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Issued **June 30, 2008**
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service Commission
June 30, 2008
Filed <u>RL</u>

CANCELLED BY ORDER <u>U-15787, U-15152</u>
REMOVED BY <u>RL</u>
DATE <u>06-23-09</u>

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Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service Commission
April 23, 2008
Filed _____ 

CANCELLED BY ORDER <u>U-15152, U-14852</u>
REMOVED BY <u>RL</u>
DATE <u>06-30-08</u>

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Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

April 23, 2008

Filed _____


CANCELLED
BY
ORDER U-15813, U-15152

REMOVED BY RL

DATE 05-18-09

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Issued: **May 18, 2009**
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

May 18, 2009

Filed RL

CANCELLED
BY ORDER U-15787, U-15152

REMOVED BY RL

DATE 06-23-09

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Issued: **January 27, 2009**
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service Commission
January 27, 2009
Filed _____ 

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CANCELLED BY ORDER U-15813, U-15152
REMOVED BY RL
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Issued: January 9, 2009
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

January 12, 2009

Filed RL

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CANCELLED U-15009-R
BY ORDER U-15665, U-15152

REMOVED BY RL

DATE 01-27-09

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Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

April 23, 2008

Filed RL

CANCELLED
BY
ORDER U-15152, U-14852

REMOVED BY RL
DATE 06-30-08

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Issued: **May 18, 2009**
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service Commission
May 18, 2009
Filed <u>RL</u>

(Continued on Sheet No. A-3.03)

CANCELLED BY ORDER <u>U-15787, U-15152</u>
REMOVED BY <u>RL</u>
DATE <u>06-23-09</u>

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By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

January 27, 2009

Filed RL

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CANCELLED
BY
ORDER U-15813, U-15152

REMOVED BY RL

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Issued: January 9, 2009
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

January 12, 2009

Filed 

(Continued on Sheet No. A.3.03)

CANCELLED U-15009-R
BY ORDER U-15665, U-15152

REMOVED BY RL
DATE 01-27-09

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(Continued on Sheet No. A-3.03)

Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

Michigan Public Service
Commission

April 23, 2008

Filed RL

CANCELLED
BY ORDER U-15665, U-15152

REMOVED BY RL

DATE 01-12-09

SECTION B
ADMINISTRATIVE RULES INDEX

B1. SERVICES SUPPLIED BY ELECTRIC UTILITIES (R 460.3101 - R 460.3804) (FOR ALL CUSTOMERS)
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R 460.3306 Meter reading interval.
R 460.3308 Standards of good practice; adoption by reference.

PART 4. CUSTOMER RELATIONS

R 460.3401 Customer information and service.
R 460.3402 Customer records; retention period; content.
R 460.3403 Metering inaccuracies; billing adjustments.
R 460.3404 Billing errors.
R 460.3406 Servicing utility equipment on customer's premises.
R 460.3407 Customer complaints; investigations; records.

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Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

CANCELLED BY ORDER U-15152, U-14852
REMOVED BY <u>RL</u>
DATE <u>06-30-08</u>

Michigan Public Service Commission
April 23, 2008
Filed <u>RL</u>

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

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- B4. COMMERCIAL AND INDUSTRIAL STANDARDS AND BILLING PRACTICES (R 460.3901 - R 460.3908)
(NONRESIDENTIAL CUSTOMERS)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46003101&Dpt=&RngHigh=48702110
- R 460.3901 Customer deposits.
R 460.3902 Customer bill forms for commercial and industrial customers.
R 460.3903 Denial or shutoff of service to commercial and industrial customers.
R 460.3904 Denial or shutoff of service to commercial and industrial customers; insufficient cause.
R 460.3905 Discounts and late payment charges.
R 460.3906 Delivery and payment of bills.
R 460.3907 Transfer of unpaid balances.
R 460.3908 Notice of shutoff.
- B5. UNDERGROUND ELECTRIC LINES (R 460.511 - R 460.519)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000511&Dpt=CI&RngHigh=48702110
- R 460.511 Payment of difference in costs.
R 460.512 Extensions of residential distribution and service lines in the lower peninsula mainland.
R 460.513 Extensions of commercial and industrial lines in lower peninsula mainland.
R 460.514 Costs in case of special conditions.
R 460.515 Extensions of lines in other areas of state.
R 460.516 Replacement of existing overhead lines.
R 460.517 Underground facilities for convenience of utilities or where required by ordinances.
R 460.518 Exceptions.
R 460.519 Effective dates.

(Continued on Sheet No. B-9.00)

Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

CANCELLED BY ORDER U-15152, U-14852
REMOVED BY RL
DATE 06-30-08

Michigan Public Service Commission
April 23, 2008
Filed <u>RL</u>

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Public Service Commission dated October
9, 2007 in Case No. U-15152

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- B6. ELECTRICAL SUPPLY AND COMMUNICATION LINES AND ASSOCIATED EQUIPMENT
(R 460.811 - R 460.814)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000811&Dpt=CI&RngHigh=48702110
- R 460.811 Definitions.
R 460.812 Purpose.
R 460.813 Standards of good practice; adoption by reference.
R 460.814 Exemption from rules; application to Commission; public hearing.
- B7. RULES AND REGULATIONS GOVERNING ANIMAL CONTACT CURRENT MITIGATION
(STRAY VOLTAGE) (R 460.2701 - R 460.2707)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002701&Dpt=CI&RngHigh=48702110
- R 460.2701 Definitions.
R 460.2702 Measuring animal contact voltage.
R 460.2703 Action required to mitigate animal contact current.
R 460.2704 Request for investigation.
R 460.2705 Appointment of experts.
R 460.2706 Request for a contested case hearing.
R 460.2707 Protocol to evaluate utility contribution to animal contact current.
- B8. ELECTRIC INTERCONNECTION STANDARDS (R 460.481 - R 460.489)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000481&Dpt=LG&RngHigh=48702110
- R 460.481 Definitions.
R 460.482 Electric utility interconnection procedures.
R 460.483 Technical criteria.
R 460.484 Project application.
R 460.485 Project filing fee.
R 460.486 Interconnection deadlines.
R 460.487 Additional services provided by electric utility.
R 460.488 Pre-certified equipment.
R 460.489 Waivers.

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Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

CANCELLED BY ORDER U-15152, U-14852
REMOVED BY RL
DATE 06-30-08

Michigan Public Service Commission
April 23, 2008
Filed <u>RL</u>

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October 10, 2007

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Public Service Commission dated October
9, 2007 in Case No. U-15152

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B9. SERVICE QUALITY AND RELIABILITY STANDARDS FOR ELECTRIC DISTRIBUTION SYSTEMS
(R 460.701 - R 460.752)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000701&Dpt=LG&RngHigh=48702110

PART 1. GENERAL PROVISIONS

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

PART 2. UNACCEPTABLE LEVELS OF PERFORMANCE

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

PART 3. RECORDS AND REPORTS

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

PART 4. FINANCIAL INCENTIVES AND PENALTIES

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

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Issued April 22, 2008
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Gladstone, Michigan

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(Continued on Sheet No. B-12.00)

Issued **June 30, 2008**
By Tom Harrell, Manager
Gladstone, Michigan

CANCELLED BY ORDER <u>U-15787, U-15152</u>
REMOVED BY <u>RL</u>
DATE <u>06-23-09</u>

Michigan Public Service Commission
June 30, 2008
Filed <u>RL</u>

Effective for service rendered on and after
May 21, 2008

Issued under the authority of the Michigan
Public Service Commission dated **May 20,**
2008 in Case No. **U-14852**

(Continued from Sheet No. B-10.00)

B9. SERVICE QUALITY AND RELIABILITY STANDARDS FOR ELECTRIC DISTRIBUTION SYSTEMS(Contd)
(R 460.701 - R 460.752)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000701&Dpt=LG&RngHigh=48702110

PART 5. WAIVERS AND EXCEPTIONS

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

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

B10. PRACTICE AND PROCEDURE BEFORE THE COMMISSION (R 460.17101 - R 460.17701)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46017101&Dpt=CI&RngHigh=48702110

B11. FILING PROCEDURES FOR ELECTRIC, WASTEWATER, STEAM AND GAS UTILITIES
(R 460.2011 - R 460.2031)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002011&Dpt=CI&RngHigh=48702110

B12. RESIDENTIAL CONSERVATION PROGRAM STANDARDS (R 460.2401 - R 460.2414)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002401&Dpt=CI&RngHigh=48702110

B13. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES (R 460.2501 - R 460.2582)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002501&Dpt=&RngHigh=48702110

B14. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR ELECTRIC UTILITIES
(R 460.9001)
http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46009001&Dpt=CI&RngHigh=48702110

B15. RATE CASE FILING REQUIREMENTS FOR MAJOR ELECTRIC UTILITIES
http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-4771_05-10-1976.PDF

Issued April 22, 2008
By Tom Harrell, Manager
Gladstone, Michigan

Effective for service rendered on and after
October 10, 2007

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

CANCELLED BY ORDER U-15152, U-14852
REMOVED BY: RL
DATE 06-30-08

Michigan Public Service Commission
April 23, 2008
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B9. SERVICE QUALITY AND RELIABILITY STANDARDS FOR ELECTRIC DISTRIBUTION SYSTEMS (R 460.701 - R 460.752) (Contd)

http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000701&Dpt=LG&RngHigh=48702110

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http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002401&Dpt=CI&RngHigh=48702110

(Continued on Sheet No. B-13.00)

Issued **June 30, 2008**
By Tom Harrell, Manager
Gladstone, Michigan

CANCELLED BY ORDER <u>U-15787, U-15152</u>
REMOVED BY <u>RL</u>
DATE <u>06-23-09</u>

Michigan Public Service Commission
June 30, 2008
Filed <u>RL</u>

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(Continued from Sheet No. B-12.00)

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