

## Retired Electric Utility Rate Book

The entire rate book entitled Alpena Power Company – MPSC No. 8, with approved rate schedules, rules, regulations, and standard forms, was retired July 10, 2008, in compliance with the Commission’s Order in Case No. U-15152 issued on October 9, 2007.

# ALPENA POWER COMPANY

## RATE BOOK

### GOVERNING THE SALE OF ELECTRIC SERVICE

### SCHEDULE OF RATES, RULES AND REGULATIONS

AS FILED WITH THE MICHIGAN PUBLIC SERVICE COMMISSION

#### TERRITORY

This Rate Book applies to the entire territory served by Alpena Power Company. All rates contained in this schedule are standard rates and have general application.

THIS RATE BOOK, DESIGNATED M.P.S.C. NO. 8, SUPERSEDES AND CANCELS THE SCHEDULE OF RATES PREVIOUSLY ON FILE, DESIGNATED M.P.S.C. NO. 7.

Issued: May 14, 1993

By: Stephen H. Fletcher  
President

Alpena, Michigan



Effective for service rendered  
on and after May 17, 1993

Issued under authority of the  
Michigan Public Service Commission  
dated May 11, 1993  
in Case No. U-10228

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By: Steven K. Mitchell  
Executive Vice President

Alpena, Michigan

Michigan Public Service  
Commission

**December 6, 2007**

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Executive Vice President

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Executive Vice President

Alpena, Michigan



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DESCRIPTION OF TERRITORY SERVED

Alpena Power Company supplies electric energy at retail *to the Township of Caledonia in Alpena County*; to the City of Alpena and the Townships of Alpena, *Green, Long Rapids*, Maple Ridge, Ossineke, Sanborn, *Wellington* and Wilson in Alpena County; to the Village of Hillman and Township of Hillman in Montmorency County; and to the Township of Presque Isle in Presque Isle County, all in the State of Michigan.

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President

Alpena, Michigan

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### DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS

When used in Rates or Standard Rules and Regulations, the following terms and abbreviations shall have the meanings defined below:

- Acceptable to the Commission** - A Commission order has been obtained.
- Approved by the Commission** - A Commission order has been obtained.
- Advance** - For the purposes of deposits and contributions, "in advance" means in advance of commencement of construction; however, under no circumstances will the meter(s) be set or the system energized until the required deposit or contribution has been made.
- Ampere (A)** - Unit of electrical current.
- Applicant** - Any person, firm or corporation applying for electrical service from the Company at one location.
- Billing Error** - An undercharge or overcharge that is caused by any of the following:  
1. An inaccurate actual meter read.  
2. An inaccurate remote meter read.  
3. An incorrect use of meter constants.  
4. An incorrect calculation of the applicable rate.  
5. A switched meter.  
6. An incorrect application of the rate schedule.  
7. Any other similar act or omission by the Company in determining the amount of a customer's bill.  
An undercharge or overcharge that is caused by a nonregistering meter, a metering inaccuracy, or the use of an estimated meter read or a customer read is not a billing error.
- Commission** - The Michigan Public Service Commission.
- Company** - Alpena Power Company.
- Connected Load** - A customer's connected load is the sum of the continuous rated capacities of the electric power consuming devices on his or her premises that are connected to the Company's electrical system, expressed in kilowatts.

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President

Alpena, Michigan

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**DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS**  
**Continued**

- Customer - except as used in *Sections IV, J and IX, C*, any person, firm, association, or corporation or any agency of the federal, state, county, or municipal government that purchases electric service supplied by the Company.
- Demand - The load at the terminals of an installation or system averaged over a specified period of time. Demand is expressed in kilowatts, kilovolt-amperes, or other suitable units.
- Electric Plant - All real estate, fixtures, or property that is owned, controlled, operated, or managed in connection with, or to facilitate the production, transmission, and delivery of, electric energy.
- Energy - Current consumed, expressed in kilowatt-hours.
- Estimated Billing - A bill rendered by the Company for energy use which is not calculated or computed by employing an actual reading of a meter or other measuring device.
- File - To deliver to the Commission's Executive Secretary.
- Hertz (Hz) - Cycle per second.
- Horsepower (Hp) - Unit of mechanical power equivalent to 746 watts.
- Kilovolt-Ampere (kVA) - The product of volts and amperes, divided by 1000.
- Kilowatt (kW) - Unit of electrical power, representing rate of usage of energy, equivalent to 1000 watts, or about 1-1/3 horsepower.
- Kilowatt-hour (kWh) - Unit of electrical energy equivalent to the use of one kilowatt for one hour.
- Lumen - Unit of output of a light source.
- Meter - Unless otherwise qualified, a device that measures and registers the integral of an electrical quantity with respect to time.

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By: Steven K. Mitchell  
Executive Vice President

Alpena, Michigan



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DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS  
Continued

- Metering Inaccuracy* - A failure to accurately measure and record all of the electrical quantities that are required by the applicable rate or rates.
- Meter Shop* - A shop where meters are inspected, repaired, and tested. A meter shop may be at a fixed location or may be mobile.
- Month* - Unless preceded by the word "calendar" the term "month" shall refer to a "billing month".
- Power Factor* - Ratio of kilowatt power to kilovolt-ampere apparent power.
- Premises* - An undivided piece of land that is not separated by public roads, streets, or alleys.
- Submit* - To deliver to the Commission's designated representative.
- Utility* - An electric company, whether private, corporate, or cooperative, that operates under the jurisdiction of the Commission.
- Volt (V)* - Unit of electrical force.
- Watt (W)* - Unit of electrical power.

Issued: **May 31, 1996**

By: Stephen H. Fletcher  
President

Alpena, Michigan

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**STANDARD RULES AND REGULATIONS**

**SECTION I - INTRODUCTION**

- A. These Rules and Regulations set forth the terms and conditions under which electric service will be provided by the Company. They shall apply to all classes of service and shall govern the terms of all contracts for such service except that the Company reserves the right to enter into special contracts subject to the general regulations of the Michigan Public Service Commission. Failure of the Company to enforce any of the terms of these Standard Rules and Regulations shall not be deemed as a waiver of the right to do so.
- B. Any promises or agreements made by agents or employees of the Company which are not in conformance with these Standard Rules and Regulations nor with the terms of special contracts executed by authorized representatives of the Company shall not have binding effect on the Company.
- C. No ownership rights in any facilities provided by the Company shall pass to any person as a result of any contribution or deposit made under these rules. No deposits or contributions made by customers shall be refundable unless expressly so provided in these rules.
- D. Copies of the Company's Standard Rules and Regulations and Rate Schedules for electric service, as filed with the Michigan Public Service Commission, are open to public inspection at the Company's offices and are available upon request.

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President

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**STANDARD RULES AND REGULATIONS**

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STANDARD RULES AND REGULATIONS

SECTION II - TERMS AND CONDITIONS OF SERVICE

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**SECTION II - TERMS AND CONDITIONS OF SERVICE**

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**STANDARD RULES AND REGULATIONS**

**SECTION II - TERMS AND CONDITIONS OF SERVICE**

**A. ELECTRIC SERVICE** - Each applicant for electric service will be required to sign the Company's "Application For Electric Service". Acceptance of service, with or without a signed application, shall be subject to compliance with the terms of the Standard Rules and Regulations and Rate Schedules as filed with the Michigan Public Service Commission.

**B. OWNERSHIP AND RESPONSIBILITY**

**1. COMPANY OWNED FACILITIES** - The Company will normally install, own, operate and maintain all distribution facilities on the supply side of the point of attachment as shown on the Company's Standard Drawings, including metering equipment. All service entrance conductor wiring from a point of connection to the Company's service line at a location satisfactory to the Company shall be the responsibility of the customer. If building modifications hinder access to metering facilities, create a hazardous condition, or cause a violation of code, the customer will be responsible for all costs incurred by the Company to correct these conditions.

**a. ACCESS TO PREMISES** - The customer shall provide at no expense to the Company suitable space with provisions for installation and maintenance of the Company's facilities on the customer's premises. Authorized agents of the Company shall have access to the premises at all reasonable times to install, read, repair or remove its meters; to install, operate or maintain other Company property; to perform tree-trimming and brushing to maintain line clearance standards; to determine the connected electrical load; and to inspect the customer's facilities. Authorized employees and agents shall carry identification furnished by the Company and shall display it upon request. Failure to provide access for any of the above reasons may result in termination of service, and assurance of access may be required before service is restored.

**b. USE OF FACILITIES** - The Company will not allow use of its poles or other facilities by others for installations or attachments of any kind without written authorization from the Company. This includes, but is not limited to, electrical or communication equipment, lights, signs, and fences. The Company assumes no liability for property owned by others attached to its facilities. Unauthorized attachments to Company facilities may be removed by the Company.

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**STANDARD RULES AND REGULATIONS**

**SECTION II, B, 1, c**

- c. **PROTECTION** - See Section IV, Rule H for the required protection of the Company's facilities located on the customer's premises.
  
- 2. **CUSTOMER OWNED FACILITIES** - The Company reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the Company's **employees or** equipment or its service to others. However, it disclaims any responsibility to inspect customer's wiring, equipment or any subsequent wiring changes or modifications and shall not be held liable for any injury or damage or billing errors resulting from the condition thereof.
  - a. The customer shall be responsible for inadequate performance of such facilities. Before purchasing equipment or installing wiring, it shall be the customer's responsibility to check with the Company as to the characteristics of the service available. Any changes required to bring customer's service into compliance with code will be paid for by the customer. The Company reserves the right to make reasonable service charges for work performed by Company personnel resulting from malfunction of the customer's facilities.
  
  - b. The customer shall be responsible for notifying the Company of any additions to or changes in the customer's equipment which might exceed the capacity of the Company's facilities, or otherwise affect the quality of service. The customer shall also be responsible for the installation of auxiliary or standby equipment and of alarms and protective devices as required to provide reasonable protection in the event of disturbance or interruption of electrical service. The customer shall install and maintain the necessary devices to protect his equipment against service interruptions and other disturbances on the Company's system, as well as the necessary devices to protect the Company's facilities against overload caused by the customer's equipment. Characteristics and installation of all such equipment or devices shall meet the approval of the Company.
  
  - c. Existing customer electrical service equipment that has been disconnected from the Company's facilities for sixty or more continuous days must be reinspected by the state or local electrical inspector having jurisdiction for electrical inspections in the area that the existing service is located prior to being reconnected to the Company's facilities. The customer shall be responsible for scheduling the inspection and shall pay for all

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**STANDARD RULES AND REGULATIONS**

**SECTION II, B, 2, c (Continued)**

costs associated with the inspection. The Company shall not reconnect the service until it receives authorization to do so from the appropriate electrical inspector.

**C. USE OF SERVICE** - Each customer shall, as soon as electric service becomes available, purchase from the Company practically all electric energy used on the premise, and shall become liable for all charges incurred in the purchase of said electrical energy from the Company. Standby and/or supplemental on-site generation may be utilized only if approved by the Company and properly connected so as to prevent parallel operations with the Company's system.

**1. NOTICE OF INTENT**

**a. APPLICATION** - Prior to use of electric service, each customer shall make proper application to the Company, and shall furnish all reasonable information required by the Company. Failure to comply with this requirement may result in refusal by the Company to provide service.

Any customer using service without first notifying and enabling the Company to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from the time of last reading reported immediately preceding his occupancy.

**b. TERMINATION** - Any customer desiring termination of service shall so notify the Company a minimum of five (5) working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.

**2. CONDITIONS OF USE** - The customer shall not use the service in any way that causes a safety hazard, endangers the Company's facilities, or disturbs service to other customers. Failure to comply with this provision may result in discontinuance of the customer's service.

The customer shall install only such motors or other apparatus or appliances as are suitable for operation with the character of the service supplied by the Company, and electric energy must not be used in such a manner as to cause detrimental voltage fluctuations or disturbances in the Company's distribution system.

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**STANDARD RULES AND REGULATIONS**

**SECTION II, C, 3**

**3. NONSTANDARD SERVICE**

a. **NONSTANDARD VOLTAGE REQUIREMENTS** - The customer shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages or for the supply of closer voltage regulation than required by standard practice.

b. **EXTRAORDINARY FACILITY REQUIREMENTS AND CHARGES** - The Company reserves the right to charge a monthly extraordinary facilities charge or to make special contractual arrangements when, in the opinion of the Company, extraordinary facilities are required by the customer. Extraordinary facilities include, but are not limited to, the following:

- (1) Facilities required to accommodate a customer whose capacity requirements exceed 1,000 kW.
- (2) Facilities required to accommodate a customer whose establishment is remote from the Company's existing suitable facilities.
- (3) Facilities required to accommodate a customer's service requirements necessitating unusual investment by the Company and/or not normally provided by the Company.
- (4) Facilities required to accommodate a customer's service which may be of a short-term, temporary or transient nature.
- (5) Facilities required to avoid disturbing the service to others.

The Company shall build, own and maintain all such facilities, to and including any substation required at the customer's premises. The customer will have the following options:

- (1) Pay a monthly extraordinary facilities charge equal to 2 percent of the Company's total investment in such facilities, or
- (2) Make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions.

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## STANDARD RULES AND REGULATIONS

### SECTION II,C,4

4. **RESALE OF ELECTRIC ENERGY** - The customer shall not resell to, or share with others, any electric service furnished by the Company under the terms of its filed Rate Schedules (except Rate Schedules applicable to such resale of energy), unless otherwise authorized by the Michigan Public Service Commission.
5. **SERVICE TO SINGLE METERING POINTS** - Where resale of electric service exists, the Company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user.

Electric service will no longer be granted where connection is made to a single metering point for the purpose of resale to the reselling customer's ultimate user. Each user will be metered as an individual unit. For the purposes of this rule, resale will also include sales where the electric service is included in the rent.

6. **SERVICE REQUIREMENTS** - The customer may be required to provide, at no expense to the Company, space for Company facilities on the customer's premises.

Where a suitable distribution line is available, the Company shall install service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the Company. Where the customer requests a point of attachment other than that specified by the Company, and such alternative point of attachment is approved by the Company, the additional cost resulting therefrom shall be borne by the customer. This includes, but is not limited to, the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer.

For overhead service, the location of the point of attachment must be such that the Company's service conductors can be installed without attachment to the building in any other locations.

For underground service, the point of attachment may be on the building, meter pedestal, or other agreed point.

Service will be provided to **meters on poles for the following:**

**Modular or pre-built homes**

**Trailers**

**Temporary construction services**

**Permanent services where more than one structure is to be supplied from a single meter.**

The customer shall be required to install a fused disconnect switch on the pole **below the Company's meter**, at **the customer's** expense, in accordance with Company specifications.

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## STANDARD RULES AND REGULATIONS

### SECTION II,C,6 (Continued)

Should it become necessary for any cause beyond the Company's control to change the location of the point of attachment of service connections, the entire cost of any changes in the customer's wiring made necessary thereby shall be borne by the customer.

When relocation or modification of the Company's facilities is requested or made necessary by the customer, all costs for relocation or modification may be charged to the requesting party. However, relocation or modification necessary to accommodate load additions or changes in service characteristics are governed by other provisions of these Standard Rules and Regulations.

All service entrances shall comply with the National Electrical Code and/or local electrical codes, whichever governs. Any poles, wires or other equipment required beyond the customer's meter shall be furnished, installed and maintained by the customer. The customer is responsible for obtaining all permits and inspections of customer's wiring or equipment required by applicable law. Service shall be denied for failure to obtain such permits or inspections.

All residential customers shall install three-wire service entrance connections of not less than 100 ampere capacity, except as required with pre-manufactured mobile homes.

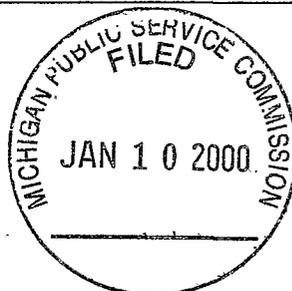
The customer may have to provide a deposit and/or contribution if the service the customer requires cannot be provided from available distribution lines. The extension policy is stated in Section VII.

7. **SERVICE TO HOUSE TRAILERS, VANS, OR BUSES USED AS DWELLING UNITS** - To be considered as permanent, house trailers, vans, or buses used as dwelling units shall meet the following requirements:
- a. Mounted on a permanent foundation so that it cannot be readily moved to a new location.
  - b. Have its own well, or be connected to a central water system, or have an executed contract for such a well or connection.
  - c. Have its own septic system or connected to a central sewer system.

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## STANDARD RULES AND REGULATIONS

### SECTION II, C, 7, d

d. Have electrical wiring that meets the requirements of the regulatory electrical codes governing the area within which the service has been requested.

For permanent house trailers, vans, or buses used as dwelling units, the Company will make service connections at an appropriate structure adjacent to the house trailer, van, or bus without special charges, except as specified herein under Section VII.

If the above conditions are not met, such installations and service facilities shall be considered to be Temporary Service as applicable under Section VII, D, 1.

**8. AUXILIARY OR STANDBY SERVICE** - (These provisions shall not apply to customers served under auxiliary provisions of Residential Service or General Service Rates.)

"Auxiliary" service is defined as that electric service which supplements another source of power supply, there being throw-over arrangements, either electrical or mechanical, which enables either or both sources of supply to be utilized for all or any part of the customer's total requirements.

"Standby" service is defined as that electric service which is capable of being used in place of the generally used source of power supply, there being no actual use of the "standby" service except in emergency.

Customers who purchase all or practically all of their energy requirements from the Company, but who install generating equipment for use only in case of failure of the Company's service, or who use a relatively small amount of energy generated as a by-product of testing or manufacturing processes, will not be considered to be using the Company's service for either auxiliary or standby purposes.

Where a customer desires to use the Company's facilities as an auxiliary or standby to primary or secondary service supplied or capable of being supplied from another source, the Company only offers its **Large Power and Standard Power Service rates** for such service.

The application of the above rates to auxiliary or standby service shall be subject to the following special conditions:

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**STANDARD RULES AND REGULATIONS**

**SECTION II, C, 8, a**

- a. Contracts for such service shall be executed on a special contract form.
- b. A "contract demand" shall be initially established by mutual agreement between the Company and the customer and stated in the service contract. The Company shall not be required to supply power to the customer in excess of the contract demand; however, the Company will at the written request of the customer made at least thirty days in advance, permit an increase in the contract demand provided the Company has power available.
- c. No customer shall be permitted to effect a reduction in his contract demand by recontracting for the same service, unless a bona fide reduction in load has occurred.
- d. The billing demand provisions in the Standard Power Service Rate shall be modified to provide that the billing demand shall not be less than **50%** of the highest billing demand of the preceding 11 months, or **50%** of the contract demand. In no case will billing demand be less than **15 kW**.

When the billing demand is determined by any of the modifications stated above, the capacity charge credit based on average power factor shall not apply.

- e. For the protection of the Company's facilities, the customer may be required to furnish, install and maintain a load limiting device approved by and under the sole control of the Company.
- D. NATURE AND QUALITY OF SERVICE** - The Company will endeavor to, but does not guarantee to, furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits. (See subrule 3 of this rule for voltage regulations.)
- 1. INTERRUPTIONS OF SERVICE; RECORDS; PLANNED INTERRUPTION; NOTICE TO THE MICHIGAN PUBLIC SERVICE COMMISSION**
- a. The Company shall make a reasonable effort to avoid interruptions of service. When interruptions occur, service shall be reestablished within the shortest time practicable, consistent with safety.
  - b. The Company shall keep records of interruptions of service on its primary distribution system and shall make an analysis of the

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**STANDARD RULES AND REGULATIONS**

**SECTION II, D, 1, b (Continued)**

records for the purpose of determining steps to be taken to prevent recurrence of such interruptions. Such records shall include the following information concerning the interruptions: Cause; Date and time; and, Duration.

- c. The log for each unattended substation shall show interruptions which require attention at the substation to restore service, together with the estimated time of service restoration.
- d. Planned interruptions shall be made at a time that will not cause unreasonable inconvenience to customers and shall be preceded, if feasible, by adequate notice to those who will be affected.
- e. The Company shall notify the Michigan Public Service Commission by telephone of any interruption to the service of a major portion of its distribution system if such interruption lasts for more than 1 hour.

2. **LIABILITY FOR SERVICE INTERRUPTIONS** - The Company shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the Company's control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of customers or third parties; operation of safety devices, except when such operation is caused by the negligence of the Company; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the Company has carried on a program of maintenance consistent with the general practices prevailing in the industry; act of God; war; action of the elements; storm or flood; fire; riot; labor dispute or disturbances; or the exercise of authority or regulation by governmental or military authorities.

The customer shall be responsible for giving immediate notice to the Company of interruptions or variations in electric service so that appropriate corrective action can be taken.

The Company reserves the right to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety, and State or National emergencies and shall be under no liability with respect to any such interruption, curtailment or suspension.

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**STANDARD RULES AND REGULATIONS**

**SECTION II, D, 3**

**3. STANDARD NOMINAL SERVICE VOLTAGE; LIMITS; EXCEPTIONS**

- a. The Company shall adopt and file with the Michigan Public Service Commission standard nominal service voltages used on its distribution system.
- b. With respect to secondary voltages, the following provisions shall apply:
  - (1) For all retail service, the variations of voltage shall be not more than 5% above or below the standard voltage, except as noted in subdivision d of this subrule.
  - (2) Where 3-phase service is provided, the Company shall exercise reasonable care to assure that the phase voltages are balanced within practical tolerances.
- c. With respect to primary voltages, the following provisions shall apply:
  - (1) For service rendered principally for industrial or power purposes, the voltage variation shall not be more than 5% above or below the standard nominal voltages as filed, except as noted in subdivision d of this subrule.
  - (2) The limitations in subdivision (1) of this subdivision do not apply to special contracts in which the customer specifically agrees to accept service with unregulated voltage.
- d. Voltages outside the limits specified in this subrule shall not be considered a violation in the following situations:
  - (1) If they arise from the action of the elements.
  - (2) If they are infrequent fluctuations.
  - (3) If they arise from service interruptions.
  - (4) If they arise from temporary separation of parts of the system from the main system.
  - (5) If they arise from voltage reductions that are required to reduce the system load at times of supply deficiency.

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**STANDARD RULES AND REGULATIONS**

**SECTION II, D, 3, d, (6)**

(6) If they are from causes beyond the control of the Company.

**E. METERS AND METERING EQUIPMENT** - The customer shall provide, free of expense to the Company and close to the point of service entrance, a space suitable to the Company for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the Company or other persons lawfully authorized to do so, to initiate service or to inspect, test, repair, or remove Company owned equipment. If the meters or metering equipment are tampered with, damaged or destroyed through either the intent or neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

The Company reserves the right to make the final decision with respect to methods and equipment used in measurement of loads for billing purposes.

Meters for all **new or relocated** single or **multiple** family residential service will be installed outdoors.

Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather while being serviced or tested shall be located indoors or in a suitable housing where such work can be performed.

Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

An authorized representative of the Company will determine the acceptability of the meter location in all cases.

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## STANDARD RULES AND REGULATIONS

### SECTION II,F

**F. SPECIAL CHARGES** - The Company will make such charges for reasonable special services as necessary to discourage abuse, and to prevent subsidy of such services by other customers.

**1. AMOUNTS** - The following schedule of amounts shall apply as applicable:

Charge for any Special Services at Customer's Request -	
During Regular Working Hours	\$35
Outside Regular Working Hours	\$70
Meter Reading Charge	\$15
Meter Test Charge	\$30
Meter Relocation Charge	Actual Cost
Reconnect Charge -	
Disconnected at Meter, During Regular Working Hours	\$30
Disconnected at Pole, During Regular Working Hours	\$35
Collection Charge When Nonpayment Disconnect Order is Written	\$15
Bad Check Handling Charge	\$25

**2. DESCRIPTIONS** - The above charges shall be applied in the following instances:

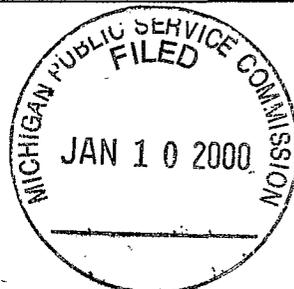
**a. CHARGES FOR ANY SPECIAL SERVICES AT CUSTOMER'S REQUEST** - Special services provided by the Company at the customer's request including, but not limited to, the following items:

- (1) When the Company temporarily disconnects service to facilitate repairs or other work on the customer's premises.
- (2) When the Company reconnects service after repairs or other work on the customer's premises have been completed.
- (3) When the Company makes a service call in response to an outage and it is determined that the outage was caused by a problem with the customer's facilities and not by the Company's facilities.

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## STANDARD RULES AND REGULATIONS

### SECTION II, F, 2, b

- b. **METER READING CHARGE** - If the customer requests the Company to read his meter, the meter reading charge shall be paid in advance by the customer. If such read reveals that the Company had misread the meter, the meter reading charge shall be refunded and a billing adjustment made. This charge does not apply to meter reads made in conjunction with service connects or disconnects.
- c. **METER TEST CHARGE** - If the customer requests a test of his meter the meter test charge shall be paid in advance by the customer. If such test reveals the meter registration to be outside the accuracy limits prescribed in Section VIII, the meter test charge shall be refunded and a billing adjustment made.
- d. **METER RELOCATION CHARGE** - Where service has been discontinued for reasons outlined in Section II, C, Section V, F or Section VI, C a meter relocation charge, if applicable, and assessed in accordance with Section V, E, 5, shall be collected from the customer whose service was discontinued. The Company shall charge the customer for relocating the meter, based on the Company's actual cost.
- e. **RECONNECT CHARGE** - Where service has been discontinued for reasons outlined in **Section II, C, 1, b, Section II, C, 2, Section V, F (other than Section V, F, 13), or Section VI, C** a reconnect charge shall be collected from the customer as follows:
- (1) Reconnections during regular working hours where the service was disconnected at the meter shall be **\$30**.
  - (2) Reconnections during regular working hours where the service was disconnected at the point of contact with the Company's distribution system shall be **\$35**.
- f. **COLLECTION CHARGE WHEN NONPAYMENT DISCONNECT ORDER IS WRITTEN**  
If the customer, about to be disconnected for nonpayment, elects to pay the energy arrears in full at the time of disconnection, the Company employee shall be authorized to accept payment. In addition to full payment of arrears, **an additional \$15** charge shall be paid by the customer **if the Company has dispatched an employee to the customer's premises for the purpose of disconnecting the customer's service for nonpayment and the customer pays the full amount of the arrearage before the disconnection has occurred.**

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## STANDARD RULES AND REGULATIONS

### SECTION II, F, 2, g

**g. BAD CHECK HANDLING CHARGE** - A \$25 charge shall be assessed to the customer for processing a check returned by a bank or other financial institution for reason of insufficient funds, account closed, no account and similar situations, excluding bank or financial institution errors.

**G. SERVICE DISCONNECT (CUSTOMER REQUEST)** - Service to the customer's premises may be discontinued by the Company at the request of the customer under the following conditions:

- 1. UPON TERMINATION** - The Company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve (12) month period immediately following disconnect.
- 2. FOR REPAIRS** - The Company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section II, F, will be applied.

### H. APPLICATION OF RATES

- 1. CLASSES OF SERVICE** - The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in these Standard Rules and Regulations.

Service to different points and/or different classes of service on the same premises shall be **separately** metered and separately billed. In no case shall service be shared with another premises or transmitted off the premises to which it is delivered.

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Alpena, Michigan



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**STANDARD RULES AND REGULATIONS**

**SECTION II, H, 2**

2. **CHOICE OF RATES** - When a customer is eligible to have service billed under any one of two or more rates or provisions of a rate, upon request, the Company shall advise the customer in the selection of the rate or rate provision which is most likely to give the customer the lowest cost of service based on the information provided to the Company. The selection of the rate or provision of a rate is the responsibility of the customer. Because of varying customer usage patterns and other reasons beyond its reasonable knowledge or control, the Company does not guarantee that the most economical applicable rate will be applied.

After the customer has selected the rate and rate provision under which service shall be provided, the customer shall not be permitted to change from that rate and rate provision to another until at least twelve months have elapsed. The customer shall not be permitted to evade this rule by temporarily terminating service. However, the Company may, at its option, waive the provisions of this paragraph where it appears a change is for permanent rather than temporary or seasonal advantage. The provisions of this paragraph may also be waived where the customer can demonstrate that a bona fide change in load has occurred. The effective date of a rate change under this rule shall be the beginning read date of the next bill issued. The intent of this rule is to prohibit frequent shifts from rate to rate.

The Company shall not make refunds in instances where the customer would have paid less for service had the customer been billed on another applicable rate or provision of a rate.

Where the customer has provided the Company with incorrect information to gain an economic benefit, backbilling may be rendered to the date the incorrect rate selection initially occurred.

3. **APPLICATION OF RESIDENTIAL USAGE AND NONRESIDENTIAL USAGE**  
a. **RESIDENTIAL USAGE AND RATE APPLICATION**

- (1) **GENERAL** - For purposes of rate application "residential usage" shall be usage metered and consumed within an individual household, and reasonably appurtenant and related to and normally associated with such a household, for such applications as space conditioning, cooking, water heating, refrigeration, clothes drying, incineration, lighting and other similar household applications.

The term "household" includes single-family homes, farm

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**STANDARD RULES AND REGULATIONS**

**SECTION II, H, 3, a, (1) (Continued)**

homes, seasonal dwellings, duplexes, and individual living units within mobile home parks, condominiums, apartments and cooperatives; provided, however, to qualify for residential usage a household must have the normal household facilities such as bathroom, individual cooking and kitchen sink facilities.

(2) **PRIVATE FAMILY DWELLINGS** - Private family dwellings where individual household usage is separately metered and consumed shall be billed on a Residential Service rate. A private family dwelling shall include:

- (a) a single-family home
- (b) a farm home
- (c) a seasonal dwelling
- (d) a duplex
- (e) a separately metered mobile home
- (f) a separately metered household within a condominium
- (g) a separately metered household within an apartment complex
- (h) a separately metered household within a cooperative complex

(3) **COTTAGES AND CABINS** - Cottages and cabins where individual household usage is separately metered and consumed shall be billed on the appropriate Residential Service Rate. Cottages and cabins shall not be served at Residential Service Rates through the same meter with year-round residences. All newly constructed cottages and cabins shall be metered separately from year-round residences.

Groups of 2 or more cottages and/or cabins may be served through one meter and billed on the appropriate General Service or Standard Power Service Rate or through individual meters which will be billed on the appropriate Residential Rate. The appropriate General Service or Standard Power Service Rate shall apply where year-round residence and cottages or cabins are combined.

(4) **HOMES OR DORMITORIES FOR GROUPS OTHER THAN PRIVATE FAMILY DWELLINGS** - Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for up to 6 persons where residential

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**STANDARD RULES AND REGULATIONS**

**SECTION II, H, 3, a, (4) (Continued)**

usage is metered and consumed shall be classified as residential. The landlord and his immediate family are not included in the 6-person limitation.

**(5) MULTIFAMILY DWELLINGS**

(a) **GENERAL** - A "multifamily dwelling" shall be considered any duplex, apartment building, mobile home park, condominium, cooperative or other grouping of households. All newly constructed multifamily dwellings shall have separately metered households.

(b) **COMMON AREA USAGE IN MULTIFAMILY DWELLINGS CONTAINING SEPARATELY METERED HOUSEHOLDS** - Common area usage, excluding mobile home parks, shall be metered and billed as follows:

(i) Dwellings containing less than five households shall be separately metered and billed as residential usage. When the landlord lives in one of the units, the common area usage may be metered and billed through the landlord's meter.

(ii) Dwellings containing five or more households shall be separately metered and billed on the appropriate General Service or Standard Power Service Rate.

Common area usage in mobile home parks shall be separately metered and billed on the appropriate General Service or Standard Power Service Rate.

(c) **MULTIFAMILY DWELLINGS SERVED THROUGH A SINGLE METER** - A multifamily dwelling served through a single meter shall be billed as follows:

(i) Dwellings containing two households, including common area, shall be billed on the appropriate Residential Service Rate.

(ii) Dwellings containing three or four households, including common area, shall be billed under either the appropriate Residential Service Rate or the appropriate General Service or Standard Power Service Rate, at the customer's option.

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**STANDARD RULES AND REGULATIONS**

**SECTION II, H, 3, a, (5), (c), (iii)**

(iii) Dwellings containing five or more households, including common area, shall be billed on the appropriate General Service or Standard Power Service Rate.

(6) **FARM SERVICE** - Single-phase service shall be available to farms for residential use under the appropriate Residential Service Rate. In addition, service may be used through the same meter so long as such use is confined to single-phase service for the culture, processing and handling of products grown or used on the customer's farm. Use of service for purposes other than set forth above shall be served and billed on the appropriate General Service or Standard Power Service Rate.

**b. NONRESIDENTIAL USAGE AND RATE APPLICATION** - For purposes of rate application, "nonresidential usage" shall be usage metered and consumed that does not qualify for residential usage. Nonresidential usage includes usage associated with the purchase, sale, or supplying (for profit or otherwise) of a commodity or service by a public or private person, entity, organization or institution. Nonresidential usage includes usage associated with penal institutions, corrective institutions, motels, hotels, separately metered swimming pool heater usage, yachts, boats, tent, campers or recreational vehicles.

Nonresidential usage shall be billed on the appropriate General Service, Standard Power Service, **Large Power Service, Large Industrial Service or Large Electric Furnace Service rates.**

Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as nonresidential and billed on the appropriate General Service or Standard Power Service Rate.

**c. COMBINED RESIDENTIAL AND NONRESIDENTIAL USAGE AND RATE APPLICATION** - When the electricity supplied to a customer is used for both residential and nonresidential purposes, the wiring may be so arranged that the residential and nonresidential usage are metered separately. Each type of usage shall be billed on the appropriate rate. If usage is not separately metered, the combined usage shall be billed on the appropriate General Service or Standard Power Service Rate.

Michigan Public Service  
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## STANDARD RULES AND REGULATIONS

### SECTION II, H, 3, c (Continued)

When, in the Company's opinion, the usage attributable to the nonresidential purpose is not substantial in relation to the residential usage, the combined usage shall be billed on the appropriate Residential Service Rate.

#### I. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

1. The Company shall establish and administer an uncollectibles allowance recovery fund.
2. The Company shall annually deposit into its uncollectibles allowance recovery fund the difference between the uncollectible provision as recorded on the Company's financial records for 1999, (which was \$17,532.95), less the provision as recorded on the Company's financial records in each subsequent fiscal year.
3. Not less than 30 days after the close of the Company's fiscal year, the Company shall inform the Commission of the amount of money that the Company recorded on its financial records for that year.
4. A dispute regarding the reasonableness of an amount recorded on the Company's financial record as a provision for its uncollectible expenses or a dispute regarding the accuracy of the amount deposited into the Company's uncollectibles allowance recovery fund shall be resolved by the Commission after notice to the Company and an opportunity for the Company and the Commission staff to submit comments.
5. The Company shall annually disburse money from its uncollectibles allowance recovery 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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STANDARD RULES AND REGULATIONS

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**STANDARD RULES AND REGULATIONS**

**SECTION III - EMERGENCY ELECTRICAL PROCEDURES**

**A. 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 of Alpena Power Company. It is recognized that such deficiencies can be short-term (less than one week) or long-term (more than one week) 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.

Essential 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 Michigan Public Service Commission may subsequently identify:

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

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

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**STANDARD RULES AND REGULATIONS**

**SECTION III,A (Continued)**

case of customers supplied from two utility sources, only one source shall be given special consideration. All customers who, in their opinion, have critical equipment or circumstances, should install emergency battery or portable generating equipment.

The Michigan Public Service Commission shall be promptly advised of the nature, time and duration of all implemented emergency conditions and procedures which affect normal service to customers. The Michigan Public Service 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 shall initiate the following procedures.

**B. 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:

1. Every effort shall be made to maintain at least partial service to the system by means of automatic load shedding of selected distribution circuits. The Company shall make every reasonable effort to provide continuous service to essential health and safety customers.
2. With no generation of its own and being completely 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 shall make every effort to resume service to essential customers as soon as practicable.

**C. ANTICIPATED OR PREDICTABLE SHORT-TERM CAPACITY SHORTAGES IN THE COMPANY 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 shall be taken at the appropriate time and in the order appropriate to the situation:

1. The internal demand of substations, offices and other premises owned by the Company shall be reduced to the largest extent consistent with

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**STANDARD RULES AND REGULATIONS**

**SECTION III,C,1 (Continued)**

the maintenance of service.

2. Service shall be interrupted to loads rendered service under interruptible tariffs.
3. Voltage shall be reduced not more than six percent.
4. Voluntary load reductions shall be requested of large commercial and industrial customers with an electric demand of 500kW or greater by procedures established in their respective load management plans.
5. Voluntary load reductions shall be requested of all other customers through appropriate media appeals.
6. Load shedding of firm customer loads shall be initiated. Service so interrupted shall be of selected distribution circuits throughout the Company's service area. Such interruptions shall be consistent with the criteria established for essential health and safety customers and shall, insofar as practicable, be alternated among circuits. Records shall be maintained to insure that during subsequent capacity shortages, service interruptions may be rotated throughout the Company's service area in an equitable manner.

**D. LONG-TERM CAPACITY OR FUEL SHORTAGE** - The following actions shall be implemented until it is determined by the Company energy suppliers that any or all actions may be terminated. The public shall 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 shall be taken in the order noted, as required:

1. 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.
2. 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 shall include lighting, air

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**STANDARD RULES AND REGULATIONS**

**SECTION III,D,2 (Continued)**

conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads that can be curtailed or deferred to off peak hours.

3. Implement procedures for interruption of selected distribution circuits during periods 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 hours and the total interruption should not exceed four hours in any 24 hour period without prior notification to the Michigan Public Service 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 30 day fuel supply.

- E. EMERGENCY PROCEDURES OF WHOLESALE SUPPLIERS** - Where appropriate, the emergency procedures shall be the same as those placed in effect by the Company's wholesale for resale energy supplier(s).

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STANDARD RULES AND REGULATIONS

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## STANDARD RULES AND REGULATIONS

### SECTION IV - CUSTOMER RELATIONS

**A. CUSTOMER INFORMATION AND SERVICE** - The Company shall do all of the following:

1. Maintain information **that is** necessary to enable the Company to advise prospective customers and others entitled to the information as to the facilities available for serving prospective customers in the Company's service area.
2. Assist the customer or prospective customer in selecting the most economical rate schedule based on the information supplied by the customer. However, the selection of the best available rate is the responsibility of the customer. Once the selection is made, the customer shall stay on the rate not less than 12 months or until **the customer** notifies the Company of **permanent** changes in the conditions of service **that** would warrant a different rate schedule. Refer to Section II,H,2.
3. Notify customers affected by a proposed change in rates or schedule classification by publishing a notice in newspapers of general circulation in the Company's service area, **by giving notice to customers** individually, or as otherwise required by the Michigan Public Service Commission.
4. Post **suitable signs** in conspicuous locations at all bill payment offices that are operated by the Company, calling attention to the fact that the rules, regulations, rate schedules, proposed rate schedules, explanations of rate schedules, and explanations of proposed rate schedules are on file and available for inspection. Upon request, the Company shall provide 1 copy of the rules, explanations, or schedules to a customer without charge.
5. Upon request, inform the Company's customers as to the method of reading meters.
6. Furnish **any** additional information **that is reasonable** for the customer to request.

**B. CUSTOMER RECORDS; RETENTION PERIOD; CONTENT**

1. The Company shall retain records as is necessary to effectuate compliance with Rules C and D below. **The** records shall be retained for not less than 3 years.

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## STANDARD RULES AND REGULATIONS

### SECTION IV, B, 2

2. Records for customers shall show, if applicable, all of the following information:
  - a. Kilowatthour meter reading.
  - b. Kilowatthour consumption.
  - c. Kilowatt, kilovoltampere, and kilovar meter reading.
  - d. Kilowatt, kilovoltampere, and kilovar measured demand.
  - e. Kilowatt, kilovoltampere, and **kilovar** billing demand.
  - f. Total amount of bill.

### C. METERING INACCURACIES; BILLING ADJUSTMENTS

1. **ADJUSTMENT OF BILLS** - If a meter creeps, if a metering installation is found upon any test to have an average **inaccuracy** of more than 2.0%, if a demand metering installation is found upon any test to have an average **inaccuracy** of more than 1.0% in addition to the **inaccuracies** allowed under Section VIII, Q, or if a meter registration has been found to be **inaccurate** due to apparent tampering by a person or persons known or unknown, an adjustment of bills for service for the period of inaccuracy shall be made in the case of overregistration and may be made in the case of underregistration.
2. **ADJUSTMENT CALCULATION** - The amount of the adjustment *of the bills for service* shall be calculated on the basis that the metering equipment should be 100% accurate with respect to the testing equipment used to make the test. *The average accuracy of watthour meters shall be calculated in accordance with Section VIII, X.*
3. **INACCURACY DATE DETERMINED** - If the date when the **inaccuracy** in registration began can be determined, **that** date shall be the starting point for determination of the amount of the adjustment **and shall be subject to subrule 12 of this rule.**
4. **INACCURACY DATE UNDETERMINED** - If the date when the **inaccuracy** in registration began cannot be determined, it shall be assumed that the **inaccuracy** existed for *the period of time immediately preceding discovery of the inaccuracy that is* equal to one-half of the time since the meter was installed *on the present premises*, one-half of the time since the last test, **or 6 years**, whichever is the **shortest period of time**, except as otherwise provided in subrule 5 of this rule and subject to subrule 12 of this rule.

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## STANDARD RULES AND REGULATIONS

### SECTION IV,C,5

5. **METER CREEP** - The *inaccuracy* in registration due to creep shall be calculated by timing the rate of creeping *in accordance with Section VIII, O*, and by assuming that *the* creeping affected the registration of the meter for *the period of time immediately preceding discovery of the inaccuracy that is equal to 1/4 of the time since the meter was installed on the present premises, 1/4 of the time since the last test, or 6 years, whichever is the shortest period of time, subject to subrule 12 of this rule.*
6. **METER FAILURE** - If the average *inaccuracy* cannot be determined by test because part or all of the metering equipment *is inoperative*, it is permissible to use the registration of check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The customer shall be advised of the *metering equipment* failure and of the basis for the estimate of the quantity billed. The same periods of *inaccuracy* shall be used as explained in this rule.
7. **BILL RECALCULATION** - Recalculation of bills shall be on the basis of the *recalculated* monthly consumption.
8. **REFUNDS DUE** - If the recalculated bills indicate that *an amount* is due an existing customer or that more than **\$10.00** is due a *former* customer of the Company, the full amount of the difference between the amount paid and the recalculated amount shall be refunded.
9. **CUSTOMERS TO RECEIVE REFUND** - Refunds shall be made to the two most recent customers who received service through the meter found to be *inaccurate*. In the case of a *former* customer of the Company, a notice of the amount *of the refund* shall be mailed to such *customer* at *the* last known address. *The* Company shall, upon demand made by *the customer* within 3 months *of mailing of the notice, forward the refund to the customer.*
10. **AMOUNTS DUE** - If the recalculation of billing *as a result of a metering inaccuracy* indicates that *more than \$1.00 is owed to the Company by an existing customer or that more than \$10.00 is owed to the Company by a former customer*, the Company may *issue a bill for the amount, subject to subrule 12 of this rule.*

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## STANDARD RULES AND REGULATIONS

### SECTION IV, C, 11

11. **AMOUNTS DUE POLICY** - The Company may establish a policy *setting a minimum amount for which it may bill a customer* due to underregistration *that* is more than the amounts set forth in subrule 10. The minimum *amount* established in the Company policy shall be applied in all cases of underregistration to determine whether the customer will be billed for the amount due the Company because of underregistration.
12. **BACKBILLING** - Except in cases of tampering, backbilling of customers *for metering inaccuracies* is limited to the *two-year* period immediately preceding discovery of the *inaccuracy*. The customer shall be given a reasonable time in which to pay the amount of the backbilling, *after consideration of the amount of the backbill and the duration of the inaccuracy*, and service shall not be *shut off* during this time for nonpayment of the amount of the backbilling *if the customer is complying with the repayment agreement*.

#### D. BILLING ERRORS

1. **RESIDENTIAL CUSTOMERS** - *Billing errors involving residential customers shall be resolved in accordance with Section V.*
2. **OVERCHARGES** - If a *nonresidential* customer has been overcharged as a result of a *billing error*, the amount of the overcharge shall be adjusted, refunded, or credited to the customer. The Company is not required to adjust, refund, or credit an overcharge beyond the 3-year period immediately preceding discovery of the *overcharge*, unless the customer is able to present a record establishing an earlier date of occurrence or commencement of the *overcharge*.
3. **UNDERCHARGES** - If a *nonresidential* customer has been undercharged as a result of a *billing error*, the undercharge may be billed to the customer subject to the same requirement that apply to backbilling for meter inaccuracies in subrules 10, 11, and 12 of rule C.
4. **ENERGY THEFT, STOLEN METER AND FRAUDULENT SWITCHED METER; TAMPERING** - In cases where metered or unmetered energy theft, stolen meter or *fraudulent* switched meter are involved, refunds and backbillings are for the determined duration of the period. Where the duration cannot be reasonably established or estimated, the Company will adjust the billing for the past three years on the basis of actual monthly consumption determined from the most recent 36 months of consumption

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## STANDARD RULES AND REGULATIONS

### SECTION IV,D,4 (Continued)

data.

Metered and unmetered energy theft includes, but is not limited to, tampering, unauthorized use, diversion and interference. For purposes of this rule, a stolen meter is classified as any meter not specifically assigned to that service location by the Company. For purposes of this rule, a **fraudulent** switched meter is classified as a meter **intentionally assigned** incorrectly to a customer resulting in the customer being billed for another customer's consumption.

The Company reserves the right to recover all unbilled service revenue and **reasonable actual** costs associated with the theft of energy, stolen meters or **fraudulent** switched meters. Therefore, **the** customer or other user **who benefits from the unauthorized or fraudulent use** is responsible for payment of the reasonable **actual** cost of the service used during the period such fraudulent or unauthorized use or tampering occurred, or is reasonably assumed to have occurred, and is responsible for the **reasonable actual** cost of **the tampering investigation and any associated damages**, with the exception that all costs be recovered in cases involving criminal **prosecution**. The customer who did not intentionally steal a meter, switch a meter or who did not intentionally become involved in energy theft shall pay for energy usage according to Rule C of this section.

The owner of a multifamily dwelling shall be responsible for accurately tracing all lines and tagging such lines with tags provided by the Company to assure individual units are properly metered. The Company will not set the meters until the lines are identified. The owner of the multifamily dwelling could be held responsible for any underrecovery of revenues resulting from improperly tagged meters. Any future expense of tracing lines due to instances of switched meters related to errors in tracing and tagging of such lines shall be the responsibility of the current owner of the multifamily dwelling.

- E. SERVICING COMPANY EQUIPMENT ON CUSTOMER'S PREMISES** - The Company shall service and maintain its equipment used on a customer's premises and shall correctly set and keep in proper adjustment any devices **that** control the customer's service in accordance with the provisions of the Company's rate schedules.

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## STANDARD RULES AND REGULATIONS

### SECTION IV, F

**F. CUSTOMER COMPLAINTS; INVESTIGATIONS; RECORDS** - Complaints concerning *equipment owned by the Company* or the charges, practices, or service of the Company shall be investigated promptly and thoroughly. The Company shall keep records of customer complaints that will enable the Company to review and analyze its procedures and actions.

**G. TEMPORARY SERVICE; COST OF INSTALLING AND REMOVING EQUIPMENT OWNED BY THE COMPANY** - If the Company renders temporary service to a customer, it shall require that the customer bear the cost of installing and removing the *Company-owned equipment* in excess of any salvage realized. Refer to Section VI, I.

### **H. PROTECTION OF COMPANY-OWNED EQUIPMENT ON CUSTOMER'S PREMISES**

1. The customer shall use reasonable diligence to protect *Company-owned equipment* on the customer's premises and to prevent tampering or interference with *the equipment*. The Company may *shut off* service in accordance with any applicable rules of the Michigan Public Service Commission if the metering or wiring on the customer's premises has been tampered with or altered in any manner *that allows* unmetered or improperly metered energy to be used *or to cause an unsafe condition*.

2. If the Company *shuts off* service for unauthorized use of service, *then both of the following provisions shall apply*:

a. *The Company may bill the customer for the unmetered energy used and any damages that have been caused to Company-owned equipment.*

b. *The Company is not required to restore service until the customer does all of the following:*

(1) *Makes* reasonable arrangements for payment of the *charges in subdivision a of this subrule.*

(2) *Agrees* to pay the approved reconnection charges.

(3) *Agrees* to make provisions and pay charges for *relocating Company-owned equipment or making other reasonable changes that may be requested by the Company to provide better protection for its equipment.*

(4) *Provides the Company with* reasonable assurance of the

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STANDARD RULES AND REGULATIONS

SECTION IV, H, 2, b, (4) (Continued)

customer's compliance with the Company's approved Standard Rules and Regulations.

3. Failure to comply with the terms of an agreement to restore service after service has been shut off pursuant to subrule 1 of this rule shall be cause to shut off service in accordance with the rules of the Company and the Michigan Public Service Commission.
  4. If service is shut off pursuant to subrule 3 of this rule and the Company must incur extraordinary expenses to prevent the unauthorized restoration of service, the Company may bill the customer for the expenses, in addition to all other charges that may apply under this rule, and may require that the expenses and other charges be paid before restoring service. A reasonable effort shall be made to notify the customer at the time of shutoff that additional charges may apply if an attempt is made to restore service that has been shut off.
  5. The customer of record who benefits from the unauthorized use shall be responsible for payment to the Company for the energy consumed.
  6. The Company may bill the customer for the reasonable actual cost of the tampering investigation.
- I. EXTENSION OF FACILITIES PLAN - The Company shall develop a plan, approved by the Michigan Public Service Commission, for the extensions of facilities where the investment is in excess of that included in the regular rates for service and for which the customer is required to pay all or part of the cost. Refer to Section II, C, 3 and Section VII.
- J. EXTENSION OF ELECTRIC SERVICE IN AREAS SERVED BY TWO OR MORE UTILITIES
1. DEFINITIONS - As used in this rule:
    - a. "Customer" means the buildings and facilities served rather than the individual, association, partnership or corporation served.
    - b. "Distances" means measurements which are determined by direct measurement from the closest point of a utility's existing distribution facilities to the customer's meter location and which are not determined by the circuit feet involved in any extension.

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## STANDARD RULES AND REGULATIONS

### SECTION IV, J, 1, c

- c. "Distribution facilities" mean single-phase, V-phase, and 3-phase facilities and does not include service drops.
2. **EXISTING CUSTOMERS** - Existing customers shall not transfer from one utility to another.
  3. **SINGLE-PHASE (300 FEET OR LESS)** - Prospective customers for single-phase service *that* are located within 300 feet of the distribution facilities of 2 or more utilities shall have the service of their choice.
  4. **SINGLE-PHASE (MORE THAN 300 FEET BUT NOT MORE THAN 2,640 FEET)** - Prospective customers for single-phase service *that* are located more than 300 feet, but within 2,640 feet, from the distribution facilities of one or more utilities shall be served by the closest utility.
  5. **SINGLE-PHASE (MORE THAN 2,640 FEET)** - Prospective customers for single-phase service *that* are located more than 2,640 feet from the distribution facilities of any utility shall have the service of their choice, subject to the provisions of subrule 10 of this rule.
  6. **3-PHASE (300 FEET OR LESS)** - Prospective customers for 3-phase service *that* are located within 300 feet of the 3-phase distribution facilities of 2 or more utilities shall have the service of their choice.
  7. **3-PHASE (MORE THAN 300 FEET BUT NOT MORE THAN 2,640 FEET)** - Prospective customers for 3-phase service *that* are located more than 300 feet, but within 2,640 feet, from the 3-phase distribution facilities of 1 or more utilities shall be served by the closest utility.
  8. **3-PHASE (MORE THAN 2,640 FEET)** - Prospective customers for 3-phase service *that* are located more than 2,640 feet from the 3-phase distribution facilities of any utility shall have the service of their choice, subject to the provisions of subrule 10 of this rule.
  9. **INDUSTRIAL CUSTOMERS** - Regardless of any other provisions in these rules, a prospective industrial customer, as defined under the Industrial Classification Manual, Division D, Manufacturing, for 3-phase service that will have a connected load of more than 500 kW shall have its choice of service from any nearby utility that is willing to construct the necessary facilities. The facilities that are

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SECTION IV, J, 9 (Continued)

constructed to serve an industrial customer that would otherwise have been served by another utility shall not qualify as a measuring point in determining who will serve new customers in the future.

10. **NOTICE OF EXTENSION** - The extension of distribution facilities, except as provided in subrules 3, 4, 6, and 7, of this rule, where **an** extension will be located within 1 mile of another utility's distribution facilities, shall not be made by a utility without first giving the Michigan Public Service Commission and any affected utility 10 days' notice of its intention by **submitting** a map showing the location of the proposed new distribution facilities, the location of the prospective customers, and the location of the facilities of any other utility in the area. If no objections to the proposed extension of distribution facilities are received **by the Michigan Public Service Commission** within the 10-day notice period, the utility may proceed to construct the facilities. If objections are received, the determination of **which utility** will extend service may be the subject of a public hearing and a determination by the Michigan Public Service Commission, upon proper application by any affected party.
11. **FIRST UTILITY** - The first utility serving a customer pursuant to these rules is entitled to serve the entire electric load on the premises of that customer even **if** another utility is closer to a portion of the customer's load.
12. **RIGHTS WAIVER** - A utility may waive its rights to serve a customer or group of customers if another utility is willing and able to provide the required service and if the Michigan Public Service Commission is notified and has no objections.
13. **ACT 69 REQUIREMENTS** - Nothing contained in these rules shall be construed to circumvent the requirements of Act No. 69 of the Public Acts of 1929, **as amended**, being Section 460.501 et seq. of the Michigan Compiled Laws, or to authorize a utility to extend its service into a municipality then being served by another utility without complying with the provisions of Act No. 69 of the Public Acts of 1929, **as amended**.
14. **DUPLICATION OF FACILITIES** - Regardless of other provisions of this rule, except subrule 9, a utility shall not extend service to a new customer in a manner that will duplicate the existing electric distribution facilities of another utility, except where both utilities

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SECTION IV, J, 14 (Continued)

are within 300 feet of the prospective customer. Three-phase service does not duplicate single-phase service when extended to serve a 3-phase customer.

15. **SUBDIVISIONS** - The first utility to serve a customer in a new subdivision under the other provisions of this rule has the right to serve the entire subdivision. In extending service to reach the subdivision, the utility shall not duplicate the existing facilities of another utility.
- K. **PROTECTIVE MEASURES** - *The Company shall exercise reasonable care to reduce the hazards to which its employees, its customers, and the general public may be subjected.*
- L. **SAFETY PROGRAM** - *The Company shall comply with the provisions of the Occupational Safety and Health Act, 29 U.S.C. Section 651 et seq., and Act No. 154 of the Public Acts of 1974, as amended, being Section 408.1001 et seq. of the Michigan Compiled Laws, and known as the Michigan Occupational Safety and Health Act, and shall operate under applicable federal and state health and safety laws and regulations.*
- M. **ENERGIZING SERVICES** - *When energizing services, the Company shall comply with the provisions of all applicable codes and statutory requirements, unless otherwise specified by the Michigan Public Service Commission. The Company may refuse to energize a service if an unsafe condition is observed.*

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**STANDARD RULES AND REGULATIONS**

First Revised Sheet No. 10.00b  
First Revised Sheet No. 10.00c  
First Revised Sheet No. 10.01  
First Revised Sheet No. 10.02  
First Revised Sheet No. 10.03  
First Revised Sheet No. 10.04  
First Revised Sheet No. 10.05  
First Revised Sheet No. 10.06  
First Revised Sheet No. 10.07  
First Revised Sheet No. 10.08  
First Revised Sheet No. 10.09  
First Revised Sheet No. 10.10  
First Revised Sheet No. 10.11  
First Revised Sheet No. 10.12  
First Revised Sheet No. 10.13  
Second Revised Sheet No. 10.14  
Second Revised Sheet No. 10.15  
First Revised Sheet No. 10.16  
First Revised Sheet No. 10.17  
First Revised Sheet No. 10.18  
First Revised Sheet No. 10.19  
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First Revised Sheet No. 10.31  
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First Revised Sheet No. 10.33  
First Revised Sheet No. 10.34  
First Revised Sheet No. 10.35  
First Revised Sheet No. 10.36  
First Revised Sheet No. 10.37  
First Revised Sheet No. 10.38  
First Revised Sheet No. 10.39  
First Revised Sheet No. 10.40

These sheets have been cancelled and reserved for future use.

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Executive Vice President

Alpena, Michigan

Michigan Public Service  
Commission

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