MPSC Vol No 8-ELECTRIC
(To Remove Link)

3rd Revised Sheet No. A-1.00
Replaces 2nd Revised Sheet No. A-1.00

A1. TITLE SHEET **ELECTRIC**

UPPER PENINSULA POWER COMPANY

RATE BOOK
FOR
ELECTRIC SERVICE

These Standard Rules and Regulations and Rate Schedules contained herein have been adopted by the Company to govern its relations with customers and have been approved by the Michigan Public Service Commission as an integral part of its Rate Book for Electric Service.

Copies of the Company's Rate Book for Electric Service are available on Upper Peninsula Power Company's website at the following website address, https://www.uppco.com/residential/services-rates/#uppco-rates-and-tariff

R

D
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Territory

This Rate book for Electric Service applies to the entire territory served with Electricity by the Company.

THIS RATE BOOK SUPERSEDES AND CANCELS RATE BOOK

M.P.S.C. No 7 - Electric

Issued: 6-01-26
By G R Haehnel
Chief Executive Officer
Marquette, Michigan

Michigan Public Service Commission
June 3, 2026
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	Original Sheet No. C-13.00	October 10, 2007
	1st Rev. Sheet No. C-14.00	January 1, 2010
	3rd Rev. Sheet No. C-15.00	February 29, 2016
	2nd Rev. Sheet No. C-16.00	February 29, 2016
	2nd Rev. Sheet No. C-17.00	February 29, 2016
	2nd Rev. Sheet No. C-18.00	February 29, 2016
	1st Rev. Sheet No. C-19.00	January 1, 2011
	Original Sheet No. C-19.10	January 1, 2011
	Original Sheet No. C-19.20	January 1, 2011
	1st Rev. Sheet No. C-19.30	January 1, 2014
	1st Rev. Sheet No. C-19.40	January 1, 2014
	2nd Rev. Sheet No. C-19.50	January 1, 2014
	Original Sheet No. C-19.60	January 1, 2011
	2nd Rev. Sheet No. C-19.70	January 1, 2014
	1st Rev. Sheet No. C-19.80	January 1, 2012
	1st Rev. Sheet No. C-19.90	January 1, 2012
	2nd Rev. Sheet No. C-20.00	January 1, 2012
	1st Rev. Sheet No. C-20.10	January 1, 2012
	Original Sheet No. C-20.20	January 1, 2011
	1st Rev. Sheet No. C-20.30	January 1, 2014
	Original Sheet No. C-20.40	January 1, 2011
	1st Rev. Sheet No. C-20.50	January 1, 2014
	1st Rev. Sheet No. C-20.60	January 1, 2014
	1st Rev. Sheet No. C-20.70	January 1, 2014
	Original Sheet No. C-20.90	January 1, 2011
	Original Sheet No. C-20.91	January 1, 2011
	Original Sheet No. C-20.92	January 1, 2011
	Original Sheet No. C-20.93	January 1, 2011
	Original Sheet No. C-20.94	January 1, 2011
	Original Sheet No. C-20.95	January 1, 2011
	Original Sheet No. C-20.96	January 1, 2011
	1st Rev. Sheet No. C-30.00	June 1, 2019

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	7th Rev. Sheet No. D-1.00	June 1, 2019
	Sheet No. D-2.00	
R	18th Rev. Sheet No. D-3.00	January 1, 2026
	11th Rev. Sheet No. D-4.00	January 1, 2025
	3rd Rev. Sheet No. D-5.00	July 1, 2023
	9th Rev. Sheet No. D-6.00	June 1, 2019
	3rd Rev. Sheet No. D-7.00	June 1, 2019
	10th Rev. Sheet No. D-8.00	January 1, 2025
	5th Rev. Sheet No. D-9.00	July 1, 2023
	4th Rev. Sheet No. D-10.00	January 1, 2012
	3rd Rev. Sheet No. D-11.00	January 1, 2012
	11th Rev. Sheet No. D-12.00	January 1, 2025
	Original Sheet No. D-12.10	April 14, 2022
	5th Rev. Sheet No. D-13.00	January 1, 2014
	11th Rev. Sheet No. D-14.00	January 1, 2025
	Original Sheet No. D-14.10	July 1, 2018
	4th Rev. Sheet No. D-15.00	January 1, 2012
	11th Rev. Sheet No. D-16.00	January 1, 2025
	2nd Rev. Sheet No. D-17.00	January 1, 2011
	4th Rev. Sheet No. D-18.00	January 1, 2012
	3rd Rev. Sheet No. D-19.00	January 1, 2012
	2nd Rev. Sheet No. D-20.00	January 1, 2010
	2nd Rev. Sheet No. D-21.00	January 1, 2010
	2nd Rev. Sheet No. D-22.00	January 1, 2010
	1st Rev. Sheet No. D-23.00	January 1, 2010
	2nd Rev. Sheet No. D-24.00	January 1, 2010
	1st Rev. Sheet No. D-25.00	January 1, 2010
	8th Rev. Sheet No. D-25.10	January 1, 2025
	8th Rev. Sheet No. D-25.20	January 1, 2025
	2nd Rev. Sheet No. D-25.30	July 1, 2023
	2nd Rev. Sheet No. D-25.40	July 1, 2023
	2nd Rev. Sheet No. D-25.50	June 1, 2019
	4th Rev. Sheet No. D-26.00	January 1, 2012
	3rd Rev. Sheet No. D-27.00	January 1, 2012
	9th Rev. Sheet No. D-28.00	January 1, 2025
	4th Rev. Sheet No. D-29.00	June 1, 2019
	2nd Rev. Sheet No. D-30.00	January 1, 2014
	Original Sheet No. D-31.00	October 10, 2007
	Original Sheet No. D-32.00	October 10, 2007
	Original Sheet No. D-33.00	October 10, 2007
	1st Rev. Sheet No. D-34.00	January 1, 2011
	1st Rev. Sheet No. D-35.00	January 1, 2011
	Original Sheet No. D-36.00	October 10, 2007
	1st Rev. Sheet No. D-37.00	October 10, 2007
	Original Sheet No. D-38.00	October 10, 2007
	5th Rev. Sheet No. D-39.00	September 23, 2016
	2nd Rev. Sheet No. D-40.00	January 1, 2010
	Original Sheet No. D-41.00	October 10, 2007
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	1st Rev. Sheet No. D-43.00	January 1, 2014
	1st Rev. Sheet No. D-44.00	January 1, 2014
	1st Rev. Sheet No. D-45.00	January 1, 2014
	1st Rev. Sheet No. D-46.00	January 1, 2014
	3rd Rev. Sheet No. D-47.00	July 1, 2023
	1st Rev. Sheet No. D-48.00	January 1, 2012
	2nd Rev. Sheet No. D-49.00	January 1, 2012
	2nd Rev. Sheet No. D-49.10	June 1, 2019
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	1st Rev. Sheet No. D-49.51	January 1, 2012
	1st Rev. Sheet No. D-49.52	January 1, 2012
	1st Rev. Sheet No. D-49.53	January 1, 2012
	11th Rev. Sheet No. D-50.00	January 1, 2025
	11th Rev. Sheet No. D-51.00	January 1, 2025
	6th Rev. Sheet No. D-52.00	June 1, 2019
	9th Rev. Sheet No. D-53.00	January 1, 2025
	5th Rev. Sheet No. D-54.00	July 1, 2023
	4th Rev. Sheet No. D-55.00	January 1, 2012
	2nd Rev. Sheet No. D-56.00	January 1, 2012
	10th Rev. Sheet No. D-57.00	January 1, 2025
	4th Rev. Sheet No. D-58.00	June 1, 2019
	8th Rev. Sheet No. D-59.00	June 1, 2019
	4th Rev. Sheet No. D-60.00	June 1, 2019
	1st Rev. Sheet No. D-60.10	January 1, 2012
	1st Rev. Sheet No. D-60.20	January 1, 2012
	Original Sheet No. D-60.30	January 1, 2012
	1st Rev. Sheet No. D-61.00	January 1, 2010
	Original Sheet No. D-62.00	October 10, 2007
	Original Sheet No. D-63.00	October 10, 2007
	Original Sheet No. D-64.00	October 10, 2007
	Original Sheet No. D-65.00	October 10, 2007
	Original Sheet No. D-66.00	October 10, 2007
	Original Sheet No. D-67.00	October 10, 2007
	6th Rev. Sheet No. D-68.00	June 1, 2022
	2nd Rev. Sheet No. D-69.00	October 1, 2014
	1st Rev. Sheet No. D-70.00	June 4, 2009
	1st Rev. Sheet No. D-71.00	June 4, 2009
	1st Rev. Sheet No. D-72.00	June 4, 2009
	Original Sheet No. D-72.10	May 26, 2009
	Original Sheet No. D-72.20	May 26, 2009
	Original Sheet No. D-72.30	May 26, 2009
	Original Sheet No. D-72.40	May 26, 2009
	Original Sheet No. D-72.50	May 26, 2009
	Original Sheet No. D-72.60	May 26, 2009
	8th Rev. Sheet No. D-72.70	March 9, 2020
R	3rd Rev. Sheet No. D-72.71	October 9, 2025
	1st Rev. Sheet No. D-72.72	February 23, 2018
	Original Sheet No. D-72.73	February 23, 2018

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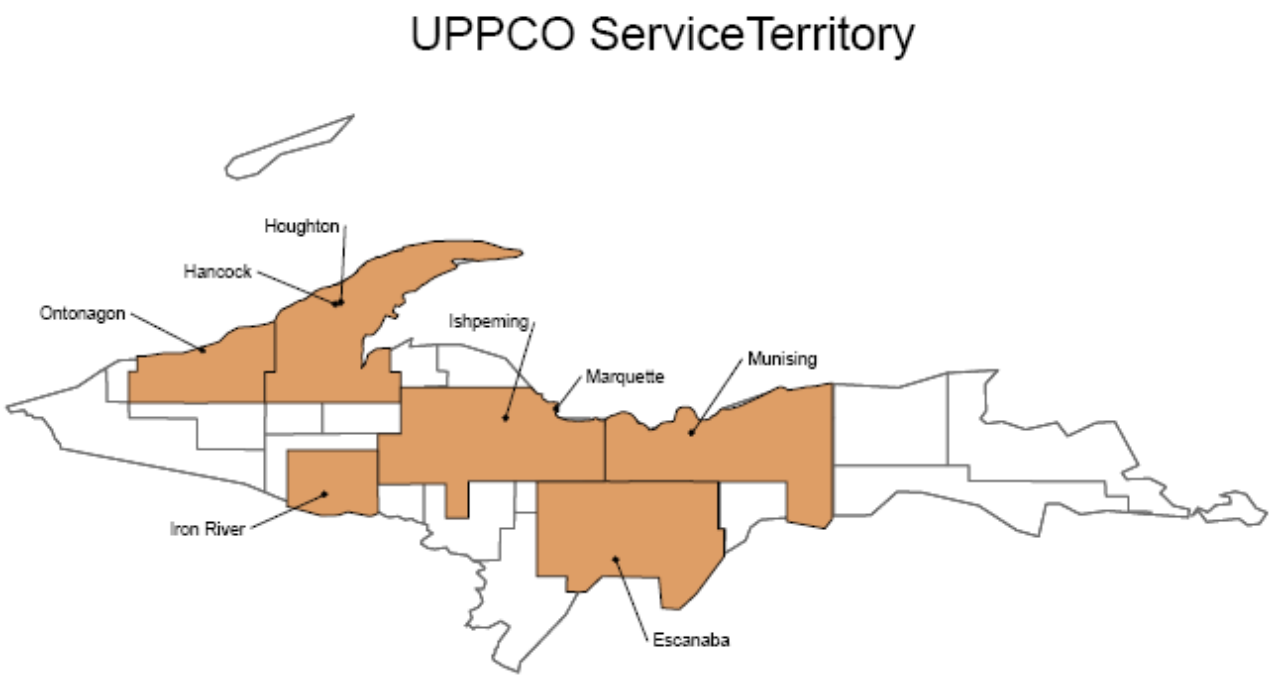
1st Rev. Sheet No. D-72.81	March 13, 2025
1st Rev. Sheet No. D-72.82	March 13, 2025
Original Sheet No. D-72.83	June 1, 2019
Original Sheet No. D-72.84	June 1, 2019
1st Rev. Sheet No. D-72.85	March 13, 2025
R 22nd Rev. Sheet No. D-73.00	October 1, 2025
1st Rev. Sheet No. D-74.00	November 12, 2013
4th Rev. Sheet No. D-75.00	January 1, 2016
5th Rev. Sheet No. D-76.00	June 1, 2019
2nd Rev. Sheet No. D-77.00	June 1, 2017
7th Rev. Sheet No. D-78.00	September 1, 2025
2nd Rev. Sheet No. D-80.00	June 1, 2019
Original Sheet No. E-1.00	October 10, 2007
Original Sheet No. E-2.00	October 10, 2007
1st Rev. Sheet No. E-3.00	January 1, 2014
Original Sheet No. E-4.00	October 10, 2007
Original Sheet No. E-5.00	October 10, 2007
Original Sheet No. E-6.00	October 10, 2007
Original Sheet No. E-7.00	October 10, 2007
Original Sheet No. E-8.00	October 10, 2007
Original Sheet No. E-9.00	October 10, 2007
Original Sheet No. E-10.00	October 10, 2007
Original Sheet No. E-10.10	January 1, 2014
Original Sheet No. E-11.00	October 10, 2007
Original Sheet No. E-12.00	October 10, 2007
Original Sheet No. E-13.00	October 10, 2007
Original Sheet No. E-14.00	October 10, 2007
1st Rev. Sheet No. E-15.00	January 1, 2014
Original Sheet No. E-16.00	October 10, 2007
Original Sheet No. E-16.10	January 1, 2014
Original Sheet No. E-17.00	October 10, 2007
1st Rev. Sheet No. E-18.00	June 1, 2018
1st Rev. Sheet No. F-1.00	October 10, 2007

A4. Electric Service or Franchise Area



DESCRIPTION OF TERRITORY SERVED

The Upper Peninsula Power Company supplies electric energy through its interconnected system in the counties of Alger, Baraga, Delta, Houghton, Keweenaw, Marquette, Menominee, Ontonagon, Schoolcraft and Iron River.

The geographical location of the service area is shown on the map included herein. Within this territory, there is an aggregate population of about 140,000.

In the districts embraced by the interconnected system, the Company serves 111 communities at retail. The Company also serves other utilities for resale in the interconnected system. These are:

Alger-Delta Cooperative Electric Association
City of Gladstone
City of Negaunee
City of Escanaba
Wisconsin Electric Power Company
Village of Baraga
Village of L'Anse
Ontonagon County Rural Electrification Association
Edison Sault Electric Company

In the Iron River District, retail service is furnished in Iron River, Stambaugh and 3 other communities and adjacent mining and rural sections.

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VP Regulatory Affairs
Green Bay, Wisconsin

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A5. List of Communities Served

COMMUNITIES			TOWNSHIPS	
		ALGER COUNTY		
AuTrain	Forest Lake	Rumely	AuTrain	Munising
Chatham	Melstrand	Shingleton	Grand Island	Onota
Christmas	*Munising	Sundell	Limestone	Rock River
Eben		Wetmore		
		BARAGA COUNTY		
Keweenaw Bay		Pelkie	Baraga	
			L'Anse	
		DELTA COUNTY		
Cornell	Kipling(l)	Rapid River	Bark River	Ford River
Ensign	Masonville	Schaffer	Brampton	Maple Ridge
Ford River	Nahma Junction	Wells	Cornell	Masonville
Gladstone(1)			Ensign	Nahma
			Escanaba	Wells
				Baldwin
		HOUGHTON COUNTY		
Albion	Franklin	Rabbit Bay	Adams	Laird
Alston	Freda	Redridge	Calumet	Osceola
Atlantic	*Hancock	Red Jacket	Chassell	Portage
Baltic	*Houghton	Shaft	Elm River	Quincy
Beacon Hill	Hubbell	Ripley	Franklin	Schoolcraft
Bootjack	Hurontown	**South Range	Hancock	Stanton
Boston	Jacobsville	Swedetown		Torch Lake
**Calumet	Kearsarge	Tamarack		
Calumet	**Lake Linden	Tamarack City		
Waterworks	**Laurium	Tamarack		
Centennial	Mason	Waterworks		
Centennial	Nisula	Tapiola		
Heights	Oskar	Toivola		
Chassell	Osceola	Trimountain		
Coburntown	Painesdale	Twin Lakes		
**Copper City	Philipsville	Winona		
Dodgeville	Pewabic	Wolverine		
Dollar Bay	Portage Entry			
Elo	Quincy Mine			
		IRON COUNTY		
*Caspian	*Iron River	*Stambaugh	Bates	Crystal
*Gaastra	**Mineral Hills	Mansfield	Iron River	Falls
				Stambaugh

*Incorporated City
**Incorporated Village
(1)Limited Service

Continued on Sheet No. A-23.00

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A5. List of Communities Served

Continued from Sheet No. A-22.00

COMMUNITIES			TOWNSHIPS	
KEWEENAW COUNTY				
**Ahmeek	Eagle Harbor	Lac La Belle	Allouez	Grant
Allouez	Fulton Location	Gratiot Lake	Eagle Harbor	Houghton
Bete Grise	Mohawk			
Central	New Allouez			
Copper Harbor	Phoenix			
Eagle River	Seneca			
MARQUETTE COUNTY				
Austin	Little Lake	Palmer	Champion	Michigamme
Greenwood	National Mine	Princeton	Ely	Negaunee
Gwinn	*Negaunee	Republic	Ewing	Republic
Humboldt	New Swanzy	West Ishpeming	Forsyth	Richmond
*Ishpeming	North Lake		Humboldt	Sands
			Ishpeming	Skandia
			Marquette	Tilden
				West Branch
MENOMINEE COUNTY				
			Harris	
ONTONAGON COUNTY				
Lake Mine	Rockland	White Pine	Bohemia	
**Ontonagon			Carp Lake	Ontonagon
			Greenland	Rockland
			Bergland	
SCHOOLCRAFT COUNTY				
Blaney	Germfask	Seney	Germfask	Mueller
Blaney Park	Mueller	Doyle	Hiawatha	Seney

*Incorporated City
**Incorporated Village
(1)Limited Service

Continued to Sheet No. A-24.00

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A5. List of Communities Served

Continued from Sheet No. A-23.00

Interconnected System Districts

COMMUNITIES SERVED

Ahmeek	Copper City	Ishpeming	Palmer	Tamarack
Albion	Copper Harbor	Jacobsville	Pelkie	Tamarack
Allouez	Cornell	Kearsarge	Pewabic	City
Alston	Dodgeville	Keweenaw Bay	Philipsville	Tapiola
Atlantic	Dollar Bay	Lake Linden	Phoenix	Tamarack
AuTrain	Eagle Harbor	Lake Mine	Portage	Waterworks
Austin	Eagle River	Lac La Belle	Entry	Toivola
Baltic	Eben	Laurium	Princeton	Trimountain
Beacon Hill	Elo	Little Lake	Quincy Mine	Twin Lakes
Bete Grise	Ensign	Mason	Rabbit Bay	Wells
Blaney	Ford River	Masonville	Rapid River	West Ishpeming
Blaney Park	Forest Lake	Melstrand	Redridge	Wetmore
Bootjack	Franklin	Mohawk	Red Jacket	White Pine
Boston	Freda	Mueller	Shaft	Winona
Calumet	Fulton	Munising	Republic	Wolverine
Waterworks	Location	Nahma Junction	Ripley	
Calumet	Germfask	National Mine	Rockland	
Centennial	Gratiot Lake	Nwe Swanzy	Rumely	
Centennial	Greenwood	New Allouez	Schaffer	
Heights	Gwinn	Nisula	Seneca	
Central	Hancock	North Lake	Seney	
Chassell	Houghton	Ontonagon	Shingleton	
Chatham	Hubbell	Oskar	South Range	
Christmas	Humboldt	Osceola	Sundell	
Coburntown	Hurontown	Painesdale	Swedetown	

	RATES APPLICABLE	SHEET NUMBER
R	A-1 Residential Service	5th Rev. No. D-4.00
R	AH-1 Residential Heating Service	5th Rev. No. D-8.00
R	C-1 General Service	5th Rev. No. D-12.00
R	H-1 Commercial Heating Service	5th Rev. No. D-14.00
R	P-1 Light and Power Service	5th Rev. No. D-16.00
R	Cp-U Industrial	4th Rev. No. D-25.10
D		
R	WP-3 Light and Power Service	5th Rev. No. D-28.00
R	RTMP Real-Time Market Pricing	1st Rev. No. D-47.00
R	RTMP-D Real-Time Market Pricing-Distribution Service	2nd Rev. No. D-49.50
R	SL-3 Customer Owned - Metered	5th Rev. No. D-50.00
R	SL-5 Customer Owned – Unmetered	6th Rev. No. D-51.00
R	SL-6 Company Owned – Unmetered	5th Rev. No. D-53.00
R	Z-3 Dusk to Dawn Outdoor Security Lighting	5th Rev. No. D-57.00
	PSDS Power Supply Default Service	Original No. D-62.00

Continued to Sheet No. A-25.00

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A5. List of Communities Served

Continued from Sheet No. A-24.00

Iron River District

COMMUNITIES SERVED

Caspian	Iron River	Stambaugh
Gaastra	Mineral Hills	

RATES APPLICABLE

R
D

A-2 Residential Service	5th Rev. No. D-6.00

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(Reformatted Rate Book)

Original Sheet No. A-26.00

A6. Technical Terms and Abbreviations

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B. Administrative Rules Index **Index**

B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 – R 460.3908) (FOR ALL CUSTOMERS)

D
D

PART 1. GENERAL PROVISIONS

R 460.3101 Applicability; purpose; modification; adoption of rules and regulations by electric utility or cooperative.
R 460.3102 Definitions.

R

PART 2. RECORDS, REPORTS, AND OTHER INFORMATION

R 460.3201 Records; location; examination.
R 460.3202 Records; preservation.
R 460.3203 Documents and information; required submission.
R 460.3204 Customer records; retention period; content.
N R 460.3205 Security reporting.

PART 3. METER REQUIREMENTS

R 460.3301 Metered measurement of electricity required; exceptions.
R 460.3303 Meter reading data.
R R 460.3304 Meter data management system.
R 460.3305 Meter multiplier.

R 460.3308 Standards of Good Practice; adoption by reference.
D

PART 4. CUSTOMER RELATIONS

R 460.3408 Temporary service; cost of installing and removing equipment owned by utility.
R 460.3409 Protection of utility-owned equipment on customer’s premises.
R 460.3410 Extension of facilities plan.
R 460.3411 Extension of electric service in areas served by 2 or more utilities.

Continued on Sheet No. B-2.00

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May 17, 2023
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Continued from Sheet No. B-1.00

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R 460.3502 Standards of good practice; adoption by reference.
R R 460.3503 Electric utility or cooperative plant capacity.
R 460.3504 Electric plant inspection program.
R R 460.3505 Electric utility or cooperative line clearance program.
N R 460.3506 Cybersecurity program.

PART 6. METERING EQUIPMENT INSPECTIONS AND TESTS

R 460.3601 Customer-requested meter tests.
R 460.3602 Meter and associated device inspections and tests; certification of accuracy.
R 460.3603 Meters with transformers; post-installation inspection; exception.
R 460.3604 Meters and associated devices; removal tests.
R 460.3605 Metering electrical quantities.
R R 460.3606 Meters operating from instrument transformers; marking of multiplier on instruments; watthour constants.
R 460.3607 Watthour meter requirements.
D
R 460.3609 Instrument transformers used in conjunction with metering equipment; requirements.
R 460.3610 Portable indicating voltmeters; accuracy.
R 460.3611 Meter testing equipment; availability; provision and use of primary standards.
R 460.3612 Test standards; accuracy.
R R 460.3613 Solid state meter and metering equipment testing requirements.
N R 460.3613a Electro-mechanical meter and metering equipment testing requirements.
N R 460.3614 Standards check by the commission.
R 460.3615 Metering equipment records.
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R 460.3617 Reports to be filed with the commission
R 460.3618 Generating and interchange station meter tests; schedule; accuracy limits.

Continued to Sheet No. B-3.00

Issued: 05-10-23
By G R Haehnel
Chief Financial Officer
Marquette, Michigan

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R 460.3701 Alternating current systems; standard frequency.
R 460.3702 Standard nominal service voltage; limits; exceptions.
R 460.3703 Voltage measurements and records.
R 460.3704 Voltage measurements; required equipment; periodic checks; certificate or calibration card for standards.
R 460.3705 Interruptions of service; records; planned interruption; notice to commission.

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R 460.3802 Safety program.
R 460.3803 Energizing services.
R 460.3804 Accidents; notice to commission.

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 – R 460.169)

D
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N R 460.101a Scope of rules.
R R 460.102 Definitions; A to F.
N R 460.102a Definitions; G to P.
N R 460.102b Definitions; Q to Z.

Refer to the Company's approved Rule C2.J., Billing for Fractional Month's Electric Service, 460.102 Rule 2(d)

R 460.103 Discrimination prohibited.
R 460.104 Conduct of proceedings.
R 460.105 Additional rules.

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R R 460.106 Service requests
R 460.107 Residential service account requirements.

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

R 460.108 Prohibited practices.
R R 460.109 Deposit for residential customer.
D
R R 460.111 General deposit conditions for residential customers.
N R 460.111a General deposit conditions for nonresidential customers.
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Continued to Sheet No. B-4.00

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Chief Financial Officer
Marquette, Michigan

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B. Administrative Rules Index **Index**

Continued from Sheet No. B-3.00

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R 460.114 Customer meter reading.
R 460.115 Meter accuracy and errors for electric and gas customers.
R 460.115a Meter accuracy and errors for electric customers only.
R 460.116 Meter relocation.

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R 460.117 Bill information.
R 460.118 Electronic billing requirements.
R 460.119 Separate bill; consolidation and balance transfers for residential and small nonresidential customers.
R 460.120 Billing frequency; method of delivery.

Refer to the Company's approved Rule C2.I, Preferred Due Date Billing Service

R 460.121 Equal monthly billing.
R 460.122 Cycle billing.
R 460.123 Payment of bill.
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R 460.125 Late payment charges.
R 460.126 Billing for unregulated non-energy services.
R 460.126a Billing error.
R 460.126b Responsibility for unauthorized use of electric service.

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C1. Standard Rules & Regulations - Introduction

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 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 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 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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C2. Standard Rules & Regulations–Terms and Conditions of Service

SECTION II - TERMS AND CONDITIONS OF SERVICE

A. Membership and Electric Service

Each Applicant for electric service may 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 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 for construction, operation, maintenance, removal or inspection of the Company's facilities, or to inspect the customer's facilities or measure the customer's load. 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.

   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.

   c. Protection - The customer shall use reasonable diligence to protect the Company's facilities located on the customer's premises, and to prevent tampering or interference with such facilities. The Company may discontinue service in accordance with any applicable rules of the Michigan Public Service Commission, in case the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used.

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-2.00

In case of such unauthorized use of service, the Company will continue service only after the customer has agreed to pay for the unmetered energy used, pay all costs of discovery and investigation including rewards for discovery, make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the Company, and pay a $350 Meter Tampering Penalty Fee. Failure to enter into such an agreement or failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the Company or Commission. R R N

Restoration of service will be made upon receipt of reasonable assurance of the customer's compliance with the Company's approved Standard Rules and Regulations.

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 equipment or its service to others. However, it disclaims any responsibility to inspect the 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 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. 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

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-3.00

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 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.

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

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-4.00

N 3. Diversion of Service and Unauthorized Reconnection of Service

N When the company determines from reasonable evidence that a customer has
N obtained electric service, in whole or in part, whether intentionally or
N not, by means of devices or methods which interfere with the proper
N metering of such services, the Company reserves the right to estimate
N and present to such customer for immediate payment a bill to include the
N following:

N a. The deficiency in revenue occasioned by such interference with the
N proper metering for the entire period of such diversion as determined
N from inspection of the customer's meter record and/or the customer's
N admission of the duration of such interference or any other evidence
N indicating the duration and extent of such interference. If the date of
N the interference cannot be determined, the customer may be back billed
N in accordance with R 460.3309(4).

N b. The cost of any and all damage done to the Company's equipment due
N to such interference with its metering.

N c. The cost incurred by the Company in investigation and correction of
N the diversion (such as the cost of installing, reading, testing, and
N removing meters, and such other incidental costs).

N When the company determines from reasonable evidence that a customer has
N reconnected electric service without authorization, the Company reserves
N the right to present to such customer for immediate payment a bill to
N include costs listed in paragraph b. and c. above.

R 4. Nonstandard Service

Customers 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.

The usual supply of electric service shall be subject to the provision of MPSC rules, but where special service-supply conditions or problems arise for which provision is not otherwise made, the Company may modify or adapt its supply terms to meet the peculiar requirements of such case.

The Company reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions with respect to customers whose establishments are remote from the Company's existing suitable facilities, or whose service requirements exceeds the capabilities of the Company system in the area, or otherwise necessitate unusual investments by the Company in service facilities or where the permanence of the service is questionable.

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R 5. Resale of Electric Energy

Customers shall not resell to, or share with others, any electric service furnished by the Company under the terms of its filed rate schedules not applicable to such resale of energy, unless otherwise authorized by the Michigan Public Service Commission or the Company.

R 6. Service to Single Metering Points

Unless otherwise authorized by the Company, 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.

Where, in the Company's opinion, the temporary or transient nature of the proposed ultimate use, physical limitation on extensions, or other circumstances, make it impractical for the Company to extend or render service directly to the ultimate user, energy may be purchased by a customer of the Company for resale to others.

Where electric energy is resold with the Company's approval, service to each ultimate user shall be separately metered, and the ultimate user shall be served and charged for such service under the appropriate rate for such service. 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.

R 7. Point of Attachment

Where suitable service is available, the Company will 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 cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer, shall be borne by the customer.

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.

A service connection will not be made unless the customer has installed his service entrance facilities in compliance with code requirements and specifications set forth by the Company.

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The customer may be required to provide at no expense to the Company space for Company facilities on the customer's premises.

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 meter poles for farm service or other service 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 at his own expense in accordance with Company specifications.

R 8. Service to House Trailers, Vans, Buses, Used as Dwelling Units

The Company will make service connection to house trailers, vans, buses, or any other dwelling of a mobile nature without special charges, except as specified herein under Section III, when the customer owns the premises and has installed an approved septic tank and well for his own use.

If the above conditions are not met, such installation and service facilities shall be considered to be Temporary Service as applicable under Rule III.B.12.

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.

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.

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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.

E. Metering 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 inspect, test or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

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

1. Meter Testing - All testing of metering equipment will be done by qualified personnel, either Company employees or by independent agents meeting the requirements of both the Company and the Commission. The Company may, at its option, either conduct field tests on the customer's premises, or remove metering equipment for shop testing.

   a. Routine Tests - The Company will, through test procedures established by the Commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the Commission.

   b. Tests Requested by Customer - Tests of individual meters will be made upon request of the customer, with payment of a meter test fee in advance of test. The Company reserves the right to refuse to test any meter upon request more frequently than once in six (6) months. If such test reveals meter registration of more than 102% of that of the test equipment, the charge will be refunded and a billing adjustment made. If meter accuracy is found to be within the plus or minus two percent (2%) accuracy range, the charge will not be refunded and a billing adjustment will not be required. When it appears that there may be sufficient reason to question meter accuracy (for example, a marked increase in metered consumption without a corresponding change in a customer's living or working patterns or in the number and kind of appliances or equipment in use on the customer's premises), the Company may waive the meter test charge or it may install a second meter, at no charge to the customer, to provide check readings.

   c. Failure to Register - When a meter has stopped, or has failed to register all of the energy used, the Company will make a charge to the customer for the energy estimated to have been used.

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2. Location of Meters - Meters for all single 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.

   In cases of multiple buildings such as two-family flats or apartment buildings, if the meters are installed indoors, they shall be located within the premises served or at a common location readily accessible to the tenants and the Company.

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

3. Non-Standard Meter Provision

R a. Customers served on Residential and Commercial general Service have the option to choose a Non-Standard meter. For a customer to be eligible to participate in the Non-Standard Meter Provision, the customer must have a meter that is accessible to Company employees and the customer shall have zero instances of unauthorized use, theft, fraud and/or threats of violence toward Company employees.

   b. A customer electing the Non-Standard Meter Provision will have a Non-Standard Meter installed at their premises, have the meter read manually monthly, and be subject to the following charges:

      i. Upfront Charge: $62.25, a one-time charge per billing meter per request.

      ii. Monthly Charge: $14.26, per month charge at each premise as defined by the Company's Standard Rules and Regulations. Multiple metered units shall be charged per billing meter.

   c. A customer whose current meter is a Standard Meter and requests a Non-Standard meter will pay the Upfront Charge at the time they request this option but will not pay the monthly charge until the Non-Standard Meter is installed.

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F. Special Charges

The Company will make such charges for reasonable special services as necessary to discourage abuse, and to minimize subsidy of such services by other customers. The following schedule shall apply where applicable:

1. Special Meter Readings

a. When the Company, at the request of the customer:

(1) Reads a meter on a day other than the scheduled meter reading date, and/or

(2) Issues a written bill on a day other than the scheduled billing date.

N The customer will be billed a $36.00 charge if the customer's meter needs
N to be read manually unless there is a change in the customer of record.

The customer will be billed a $9.00 charge if the customer has an AMI meter that may be read remotely.

b. The customer may read his/her meter(s) and provide the reading(s) to the Company. The Company will then calculate the amount due and provide this information to the customer at no cost.
N

2. Meter Test Charge $40.00

3. Reconnection Billing – Same Customer

The Company's rate schedules assume continuous use of service for extended periods and do not contemplate temporary disconnection except in those cases where it is requested by seasonal customers or others who occupy premises
R part of the time. Temporary disconnection by any customer shall not void responsibility for annual minimum charges or payment of the annual monthly fixed charge.

In the event of disconnection, when service is resumed at the same premises by the same customer within a 12-month period, and if there has been no service at such location to another customer during the intervening period, the customer shall be billed the fixed charges* for the disconnection period, plus a charge shall be made according to the following conditions:

a. For the general electric service the charge shall be:

1. Self-Contained Customers – AMI***

N During Regular Hours** - All Territory Served	$18.00
Outside Regular Hours - All Territory Served	$25.50

N
N
N
N

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-10.00

2. Non-Standard Self-Contained Customers****

During Regular Hours** - All Territory Served	$75.00
Outside Regular Hours - All Territory Served	$112.00

3. Transformer Rated/3-Phase Customers

During Regular Hours** - All Territory Served	$90.00
Outside Regular Hours - All Territory Served	$126.00

b. For separately metered service (water heating, space heating, etc.), there shall be no additional charge when such service is reconnected along with the customer's general electric service.

* These fixed charge billings shall not apply to customers disconnected for nonpayment.

** Regular Hours are defined as Monday through Friday, 7:30am to 4:00pm EST (Integrated System), not including those days designated as company holidays or legal holidays for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

*** Self-Contained Customers - AMI defines residential and small commercial customers that have remote capable standard (AMI) meters. Customers with AMI meters that are not communicating are included in this category.

**** Non-Standard Self-Contained Customers defines residential and small commercial customers that do not have remote capable standard meters.

c. The appropriate regular or outside regular hours charges will apply in situations when returning to the customer's location a second (and each subsequent) time to perform required work, when the second (and each subsequent) call is required due to the customer not being present or being ready for the Company to perform the requested work.

4. Unhonored Checks And Electronic Transfers

When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reasons of insufficient funds, account closed, stop payment order issued, etc.), the customer shall be billed an additional charge of $20.00 per check or electronic transfer.

5. Connection or Disconnection Outside Regular Working Hours

When application is made for service with the request that meters be connected or disconnected outside regular hours or on Saturdays, Sundays or holidays, the charges specified for reconnections outside regular hours shall apply.

Continued to Sheet No. C-12.00

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-11.00

G. Other Conditions of Service

1. Service Disconnect - Service to the customer's premises may be disconnected by the Company under the following conditions:

a. At Customer's Request

(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 applicable.

b. At Company's Option - Commercial and Industrial
(Also see Rule II, D)

(1) With Due Notice - The Company may disconnect service upon due notice for any of the following reasons:

(a) For violation of these rules and regulations.

(b) For failure to fulfill contractual obligations.

(c) For failure to provide reasonable access to the customer's premises.

(d) For failure to pay any bill within the established collection period.

(e) For failure to provide deposits as provided elsewhere in these rules.

(f) Upon written notice from governmental inspection authorities of condemnation of the customer's facilities or premises.

(g) For fraudulent representation as to the use of service.

Continued to Sheet No. C-13.00

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-12.00

(2) Without Notice - The Company reserves the right to disconnect service without notice for any of the following reasons:

(a) Where hazardous conditions exist in the customer's facilities.

(b) Where the customer's use of service adversely affects the Company's facilities or service to other customers.

(c) For unauthorized reconnection after disconnection with due notice.

(d) For unauthorized use of or tampering with the Company's service or facilities.

(3) Reconnect - After service has been discontinued at the Company's option for any of the above reasons, service will be reconnected only after the customer has taken necessary corrective action and made satisfactory arrangement for payment of all fees and charges, including any applicable reconnect fees and deposits to guarantee payment for service.

2. Rate Application - 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 rules and regulations. In no case may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately metered and separately billed.

a. Selection of Rates - In some cases the customer is eligible to take service under any one or two or more rates. Upon request, the Company will advise the customer in the selection of the rate which will give him the lowest cost of service, based on the information provided to the Company, but the responsibility for the selection of the rate lies with the customer.

After the customer has selected the rate under which he elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer 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 that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.

No refund will be made of the difference in charges under different rates applicable to the same class of service.

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C2. Standard Rules & Regulations–Terms and Conditions of Service

Continued from Sheet No. C-13.00

b. Apartment Buildings and Multiple Dwellings - An apartment building or multiple dwelling shall be considered as one containing nine or more rooms in which single rooms, suites or groups of rooms have individual cooking and kitchen sink accommodations. Service supplied through a single meter to an apartment building or multiple dwelling containing less than three apartments may be billed on the residential service rates on a single customer basis. Service supplied through a single meter to an apartment building or multiple dwelling containing three or more apartments shall be billed in accordance with the following provisions:

(1) Apartment Buildings or Multiple Dwellings Containing Three or Four Apartments - The customer may have the option of being billed under either the Residential Service Rate, the Residential Electric Heating Service Rate for electric heating customers, or the appropriate General Service or Commercial and Industrial Service Rate. For the purpose of billing under either the Residential Service Rate, or the Residential Electric Heating Service Rate, the initial charge, the kilowatt-hour blocks and the minimum charge shall be multiplied by the number of apartments served through one meter.

(2) Apartment Buildings or Multiple Dwellings Containing Five or More Apartments - The customer shall be billed under the appropriate General Service or Commercial and Industrial Service Rate.

(3) "Master Metering" will be limited to existing customers.

c. Homes or Dormitories for Groups Other Than Private Family Units Service supplied through a single meter to rooming houses, dormitories, nurses' homes, and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as commercial and billed on the appropriate service rate.

d. Farm Service - Service shall be available to farms for residential use under either the Residential Service Rate, or the Residential Electric Heating Service Rate for heating customers, and in addition service may be used through the same meter for any purpose as long as such use is confined to service
R for the culture, processing and handling of products grown and used on the customer's farm. Use of service for purposes other than set forth above shall be served and billed on the
R appropriate Commercial Rate.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-14.00

e. Seasonal Service – A seasonal customer is defined as one who normally occupies premises only during the summer months, or only during the winter months.

3. Power Factor Billing Adjustment

Use of energy by the Customer shall be maintained at a power factor of eighty-five percent (85%). Should the Customer's average power factor fall below eighty-five percent (85%), during the period of maximum use in a billing month, then the demand charge for billing purposes will be adjusted by applying a fraction the numerator of which shall be eighty- five percent (85%) and the denominator the actual power factor. The Company may, at its option, determine the power factor by test or by permanently installed measuring equipment.

H. Budget Billing Plan

1. Definition: The Budget Billing Plan distributes the estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months.

R R R D 2. Availability: The Budget Billing Plan is available to all prospective and existing year-round residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living.

3. Budget Amount and Administration: The monthly budget amount shall be calculated by the Company on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.

R R An applicant for a budget plan shall be informed at the time of application, that budget amounts shall be reviewed and changed at the six, nine, and twelve month billing, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance in the 12th month of the budget year shall be less than or equal to one-month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-15.00

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a Settlement Agreement for the arrears. The Settlement Agreement payment amount is not subject to the late payment charge. However, budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not paid, the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget and reflect the appropriate amount due.

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

R R a. A customer's debit balance will be applied to the final bill for the budget year and become due or, at the customer's option, will be paid in full or on a deferred basis.

R R R b. A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made. If a customer has a credit balance of more than $10 at the end of the program year, upon the request of the customer, the utility shall return the credit balance.

D

4. Determination of Budget Amount: The regular budget amount is determined by taking the actual energy related bill amount and dividing this by the number of billing days in the period to get average cost per day. This average cost per day is then multiplied by 30 to determine a monthly amount. The monthly amount may be multiplied by a multiplier for rates and a multiplier for weather.

5. Billing Method: The difference between actual service used and the budget amount is calculated monthly during the budget year. The adjustment may be a charge or credit to make the amount due for current service, including yard lighting, equal to the budget amount. The adjustment is printed on all bills during the customer's budget year.

All budget accounts are billed as scheduled each month. The readings are estimated if an actual reading is not obtained. The adjustment to any "late cycle" billing of budget accounts is made equal to the amount of the billing, since the budget amount has already been billed.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-16.00

The difference between the actual billing and budget amount (the R adjustment) is accumulated each month and noted on the bottom of the R bill and may be a charge or credit.

R The amount remaining is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time or the budget is canceled. If the budget amount is accurate, the weather is normal, and there are no rate or tax changes, R the balance should be roughly equal to the budget amount. The budget balance is applied to the final bill if the customer discontinues service.

I. Preferred Due Date Billing Service

R 1. Available to residential, and small commercial customers.

2. Upon request by a customer, the Company will set the electric service bill due date as requested by the customer. The customer can choose the following options for their bill due date:

D

a. 10, 15, or 20 days from the bill mail date.

3. Customers will be removed from the Preferred Due Date Billing Service if payment is not received by the date of the billing of the 2nd billing cycle. Customers can return to the Preferred Due Date Billing Service upon working out payment arrangements with the Company.

D
R 4. Once a Preferred Due Date is selected, customers may change their Preferred Due Date only once per calendar year.

Continued to Sheet No. C-18.00

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-17.00

R 5. Except as provided by the Preferred Due Date Billing Service, all other practices relating to the Discontinuation of Service will be provided in accordance with the Consumer Standards and Billing Practices for Residential Electric Service, and the Billing Practices Applicable to Commercial and Industrial Electric Customers.

J. Billing for Fractional Month's Electric Service

When a customer's use of service is for a fractional month, the Company will, unless specific provision would conflict, prorate the bill for the period on the following basis:

1. Block Type Rates

a. Initial Bills
(i) 10 days or less - include consumption in next billing
(ii) 11 days to 24 days inclusive - prorate on a daily basis
(iii) 25 days to 35 days inclusive - bill as one month
(iv) Over 35 days - prorate on a daily basis

b. Pick-Up Billing
(i) 25 to 35 days inclusive - bill as one month
(ii) All others - prorate on a daily basis

c. Final Bills
(i) 25 to 35 days inclusive - bill as one month
D (ii) All others - prorate on a daily basis
R

2. Demand Type, Street Lighting, and Outdoor Lighting
Prorate part-months bills on a daily basis

3. Temporary Customers
Customers whose total length of service is less than 30 days - bill as one month

4. Annual Minimums
Prorate part year on a monthly basis

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C3. Standard Rules & Regulations-Line Extension Construction Policy

SECTION III. – LINE EXTENSION CONSTRUCTION POLICY – For extensions occurring prior to January 1, 2011 see Sheet No. C-20.90 – C-20.96.

EFFECTIVE IN All territory served.

1. DEFINITIONS

a. Extension

An extension is defined to include right-of-way, permits, easements, poles, conductors and appurtenances used in extending the distribution system and service facilities from the company's existing facilities to a point of connection with customer facilities. An original extension includes all facilities installed to render service to the location(s) requested by the applicant(s) to serve the location(s). Any customer addition to an extension with an added investment that is less than the extension allowance(s) of these extension rules shall be considered part of the original extension. Customer additions that require an added investment exceeding the extension allowances shall be considered as separate new extensions.

b. Distribution System

All primary and secondary wire or cable and its supports, trenches, connection equipment and enclosures, control equipment, right-of-way preparation, etc., necessary to extend electric service to points of connection with service facilities.

If enlargement or extensions of transmission facilities are required, they shall be treated as if they are a part of the distribution system. However, the customer must sign a contract listing costs, customer obligation, company obligation, and supporting analysis. This contract shall be submitted to the Michigan Public Service Commission for approval. The Commission will assess whether existing rate payers will be adversely affected and will respond within 20 working days.

c. Service Drops or Laterals

The overhead line (service drops) or underground line (service lateral) between the transformer or distribution system (excluding any risers at a pole) and the building wall or other customer structure as determined by the company.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.00

1. d. Service Facilities
Includes transformers, service drops or laterals, lighting equipment, and meters.

e. Electric Facilities
Includes both the distribution system and the service facilities.

f. Investment
Includes the cost of all distribution system equipment installed to render the requested service as well as the cost of installing the equipment and any associated maintenance incurred in the process of extending facilities to render the requested service. Standard service facilities (transformers, services, lighting equipment, and meters) are installed at no cost to the customer and are not considered part of the investment when applying these extension rules (see Section 2 for definition of standard facilities).

g. Development Period
A period of five years immediately following the energizing of an extension. An extension is considered energized when the line is electrically connected to existing company facilities. Accordingly, an energized circuit does not necessarily require individual customer service drops and meters. The energizing of the original portion of the extension shall be the date used for purposes of determination of the five-year development period and shall apply to all additions to the original extension. The definition of an extension, as contained in Section 1.a. of these extension rules, shall determine what is considered an addition to the original extension.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.10

2. GENERAL POLICY

It is the intent of the company to provide safe, reliable service at the lowest reasonable cost following accepted engineering and planning practices to design and install facilities that consider normal growth in the area of the service extension, yet not overbuild or overdesign facilities which result in unnecessary cost increases to the company and its customers.

The company shall extend, enlarge, or change its facilities for supplying electric service in accordance with the following:

a. The company shall provide, own, and maintain the electric facilities. The company, if practical, will discuss with the applicant the character and location of such facilities, service connections, and meters. Final determination, however, shall be at the sole discretion of the company.

b. Voltages available shall be in accordance with filed rules of the company. (See Available Service Voltages.)

c. The company will use reasonable care, but shall not be liable for damage to trees, lawns, shrubs, fences, sidewalks, or other obstructions, incident to installation, repair, or replacement of electric facilities unless such damage is due to negligence on its part.

d. If the company is not assured as to the stability and economic feasibility of any project, a suitable payment, an extension of the term of contract, and/or a minimum annual guarantee over such term may be required. The reasons and supporting analysis for each contract entered into under this provision will be furnished the customer and the Michigan Public Service Commission in writing. The company will inform the customer of the customer's right to ask the Commission for a review of the extension costs and contract provisions.

e. The calculation of company investment as applied in these extension rules shall be based on average estimated investment costs for similar types of installations.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.20

R R R R R 2. f. At the request of the Company, the applicant shall locate and mark permanent survey stakes indicating property lines and shall furnish, at no expense to the Company, recordable easements granting rights-of-way satisfactory to the company for the design, installation, operation, and maintenance of the electric facilities along the entire route determined by the company. The rights-of-way on applicant's property as designated by the company shall be cleared of trees and other obstructions at applicant's expense. No buildings or trees shall be placed on said rights-of-way. The rights-of-way may be used for gardens, shrubs, landscaping and other purposes if they will not interfere with maintenance of electric facilities.

g. Customers may be required to execute a contract for electric service.

h. Underground electric facilities are available subject to the following conditions:

1) Prior to installation of underground electric facilities, the applicant, if requested by the Company, shall enter into a written contract with the Company describing the proposed facilities and setting forth the respective agreements of the applicant and the Company in regard to such facilities. Such contract shall be subject in all respects to the provisions of this underground policy.

2) Underground electric facilities shall not be installed beneath farm fields, swamp land, gravel pits, etc.

3) The Company shall be notified in advance of any change in grade levels. Any and all costs incurred as a result of such change shall be at the expense of the responsible party.

4) Nothing in this underground policy prevents the Company from constructing overhead transmission or distribution lines into or through an area containing underground electric facilities.

Continued to Sheet No. C-19.40

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.30

2. h. 5) In the event the company is required by law, ordinance, etc., to install underground facilities, the provisions of this policy including payment obligations shall apply.

6) If in the opinion of the company installations of underground facilities are more feasible, for reasons of safety, cost, reliability, etc., than overhead facilities, the company will install facilities underground. Any payments required under these extension rules shall be applicable.

7) When requested, customers served by underground facilities shall provide suitable space for padmounted equipment, including required barriers or vaults, at no cost to the company.

8) The company when requested by one or more applicants shall install, when and where feasible, underground electric distribution systems under the following conditions:

a) The applicant shall furnish a recorded plat, certified survey map, recorded plat of survey or recorded survey map showing the location and nature of the area for which the underground electric distribution system is being requested. The area supplied from the underground distribution system shall be specifically defined. The characteristics, nature, and amount of initial electric load to be served shall be indicated. Said recorded plat or map shall include a statement that underground service is required within this area.

b) The applicant shall provide, at no expense to the Company, grading within six inches of finished grade of the area covered by the rights-of-way so that the underground distribution system and the street lighting cables, if any, can be properly installed in relation to the finished grade. The character and location of the street lighting facilities shall conform to specifications prepared by the company. D

Continued to Sheet No. C-19.50

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.40

2. h. 9) The company, when requested by one or more applicants, shall install when and where feasible, underground electric service laterals. The applicant shall provide, at no expense to the company, grading within six inches of finished grade of the area so that the service lateral can be properly installed in relation to the finished grade.

10) Within developments served by an underground electric distribution system, the lighting facilities shall also be served by underground facilities.

i. WINTER CONSTRUCTION CHARGE:

1. Winter Construction Charges are subject to the following conditions:

a) Subdivision Customers: Except as noted, Winter Construction costs will be charged for any underground facilities installed in the Company's service territory between November 1 and April 15. The Winter Construction Charge will not be charged, however, if the customer's application for subdivisions is
R received by the Company prior to September 1, and the
R customer's premises and/or the construction site is ready for underground facilities installation prior to October 1, and
R the company receives the total advance customer payment required for the installation of facilities prior to October 1.

b) Non-Subdivision Customers: Except as noted, Winter Construction costs will be charged for any underground facilities installed in the Company's service territory between November 1 and April 15. The Winter Construction Charge will not be charged, however, if the application for
R service is received by the Company prior to September 15 and
R the customer's premises and/or the construction site is ready for underground facilities installation prior to October 15, and
R the company receives the total advance customer payment required for the installation of facilities prior to October 15.

2. The Winter Construction Charge will be waived by Company if the Company's underground contractors do not actually charge the Company for winter construction conditions.

3. Winter Construction Charges are in addition to any other charges contemplated in these rules, and are non-refundable, except as voted.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.50

4. A customer's premises and/or the construction site is deemed to be ready for underground facilities installation when the dwelling foundation wall is installed and back-filled; and a trench route is cleared and graded to within 6"of the final grade.

3. STANDARD UNDERGROUND OR OVERHEAD EXTENSION RULES

The allowances in this section are for the installation of electric facilities that are considered as standard design for the company and apply equally to standard underground and/or overhead facilities in all Michigan retail service territory served by the company. Each extension as defined in Section 1.a. of these extension rules shall be treated as a separate extension in accordance with this Section 3.

a. General Requirements

Applicants for electric service shall pay, in advance of construction, the total estimated cost of the distribution system required as specified in section 1.f. The applicant qualifies for extension allowances on lots meeting the criteria of section 3.b.1). The applicant shall specify in writing the lot numbers, addresses or other appropriate identification of the locations electric service is desired under the application, including load estimates if requested. The applicant shall be eligible for refunds as outlined in section 3.b.5) a).

b. Extension Allowance Qualifications (Developments and Non-Developments)

1) One of the following two criteria, a) or b) below, shall qualify a customer for the extension allowances of Section 3.b.2) of these extension rules:

a) An existing or future building structure site to which service is requested shall:

(1) Be on a tract of property in a final state-approved and recorded plat, or a building site approved by a municipality and on a municipal sewerage system, or have an approved "State and County Permit Application for Private Domestic Sewage Systems" and,
(2) Have the structure or some portion thereof completed in a manner that indicates it will be a permanent structure (i.e., foundation, concrete slab, etc.) or building permit for said structure or,
(3) Have permanent water and sewer facilities installed for mobile home court lots.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.60

3. b. 1) b) Service to a location that will not contain a building structure shall:
Require evidence that there will be a continuing need for electric service to that location, e.g., well, constructed billboard, other types of permanent facilities requiring electricity.

All requests for electric service not meeting the preceding criteria shall not be given an extension allowance until meeting these criteria.

2) Extension Allowances

a) The extension allowances of this section reflect the company's projected embedded average cost of distribution facilities for the coming year and shall be revised annually. Said annual revision shall be calculated and submitted to the Michigan Public Service Commission prior to the start of the calendar year and shall apply to construction performed for the succeeding 12 month period commencing January 1st of the following year.

b) Extension allowances shall only apply to applicants who meet the requirements of sections 3.b.1).

c) Extensions shall be made without charge or guarantee provided that the estimated investment does not exceed the extension allowance.

d) The extension allowance per customer shall be as follows:

Customer Class	Allowance
R Residential – Year Round	$530
R Residential – Seasonal	$265
R Commercial and Industrial (Energy Only)	$770
R Commercial and Industrial (Energy and Demand)	$86/kW

e) The estimated demand shall be the maximum annual 15 minute kW expected to be placed on the electric facilities of the company. Company experience with existing customers will be used as a basis for developing the demand estimate. The Company reserves the right to review and recalculate the extension allowance after the five year development period in cases where the customer fails to meet the estimated demand used in the original calculation.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-19.70

3) Extensions Exceeding Extension Allowance

a) Applicant shall make a refundable cash payment in advance of construction equal to the investment in standard electric facilities that exceeds the extension allowance. Refundable cash payments shall be retained by the company interest free and shall only be refunded in accordance with section 3.b.5) of these rules.

b) The estimated investment of an extension will be divided equally among the original customers on the original extension, with similar type of service, unless they elect to have it apportioned in some other manner that is mutually satisfactory to them. No payments shall be required from additional customers connecting to this extension and considered part of this extension in accordance with Section 1.a. of these extension rules.

4) Adjustment to Actual

Estimated investments used in determining customer obligations prior to construction shall be adjusted to reflect actual investment for changes in the size, or number of units installed, major rock or frost removal and similar items affecting the scope of the project. The estimate shall not be adjusted for inclement weather, truck or equipment breakdowns, changed site conditions, such as mud following wet weather, snow or traffic congestion, special all-terrain equipment required for a changed condition such as deep snow or mud, use of contractor crews vs. company crews, material price changes and other items of a similar nature. Adjustment of customer requirements (refund or additional payment) to reflect actual investment shall be made if R the adjustment is greater than $100. This adjustment, if applicable, will normally occur within six months of completion of construction.

5) Refunds

a) If, during the development period, as defined in section 1.g., there are additional permanent customers connected to the extension, refunds as outlined in this section shall be made. Customers added to an existing extension shall not be required to make any payment for the existing extension.

b) Refunds shall be divided between locations, eligible for refunds, in direct proportion to payments originally received or assigned to the locations.

c) Refunds shall be made as follows.

(1) Approved subdivisions and certified surveys. Refunds shall be made to the contributor(s) or their assignee by written agreement filed with the company.

Continued on Sheet No. C-20.10

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-20.00

3. b. 5) c) (2) Individual properties.
Refunds shall be made to the existing property owner(s).

d) In no case shall refunds exceed the prior refundable cash payments.

e) In no case shall existing customers be required to make additional cash payments as a result of this refund section.

f) Refunds to extensions.

(1) Refunds for connection of original applicant(s).
At the time of installation, the original contributor(s) received the extension allowances of these extension rules. Therefore no further refunds are due for the connection of the original customers.

(2) Customer additions to the same extension.
A refund equal to the extension allowance dollar amount effective at the time the original extension occurred, or the current extension allowance, whichever is greater, minus added investment in distribution system shall be made for any permanent customer added to the extension. The added investment in distribution system shall be based on costs at the time the customer addition occurs.

g) Refund amounts to customers connected prior to 3-1-83 shall be based on the prior extension rules. Methods for determining which customers are part of the prior extension shall be based on the prior extension rules. New customer(s) connected as part of these prior extensions shall receive service in accordance with current extension rules.

3. c. The customer is responsible for having the site ready for installation of facilities. If the customer notifies the company that the site is ready and the contractor arrives to find it not ready for the installation of facilities, the customer shall be responsible for all costs associated with the return to the site.

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Continued from Sheet No. C-20.10

4. MISCELLANEOUS EXTENSIONS

a. Temporary Extension
The customer shall pay the entire estimated cost of connecting and disconnecting temporary service, including the estimated cost of installation and removal of any poles, wires, transformers, meter equipment, other facilities and maintenance incurred as part of the installation and removal, less salvage. These charges shall be in addition to the rate applicable to the type of service supplied.

b. Special Facilities
The company shall install only those facilities deemed necessary to render service in accordance with the tariff schedules. If the applicant requests special facilities or added costs in addition to the standard facilities normally installed or costs normally incurred by the company, the extra investment or cost shall be paid by the applicant. This payment shall be made in advance of construction. The company reserves the right to deny the installation of special facilities.

The contributor shall be eligible for refunds under section 3.b.5) on payments for non-standard distribution system facilities and transformers. Payments for frost removal and non-standard service facilities other than transformers shall be non-refundable.

c. Enlargement of Capacity (Including changes from single-phase to three-phase.)
1) System
Customers requiring an enlargement of capacity shall receive an extension allowance based on section 3.b.2) d) for the incremental load being added. The customer shall make a refundable cash payment in advance of construction equal to the investment in standard new facilities that exceeds the extension allowance.

When a specific customer can be identified as being responsible for the enlargement, the following extension allowances shall be used:

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4. c. 1) a) Commercial, and Industrial

(1) Customers Billed on Energy-only Basis

R The extension allowance in section 3.b.2) d) (2) based
R on the new load minus the extension allowance in section
R 3.b.2) (d) (2) based on existing load.
R

To reduce potential neutral voltage problems, the company may, at its own option and cost, provide for farm customers distribution system instead of standard service drop or lateral facilities.

(2) Customers Billed on Demand and Energy Basis

R The increase load multiplied by the extension allowance in section 3.b.2) d) (3).

This method is also used for customers moving from energy-only to demand and energy billing.

b) Residential

The extension allowance in Section 3.b.2) d) that the customer qualifies for after the upgrade minus the extension allowance he qualified for before the upgrade.

2) Services

Customers requiring an enlargement of service facilities due to a significant load increase shall be treated as a new customer with respect to making contributions for standard or non-standard service facilities.

d. Replacement, Relocation and/or Rebuilding of Existing Facilities

This includes replacement of overhead facilities with underground facilities.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

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4. d. 1) Distribution System Facilities

In addition to any other payments required by these extension rules, applicant or the customer responsible, when responsibility can be determined, shall be required to pay all costs associated with the new construction, including maintenance incurred in the process of replacement, relocation, and/or rebuilding, less salvage value on salvageable items and used life credit on non-salvageable items. Any costs associated with relocating, rewiring, etc., of customer-owned equipment or restoration of lawns, driveways, patios, etc., shall be the customer's responsibility. Street and private lighting conversions from mercury vapor to high pressure sodium shall follow procedures set forth in the company's conversion program.

2) Service Facilities

a) Overhead to Underground Service Replacements

For replacement of an overhead service drop with an underground service lateral, the customer requesting the replacement shall be required to make a contribution equal to the cost of the underground service lateral less the cost of an equivalent overhead service drop.

b) Transformers and Other Service Replacements/Relocations

(1) Where Existing Facilities are Salvageable

The customer requesting the replacement shall be required to make a contribution equal to the costs of labor associated with the removal of the existing facilities and the installation of the new facilities.

(2) Where Existing Facilities Are Not Salvageable

Section 4.d.1) shall apply.

3) Credit Allowances

Where the replacement, relocation, or rebuilding of existing facilities is required to avoid creating a code violation or to correct an existing code violation, a $200 credit shall be applied to the customer payment required in 4.d.1) and 2).

4) Refunds

The contributor shall be eligible for refunds under Section 3.b.5) for distribution system facilities payments if:

a) The contributor is the customer receiving service on the property or the owner of a rental property whose tenants are receiving service on the property; and

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Continued from Sheet No. C-20.40

4. d. 4) b) The existing facilities are on or within six feet of the contributor's property; and

c) The new facilities significantly enhance the possibility of serving new customers as part of an original extension as defined in Section 1.a.

e. Other

Any extensions not covered by these extension rules shall be made in accordance with the principles of these rules and the customer shall pay for any investment in excess of the appropriate extension allowance.

f. Electric services:

The Company will provide an allowance to cover the cost of a standard electric service up to a maximum length of 125 feet. The customer will be responsible for a contribution payment pertaining to the following costs of an electric service:

1) Portion of service that exceeds 125’ in length.
R 2) Nonstandard installation costs
R 3) Special facilities installed at the discretion of the Company to
R provide a safe and reliable service or as requested by the customer and approved by the Company.
4) Winter construction charges.

Customer payment will be the result of the following formula:

Contribution= [(ACTF x ACTR) – (AF x AR)] + (SFC + WCC) where:

ACTF = Actual footage length of electric service.
ACTR = Actual per foot rate consisting of standard costs plus nonstandard costs.
AF = Allowance footage length (Actual footage length not to exceed 125 feet).
AR = Allowance rate for standard installation costs.
SFC = Special Facility Charges.
WCC = Winter Construction Charges.

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D

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Continued from Sheet No. C-20.60

5. UNECONOMIC EXTENSIONS

Proposed extensions may be reviewed for economic considerations. If the cost of an extension exceeds five times the extension allowances, shown in Section 3.b. the company may require a contract with the customer. Under the terms of the contract, the customer shall be required to pay an additional monthly payment equal to the recurring estimated operation and maintenance expenses associated with that portion of the extension that is in excess of five times the average embedded cost at the time the extension was made. The reasons and supporting analysis for each contract will be furnished the customer and the Michigan Public Service Commission in writing. The company will inform the customer of the customer's right to ask the Commission for a review of the extension costs and contract provisions.

6. EXCEPTION TO EXTENSION RULE PAYMENTS

If the total payment required from the application of all sections of these extension rules totals less than $20 from one customer or applicant, said payment shall be waived. This rule shall amend all sections of these extension rules.

R 7. COLLECTION OF CUSTOMER CONTRIBUTIONS FOR CONSTRUCTION:

R a. If the total advance customer payment required for the installation of an electric service is less than or equal to $20, the advance customer payment will be waived. If the total advance customer payment required for the installation of an electric service line is greater than $20, the Company will bill the customer and require payment in advance of construction of the electric service line.

D

R b. If the total advance customer payment required from the application of all sections of these extension rules except the costs associated with the installation/removal of electric service facilities (Advance Customer Payment) is less than or equal to $20, the Advance Customer Payment will be waived. If the total Advance Customer Payment required is greater than $20, the Company will bill the customer and require payment in advance of construction of the electric facilities.

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C3. Standard Rules & Regulations-Line Extension Construction Policy

Continued from Sheet No. C-20.70

5) The total advance customer payment required for the installation of the electric service is greater than $1,000.

6) Any other reason the Company has reasonable doubt that the customer will not pay for the electric service facilities within 60 days following installation.

b. If the total advance customer payment required from the application of all sections of these extension rules except the costs associated with the installation/removal of electric service facilities (Advance Customer Payment) is less than or equal to $20, the Advance Customer Payment will be waived. Except as noted below, if the total Advance Customer Payment required is greater than $20, but less than $1,000 the Company may bill the customer and install the electric facilities before payment is received. For any amounts greater than $20, the Company may require payment in advance of construction for any or all of the following reasons:

1) The customer does not have a satisfactory credit rating or standing with the Company.

2) The customer has other outstanding overdue balances with the Company.

3) There is a reasonable chance that the customer may never utilize the electric facilities or pay the Company. An example would include customers with other installed fuel sources.

4) The customer's advance payment required for the installation of an electric service downstream of the electric facilities exceeds $1,000.

5) The total advance customer payment required for the installation of the electric facilities (excluding electric service costs) is greater than $1,000.

6) Any other reason the Company has reasonable doubt that the customer will not pay for the electric facilities within 60 days following installation.

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C3. Standard Rules & Regulations–Line Extension Construction Policy (Closed)

SECTION III. - LINE EXTENSION CONSTRUCTION POLICY – Closed as of January 1, 2011. For extensions occurring after this date see Sheet No. C-19.00 – C-20.80.

A. Definitions

1. Line Extension:
A line extending from the Company's existing distribution system to the customer's meter.

2. Net Cost of Construction:
Total cost of construction less cost of right-of-way acquisitions, permits, and clearing.

3. Average Annual Revenue:
The average annual revenue of the connecting customer's rate classification for the previous year, as determined by the data reported in the Company's Annual FERC Form 1 Report.

4. Directly Connected Customer:
Any customer who connects to an existing line extension within 60 months from the date of the original line extension agreement.

B. General

1. A preliminary estimate for any line extension, temporary service, moving or replacement of existing facilities will be provided at any time at no cost to the customer; such estimate will not become binding on the Company. A request for a firm estimate will require a $50.00 fee, which will be credited towards the cost of the construction of the line extension. Firm estimates will be prepared according to Standard Form No. ENGEST 94-1, and a copy will be provided to the customer.

2. Payment in full for the work requested in (B.1) above will be made by the customer, in advance, to the Company, based on the firm estimate less the $50.00 estimate fee. Upon completion of the work, the estimate will be compared with the actual cost. Should the estimate be higher than the actual cost, the difference will be refunded to the customer, without interest. If the actual cost is greater than the estimate, there will be no additional charges to the customer unless the additional cost resulted from conditions which could not have been anticipated, controlled or discovered without undue expense. In such event, the increased cost to the customer shall be no greater than 10% of the firm estimate. Payment for additional charges due to unforeseen circumstances can be made in two equal annual installments without interest.

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Continued from Sheet No. C-20.90

3. The customer will be responsible for providing all rights-of-way easements and permits as necessary for the Company to proceed with the required work. If the customer is unable to obtain the necessary easements or permits, or an alternate route is necessary, the Company reserves the right to revise the estimate and charge the customer according to the actual costs incurred.

4. Scheduling of construction shall be done as soon as reasonably possible following payment in full by the customer. If the date scheduled for commencement of construction is not satisfactory to the customer, a date mutually agreeable will be established.

5. Where additional costs are incurred by the Company at the request of the customer, the customer shall be required to pay for such costs.

6. The Upper Peninsula of Michigan was excluded from the mandatory underground rules adopted by the Michigan Public Service Commission in Case No. U-3001.

7. Each distribution line extension shall be a separate, distinct unit and any further extension therefrom shall have no effect upon the agreements under which such extension is constructed.

8. At the request of a customer, existing overhead electric distribution service lines may be replaced with underground facilities where, in the opinion of the Company, such replacement is feasible and would not be detrimental to the electric service to other customers. Before replacement construction is started, the customer shall be required to pay the depreciated cost (net cost) of the existing overhead facilities plus the cost of removal, less the value of materials salvaged, and also pay the full cost of the underground installation.

9. The Company may designate areas where, in the Company's opinion, for aesthetic or technical reasons all installations shall be underground. All future customers in such Underground District would be subject to the applicable provisions of these rules, except that the Company reserves the right to refuse to install its facilities underground in cases where, in the Company's opinion, such construction would be impractical or present a potential detriment to other customers' service.

10. In areas other than declared underground areas, if the Company, for its own convenience, installs its facilities underground, the differential between estimated overhead construction costs and underground costs of such installation will be borne by the Company.

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Continued from Sheet No. C-20.91

C. Subdivisions

1. Residential subdivisions and other areas where a governmental body or owner mandates underground distribution facilities and services shall be designated as Underground Districts. The Company may also designate areas where, in the Company's opinion, such designation would be desirable for aesthetic or technical reasons. All future applicants for service in the Underground District would be subject to the applicable provisions of these rules, except that the Company reserves the right to refuse to install its facilities underground in cases where, in the Company's opinion, such construction would be impractical or present a potential detriment to other customers' service.

2. The Company will furnish, install, own, and maintain the entire underground electric distribution system, including the service lateral cables. The trenches for primary or secondary cables may be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and other utilities. Company cables shall be separated by at least five (5) feet from paralleling underground facilities of other utilities, i.e. gas, water, etc., which do not share the same trench. The underground placement of all facilities shall be performed in compliance with Federal, State and local codes. The Company agrees to notify other utilities when maintenance of facilities requires digging in the easement and to comply with the requirements of MCL 460.701 et seq.

3. The service normally available from the system will be at secondary voltage, single-phase, three-wire, 60 Hz. When required, three-phase service will be made available.

4. The developer or owner must provide for recorded easements or right-of-way acceptable to the Company. The easements are to be coordinated with other utilities and will include easements for street lighting cable. The easement or right-of-way must be cleared of all trees, stumps, and obstructions to allow trenching equipment to operate. Survey stakes indicating easements, lot lines, and grade must be in place, and the developer or owner must certify to the Company that the easements are graded to within four (4) inches of final grade before the underground distribution facilities are installed.

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Continued from Sheet No. C-20.92

5. The developer or owner will be responsible for any cost of relocating or repairing Company facilities caused by his operations or the operations of anyone under the developer or owner's directions.

6. Any extension from an existing distribution system or subdivision shall be considered a distinct separate unit and treated accordingly.

7. All costs of installation, relocation or rearrangement of facilities shall be paid by the owner.

D. Mobile Home Parks

1. Distribution facilities in new mobile home parks shall be placed underground.

2. The Company will furnish, install, own and maintain the entire underground electric distribution system including the pre-meter portion of the service lateral cables for new mobile home parks.

3. The service for tenant loads normally available from the system will be at secondary voltage, single-phase, 120/240 volt, three wire, 60 Hz. Three-phase service will be made available for pumps and service installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment and service pedestals may be above-grade. The area must be suitable for the direct burial installation of cable.

4. The park owner must provide for each mobile home lot an industry-recognized meter pedestal that meets the National Electrical Code and all state and local ordinances.

5. All costs of installation, relocation or rearrangement of facilities shall be paid by the owner.

6. In the event the park owner requests relocation of facilities or such facilities are endangered by change in grade, the park owner shall pay the cost of the relocation or rearrangement of the facilities.

7. Mobile home parks are considered residential installations for purposes of refunding.

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Continued from Sheet No. C-20.93

E. Residential

1. Definitions

a. Year-round Residential Service - Service to customer at address shown on driver's license and voter's registration card.
b. Seasonal Residential Service - Service to customer other than year-round customer.

2. Charges

Actual cost of construction.

3. Refunds

a. At the time of connection, a refund will be made to the original customer or developer of three times that customer's average annual distribution revenue, not to exceed the net cost of construction.

b. Refunds for Direct Connections to a Residential Line Extension:

During the 60-month period immediately following the date of the original line extension agreement, the Company will make refunds, without interest, to the original residential customer for each subsequent direct connection to the line extension as follows:

1. Direct Connections - Residential

A refund will be made to the original residential customer for subsequent direct connections to the original line extension by residential service customers equal to three times the average annual distribution revenue of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

2. Direct Connections - Commercial/Industrial

A refund will be made to the original residential customer for subsequent direct connections to the original line extension by commercial or industrial service customers equal to the first 24 months' actual distribution revenue (less sales tax) of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

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Continued from Sheet No. C-20.94

c. Notwithstanding any of the above, the total of all refunds to the original residential line extension customer or developer shall not exceed the original customer's net cost of construction.

F. Commercial/Industrial

1. Charges

Actual cost of construction.

2. Refunds

a. An amount equal to each month's actual distribution revenue shall be credited to the original commercial/industrial customer's monthly billing, (less sales tax) for a period of 24 months. The refund shall be limited to the net cost of construction.

b. Refunds for Direct Connections to a Commercial Line Extension:

During the 60-month period following the date of the original line extension agreement, the Company will make refunds, without interest, to the original commercial/industrial customer for each subsequent direct connection to the line extension as follows:

1. Direct Connections - Residential

A refund will be made to the original commercial/industrial customer for subsequent direct connections to the original line extension by residential service customers equal to three times the average annual distribution revenue of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

2. Direct Connections - Commercial/Industrial

A refund will be made to the original commercial/industrial customer for subsequent direct connections to the original line extension by commercial or industrial service customers equal to the first 24 months' actual distribution revenue (less sales tax) of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

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c. Notwithstanding any of the above, the total of all refunds to the original commercial/industrial line extension customer shall not exceed the original net cost of construction.

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C. Subdivisions

1. Residential subdivisions and other areas where a governmental body or owner mandates underground distribution facilities and services shall be designated as Underground Districts. The Company may also designate areas where, in the Company's opinion, such designation would be desirable for aesthetic or technical reasons. All future applicants for service in the Underground District would be subject to the applicable provisions of these rules, except that the Company reserves the right to refuse to install its facilities underground in cases where, in the Company's opinion, such construction would be impractical or present a potential detriment to other customers' service.

2. The Company will furnish, install, own, and maintain the entire underground electric distribution system, including the service lateral cables. The trenches for primary or secondary cables may be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and other utilities. Company cables shall be separated by at least five (5) feet from paralleling underground facilities of other utilities, i.e. gas, water, etc., which do not share the same trench. The underground placement of all facilities shall be performed in compliance with Federal, State and local codes. The Company agrees to notify other utilities when maintenance of facilities requires digging in the easement and to comply with the requirements of MCL 460.701 et seq.

3. The service normally available from the system will be at secondary voltage, single-phase, three-wire, 60 Hz. When required, three-phase service will be made available.

4. The developer or owner must provide for recorded easements or right-of-way acceptable to the Company. The easements are to be coordinated with other utilities and will include easements for street lighting cable. The easement or right-of-way must be cleared of all trees, stumps, and obstructions to allow trenching equipment to operate. Survey stakes indicating easements, lot lines, and grade must be in place, and the developer or owner must certify to the Company that the easements are graded to within four (4) inches of final grade before the underground distribution facilities are installed.

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5. The developer or owner will be responsible for any cost of relocating or repairing Company facilities caused by his operations or the operations of anyone under the developer or owner's directions.

6. Any extension from an existing distribution system or subdivision shall be considered a distinct separate unit and treated accordingly.

7. All costs of installation, relocation or rearrangement of facilities shall be paid by the owner.

D. Mobile Home Parks

1. Distribution facilities in new mobile home parks shall be placed underground.

2. The Company will furnish, install, own and maintain the entire underground electric distribution system including the pre-meter portion of the service lateral cables for new mobile home parks.

3. The service for tenant loads normally available from the system will be at secondary voltage, single-phase, 120/240 volt, three wire, 60 Hz. Three-phase service will be made available for pumps and service installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment and service pedestals may be above-grade. The area must be suitable for the direct burial installation of cable.

4. The park owner must provide for each mobile home lot an industry-recognized meter pedestal that meets the National Electrical Code and all state and local ordinances.

5. All costs of installation, relocation or rearrangement of facilities shall be paid by the owner.

6. In the event the park owner requests relocation of facilities or such facilities are endangered by change in grade, the park owner shall pay the cost of the relocation or rearrangement of the facilities.

7. Mobile home parks are considered residential installations for purposes of refunding.

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C3. Standard Rules & Regulations–Line Extension Construction Policy

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E. Residential

1. Definitions

a. Year-round Residential Service - Service to customer at address shown on driver's license and voter's registration card.
b. Seasonal Residential Service - Service to customer other than year-round customer.

2. Charges

Actual cost of construction.

3. Refunds

a. At the time of connection, a refund will be made to the original customer or developer of three times that customer's average annual distribution revenue, not to exceed the net cost of construction.

b. Refunds for Direct Connections to a Residential Line Extension:

During the 60-month period immediately following the date of the original line extension agreement, the Company will make refunds, without interest, to the original residential customer for each subsequent direct connection to the line extension as follows:

1. Direct Connections - Residential

A refund will be made to the original residential customer for subsequent direct connections to the original line extension by residential service customers equal to three times the average annual distribution revenue of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

2. Direct Connections - Commercial/Industrial

A refund will be made to the original residential customer for subsequent direct connections to the original line extension by commercial or industrial service customers equal to the first 24 months' actual distribution revenue (less sales tax) of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

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c. Notwithstanding any of the above, the total of all refunds to the original residential line extension customer or developer shall not exceed the original customer's net cost of construction.

F. Commercial/Industrial

1. Charges

Actual cost of construction.

2. Refunds

a. An amount equal to each month's actual distribution revenue shall be credited to the original commercial/industrial customer's monthly billing, (less sales tax) for a period of 24 months. The refund shall be limited to the net cost of construction.

b. Refunds for Direct Connections to a Commercial Line Extension:

During the 60-month period following the date of the original line extension agreement, the Company will make refunds, without interest, to the original commercial/industrial customer for each subsequent direct connection to the line extension as follows:

1. Direct Connections - Residential

A refund will be made to the original commercial/ industrial customer for subsequent direct connections to the original line extension by residential service customers equal to three times the average annual distribution revenue of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

2. Direct Connections - Commercial/Industrial

A refund will be made to the original commercial/ industrial customer for subsequent direct connections to the original line extension by commercial or industrial service customers equal to the first 24 months' actual distribution revenue (less sales tax) of the directly connected customer minus the net cost of construction of that direct connection. The minimum refund shall be $500.00.

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c. Notwithstanding any of the above, the total of all refunds to the original commercial/industrial line extension customer shall not exceed the original net cost of construction.

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C4. Standard Rules & Regulations–Emergency Electrical Procedures

SECTION IV – 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. It is recognized that such deficiencies can be short-term (a few hours) or long-term (more than a few hours) in duration; and, in view of the difference in nature between short-term and long-term deficiencies, different and appropriate procedures shall be adopted for each.

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 Commission may subsequently identify:

1. "Governmental Detention Institutions", which will be limited to those facilities used for the detention of persons.

2. "Fire Stations," which will be limited to attended, publicly-owned facilities housing mobile fire fighting apparatus.

3. "Hospitals," which will 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 will be limited to publicly-owned facilities essential to the supply of potable water to a community.

6. "Sewage Plants," which will 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 case of customers supplied from two utility sources, only one source will be given special consideration. Other customers who, in their opinion, have critical equipment or circumstances, should install emergency battery or portable generating equipment.

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C4. Standard Rules & Regulations–Emergency Electrical Procedures

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

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

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

2. With no substantial generation of its own and being to a great extent dependent on outside sources for energy, the Short-Term, Sudden, Unanticipated Capacity Shortage may result in temporary complete loss of service to the Company. However, the Company will make every effort to resume service to essential customers as soon as practicable.

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 will 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 will be reduced to the largest extent consistent with the maintenance of service.

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2. Service will be interrupted to loads rendered service under interruptible tariffs.

3. Voltage will be reduced not more than six percent.

4. Voluntary load reductions will be requested of large commercial and industrial customers by procedures established in their respective load management plans.

5. Voluntary load reductions will be requested of all other customers through appropriate media appeals.

6. Load shedding of firm customer loads will be initiated. Service so interrupted shall be of selected distribution circuits throughout the Company area. Such interruptions shall be consistent with the criteria established for essential health and safety customers and will, insofar as practicable, be alternated among circuits. Records will be maintained to insure that during subsequent capacity shortages, service interruptions may be rotated throughout the Company service area in an equitable manner.

D. Long-Term Capacity or Fuel Shortage

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

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

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3. Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two hours and the total interruption should not exceed four hours in any 24-hour period without prior notification to the Commission.

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

E. Emergency Procedures of Wholesale Suppliers

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

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C5. Standard Rules & Regulations–Definitions, Technical Terms & Abbreviations

SECTION V - DEFINITIONS, TECHNICAL TERMS AND ABBREVIATIONS

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

A. Applicant - any person, firm or corporation applying for electric service from the Company at one location.

B. Company - Upper Peninsula Power Company acting through its duly authorized officers or employees within the scope of their respective duties.

C. Connected Load - sum of the ratings of the electric power consuming apparatus connected to the installation or system, or part of either, under consideration.

D. Customer - any person, firm or corporation purchasing electric service from the Company under these Rules and Regulations at one location.

E. 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.

F. Energy - current consumed, expressed in kilowatt-hours.

G. 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.

H. Hp or Horsepower - the nameplate rating of motors or its equivalent in other apparatus. For conversion purposes, one horsepower shall be considered as equivalent to .7457 kilowatt.

I. Kw or Kilowatt - one thousand (1,000) watts.

J. Kwh or Kilowatt-hour - one thousand (1,000) watt-hours.

N K. Non-Standard Meter – any electromechanical, analog or digital meter that the
N Company either left in place per the Customer’s election or has otherwise
N deemed Non-Standard by the Company.

R L. Mo. or Month - the period between any two (2) regular billing periods of approximately thirty (30) day intervals.

R M. Power Factor - ratio of kilowatts to kilovolt-amperes.

R N. Service Line - all wiring between the Company's main line or substation transformer terminals and the point of connection to Customer's service entrance.

R O. Single Service - one set of facilities over which Customer may receive electric power.

R P. Standard Meter – all meters that are not deemed a Non-Standard Meter by the Company.

C5. Standard Rules & Regulations – Customer Data Privacy

I. CUSTOMER DATA PRIVACY

DEFINITIONS

A. "Aggregated Data" means any Consumption Data or Customer Account Information, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

B. "Contractor" means an entity or person performing a function or service under contract with or on behalf of the Company, including customer service, demand response, energy waste reduction programs, payment assistance, payroll services, bill collections, or other functions related to providing electric service.

C. "Customer" means a purchaser of electricity that is supplied or distributed by a utility for residential or non-residential purposes.

D. "Customer Account Information" means personally identifiable information including customer address, contact information, payment history, account number, and amount billed. Customer Account Information also includes information received by the Company from the Customer for purposes of participating in regulated utility programs, including, but not limited to, bill payment assistance, shutoff protection, renewable energy, or energy waste reduction.

E. "Consumption Data" means customer specific electric usage data, or weather adjusted data, including, but not limited to kW, kWh, voltage, var, power factor, and other information that is collected by the electric meter by the Company and stored in its systems.

1. "Anonymized Data" means any Consumption Data, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.

F. "Informed Customer Consent" means, in the case where consent is required: (1) the Customer is provided with a clear statement of the data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the Customer may revoke consent.

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C5. Standard Rules & Regulations – Customer Data Privacy

In no case shall silence by the Customer ever be construed to mean express or implied consent to a request by the Company, or its Contractors. Customer consent may be documented in writing, electronically, or through recording of an oral communication.

G. "Personal Data" means specific pieces of information collected or known by the Company that merit special protection including that standard types of positive identification information used to establish an account. Personal Data includes, but is not limited to, name and address in conjunction with birth date, telephone number, electronic mail address, Social Security Number, financial account numbers, driver's license number, credit reporting information, bankruptcy or probate information, health information, network, or, Internet protocol address.

H. "Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the Customer in order to: (1) provide, bill, or collect for, regulated electric service; (2) provide for system, grid, or operational needs; (3) provide services as required by state or federal law or as specifically authorized by an order of the Commission; (4) plan, implement, or evaluate programs, products or services related to energy assistance, renewable energy, or energy waste reduction by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.

I. "Secondary Purpose" means any purpose that is not a Primary Purpose.

J. "Standard Usage Information" means the usage data that is made available by the electric utility to all similarly situated customers on a regular basis, delivered by the electric utility in a standard format.

K. "Third-party" means a person or entity that has no contractual relationship with the Company to perform services or act on behalf of the Company.

L. "Weather Adjusted Data" means electric consumption data for a given period that has been normalized using stated period's heating or cooling degree days.

M. "Written Consent" means a signed form with the customer's signature received by the Company through mail, facsimile, or email. A customer may also digitally sign a form that is transmitted to the Company.

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C5. Standard Rules & Regulations – Customer Data Privacy

C. The Company will not sell Customer Account Information, except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts, unless it receives Informed Customer Consent.

III. DISCLOSURE WITHOUT CUSTOMER CONSENT

A. The Company shall disclose Customer Account Information when required by law or Commission requests or rules. This includes law enforcement requests supported by warrants or court orders specifically naming the customers whose information is sought, and judicially enforceable subpoenas. The provision of such information will be reasonably limited to the amount authorized by law or reasonably necessary to fulfill a request compelled by law.

R R R R R R B. Informed Customer Consent is not required for the disclosure of customer name and address to a provider of a value-added program or service, regardless of whether that provider is a utility affiliate or other entity within the corporate structure, or to a value-added program or service competitor, in compliance with MCL 460.10ee(10)(a) and Mich Admin Code, R 460.10109(2).

C. Informed Customer Consent is not required for the disclosure of Aggregated Data.

IV. DISCLOSURE TO COMPANY AGENTS AND CONTRACTORS

A. The company shall disclose only the necessary Customer Account Information to Company Agents and Contractors working on behalf of the Company for Primary Purposes and any other function relating to providing electric services without obtaining Informed Customer Consent.

B. Contracts between the Company and its Company Agents or Contractors specify that all Company Agents and Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Company Agents or Contractors from using any information supplied by the Company for any purpose not defined in the applicable contract.

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C5. Standard Rules & Regulations – Customer Data Privacy

B. Contracts between the Company and its Company Agents or Contractors specify that all Company Agents and Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Company Agents or Contractors from using any information supplied by the Company for any purpose not defined in the applicable contract.

C. The Company requires its Company Agents and Contractors who maintain Customer Account Information to implement and maintain reasonable data security procedures and practices appropriate to the private nature of the information received. These data security procedures and practices shall be designed to protect the Customer Account Information from unauthorized access, destruction, use, modification, or disclosure. The data security procedures and practices adopted by the Contractor or Company Agent shall meet or exceed the data privacy and security policies and procedures used by the Company to protect Customer Account Information.

D. The Company requires Company Agents and Contractors to return or destroy any Customer Account Information that it maintained and that is no longer necessary for the purpose for which it was transferred.

E. The Company maintains records of the disclosure of customer data to Company Agents and Contractors in accordance with Company record retention policies and Commission rules. These records include all contracts with the Company Agent or Contractor and all executed nondisclosure agreements.

V. CUSTOMER ACCESS TO DATA

A. Michigan Administrative Code, R 460.153 (Rule 53) of the Commission's Consumer Standards and Billing Practices for Electric and Natural Gas Service provides for Customer access to consumption data and confidentiality for that data.

B. The Company will provide to customers upon request, a clear and concise statement of the customer's actual energy usage, or weather adjusted consumption data for each billing period during the last 12 months, or both. The Company will notify customers at least once each year that customers may request energy usage, or weather adjusted consumption data, or both.

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C. The Customer has a right to know what Customer Account Information the Company maintains about the Customer. The Company shall not provide data to a customer which the Company considers proprietary or used for internal Company business. The Company will make a reasonable effort to respond to requests for this information within 10 business days of being contacted by the Customer.

D. Customers have the right to share their own Customer Account Information with third parties on their choice to obtain services or products provided by those third parties. These services or products may include, but are not limited to, in-home displays or smart devices, energy audits, or energy waste reduction programs.

E. Customers have the opportunity to request corrections or amendments to Customer Account Information that the Company maintains.

F. Fulfilling certain requests for data in accordance with the provisions of this tariff is consistent with the provision of normal utility service to Customers. When the data requested is Standard Usage Information, the request will be fulfilled without charge. Some requests for information extend beyond Standard Usage Information. Fulfilling these requests requires special data processing that is not a part of normal utility service and results in expenses that would not otherwise be incurred. Such requests are fulfilled at the discretion of the Company within the parameters of this Customer Data Privacy tariff. The costs of fulfilling any special requests shall be borne solely by the Customer, or third party if deemed appropriate, and be based on the specifics of the data request and the associated costs of developing, processing, and transmitting the requested data

G. Through Informed Customer Consent, customer may request that his or her Customer Account Information be released to a third party of the Customer’s choice. Such requests may be initiated by (1) Written Consent provided to UPPCO, (2) calling the Company’s Customer Service at (906) 449-2013 and providing them with oral consent to provide such information to a specific third party, or (3) through electronic signature sent to customerservice@uppco.com. The Customer initiating the request must be listed on the Customer’s account and must be able to establish their identity by answering specific questions concerning their account.

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H. Once the Company obtains Informed Customer Consent from the Customer, the Company shall release the requested customer account data to the third party by the end of the following business Day in a readily accessible format such as an Excel spreadsheet or a pdf. The Company is not responsible for loss, theft, alteration, or misuse of the data by third parties or customers after the information has been transferred to the Customer or the Customer's designated third party.

VI. CUSTOMER NOTICE OF PRIVACY POLICIES

A. New Customers receive a copy of the privacy policy upon the initiation of utility service from the Company. Existing Customers receive a copy of the privacy policy once per year by whatever method is used to transmit their bill and whenever the privacy policy is amended.

B. Notice of the Company's privacy policies will be made available and is prominently posted on the Company's website. The notice includes a customer service phone number and Internet address where Customer can direct additional questions or obtain additional information.

VII. LIMITATION OF LIABILITY

The Company and each of its directors, officers, affiliates, and employees that disclose Customer Information, Customer Usage Data, Personal Data or Aggregated Data to Customers, Company Agents, or Contractors, as provided in this tariff, shall not be liable o responsible for any claims for loss or damages resulting from such disclosure.