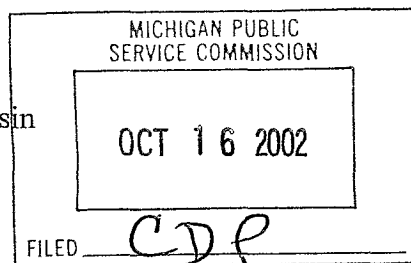
The Company may deviate from this order of curtailment or interruption for brief periods in order to avoid shutdown of customer's facilities in force majeure or similar situations. In case of such deviation, the Company will, so far as practicable, subsequently equalize the curtailment within any priority.

The Company may also deviate from this order of curtailment or interruption and interrupt interruptible loads of a higher priority to avoid curtailing firm loads of a lower priority, when such firm loads do not have alternate fuel capability. Such interruptions of interruptible loads will be made in the inverse order of the priorities in which such interruptible loads are classified, with full or 100 percent interruption to be directed and achieved in each priority before proceeding to the next priority. Interruptions of interruptible loads within any priority will be done on a pro rata basis as far as practicable. Any deviations from such pro rata interruptions will be equalized subsequently to the extent practicable.

Notwithstanding priorities outlined in this Section and Section A above, customer-owned supplies delivered to the town border station will be delivered to the customer except under the following circumstances: 1) If a capacity constraint on the Company's distribution system makes delivery to all customers impossible, all customers, company-owned supply or customer-owned supply, will be curtailed by the priorities described below. The Company reserves the right to divert customer-owned natural gas supply delivered to the Company for use by the Company's firm system customers, during and to the extent emergency conditions which are out of the immediate control of the Company (force majeure) prevent the Company from meeting the needs of firm system supply customers. The Company shall reimburse any customer whose supply is diverted to respond to force majeure conditions at the Company's weighted average cost of gas for each month in which the diversion occurs or the customer's actual cost for the supply diverted, whichever is greater.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin



Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

PRIORITIES OF CUSTOMER CLASSIFICATIONS - Plan 2

Priority

- (1) (a) Residential, small commercial and irrigation requirements less than 50 Mcf on a peak day.
- (b) All commercial and irrigation requirements from 50 Mcf per day through 199 Mcf per day and all industrial requirements through 199 Mcf per day.
- (c) Customer storage injection requirements.
- (d) Requirements greater than 199 Mcf per day for schools, hospitals, sanitation facilities, correctional institutions, police protection and fire protection, except where the use of a fuel other than natural gas is economically practicable and that fuel is reasonably available.
- (e) Requirements for essential agricultural uses as certified by the U.S.D.A., except where the use of boiler fuel other than natural gas is economically practicable and that fuel is reasonably available.

If curtailment in this Category (1) is required, the order of curtailment shall be (e), (d), (c), (b) and then (a).

- (2) Requirements for essential process and feedstock uses and plant protection other than when production operations are shut down, except where the use of a fuel other than natural gas is economically practicable and that fuel is reasonably available.
- (3) All commercial and industrial requirements from 200 Mcf per day through 499 Mcf per day, not otherwise classified.
- (4) All commercial and industrial requirements for non-boiler use 500 Mcf per day and over, not otherwise classified; all commercial requirements above 500 Mcf per day, not otherwise classified.
- (5) Industrial requirements for boiler fuel use above 500 Mcf per day, not otherwise classified.
- (6) Company owned gas needed for gas balancing requirements for customers served under transportation service schedules.

Issued: September 27, 2002
By: M.L. Swenson
President
Eau Claire, Wisconsin

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Effective for Service Rendered on and after September 17, 2002
Issued Under Authority Of The Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

CANCELLED

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

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OCT 16 2002

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Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

STANDARD RULES AND REGULATIONS**79. PRIORITY OF SERVICE**

The Company may limit or deny gas service to new customers and additional service to existing customers when the Company deems it is necessary to conserve the Company's remaining supplies for higher priority service, or when supplies are determined to be depleted.

Such limitations or denials would be imposed in a uniform manner in accordance with the end use to be made of the gas. The lowest priority will be restricted first for control purposes. The following priority categories are established of which category 5 constitutes the lowest priority and category 1A the highest priority use.

PRIORITIES OF SERVICE: Refer to Sheet No. 64 for category status.

- 1A - Residential General Firm
- 1B - Residential Space Heating Firm
- 2A - Commercial or Industrial Firm--uses to 10 Mcf/day
- 2B - Commercial or Industrial Firm--uses to 25 Mcf/day
- 2C - Commercial or Industrial Firm--uses to 50 Mcf/day
- 3 - Small Volume Interruptible--to 199 Mcf/day
- 4 - Large Volume Firm--50 Mcf/day or greater
Special Contract Firm/Interruptible Service
- 5 - Large Volume Interruptible--200 Mcf/day and over

SPECIAL ITEMS AND CONDITIONS

Section A. Under the priority of service plan, application for interruptible service will be treated independently from application for firm service. Limitations or denial of service may be imposed upon each type of customer depending on the characteristics of the available gas supply and type of service requested.

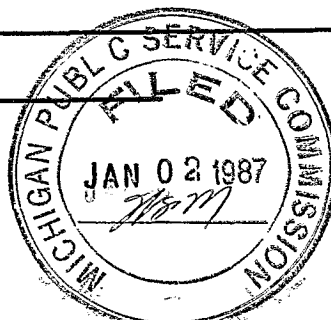
Section B. The Company shall inform the PSC when changes are made in the availability of gas to various priority categories. The changes will be effective upon this date of filing with the Commission.

Section C. Any interruptible customer using over 50 Mcf/day is prohibited from switching to firm service.

Section D. All small volume interruptible customers will maintain a minimum of 30 days' alternate fuel supply.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN.

EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

DEFINITIONS FOR GAS SERVICE:

Residential -- Service to customers for residential purposes only in a single-family dwelling or in individually metered apartment units.

Commercial -- Service to customers who are primarily engaged in wholesale or retail trade, agriculture, local, state or federal government, forestry, fishery, transportation, communication, sanitary service facilities, insurance and real estate, private service (clubs, hotels, rooming houses, hospitals, etc.) and any service that does not fall within or in another category of service.

Industrial -- Service to customers who are engaged primarily in a process that creates or changes raw or unfinished materials to another form of product, including, in some cases, the generation of electric power.

Feedstock Gas -- The use or chemical process of natural gas as a raw material in creating their product.

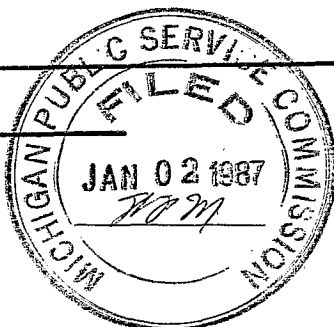
Process Gas -- Gas used for fuel where no alternate fuel may be used, such as an application requiring precise temperature control and precise flame characteristics.

Boiler Fuel -- Natural gas used as a fuel for the generation of steam or electricity.

Estimation of maximum daily requirements for an industrial customer will be determined by multiplying the maximum daily rating of customer's equipment by 20 hours of operation per day unless a more accurate determination is possible.

ISSUED January 1, 1987

BY: E. M. THEISEN
PRESIDENT
EAU CLAIRE, WISCONSIN



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

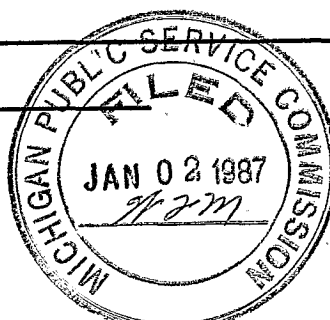
PRIORITY OF SERVICE STATUS

<u>Status</u>	<u>Classification</u>
Open	1A -- Residential General Firm
Open	1B -- Residential Space Heating Firm
Open	2A -- Commercial or Industrial Firm - uses to 10 Mcf/day
Open	2B -- Commercial or Industrial Firm - uses to 25 Mcf/day
Open	2C -- Commercial or Industrial Firm - uses to 50 Mcf/day
Open	3 -- Small Volume Interruptible - to 199 Mcf/day
Closed	4 -- Large Volume Firm - 50 Mcf/day or greater Special Contract Firm/Interruptible Service
Closed	5 -- Large Volume Interruptible - 200 Mcf/day and over

Total additional sales in Michigan and Wisconsin in the Open priorities will be limited to the 5,170 Mcf/day capacity available.

ISSUED January 1, 1987

BY: E. M. THEISEN
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EAU CLAIRE, WISCONSIN



EFFECTIVE FOR SERVICE RENDERED ON
AND AFTER January 1, 1987

ISSUED UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SER. COMM. DATED November 4, 1986

IN CASE NO. U-8493

GAS COST RECOVERY FACTORS

The following monthly gas cost recovery factors are authorized pursuant to Rule 4, Gas Cost Recovery Clause:

First Quarter

April 2002 \$.38609 per therm.
May 2002..... \$.38609 per therm.
June 2002..... \$.38609 per therm.

Second Quarter

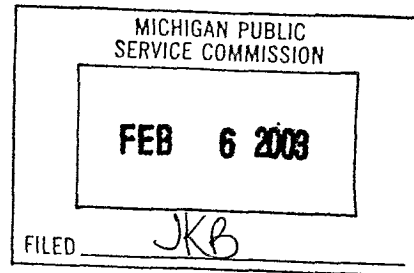
July 2002 \$.42263 per therm. —
August 2002..... \$.42263 per therm.
September 2002..... \$.42263 per therm.

Third Quarter

October 2002..... \$.47599 per therm.
November 2002..... \$.47599 per therm.
December 2002..... \$.47599 per therm.

Fourth Quarter

January 2003 \$.50663 per therm.
February 2003..... \$.50663 per therm.
March 2003..... \$.50663 per therm.



(1) The maximum Gas Cost Recovery Factors shown above are subject to adjustment pursuant to the contingency mechanism. See Sheet No 66.

(2) The Gas Cost Recovery factors shown above are the maximum Gas Cost Recovery Factors the Company may charge (subject to the contingency mechanism adjustment). The actual Gas Cost Recovery Factors charged in any month maybe less than that shown. Contact the Company or the Commission for the actual rates charged.

(3) The Company will file by December 31, 2002 for maximum Gas Cost Recovery Factors for April 2003 through March 2004. The Gas Cost Recovery Factor to be charged beginning April 2003 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq.

Issued December 3, 2002.

By: M. L. Swenson
President
Eau Claire, Wisconsin

Effective for bills rendered on and after the first billing cycle of the January, 2003 billing month.
Issued Under Authority Of The Michigan
P.S.C. Dated July 23, 2002
In Case No. U-13222

GCR Ceiling Price Adjustment (Contingency) Mechanism

Pursuant to the Commission's Order approving the Company's GCR Plan for April 1, 2002 through March 31, 2003, Case No. U-13222, the maximum Gas Cost Recovery Factors on Sheet No. 65 may be increased on a quarterly basis, for the remaining months of such GCR Plan year, contingent upon NYMEX futures prices increasing to a level above that which was incorporated in the calculation of the Commission approved GCR ceiling prices.

At least fifteen days, but no more than 30 days, before the beginning of each quarter, the Company shall file with the Michigan Public Service Commission an updated Sheet No. 65, if the contingency calculation results in an increase to the existing GCR factors. The filing shall include all supporting documents necessary to verify the GCR factor increase, including a copy of the calculation and a copy of the NYMEX futures price sheet, for the closing date chosen by the Company, such sheet being an authoritative source used by the gas industry, along with any additional information deemed necessary to verify the GCR factor increase. The filing shall be incorporated in the GCR Plan docket, U-13222.

Calculation Methodology

The GCR factors for each of the remaining months of the GCR Plan period shall be increased by \$0.08 per MMBtu for every \$0.10 per MMBtu increase in the NYMEX natural gas futures contract prices using the following formula:

$$\text{New Factor} = \text{Original Factor} + \text{Adjustment}$$
$$\text{Adjustment} = 0.80 * (\text{NYMEX avg. futures price} - \text{NYMEX avg. base price})$$

Definitions:

- | | |
|-------------------|---|
| New Factor - | New maximum GCR factor (\$/MMBtu). |
| Original Factor - | Maximum GCR factor (\$/MMBtu) approved by the Commission in its GCR Plan Order. (Note: may differ from the existing maximum GCR factor due to prior contingency adjustments.) |

Issued August 14, 2002

By: M. L. Swenson
President
Eau Claire, Wisconsin

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Effective for bills rendered on and after the first billing cycle of the April, 2002 billing month.
Issued Under Authority Of The Michigan P.S.C. Dated July 23, 2002
In Case No. U-13222

GCR Ceiling Price Adjustment (Contingency) Mechanism (Continued)

Definitions (continued)

- NYMEX Avg. Futures Price - Simple average of the actual NYMEX monthly natural gas futures contract prices (in \$/MMBtu) for the remaining (n) months of the GCR Period:
 $\Sigma(\text{NYMEX futures price})_i / n.$
- NYMEX Avg. Base Price - Simple average of the actual NYMEX monthly natural gas futures contract prices (in \$/MMBtu) for the remaining (n) months of the GCR Period, as incorporated in the approved GCR Plan:
 $\Sigma(\text{NYMEX base price})_i / n.$

Data Input Table

<u>Quarter</u>	<u>(n) Remaining Months</u>	<u>Original Factor</u>	<u>NYMEX Avg. Base</u>
2nd	9 (July 2002 – March 2003)	\$4.2263/MMBtu	\$2.987 per MMBtu
3rd	6 (October 2002 – March 2003)	\$4.2263/MMBtu	\$3.096 per MMBtu
4th	3 (January 2003 – March 2003)	\$4.2263/MMBtu	\$3.200 per MMBtu

Example Calculation, Fourth Quarter:

New Factor = \$4.2263/MMBtu + Adjustment

$$\text{Adjustment} = 0.80 * [\Sigma(\text{NYMEX futures price})_i / n - \text{NYMEX avg. base price}]$$

$$= 0.80 * [(\text{JanNYMEX} + \text{FebNYMEX} + \text{MarchNYMEX}) / 3 - \$3.20/\text{MMBtu}]$$

Authorization

The Commission is authorized to approve GCR ceiling price adjustments contingent on future events, pursuant to Sec. 6h. (6) PA 304 of 1982. This Quarterly GCR Contingency Mechanism expires on March 31, 2003. The Contingency Mechanism can be re-authorized on an annual basis in the Company's GCR Plan Proceedings.

Issued August 14, 2002 MICHIGAN PUBLIC SERVICE COMMISSION

By: M. L. Swenson
 President
 Eau Claire, Wisconsin

SEP 17 2002
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Effective for bills rendered on and after the first billing cycle of the April, 2002 billing month.
 Issued Under Authority Of The Michigan P.S.C. Dated July, 23, 2002
 In Case No. U-13222

RESIDENTIAL GENERAL SERVICE

Availability and Character of Service

The rate is available on a firm basis to any residential customer for the general use of natural gas, subject to Gas Curtailment Provisions currently on file with the Michigan Public Service Commission.

Gas sold hereunder shall not be resold.

Contract required if delivery of gas is above base pressure of approximately 7 inches of water column.

A special contract may be executed when unusual or extraordinary conditions exist as provided in Rule C, Sheet Number 11.

Net Monthly Rate

Customer charge

\$6.50 per month, plus

Distribution charge

\$.1200 per therm, plus

Gas cost charge

The monthly gas cost charge as set forth on Sheet Number 65.

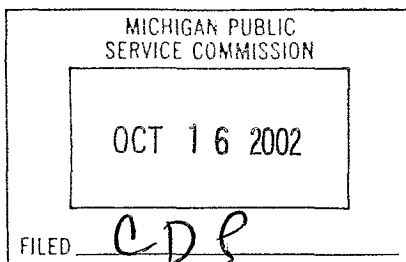
Minimum bill

The applicable customer charge.

Rules & Regulations

Service is subject to orders of regulatory bodies having jurisdiction and to Company's Rules and Regulations currently on file in Company's offices.

Rate Code 301



Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

COMMERCIAL AND INDUSTRIAL GENERAL SERVICE

Availability and Character of Service

The rate is available on a firm basis to any commercial or industrial customer for the general use of natural gas, subject to Gas Curtailment Provisions currently on file with the Michigan Public Service Commission.

Gas sold hereunder shall not be resold.

Contract required if delivery of gas is above base pressure of approximately 7 inches of water column.

A special contract may be executed when unusual or extraordinary conditions exist as provided in Rule C, Sheet Number 11.

Net Monthly Rate

Customer charge
\$14.00 per month, plus

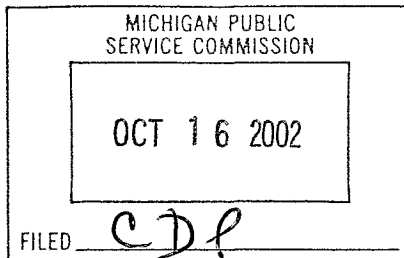
Distribution charge
\$.0845 per therm, plus

Gas cost charge
The monthly gas cost charge as set forth on Sheet Number 65.

Minimum bill
The applicable customer charge.

Rules and Regulations
Service is subject to orders of regulatory bodies having jurisdiction and to Company's Rules and Regulations currently on file in Company's offices.

Rate Code 302



Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

COMMERCIAL AND INDUSTRIAL - INTERRUPTIBLE USE

Availability and Character of Service

This rate is available under contract on an interruptible basis for commercial or industrial loads (including space heating) to customers who agree: (1) to curtail use of gas whenever requested by the Company; (2) to provide and maintain adequate standby facilities suitable to the Company; (3) to have available at all times sufficient standby fuel to maintain a continuous fuel supply during periods of curtailment in the delivery of gas sold hereunder; and (4) shall have fuel requirements of 25,000 therms per year, or more. Subject, however, to the Gas Curtailment Provisions currently on file with the Michigan Public Service Commission. Gas sold hereunder shall not be resold.

Contract required for service hereunder with a term of not less than one year.

A special contract may be executed when unusual or extraordinary conditions exist as provided in Rule C, Sheet Number 11.

Net Monthly Rate

Customer charge
\$40.00 per month, plus

Distribution charge
\$.0330 per therm, plus

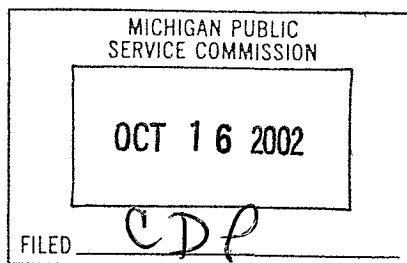
Gas cost charge
The monthly gas cost charge as set forth on Sheet Number 65.

Unauthorized Use Penalties
If customer fails to curtail use of gas when requested to do so by the Company, the customers will be subject to the Penalties for Unauthorized Take set forth on Sheet 13.

Minimum annual charge
The minimum annual charge shall be \$1,000 subject to a discount of \$5.00 for each full 24 hours that service is not available in each 12-month period covered under the contract.

Rules and Regulations
Service is subject to orders of regulatory bodies having jurisdiction and the Company's Rules and Regulations currently on file in the Company's offices.

Rate Code 303



Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

Effective for Service Rendered
on and after September 17, 2002
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002
In Case No. U-13365

COMMERCIAL AND INDUSTRIAL- TRANSPORTATION SERVICE

Availability and Character of Service

This rate is available under contract on an interruptible basis for commercial or industrial loads (including space heating) to customers who agree: (1) to curtail use of gas whenever requested by the Company; (2) shall have fuel requirements of 25,000 therms per year, or more; and (3) Execute a service agreement with the Company detailing terms, nomination requirement, etc. Subject, however, to the Gas Curtailment Provisions (Sheets 58 through 60). Where customer purchases and manages delivery of natural gas to Company's distribution system.

Rate: Customer Charge per Month	\$40.00
Daily Metering Charge per Month	\$25.00
Administrative Charge per Month	\$25.00
Distribution Charge per Therm	\$0.0330

Unauthorized Use Penalties - If customer fails to curtail use of gas when requested to do so by the Company, the customers will be subject to the Penalties for Unauthorized Take set forth on Sheet 13.

Daily Balancing:

At Customer's option, Customers are subject to Daily Balancing through either Daily Scheduling - Daily Nomination Provision, or Daily Scheduling - Monthly Nomination Provision, (Sheet Nos.70.1 through 70.4)

Monthly Balancing:

Customers are subject to Monthly Balancing Provision, (Sheet No. 70.5 through 70.6)

Backup Services Available

Backup Services include:

Backup Capacity Service --	Sheet No. 71
Backup Supply Service --	Sheet No. 72
Backup Constraint Day Service --	Sheet No. 73

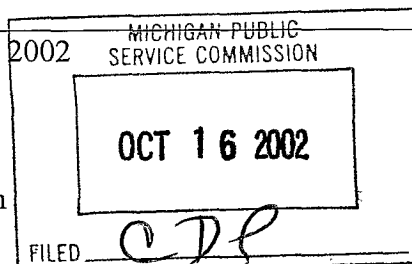
Supply Interruption Requirements:

Delivery of gas may be subject to supply restrictions when required for situations that include Company distribution system capacity constraints, and a reduction or interruption in customer owned quantities being to delivered to Company's distribution system. Under the Gas Curtailment Provisions (Sheets 58 through 60), customers may be required to not exceed their daily nomination. Company will provide notice of supply restrictions as far in advance as possible.

(continued)

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin



Effective for Service Rendered on and after September 17, 2002.
Issued Under Authority Of The Michigan Public Service Commission
Dated: September 16, 2002.
In Case No. U-13365

COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Daily Balancing - Daily Nomination Provision

Customers must provide Company with daily gas nominations as specified in the service agreement with Company. Customers are subject to daily charges if the actual daily gas volume used by customer deviates from their daily nomination by more than five percent.

Daily Scheduling Variance: A net daily variance for each gas day will be determined by comparing customer actual gas use with the amount of gas nominated. The daily imbalance percentage will be calculated by dividing the daily variance by the amount of gas nominated.

Negative Daily Variance Charges : If the amount of gas used by a customer is less than the nominated amount, customer shall be charged an amount equal to the following , for any day that is not a constraint day

<u>Daily Imbalance percentages</u>	<u>Daily Variance charge</u>
First 5%	\$.0000 / therm
Next 10%	\$.0072 / therm
All remaining daily variance	\$.0400 / therm

Positive Daily Variance Charges : If the amount of gas used by a customer is more than the associated gas nomination amount, customer shall be charged an amount equal to the following for any day that is not a constraint day.

<u>Daily Imbalance percentages</u>	<u>Daily Variance charge</u>
First 5%	\$.0000 / therm
Next 10%	\$.0072 / therm
All remaining daily variance	\$.1000 / therm

On days when a gas curtailment is called under the Gas Curtailment Provisions (Sheet Nos. 58 through 60), net daily variances above 5% of the customer nomination shall be cashed out at the charge for unauthorized gas use. The charge for unauthorized use is defined on Sheet No. 13.

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Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION
OCT 16 2002
FILED <i>CDP</i>

Effective for Service Rendered
on and after September 17, 2002.
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Michigan Public Service Commission
Dated: September 16, 2002.
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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Daily Balancing - Daily Nomination Provision (continued)

Special Conditions:

1. This rate schedule does not give the customers the right to exceed their daily nominations.
2. For the purpose of measuring net daily variance, customer use will be determined using telemetering data adjusted for heat content based on Company's calorimeter readings. On days when such data is unavailable, estimates based on other available metering data or customer nominations will be used.
3. For the purpose of measuring net daily variance, customer nominations shall be adjusted for natural gas supplies not confirmed and delivered by the pipeline.
4. Telemetering data will be made available to the customer.
5. Charges for any portion of a negative daily variance charge caused by failure of Company to deliver customer-owned supplies to customer due to capacity constraints on Company's distribution system will be waived.
6. All revenue collected under the Daily Nomination provision shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.
7. All daily balancing charges are subject to adjustment through the Daily Imbalance Pooling Provision (See below)

Daily Imbalance Pooling

The customer must choose either the NSP pool or a Customer/Third party Pool. This choice will be shown on Exhibit A of the customer's service agreement.

NSP Pool Special Conditions:

For customers choosing the NSP pool, daily scheduling charges, calculated under the Daily Scheduling - Daily Nomination schedule (Schedule DS-DN), shall be recalculated using the aggregate daily nominations and usage of all customers in the NSP pool. The customers' individual daily scheduling charges will be reduced by a percentage factor reflecting the recalculated charges.

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Issued: September 27, 2002
By: M.L. Swenson
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Eau Claire, Wisconsin

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Effective for Service Rendered on and after September 17, 2002.
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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Daily Balancing – Daily Nomination Provision (continued)

Daily Imbalance Pooling (continued)

Customer/Third Party Special Conditions

For Customers included in a Customer or Third party pooling agreement, the following information shall be provided in writing at least ten days prior to the month in which pooling will begin.

1. A copy of the participants' current pooling agreement.
2. A customer pool administrator must be identified. The administrator shall be designated as agent for all pool participants concerning the calculation and allocation of Company billed balancing charges under this provision.
3. Company will provide the pool administrator with daily variance summaries at the end of each billing month. The pool administrator shall provide Company, within two (2) business days from the date of each usage summary, a written statement of over and under variances allocated to each pool participant. Company will issue a bill for balancing charges to each pool participant based on allocations provided by the pool administrator, subject to its right to audit the accuracy of any allocation.
4. Company reserves the right to limit or modify the terms of pooling agreements, to the extent Company determines that pooling over any portion of its distribution system may adversely impact other customers.

Customer/Third Party Special Conditions (continued)

5. On a day that a curtailment has been called under the Gas Curtailment Provisions (Sheet Nos. 58 through 60), pooling will be limited to customers behind the same city gate. Customers pooled behind the same city gate shall have total consumption of gas not greater than the confirmed nominations arriving at the city gate.
6. Pool participants shall remain individually liable for all balancing charges applicable to their use of service i) which is not covered by a pooling agreement, ii) if pool administrator fails to comply with the terms of the agreement with Company, or iii) during any pooling allocation dispute.

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Issued: September 27, 2002

By: M.L. Swenson
President
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Effective for Service Rendered
on and after September 17, 2002.
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Michigan Public Service Commission
Dated: September 16, 2002.
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**COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)**

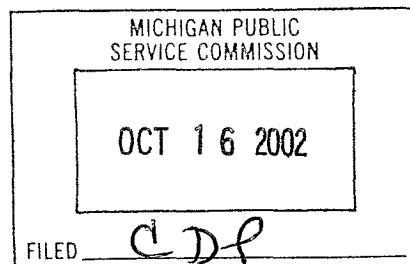
Daily Balancing - Monthly Nomination Provision

Instead of Daily Balancing – Daily Nominations above customers can select Daily Balancing – Monthly Nominations. Customers must provide Company with monthly gas nominations as specified in service agreement with Company. Customer choosing this option will not be subject to the daily variance charges contained in the Daily Scheduling - Daily Nomination schedule.

Rate: \$0.0030 per therm of use.

Special Conditions:

1. Customers shall make an average daily nomination for the month. This nomination may be changed within the month to balance on a monthly basis.
2. Customers must comply with all term of the Monthly Balancing Provisions
3. For the purpose of curtailments, customers will be curtailed to the current average daily nomination in effect.
4. All revenue collected under the Monthly Nomination Provision shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.



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Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

Effective for Service Rendered
on and after September 17, 2002.
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002.
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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Monthly Balancing Provision

Transportation Schedule Customers have a calendar month volume requirement equal to the sum of their daily nominations. The monthly imbalance is the difference between the calendar month volume requirement and actual calendar month gas use of customer. This schedule defines the charges or credits that apply to calendar month imbalances. Monthly imbalances will not be carried forward to the next calendar month.

Monthly Balancing:

Net imbalance volumes will be determined for each calendar month. However, volumes charged under the unauthorized use provisions shall not be counted in the net imbalance.

Definitions:

Imbalance Percentage is the sum of daily nominations divided by actual use for the month.

Market Cost of Gas is the first of the month "Northern Natural Gas Co. (NNG) - Demarcation" index as published in Inside F.E.R.C.'s Gas Market Report plus NNG's variable pipeline transportation and fuel cost for the current month.

Undertake Credit: If the amount of gas used is less than the amount of gas nominated, Company shall provide an Undertake Credit. The Undertake Credit shall be equal to the net volume imbalance multiplied by the Undertake Rate. Gas volumes within each imbalance percentage category shall be credited at the corresponding rate for that category.

Imbalance Percentage

100% to 95%
Less than 95%

Undertake Rate

Market Cost of Gas
Market Cost of Gas times 0.8

Overtake Charge: If the amount of gas used is more than the amount of gas nominated, Company shall impose an Overtake Charge. The Overtake Charge shall be equal to the net volume imbalance multiplied by the Overtake Rate. Gas volumes within each imbalance percentage category shall be charged at the corresponding rate for that category.

Imbalance Percentage

100% to 105%
Greater than 105%

Overtake Rate

Market Cost of Gas
Market Cost of Gas times 1.2

(Continued)

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION	
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Effective for Service Rendered
on and after September 17, 2002.
Issued Under Authority Of The
Michigan Public Service Commission
Dated: September 16, 2002.
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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Monthly Balancing Provision (continued)

Special Conditions:

1. For the purpose of measuring imbalances, customer use will be determined using telemetering data adjusted for heat content based on Company's calorimeter readings. On days when such data is unavailable, estimates based on historical data during a similar period or other available metering data will be used.
2. Telemetering data will be made available to customers.
3. Any portion of an imbalance caused by Company's failure to deliver customer-owned supplies as a result of capacity constraints on Company's distribution system shall be credited to customer at the Market Cost of Gas.
4. All revenue collected under the Monthly Balancing Provision shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.

Other Special Conditions

Conversion of Service:

If a Customer wishes to convert from the gas supply option described in its Service Agreement to other gas supply options provided by the Company, customer must provide Company notice of intent to transfer between this gas supply schedule and another gas supply schedule. Notice must be in writing and delivered to Company no later than May 1 of the year of the proposed transfer date. Customers will then be eligible to transfer as of May 1st. This notice requirement may be waived at Company's sole discretion if Company has an adequate supply to serve customer and anticipates no significant detriment to existing system sales customers. Company may require customer payment of an exit fee prior to a gas supply schedule transfer to recover costs related to the transfer. Exit fee may include, but not be limited to supplier exit fees, contract revision costs, and excess demand costs.

(Continued)

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION	
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Effective for Service Rendered
on and after September 17, 2002.
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Michigan Public Service Commission
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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Other Special Conditions (continued)

Telemetering:

- a. Customers under this Schedule shall provide the Company appropriate space, electricity and telephone lines required for the Company to install electronic telemetering equipment for each customer meter.
- b. Customers required to have telemetering equipment shall pay all charges for associated phone and electric service plus any costs incurred by the Company as a result of the customer's early termination of service requiring telemetering or damages to the equipment caused by negligence of the customer or those under its control.
- c. The Company shall identify a means for customer to have access to the telemetered data from each customer meter and the estimated Btu content expected for gas flowing through the customer's meter. When available, the customer will, at its cost, be required to connect to the Company's electronic bulletin board as the primary means for obtaining data.

Nominations:

- a. All customers selecting supply options that require the customer to be responsible for purchase of supply shall provide nominations for daily consumption on forms and in accordance with nomination schedules provided by the Company.
- b. The Company will make reasonable efforts to accommodate nomination change requests with less notice than required in the appropriate schedule so long as such changes do not impose any cost on Company or adversely affect service to any other customer.
- c. The customer shall be subject to all applicable charges and penalties for its failure to maintain its daily consumption at its nominated level.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION
OCT 16 2002
FILED <u>CDP</u>

Effective for Service Rendered
on and after September 17, 2002.
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Michigan Public Service Commission
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Transportation Standards of Conduct

This rule is intended to promote fair competition and a level playing field among all participants involved in transportation within the Company's regulated gas service territory. The Company will conduct its business to conform to the following transportation Standards of Conduct.

- (A) The Company will not communicate to any Customer, Supplier, or third parties that any advantage will accrue to such Customer, Supplier, or third party in the use of the Company's services as a result of that Customer, Supplier, or third party dealing with its market affiliate, and shall refrain from giving any appearance that it speaks on behalf of its affiliates.
- (B) The Company will process all similar requests for transportation service in the same manner and within the same period of time.
- (C) The Company will apply any tariff provision relating to transportation service in the same manner without discrimination to all similarly situated customers.
- (D) The Company will not give its marketing affiliate or Customers of its affiliate preference over any other non-affiliated gas marketers or their customers in matters relating to transportation service including, but not limited to, nominating, balancing, metering, billing, storage, standby service, curtailment policy, or price discounts.
- (E) The Company will not provide leads or provide market sensitive information regarding current or potential Customers or marketer to its marketing affiliate. If a Customer requests information about marketers, the Company will provide a list of all marketers operating on its system, including its affiliate, but will not promote its affiliate.
- (F) If a customer makes a request, in writing, that its historic sales and transportation data be provided to a particular marketer or marketers in general, that request will be honored by the Company until revoked by the customer. To the extent the Company provides to its marketing affiliate a discount or information related to transportation sales, or marketing of natural gas, including but not limited to the Company's Customer lists, that is not readily available or generally known to any other marketer or Supplier, or has not been authorized by a Customer, it will provide details of such discount or provide the information contemporaneously to all potential marketers on its system that have requested such information. A marketer may make a standing request for the contemporaneous disclosure of such information.
- (G) The Company will not condition or tie its agreement to release interstate pipeline capacity to any agreement by a gas marketer, Customer, Supplier, or pipeline transporter relating to any service in which its marketing affiliate is involved.
- (H) The Company will not condition or tie its agreement to a transportation discount to any agreement by a gas marketer, Customer, Supplier, or pipeline transporter relating to any service in which its marketing affiliate is involved.
- (I) The Company's operating employees and the operating employees of its marketing affiliates will function independently of each other, be employed by separate business entities, and reside in separate offices.
- (J) The Company will keep separate books of accounts and records from those of its marketing affiliate.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION
OCT 16 2002
FILED <i>CDP</i>

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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(continued)

Transportation Standards of Conduct Complaint Procedures

If the Company receives a verbal complaint related to its Rules, Regulations and Rate Schedules for Gas Service, MSPC 1, Gas Transportation Standards of Conduct, the Company will attempt to resolve the complaint on an informal basis. If the Company and the complainant are unable to resolve the complainant on an informal basis, the procedures outlined below will be followed:

- (A) Complainant will route all formal complaints to

Xcel Energy
P.O. Box 8
Eau Claire, WI. 54702

Attention: Legal Department

- (B) The Company will acknowledge the receipt of the formal written complaint, in writing, within five working days of receipt by the Company.
- (C) The Company will confirm and amend the prepared written statement of the complainant to ensure the complainant includes the name of the complainant, relevant dates and specific claims.
- (D) The Company will prepare a written statement communicating to the complainant the results of the Company's preliminary investigation within 30 days of the initial receipt of the complaint by the Company with a description of the action taken or proposed to be taken.
- (E) (1) If the complainant is satisfied with the action taken or proposed to be taken, complainant will acknowledge its agreement by signing and returning a copy of the Company's written statement addressing the action taken or proposed to be taken.
- (2) If the complainant is not satisfied with the Company's response, then the complainant may address the complaint to the Commission.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION	
OCT 16 2002	
FILED	<i>CDP</i>

Effective for Service Rendered
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Michigan Public Service Commission
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BACKUP CAPACITY SERVICE

Availability and Character of Service:

Available to all customers. Company provides and reserves interstate pipeline capacity for use during period of curtailment as describe on sheets 58 through 60.

Rate: Backup Capacity Charge per Month

The Back-up Capacity Charge - Entitlement rate per month shall be the Company's total estimated annual Michigan peak day capacity cost divided by the projected Michigan system peak requirement, divided by twelve months, rounded to the nearest 1 cent per MMBtu of entitlement.

Natural gas commodity may be supplied under Back-up Supply Service (Rate Sheet 72).

Special Conditions:

1. Customer shall execute a service agreement with Company for a minimum of one year.
2. All revenue collected under this schedule shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION

OCT 16 2002

FILED *CDP*

Effective for Service Rendered on and after September 17, 2002.
Issued Under Authority Of The Michigan Public Service Commission
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BACKUP SUPPLY SERVICE

Availability and Character of Service: Available to transportation Service customers.
Company supplies natural gas on a best efforts basis for customer's use when their gas supply is not available. Gas delivered will be delivered as nominated and will be subject to both the Daily Scheduling Provision and Monthly Balancing Provision.

Rate: Backup Supply Usage Charge per Therm
Rate per therm is equal to the current GCR Factor.

Special Conditions:

1. Company will provide service under this schedule on a best efforts basis. Service under this schedule during a curtailment as described on Sheet Nos. 58-60 is available only to customers receiving Backup Capacity Service provided by Company.
2. All revenue collected under this schedule shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.

Issued: September 27, 2002

By: M.L. Swenson
President
Eau Claire, Wisconsin

MICHIGAN PUBLIC SERVICE COMMISSION	
OCT 16 2002	
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Effective for Service Rendered on and after September 17, 2002.
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BACKUP CONSTRAINT DAY SERVICE

Availability and Character of Service: Available to interruptible and transportation customers during an interruption or curtailment period, should the customer desire to remain on gas service rather than switch to their alternate fuel, if such service can be arranged by Company. Company will supply natural gas service on a best efforts basis during periods when an interruption or curtailment to interruptible service has been issued by the Company.

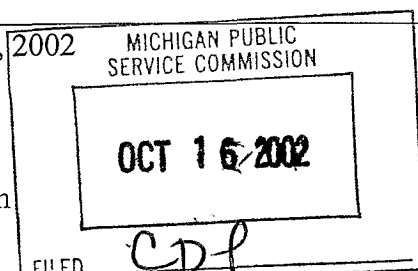
Rate: \$0.50 per therm plus the incremental cost of gas supplies for the period involved.

Special Conditions:

1. Company will provide this service if customer notifies Company of their desire to receive service and agrees to the pricing of available incremental supplies.
2. Company will not provide this service if firm service customers are adversely affected.
3. Customers requesting this service must notify Company of their desire to receive the service prior to commencement of this service.
4. Customers receiving this service must agree in writing to the quantity of gas to be supplied and the duration of service. Gas used prior to or in excess of the authorization issued by the Company will be billed under terms of the Penalty for Unauthorized Take provision included on Page 13.
5. Company may refuse, curtail or interrupt the supply of gas provided under this service at any time if Company's supply of gas is not adequate to provide such service.
6. If requests for this service exceed the available supply of gas, priority for the provision of the service will be given to public interest facilities such as hospitals, nursing homes, custodial institutions, etc. then on a first come first served basis.
7. All revenue collected under this schedule shall be credited to purchased gas expense and applied to system supply customers through the Gas Cost Recovery Clause.

Issued: September 27, 2002

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Eau Claire, Wisconsin



Effective for Service Rendered
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