

**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. C-2.0)

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. C-1.0)

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

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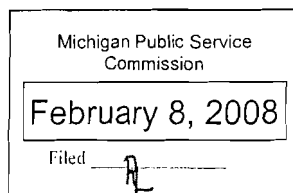
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These sheets have been cancelled and are reserved for future use.

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(Continued from Sheet No. C-2.0)

SECTION C – PART 8
GENERAL RULES AND REGULATIONS
RESIDENTIAL STANDARDS AND BILLING PRACTICES
UNCOLLECTIBLES ALLOWANCE RECOVERY FUNDS

C8 GENERAL PROVISIONS

C8.1 R 460.2601 Application of rules.

Rule 1. These rules apply to every electric and gas utility that is subject to the jurisdiction of the public service commission.

C8.2 R 460.2602 Definitions.

Rule 2. As used in these rules:

- (a) "Commission" means the Michigan public service commission.
- (b) "Cooperative electric utility" means an electric utility organized as a cooperative corporation under 1931 PA 327, MCL 450.1 et seq.
- (c) "Fund" means the uncollectibles allowance recovery fund.
- (d) "Utility" means a person, firm, corporation, cooperative, association, or other agency which is subject to the jurisdiction of the commission and which distributes and sells electricity or natural gas to the public for residential use.

C8.10 UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

C8.11 R 460.2621 Uncollectibles allowance recovery fund.

Rule 11. A utility shall establish and administer an uncollectibles allowance recovery fund.

C8.12 R 460.2622 Annual deposits.

Rule 12. A utility shall annually deposit into its fund the difference between the uncollectible provision as recorded in the utility's financial records for 1999, less the provision as recorded on the utility's financial records in each subsequent fiscal year.

C8.13 R 460.2623 Notice of deposit.

Rule 13. Not less than 30 days after the close of the utility's fiscal year, the utility shall inform the commission of the amount of money that the utility recorded on its financial records for that year.

C8.14 R 460.2624 Disputes; procedure for resolution.

Rule 14. A dispute regarding the reasonableness of an amount recorded on a utility's financial record as a provision for its uncollectible expenses or a dispute regarding the accuracy of the amount deposited into a utility's fund shall be resolved by the Commission after notice to the utility and an opportunity for the utility and the Commission staff to submit comments.

(Continued on Sheet No. C-41.0)

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(Continued from Sheet No. C-40.0)

C8.10 UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (contd)

C8.15 R 460.2625 Disbursement of funds.

Rule 15.

- (1) A cooperative electric utility shall annually allocate all money from its fund to its customers in proportionate amounts based on each customer's patronage with the cooperative. The money shall be paid to each customer in accordance with the cooperative's capital credit rotation policy.
- (2) An investor-owned utility shall annually disburse money from its fund according to the following formula:
 - (a) Twenty-five percent (25%) shall be retained by the utility.
 - (b) Seventy-five percent (75%) shall be contributed to the Michigan clean air fund of the department of environmental quality.

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SECTION C – PART 9
GENERAL RULES AND REGULATIONS
RESIDENTIAL STANDARDS AND BILLING PRACTICES
BUDGET PAYMENT PLAN

C9 BUDGET PAYMENT PLAN

The Company has budget payment plan available to all prospective and existing residential customers and to all commercial customers billed under General Service rate schedules.

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 arrearages.

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 over billed 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.

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SECTION D
GENERAL RULES AND REGULATIONS
FOR COMMERCIAL AND INDUSTRIAL CUSTOMERS

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES

D1.1 R 460.2071 Applicability; purpose.

Rule 1.

- (1) These rules apply to gas companies which operate within the state of Michigan under the jurisdiction of the commission and which sell or transport gas to retail customers.
- (2) These rules are intended to provide standards for uniform and reasonable practices by utilities in dealing with commercial and industrial customers.

D1.2 R 460.2072 Definitions.

Rule 2.

As used in these rules:

- (a) "Billing error" means an undercharge or overcharge caused by the use of an incorrect actual meter read, incorrect pressure factor, incorrect calculation of the applicable rate, or other similar act or omission by the utility in determining the proper amount of a customer's bill. A bill based on an estimated meter read or a customer read does not constitute a billing error.
- (b) "Commission" means the Michigan public service commission.
- (c) "Customer" means any person, firm, association, corporation, or government agency that is supplied with gas service by a utility for commercial and industrial purposes, including service to schools and centrally metered apartment buildings.
- (d) "Meter" means a device that measures the quantity of gas used by a customer, including a device that measures the heat content of gas.
- (e) "Utility" means a gas distribution company that operates under the jurisdiction of the commission and sells or transports gas to retail customers.

D1.4 R 460.2074 Selection of rate.

Rule 4. The utility shall assist the customer or prospective customer in selecting the most economical rate schedule based on information supplied by the customer; however, selection of the appropriate rate is the responsibility of the customer. Once the selection is made, the customer shall stay on that rate not less than 12 months unless the customer demonstrates that an earlier change is requested for a permanent rather than a temporary or seasonal advantage.

(Continued on Sheet No. D-2.0)

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(Continued from Sheet No. D-1.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)

D1.5 R 460.2075 Meter reading interval.

Rule 5. The utility shall schedule customer meters to be read monthly, except that authority may be obtained from the commission for reading the meters at other than monthly intervals. To the extent practicable, utilities shall not send a customer 2 successive estimated bills. The utility may permit a customer to supply meter readings on a form furnished by the utility if an employee of the utility reads the meter at least once each 12 months.

D1.6 R 460.2076 Cycle billing.

Rule 6. A utility 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 a utility changes meter reading routes or schedules, billing cycles may be altered upon 10 days' written notice to the affected customer.

D1.7 R 460.2077 Billing information.

Rule 7. The utility shall bill each customer promptly after reading the meter. The bill shall show all of the following information:

- (a) The beginning and ending meter readings of the billing period and the dates thereof.
- (b) The due date.
- (c) The number of units metered.
- (d) The actual rates charged.
- (e) The amount due.
- (f) A distinct marking to identify an estimated bill.
- (g) The address and telephone number of the utility designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided by the utility.

D1.8 R 460.2078 Discounts and delayed payment charges.

Rule 8. Where provided in an approved rate schedule, a utility may grant a discount for prompt payment of a bill or may make a delayed payment charge for failure to make prompt payment. A delayed payment charge shall be applied to the unpaid balance outstanding, net of taxes, if the bill is not paid in full on or before the date on which the bill is due.

(Continued on Sheet No. D-3.0)

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(Continued from Sheet No. D-2.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)

D1.9 R 460.2079 Delivery and payment of bills.

Rule 9. A bill shall be mailed or delivered to the customer not less than 21 days before the due date. Failure to receive a bill properly mailed or delivered by the utility does not extend the due date. If the day on which the bill is due falls on Saturday, Sunday, or a holiday, the bill shall be due on the next business day. Customers who mail remittances before midnight on the due date shall be considered to have timely paid. In the case of an illegible postmark, the date of mailing shall be considered to be 2 days before receipt by the utility.

D1.10 R 460.2080 Special service.

Rule 10. A utility 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 utility service account. If partial payment is made, and if no designation of the payment is given by the customer, the utility shall first credit all payments to the balance outstanding for utility service.

D1.11 R 460.2081 Billing errors.

Rule 11.

- (1) If a customer has been overcharged, the amount of the overcharge shall be refunded or credited to the customer. The refund or credit shall include interest computed at the same rate as that provided for in the utility's standard refund policy. The application of interest shall commence on the sixtieth day following the overcharge. A utility is not required to adjust, refund, or credit an overcharge beyond the 3-year period immediately preceding discovery of the billing error, unless the customer is able to present a record establishing an earlier date of occurrence or commencement of the error.
- (2) In cases of meter tampering or fraud, the customer may be backbilled for the amount of the undercharge. The backbill may include interest at the same rate as that provided for in the utility's standard refund policy.
- (3) In cases not involving meter tampering or fraud, the customer may be backbilled for the amount of the undercharge during the 12-month period immediately preceding discovery of the error. The utility shall offer the customer reasonable payment arrangements for the amount of the backbill, taking into account the period of the undercharge. The backbill shall not include interest.

(Continued on Sheet No. D-4.0)

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(Continued from Sheet No. D-3.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)**D1.12 R 460.2082 Customer complaints; investigation; records.**

Rule 12. The utility shall promptly and thoroughly investigate customer complaints concerning the charges, practices, facilities, or services of the utility. The utility shall keep records of customer complaints that will enable the utility to review and analyze its procedures and actions.

D1.13 R 460.2083 Customer deposits.

Rule 13.

- (1) A utility may require a deposit from a new customer if service will be rendered for less than 12 months, the customer has an existing bad debt with any company regulated by the commission, or the customer does not have an established credit rating or an unfavorable credit rating with a credit reporting agency.
- (2) 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.
- (3) An existing customer shall be classified as one who has received service for more than a 6-month period. A utility may require a deposit from an existing customer if 2 or more final disconnect notices have been issued within the most recent 12-month period, service has been discontinued for nonpayment, or the customer has tampered with the meter or converted company gas to the customer's use.
- (4) A deposit shall not be more than 25% of the customer's annual bill. The utility shall provide reasonable terms for the payment of the deposit.
- (5) A deposit may be retained by the utility until the customer compiles a record of 12 continuous months of bill payment on or before the due date.
- (6) Interest shall be paid on deposits at a rate of 9% per annum pursuant to the provisions of Act No. 347 of the Public Acts of 1921, as amended, being S460.651 et seq. of the Michigan Compiled Laws, or as otherwise provided by law.
- (7) If service is terminated, 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.

(Continued on Sheet No. D-5.0)

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(Continued from Sheet No. D-4.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)

D1.13 R 460.2083 Customer deposits. (Contd)

- (8) 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.
- (9) Each utility shall issue a receipt of deposit to each customer from whom a deposit is received and shall provide means whereby a depositor may establish a claim if the receipt is lost.
- (10) 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.
- (11) Each utility shall, within 60 days of the effective date of this rule, send a notice explaining the conditions under which a deposit may be required to all existing customers. This notice shall also be provided to new customers within 30 days after service has commenced or, at the utility's option, with the first bill rendered.

D1.14 R 460.2084 Discontinuation, termination, or denial of service.

Rule 14.

- (1) Service to customers may be discontinued for nonpayment of a delinquent account for gas service or for failure of the customer to provide the utility with a deposit as authorized in R 460.2083. Service shall not be discontinued for failure to pay for merchandise or nonutility service purchased from the utility. In the event of discontinuation or termination of service at a separate commercial or industrial metering point or location, a utility may transfer any unpaid balance to any other commercial or industrial service account of the customer.
- (2) The utility shall give the customer written notice that the customer has 10 days to settle the account or provide the required deposit or service will be discontinued at the end of the 10-day period.
- (3) At least 1 day before a scheduled discontinuation of service, an attempt shall be made to contact the customer by telephone or in person. If contact is not made, a notice shall be left at the premises in a conspicuous location indicating that service may be disconnected the next business day if the bill or deposit is not paid.
- (4) Service shall not be discontinued on a day, or a day immediately preceding a day, when the utility does not provide for receiving payments and restoring service.

(Continued on Sheet No. D-6.0)

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(Continued from Sheet No. D-5.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)

D1.14 R 460.2084 Discontinuation, termination, or denial of service. (contd)

- (5) Service to centrally metered apartment buildings shall not be discontinued unless the provisions of R 460.2162(1)(d) have been complied with.
- (6) Service may be denied or discontinued for nonpayment of unpaid balances of any other commercial or industrial account incurred by the customer under a different account name, by the customer's predecessor in interest, or by any other entity, the debt of which the customer is legally obligated to assume.

D1.15 R 460.2085 Settlement agreement.

Rule 15.

- (1) If the utility and the customer arrive at a mutually satisfactory settlement of any claim in dispute or the customer does not dispute liability to the utility but claims inability to pay the outstanding bill in full, a utility shall offer the customer an opportunity to enter into a settlement agreement.
- (2) A settlement agreement shall be in writing and signed by representatives of the customer and the utility who are authorized to enter into the agreement. The original settlement agreement shall be maintained on file by the utility for 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 outstanding balance in installments until the bill is paid.

(Continued on Sheet No. D-7.0)

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(Continued from Sheet No. D-6.0)

D1 COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (contd)

D1.16 R 460.2086 Default of settlement agreement.

Rule 16.

- (1) If a customer fails to comply with the terms and conditions of a settlement agreement, a utility may discontinue service after notifying the customer, in writing, by personal service or first-class mail, of all of the following:
 - (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 10 days of mailing, the utility will discontinue service.
 - (d) The date upon which service is scheduled to be discontinued.
- (2) A utility is not required to enter into any subsequent settlement agreement with a customer until the terms of any previous settlement agreement have been fully complied with.
- (3) A utility is not required to enter into any subsequent settlement agreement with a customer who defaults upon the terms and conditions of a previous agreement.
- (4) If a settlement agreement is reached following a notice of discontinuance, the failure of the customer to abide by the terms of the settlement agreement during the first 60 days after the agreement is made constitutes a waiver of the notice required by subrule (1) of this rule. However, before discontinuance, a utility shall comply with the notice requirements of R 460.2084(3).

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SECTION E
 GAS COST RECOVERY CLAUSE

GAS COST RECOVERY FACTORS

The following monthly gas cost recovery factors are authorized pursuant to Section B10, Gas Cost Recovery Clause:

	<u>Maximum Authorized Factor /therm</u>	<u>Actual Billed Factor /therm</u>	
<u>First Quarter</u> (reflects self-implementation of 1 quarter contingency factors in Case No U-15455) R			
<i>April 2008</i>	\$0.99797	\$0.99797	R
<i>May 2008</i>	\$0.99797	\$0.99797	R
<i>June 2008</i>	\$0.99797	\$0.99797	R
<u>Second Quarter</u>			
<i>July 2008</i>	\$0.99797	\$ _____	R
<i>August 2008</i>	\$0.99797	\$ _____	R
<i>September 2008</i>	\$0.99797	\$ _____	R
<u>Third Quarter</u>			
<i>October 2008</i>	\$0.99797	\$ _____	R
<i>November 2008</i>	\$0.99797	\$ _____	R
<i>December 2008</i>	\$0.99797	\$ _____	R
<u>Fourth Quarter</u>			
<i>January 2009</i>	\$0.99797	\$ _____	R
<i>February 2009</i>	\$0.99797	\$ _____	R
<i>March 2009</i>	\$0.99797	\$ _____	R

(1) The maximum Gas Cost Recovery Factors shown above are subject to adjustment pursuant to the contingency mechanism. See Sheet No E-2.0. The factors shown above are adjusted by the quarterly contingency mechanism.

(2) The Gas Cost Recovery factors shown above are the maximum authorized and the actual billed Gas Cost Recovery Factors the Company may charge (subject to the contingency mechanism adjustment). The Company will file a revised Sheet No- E-1.0 monthly or as necessary to reflect the factor to be billed the following month.

(3) The Company will file by December 30, **2008** for maximum Gas Cost Recovery Factors for April 2009 through March 2010. The Gas Cost Recovery Factor to be charged beginning April 2008 is authorized pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq R

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GAS COST RECOVERY CLAUSE

GCR CEILING PRICE ADJUSTMENT (CONTINGENCY) MECHANISM

Pursuant to §6(h)(9) of 1982 PA 304, as amended, MCL 460.6h et seq., the maximum Gas Cost Recovery Factors on Sheet No. E-1.0 may be increased or decreased, on a quarterly basis, for the remaining months of such GCR Plan year, contingent upon NYMEX futures prices changing to a level different from that which was incorporated in the calculation of the Commission approved GCR ceiling prices.

At least fifteen days before the beginning of each quarter, the Company shall file with the Michigan Public Service Commission an updated Sheet No. E-1.0, if the contingency calculation results in an increase or decrease to the existing GCR factors. The filing shall include all supporting documents necessary to verify the GCR factor change, including a copy of the calculation and copies of the NYMEX futures price sheet, for the first five trading days of the month, such sheets 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 Case ***U-15455***. R

Calculation Methodology:

The GCR factors for each of the remaining months of the GCR Plan period shall be increased by ***\$0.00411*** per therm for every \$0.10 per MMBtu increase in the NYMEX natural gas futures contract prices using the table on Sheet E-3.0, where the Contingent GCR Ceiling price is based on the following formula: R

New Factor = Original Factor + Adjustment

Definitions

New Factor = New maximum GCR factor (\$/MMBtu).

Adjustment = ***0.4110*** * (NYMEX Increase) R

NYMEX Increase = (NYMEX Ave. Futures Price – NYMEX avg. base price)

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 based on the first five trading days:
 $\sum(\text{NYMEX futures price})_i / n.$

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:
 $\sum(\text{NYMEX base price})_i / n.$

(Continued on Sheet No. E-3.0)

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GAS COST RECOVERY CLAUSE

(Continued from Sheet No. E-2.0)

GCR CEILING PRICE ADJUSTMENT (CONTINGENCY) MECHANISM (contd)

Definitions (contd)

Quarters	(n)	Remaining Months
1 st	12	(April 2008 – March 2009)
2 nd	9	(July 2008 – March 2009)
3 rd	6	(October 2008 – March 2009)
4 th	3	(January 2008 – March 2009)

Contingent GCR Ceiling Factors

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter			
GCR Plan filed Factor	\$0.90960	\$0.90960	\$0.90960	\$0.90960			
NYMEX Ave Base Price	\$7.881	\$8.082	\$8.362	\$8.6719			
Contingent GCR Ceiling Prices \$/therm							
Table for NYMEX Increases				Table for NYMEX Decreases			
NYMEX Increase	All Quarters	NYMEX Increase	All Quarters	NYMEX Decrease	All Quarters	NYMEX Decrease	All Quarters
< \$0.10	\$0.91166	< \$1.60	\$0.97331	< \$0.10	\$0.90755	< \$1.60	\$0.84590
< \$0.20	\$0.91577	< \$1.70	\$0.97742	< \$0.20	\$0.90344	< \$1.70	\$0.84179
< \$0.30	\$0.91988	< \$1.80	\$0.98153	< \$0.30	\$0.89933	< \$1.80	\$0.83768
< \$0.40	\$0.92399	< \$1.90	\$0.98564	< \$0.40	\$0.89522	< \$1.90	\$0.83357
< \$0.50	\$0.92810	< \$2.00	\$0.98975	< \$0.50	\$0.89111	< \$2.00	\$0.82946
< \$0.60	\$0.93221	< \$2.10	\$0.99386	< \$0.60	\$0.88700	< \$2.10	\$0.82535
< \$0.70	\$0.93632	< \$2.20	\$0.99797	< \$0.70	\$0.88289	< \$2.20	\$0.82124
< \$0.80	\$0.94043	< \$2.30	\$1.00208	< \$0.80	\$0.87878	< \$2.30	\$0.81713
< \$0.90	\$0.94454	< \$2.40	\$1.00619	< \$0.90	\$0.87467	< \$2.40	\$0.81302
< \$1.00	\$0.94865	< \$2.50	\$1.01030	< \$1.00	\$0.87056	< \$2.50	\$0.80891
< \$1.10	\$0.95276	< \$2.60	\$1.01441	< \$1.10	\$0.86645	< \$2.60	\$0.80480
< \$1.20	\$0.95687	< \$2.70	\$1.01852	< \$1.20	\$0.86234	< \$2.70	\$0.80069
< \$1.30	\$0.96098	< \$2.80	\$1.02263	< \$1.30	\$0.85823	< \$2.80	\$0.79658
< \$1.40	\$0.96509	< \$2.90	\$1.02674	< \$1.40	\$0.85412	< \$2.90	\$0.79247
< \$1.50	\$0.96920	< \$3.00	\$1.03085	< \$1.50	\$0.85001	< \$3.00	\$0.78836

Issued March 13, 2008

M.L. Swenson
President
Eau Claire, Wisconsin

Michigan Public Service
Commission

March 14, 2008

Filed Bj

Effective for bills rendered on and after the first Billing Cycle of the April 2008 billing month
Issued under authority of the PA 1982 304 Section 6h and the Michigan Public Service Commission for Self-Implementing in Case No. U-15455

R

R

RESIDENTIAL 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 Section B12.

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 E-1.0.

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 December 16, 2002 by

M.L. Swenson
President
Eau Claire, Wisconsin



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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 Section B12..

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 E-1.0.

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, 304

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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 Section B12.

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 E-1.0.

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 Section B4.

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

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Eau Claire, Wisconsin



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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 described beginning on Sheet Number B-28.0.

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 E-8.0).

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.

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Eau Claire, Wisconsin



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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 beginning on Sheet Number B-28.0 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.

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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 Rate Sheet No. B-29.0.
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.

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Eau Claire, Wisconsin



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SECTION F
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 (Section B4). Where customer purchases and manages delivery of natural gas to Company's distribution system.

<u>Rate:</u> 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 in Section B4.

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.F-2.0 through F-5.0).

Monthly Balancing:

Customers are subject to Monthly Balancing Provision, (Sheet Nos. F-6.0 to F-7.0)

Backup Services Available

Backup Services include:

Backup Capacity Service --	Sheet No. E-7.0
Backup Supply Service --	Sheet No. E-8.0
Backup Constraint Day Service --	Sheet No. E-9.0

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 (Section B4), customers may be required to not exceed their daily nomination. Company will provide notice of supply restrictions as far in advance as possible.

(Continued on Sheet No. F-2.0)

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Eau Claire, Wisconsin



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COMMERCIAL AND INDUSTRIAL- TRANSPORTATION SERVICE
(Continued from Sheet No. F-1.0)

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 (Section B4), net daily variances above 5% of the customer nomination shall be cashed out at the penalty for unauthorized gas take. The penalty for unauthorized take is defined in Section B4.

(Continued on Sheet No. F-3.0)

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COMMERCIAL AND INDUSTRIAL- TRANSPORTATION SERVICE
(Continued from Sheet No. F-2.0)

Daily Balancing (continued)-

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.

(Continued on Sheet No. F-4.0)

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Eau Claire, Wisconsin



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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-3.0)

Daily Balancing: (continued)

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.
5. On a day that a curtailment has been called under the Gas Curtailment Provisions (Section B4), 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.

(Continued on Sheet No. F-5.0)

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Eau Claire, Wisconsin



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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-4.0)

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 purchasedgas expense and applied to system supply customers through the Gas Cost Recovery Clause.

(Continued on Sheet No. F-6.0)

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Eau Claire, Wisconsin



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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-5.0)

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.

<u>Imbalance Percentage</u>	<u>Undertake Rate</u>
100% to 95%	Market Cost of Gas
Less than 95%	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.

<u>Imbalance Percentage</u>	<u>Overtake Rate</u>
100% to 105%	Market Cost of Gas
Greater than 105%	Market Cost of Gas times 1.2

(Continued on Sheet No. F-7.0)

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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-6.0)

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 1st 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 on Sheet No. F-8.0)

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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-7.0)

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.

(Continued on Sheet No. F-9.0)

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Eau Claire, Wisconsin



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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE

(Continued from Sheet No. F-8.0)

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.

(Continued on Sheet No. F-10.0)

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COMMERCIAL AND INDUSTRIAL - TRANSPORTATION SERVICE
(Continued from Sheet No. F-9.0)

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. 54702-0008

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) Complaint Satisfaction:
- (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.

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