

**Consumer Standards and Billing Practices
For Electric Residential Service**

Please refer to the “Documents Library” section of the Michigan Public Service Commission Internet web site at:

[MPSC - MI Public Service Commission](#)

Or, directly access the Consumer Standards and Billing Practices for Electric and Gas Residential Service rules (R 460.101 – 460.169) at:

[R 460.101 to 460.169](#)

(Continued on Sheet No. 98)

Issued February 8, 2008 by

M.L. Swenson
President
Eau Claire, Wisconsin



Effective for service rendered on and
After October 10, 2007

Issued Under Authority of the
Michigan Public Service Commission
dated October 9, 2007
in Case No. U-15152

(Continued from Sheet No. 97)

**Consumer Standards and Billing Practices
For Electric Residential Service**

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These sheets have been cancelled and are reserved for future use.

(Continued on Sheet No. 130)

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Part. 9 COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES

V901 R460.3901 Customer deposits:

Rule 901. (1) Both of the following provisions apply to new customer deposits:

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

(b) A utility may require a deposit for a new customer under any of the following conditions:

(i) Service is for short periods or special occasions.

(ii) The new customer has an existing bad debt with any company regulated by the commission.

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

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

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

(a) If a shutoff notice has been issued on 2 or more occasions within the most recent 12-month period.

(b) Service has been shut off for nonpayment.

(c) The customer has tampered with the meter or converted utility electricity to the customer's use.

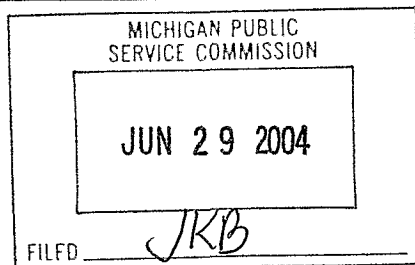
(3) A deposit of not more than 3 times an average monthly billing may be required from customers who are subject to deposit provisions. The utility shall provide reasonable terms for the payment of the deposit. If the applicant has sought any form of relief under the federal bankruptcy laws or is brought within the jurisdiction of the bankruptcy court for any reason, or if a receiver is appointed in a state court proceeding, the utility may assess a deposit as allowed by federal bankruptcy law or state law.

(4) A deposit may be retained by the utility until the customer compiles a record of up to 18 continuous months of bill payment on or before the due date.

(Continued on Sheet No. 131)

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(Continued from Sheet No. 130)

Part. 9 COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES(cont'd)

V901 R460.3901 Customer deposits(continued).

(5) A utility shall pay simple interest to each customer who is required to make a deposit for the time the deposit is held by the utility. The interest rate shall be the rate paid on United States savings bonds, series EE, as of the first business day of the calendar year. Interest need not be paid unless the deposit is held for more than 12 months.

Payment of the interest to the customer shall be made annually if requested by the customer. If payment of the interest is not requested, the interest shall be paid at the time the deposit is returned. Interest shall be accrued annually. The deposit shall cease to draw interest on the date the deposit is returned, on the date service is terminated, or on the date that notice that the deposit is no longer required is sent to the customer's last known address.

(6) If service is terminated or shut off, the utility may apply the deposit, plus accrued interest, to the customer's unpaid balance. If the deposit, plus accrued interest, is more than the unpaid balance, the excess shall be returned to the customer.

(7) Each utility shall keep records that show all of the following information:

- (a) The name and address of each depositor.
- (b) The amount and date of the deposit.
- (c) Each transaction concerning the deposit.

(8) Each utility shall issue a receipt of deposit to each customer from whom a deposit is received and shall provide means by which a depositor may establish a claim if the receipt is lost.

(9) A record of each unclaimed deposit shall be maintained for not less than 3 years, during which time the utility shall make a reasonable effort to return the deposit.

(10) Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of pursuant to Michigan statutes.

(11) Deposits for residential customers are governed by the provisions of R 460.2101 et seq.

V902 R460.3902 Customer bill forms for commercial and industrial customers.

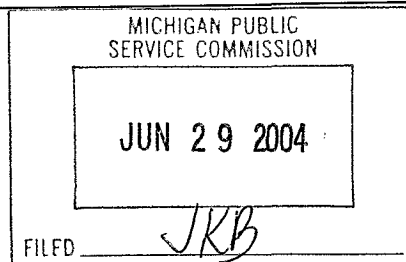
Rule 902. (1) The utility shall bill each customer as promptly as possible after reading the meter or meters. The bill shall show all of the following information:

- (a) The reading or readings of each meter at the beginning and end of the period for which the bill is rendered.
- (b) The dates on which each meter was read at the beginning and end of the billing period.
- (c) The number and kind of units metered.

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(Continued from Sheet No. 131)

Part. 9 COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES(cont'd)

V902 R460.3902 Customer bill forms for commercial and industrial customers(continued).

(d) The applicable rate schedule or identification of the applicable rate schedule. If the actual rates are not shown, the bill shall carry a statement to the effect that the applicable rate schedule will be furnished on request.

(e) The gross amount or net amount of the bill, or both, including any applicable tax shown separately from the net amount.

(f) The date by which the customer must pay the bill to benefit from any discount or to avoid any penalty.

(g) A distinct marking to identify an estimated bill.

(h) Any conversions from meter reading units to billing units, any calculations to determine billing units from recording or other devices, or any other factors, such as power supply cost recovery adjustments, used in determining the bill.

(2) In place of the billing information specified in subrule (1)(h) of this rule, a statement may appear on the bill advising the customer that the information can be obtained by contacting the utility's principal office. Any multiplier used to determine billing units shall be shown when used.

(3) If the billing period differs from the meter reading cycle and the reading data is calculated from actual metered data, the actual meter reading shall be shown on the bill.

(4) Bill forms for residential customers are governed by R. 460.2101 et seq.

V903 R460.3903 Denial or shutoff of service to commercial and industrial customers.

Rule 903. (1) Service to commercial and industrial customers may be denied or shut off for any of the following reasons:

(a) Without notice, if a condition on the customer's premises is determined by the utility or a governmental agency to be hazardous.

(b) Without notice, if a customer uses equipment in a manner that adversely affects the utility's equipment or the utility's service to others.

(c) Without notice, if the customer tampers with the equipment furnished and owned by the utility.

(d) Without notice, if unauthorized use of the equipment furnished and owned by the utility occurs, including obtaining the use of equipment by submitting a falsified application.

(e) For violation of, or noncompliance with, the utility's rules on file with, and approved by, the commission.

(Continued on Sheet No. 133)

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(Continued from Sheet No. 132)

Part. 9 COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES(cont'd)

V903 R460.3903 Denial or shutoff of service to commercial and industrial customers(continued).

(f) For failure of the customer to fulfill his or her contractual obligations for service or facilities that are subject to regulation by the commission.

(g) For failure of the customer to permit the utility reasonable access to its equipment.

(h) For nonpayment of a bill if the utility has made a reasonable attempt to obtain payment.

(i) For failure of the customer to provide the utility with a deposit as authorized by R 460.3901.

(2) Except as provided in subrule (1)(a), (b), (c), and (d) of this rule, a utility shall give a customer written notice that if the customer does not settle the account or comply with the rules and regulations of the utility within 10 days of issuance of the notice to the customer, the utility may deny or shut off service.

(3) At least 1 day before scheduled field action for shutoff, an attempt shall be made to contact the customer by telephone or in person. If contact is not made within 24 hours before the scheduled shutoff, a notice shall be left at the premises in a conspicuous location indicating that service may be shut off the next business day if the bill is not paid.

(4) If the customer's premises are not occupied for residential purposes, the utility may give the notice required in subrule (3) of this rule by mailing the notice to the customer. The notice shall indicate the date on which service may be shut off, which shall be not less than 4 calendar days after the postmark date.

(5) Service shall not be shut off on the day preceding a day or days on which the utility does not provide for receiving payments and restoring service, except as provided in subrule (1)(a), (b), (c), and (d) of this rule.

V904 R460.3904 Denial or shutoff of service to commercial and industrial customers; insufficient cause.

Rule 904. (1) The following reasons do not constitute sufficient cause for denial or shutoff of service to a prospective or present commercial or industrial customer:

(a) Delinquency in payment for service by a previous occupant of the premises to be served.

(b) Failure to pay for items, such as merchandise or appliances, or services that are not approved by the commission as an integral part of the electric service provided by the utility.

(c) Failure to pay for a different type or class of public utility service.

(d) Failure to pay the bill of another customer as guarantor.

(2) A utility shall not shut off service during a reasonable time period given to a customer to pay the amount of a backbilling as provided in R460.3403(12) and R 460.3404(3).

(Continued on Sheet No. 134)

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(Continued from Sheet No. 133)

Part. 9 COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES(cont'd)

V905 R460.3905 Discounts and late payment charges.

Rule 905. Where provided for in an approved rate schedule for commercial and industrial customers, a utility may grant a discount for prompt payment of a bill for service or may make a late payment charge for failure to make prompt payment. A late payment charge may be applied to the unpaid balance if the bill is not paid in full on or before the due date.

V906 R460.3906 Delivery and payment of bills.

Rule 906. A bill shall be mailed or delivered to the customer not less than 21 days before the due date, unless otherwise approved by the commission. Failure to receive a bill properly rendered by the utility does not extend the net bill period. If the date on which the net bill is due falls on Saturday, Sunday, or a nationally recognized holiday, the bill shall be due on the next business day. Customers who mail remittances before midnight of the last day of the net bill period shall receive the benefit of the net bill--the date of mailing to be determined as 2 days before its receipt by the utility.

V907 R460.3907 Transfer of unpaid balance.

Rule 907. In the event of shutoff or termination of service to a non-residential customer, a utility may transfer an unpaid balance to any other nonresidential account of the customer.

V908 R460.3908 Notice of Shutoff.

Rule 908. Not less than 10 days before the proposed shutoff of service to a commercial or industrial facility that is occupied by more than 5 business entities that are not responsible for payment of the bill, a utility shall make a reasonable attempt to notify each occupant that service may be subject to shutoff after a specified date.

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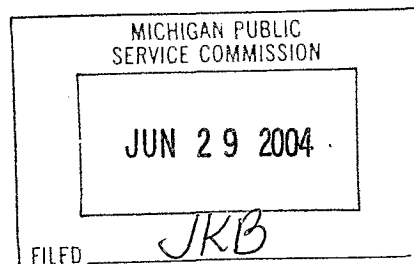
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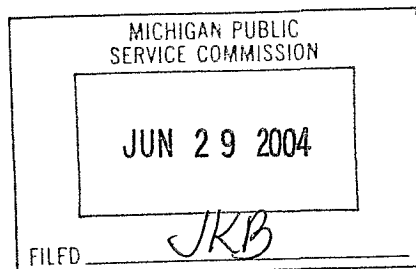
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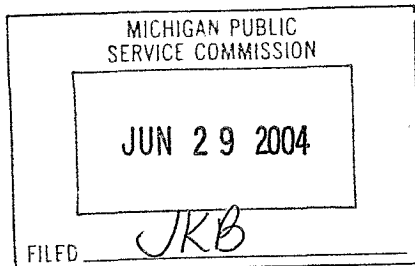
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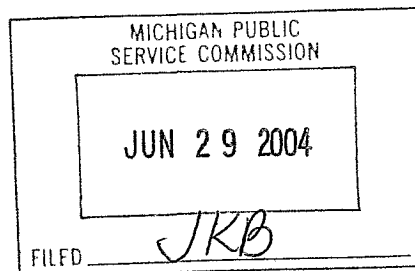
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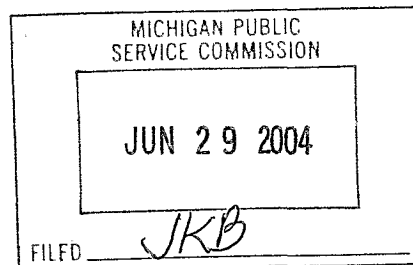
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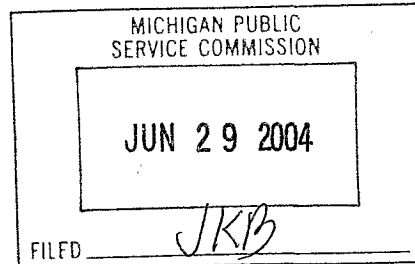
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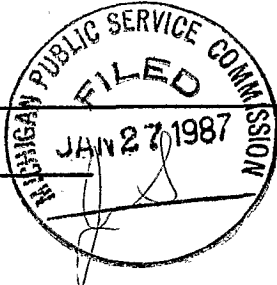
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STANDARD RULES AND REGULATIONSSECTION VI - EMERGENCY ELECTRICAL PROCEDURES1. General

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

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

- A. "Governmental Detention Institutions", which will be limited to those facilities used for the detention of persons.
- B. "Fire Stations", which will be limited to attended, publicly-owned facilities housing mobile fire fighting apparatus.
- C. "Hospitals", which will be limited to institutions providing medical care to patients and where surgical procedures are performed.
- D. Life support equipment, such as a kidney machine or respirator, used to sustain the life of a person.
- E. "Water Pumping Plants", which will be limited to publicly-owned facilities essential to the supply of potable water to a community.
- F. "Sewage Plants", which will be limited to publicly-owned facilities essential to the collection, treatment or disposal of a community's sewage.
- G. Radio and television stations utilized for the transmittal of emergency messages and public information broadcasts related to these procedures.

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

STANDARD RULES AND REGULATIONS

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

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

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

2. Sudden or Unanticipated Short-Term Capacity Shortage

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

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

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, 1986

IN CASE NO. U-8493

STANDARD RULES AND REGULATIONS

B. With no substantial generation of its own and being to a great extent dependent on outside sources for energy, the short-term, sudden, unanticipated capacity shortage may result in temporary complete loss of service to the Company. However, the Company will make every effort to resume service to essential customers as soon as practicable.

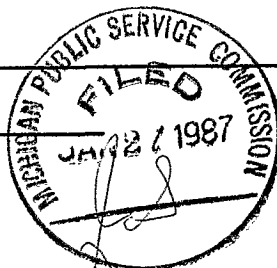
3. Anticipated or Predictable Short-Term Capacity Shortages in the Company's System

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

- A. The internal demand of substations, offices and other premises owned by the Company will be reduced to the largest extent consistent with the maintenance of service.
- B. Service will be interrupted to loads with service rendered under interruptible tariffs.
- C. Voltage will be reduced not more than six percent.
- D. Voluntary load reductions will be requested of large commercial and industrial customers by procedures established in their respective load management plans.
- E. Voluntary load reductions will be requested of all other customers through appropriate media appeals.
- F. Load shedding of firm customer loads will be initiated. Service so interrupted shall be of selected distribution circuits throughout the Company area. Such interruptions shall be consistent with the criteria established for essential health and safety customers and will, insofar as practicable, be alternated among circuits. Records will be maintained to insure that during subsequent capacity shortages service interruptions may be rotated throughout the Company service area in an equitable manner.

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BY: E. M. THEISEN
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EAU CLAIRE, WISCONSIN

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STANDARD RULES AND REGULATIONS4. Long-Term Capacity or Fuel Shortage

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

- A. Curtail use during hours of maximum system demand of nonessential energy on premises controlled by the Company, including parking and large area lighting and interior lighting, except lighting required for security and safety, and other uses of energy both during and outside normal business hours.
- B. Initiate voluntary energy curtailment during hours of maximum system demand of all customers by requesting, through mass communication media, voluntary curtailment by all customers of a minimum of ten percent of their electric use. This use will include lighting, air conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads that can be curtailed or deferred to off-peak hours.
- C. Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis, in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two (2) hours and the total interruption should not exceed four (4) hours in any twenty-four (24) hour period without prior notification to the Commission.

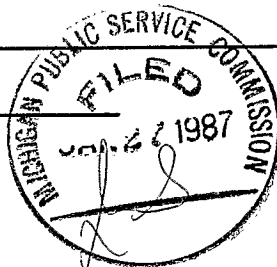
If the above actions are made necessary because of a long-term fuel shortage, they will be continued in the order taken to maintain as nearly as possible a thirty (30) day fuel supply.

5. Emergency Procedures of Wholesale Suppliers

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

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