TITLE PAGE
ELECTRIC SERVICE

NORTHERN STATES POWER COMPANY,
A WISCONSIN CORPORATION, AND SUBSIDIARY OF XCEL ENERGY INC.

RATES, RULES & REGULATIONS FOR ELECTRIC SERVICE IN MICHIGAN

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 Natural Electric Service.

Copies of the Company's rate book for Electric services are available on Xcel Energy's website at the following website address:

https://www.xcelenergy.com/company/rates_and_regulations/rates/rate_books ***Ensure the state of Michigan is selected in the upper left corner of the website.***

This rate book for Electric Services applies to the entire territory in Michigan served by the Company

THIS RATE BOOK SUPRERCEDES AND CANCELS RATE BOOK M.P.S.C. No 1 - ELECTRIC

Michigan Public Service Commission
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E-11.0	Original	10/10/07			E-24.0	Original	10/10/07	
E-12.0	Original	10/10/07			E-25.0	Original	10/10/07	
E-13.0	Original	10/10/07						

(Continued on Sheet A-11.0)

Michigan Public Service Commission
April 2, 2025
Filed by: DW

(Continued from Sheet A-10.0)

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SECTION F – STANDARD FORMS								
Sheet No	**Revision No**	**Effective Date**	**C/B**	C=cancelled	**Sheet No**	**Revision No**	**Effective Date**	**C/B**
F-1.0	**1st Revised**	**08/01/11**		B=Blank				

Michigan Public Service Commission
August 3, 2011
Filed

INDEX OF COMMUNITIES SERVED
AND APPLICABLE RATE SCHEDULES

GOGEBIC COUNTY

Bessemer, City
Ironwood, City
Wakefield, City
Bessemer, Township
Erwin, Township
Ironwood, Township
Marenisco, Township
Wakefield, Township

ONTONAGON COUNTY

Bergland, Township
Matchwood, Township

All rate schedules are available in all communities.

Michigan Public Service Commission
June 12, 2024
Filed by: DW

TECHNICAL TERMS AND ABBREVIATIONS

Ampere A measure of electric current in an electrical circuit analogous to the flow of water in a water system.

British Thermal Unit, Btu The amount of heat required to raise the temperature of one pound of water one degree Fahrenheit. Heating value of fuels are usually expressed in terms of Btu per unit of weight or volume.

Community A specific location in which a group of customers exist without corporate identification.

Company In these Rules and Regulations, Northern States Power Company, a Wisconsin corporation is referred to as the Company.

Customer The party in whose name service is purchased from Northern States Power Company, a Wisconsin corporation.

Delivery Voltage The voltage at which the customer takes service and normally the voltage at the point of meeting of Customer and Company facilities.

Demand Expressed in kilowatts, the average rate of use of electric energy over a given period of time.

Fuel Cost Adjustment Factor The decrease or increase in the charge per kilowatthour when the cost of fuel for power generation is below or above the cost upon which the filed rates were established.

Hertz,Hz Unit of frequency of alternating current in cycles per second.

Horsepower, Hp A measure of the rate at which energy is being consumed; one horsepower equals 746 watts or approximately 3/4 of a kilowatt.

Kilowatt, kW Represents the rate at which electric energy is being consumed at any particular movement (equals 1000 watts).

Kilowatthours, kWh The amount of electrical work output when energy consumed at the rate of one kilowatt is maintained for one hour (1 kWh = 3413 Btu).

(Continued on Sheet A-14.0)

Michigan Public Service Commission
April 9, 2008
Filed RL

(Continued from Sheet A-13.0)

TECHNICAL TERMS AND ABBREVIATIONS (Contd)

KVA Kilovoltampere; 1,000 voltamperes.

KVAR Kilovar; 1,000 reactive voltamperes.

KVARH Kilovarhour.

Load Factor, Lf The ratio of the kilowatthours consumed in a specific period of time to the product of the maximum kilowatts and the number of hours in that same period of time.

Municipality A city, village or town possessing corporate existence and governed by a duly constituted authority which is empowered to enter into contracts. In addition, a municipality is meant to include a group of people sponsored by and under the jurisdiction of a governmental agency which has the authority to enter into contracts and guarantees payment of bills under such contracts.

Power Factor, Pf The ratio of the actual power (watts) being consumed to the apparent power (volts X amperes), as indicated by meters. Unity power factor (100% power factor) indicates that there is no inefficiency of current being out of step with voltage.

Premises The building or group of buildings to which service is rendered on a single contiguous property.

Primary Service Service furnished and metered at nominal primary distribution as available at the location.

Secondary Service Service furnished at a nominal voltage of 120 volts and electrical multiples thereof but not in excess of 480 volts.

Volt The meter-kilogram-second unit of electromotive force of potential difference, equal to the electromotive force or potential difference that will cause a current of 1 ampere to flow through a conductor with a resistance of 1 ohm.

Michigan Public Service Commission
April 9, 2008
Filed RL

SECTION B
ADMINISTRATIVE RULES INDEX

B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3804) (FOR ALL CUSTOMERS)

http://w3.lara.state.mi.us/orrsearch/108_11_AdminCode.pdf

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

PART 2. RECORDS AND REPORTS

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R 460.3202 Records; preservation.
R 460.3203 Documents and information; required submission.
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R 460.3303 Meter reading data.
R 460.3304 Meter data collection system.
R 460.3305 Meter multiplier.
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Michigan Public Service Commission
July 22, 2015
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(Continued from sheet B-1.0)

B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3804) (FOR ALL CUSTOMERS) (Contd)

http://w3.lara.state.mi.us/orrsearch/108_11_AdminCode.pdf

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Michigan Public Service Commission
July 22, 2015
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B1. TECHNICAL STANDARDS FOR ELECTRIC SERVICE (R 460.3101 - R 460.3804) (FOR ALL CUSTOMERS) (Contd)

http://w3.lara.state.mi.us/orrsearch/108_11_AdminCode.pdf

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Michigan Public Service Commission
July 22, 2015
Filed

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

http://w3.lara.state.mi.us/orrsearch/107_92_AdminCode.pdf

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Michigan Public Service Commission
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B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 – R460.169) (Contd)
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Michigan Public Service Commission
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Filed

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B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 – R460.169) (Contd)

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B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUNDS (R 460.2601 - R 460.2625)

http://w3.lara.state.mi.us/orrsearch/108_09_AdminCode.pdf ***RESCINDED November 12, 2013***

PART 1. GENERAL PROVISIONS

R 460.2601 Application of rules.
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PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

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http://w3.lara.state.mi.us/orrsearch/108_03_AdminCode.pdf

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Michigan Public Service Commission
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B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (R 460.1601 - R 460.1640) (Contd)

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Michigan Public Service Commission
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http://w3.lara.state.mi.us/orrsearch/107_96_AdminCode.pdf

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Michigan Public Service Commission
July 22, 2015
Filed

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http://w3.lara.state.mi.us/orrsearch/107_97_AdminCode.pdf

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Michigan Public Service Commission
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Filed

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B9. ELECTRIC DISTRIBUTION SERVICE STANDARDS (R 460.701 - R 460.752) (Contd)
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http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-4771_05-10-1976.PDF

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SECTION C - PART I
GENERAL RULES AND REGULATIONS (FOR ALL CUSTOMERS)

C1. GENERAL INFORMATION

C1.1 Applicability

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.

C1.2 Conformance to Rules and Regulations

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.

C1.3 Facility Ownership and Refundable Contributions

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.

C1.4 Public Access to Rules and Regulations

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.

C1.5 Customer Right to Commission Ruling

Whenever the application of these rules appears to be unfair to a customer, a prospective customer, or the Company, either party may apply to the Michigan Public Service Commission for a special ruling thereon.

C1.6 Continuance of Service

Service provided under these rules and regulations is intended for use in permanent dwelling units, commercial, or industrial installations, except as specifically provided in Paragraph C-2.10, Sheet Number C-8.0. Unless otherwise stated in a contract, such service shall continue until a request is made by the customer or there is legal authority to terminate.

(Continued on Sheet No. C-2.0)

Michigan Public Service Commission
April 9, 2008
Filed

(Continued from Sheet No. C-1.0)

C2. TERMS AND CONDITIONS OF SERVICE

C2.1. Application for 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.

C2.2. Ownership and Responsibility

A. 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.

(1) 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.

(Continued on Sheet No. C-3.0)

Michigan Public Service Commission
April 9, 2008
Filed

(Continued from Sheet No. C-2.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.2. Ownership and Responsibility (Contd)

A. Company-Owned Facilities-(Contd)

(2) 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.

(3) 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. 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, cost of discovery, and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the Company. Failure to enter into such 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. 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.

B. 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.

(Continued on Sheet No. C-4.0)

Michigan Public Service Commission
April 9, 2008
Filed

(Continued from Sheet No. C-3.0)

C2. TERMS AND CONDITIONS OF SERVICE(Cont'd)

C2.2. Ownership and Responsibility (Cont'd)

B. Customer-Owned Facilities-(Cont'd)

(1) 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.

Specific to the Company's installation of Advanced Metering Infrastructure (AMI): When such change by the Company requires a change to the wiring and electrical equipment owned by the customer, the Company may, at its discretion, provide without charge to the customer the necessary repairs, in an efficient manner, to the customer's wiring and electrical equipment.

(2) 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.

C2.3 Use of Service

A. Each customer shall, as soon as electric service becomes available, purchase from the Company practically all electric energy used on the premises, and shall become liable for all charges incurred in the purchase of said electrical energy from the Company. For customer billing under this provision, refer to Section B1, Part 4, R460.3401, Sheet Number B-1.0. 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.

(Continued on Sheet No. C-5.0)

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(Continued from Sheet No. C-4.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.4. 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.

C2.5. Conditions of Use

A. 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.

B. 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.

(Continued on Sheet No. C-6.0)

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(Continued from Sheet No. C-5.0)

C2. TERMS AND CONDITIONS OF SERVICE(Cont'd)

C2.6. Non-Standard Service

A. Customer shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

B. The usual supply of electric service shall be subject to the provision of Michigan Public Service Commission 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.

C. 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 exceed 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.

C2.7. 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.

Neither the resale of electric services provided by the Company nor the sale of self-generation at publicly available electric vehicle charging stations is subject to Commission regulation and no restrictions are imposed on the rate charged or rate structure to the ultimate motor vehicle customers, as those sales are being made into the competitive motor fuels market.

C2.8. Service to Single Metering Points

A. Where resale of electric service exists, the Company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user.

(Continued on Sheet No. C-7.0)

(Continued from Sheet No. C-6.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.8. Service to Single Metering Points(Contd)

B. 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 purpose of this rule, resale will also include sales where the electric service is included in the rent.

C2.9. Point of Attachment

A. Where suitable service is available, the Company will install service connections from its distribution line 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.

B. 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.

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

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

E. 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.

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(Continued from Sheet No. C-7.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.9. Point of Attachment(Contd)

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

G. 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 expense in accordance with Company specifications.

C2.10. Service to House Trailers, Vans and Buses as Dwelling Units

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

B. If the above conditions are not met, such installation and service facilities shall be considered to be Temporary Service as applicable under Section B1, Part 4, R460.3408, Sheet B-2.0.

C2.11. Nature and Quality of Service

A. The Company will endeavor the, but does not guarantee to, furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

B. 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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(Continued from Sheet No. C-8.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.11. Nature and Quality of Service (Contd)

C. 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.

D. 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.

C2.12. Metering and Metering Equipment Location

A. 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.

B. 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.

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(Continued from Sheet No. C-9.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.12. Metering and Metering Equipment (Contd)

B (1) Meter Testing (Contd)

(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.

(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.

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C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.13. 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:

Charge for any special services at customer's request -	
During regular working hours	$25.00
Outside regular working hours	$40.00
Connection Charge-	
Processing Charge with meter install or reading required	$16.50
Processing Charge (no meter installation or reading required)	$ 7.50
Meter Reading Charge	$16.50
Meter Test Charge	$20.00

Reconnect Charge - When a customer requests a disconnection and reconnection of service at the same location within any twelve-month period, the customer must pay a reconnection charge which is the higher of 1) the charges as stated below, or 2) the customer charge set forth in the applicable rate schedule times the number of months service was disconnected.

Reconnect Charge	
During regular working hours	$16.50
Outside regular working hours	$40.00
Disconnect at Pole-	
During regular working hours	$25.00
Outside regular working hours	$40.00
Collection Charge for disconnection in field	$10.00
Bad Check Handling Charge	$10.00
Connections outside regular working hours	$40.00

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C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.14. Other Conditions of Service

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 for in C2.14.B.(1) below. 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 Special Charges, paragraph C2.13, Sheet No. C-11.0 will be applicable.

B. At Company's Option – Commercial and Industrial
(Also see paragraph C2.11, Sheet Nos C-8.0 & C-9.0)

(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 custo mer's premises.

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C2. TERMS AND CONDITIONS OF SERVICE (Contd)

C2.14. Other Conditions of Service (Contd)
Service Disconnect (Contd)
B. At Company's Option – Commercial and Industrial (Contd)

(1) With Due Notice (Contd)

(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.

(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.

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(Continued from Sheet No. C-13.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.15. 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.

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:

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(Continued from Sheet No. C-14.0)

C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.15. Rate Application (Contd)

B. Apartment Buildings and Multiple Dwellings (Contd)

(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, or the appropriate General Service or Commercial and Industrial Service Rate. For the purpose of billing under the Residential Service Rate, the customer charge, the kilowatthour 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, nursing 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 the Residential Service Rate. Service may be used through the same meter for any purpose as long as such use is confined to service for the culture, processing and handling of products grown or used on the customer's farm. Use of service for purposes other than that set forth above shall be served and billed on the appropriate General Service Rate.

E. Year-Around Service - Service to a customer at the address shown on his or her driver's license and/or voter's registration card.

F. Seasonal Service - Service to customers other than to year-around customers.

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C2. TERMS AND CONDITIONS OF SERVICE(Contd)

C2.16. Extreme Weather Condition Policy

The Company will suspend any additional disconnection of utility services to customers located in counties where a winter weather advisory, winter weather warning, or winter weather emergency has been issued by the national weather service until such national weather service notice has expired. Also, during the period November 1 to April 15, the Company will suspend disconnection of utility services for customer non-payment where the utility service provides or affects the primary heat source of a residential dwelling. The Company will suspend any additional disconnection of utility services to customers located in counties where a heat advisory, heat warning, or heat emergency has been issued by the national weather service until such national weather service notice has expired. The Company will also take into consideration the health or safety of the occupant prior to disconnecting service. Enforcement of this policy is subject to other requirements governing shut off of utility services, including but not limited to R460.130 through R460.133 regarding medical emergency, critical care customers, low-income customers, eligible senior citizen customers, and military customers, as well as R460.136 regarding emergency shutoff of utility service.

(Continued on Sheet No. C-17.0)

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(Continued from Sheet No. C-16.0)

C3. CONSTRUCTION POLICY

C3.1. General Information

A. This section of the Rules and Regulations sets forth the terms and conditions under which the Company will construct and extend its facilities to serve new loads and replace, relocate or otherwise modify its facilities.

B. Contributions in aid of construction and other deposits made with the Company under the provisions of this section shall be considered nonrefundable, except where provisions for refunds are specifically stated.

C. No refunds will be made in excess of the refundable amount deposited and deposits shall not bear interest. Refunds, where applicable, will be made in accordance with the terms stated hereinafter.

D. 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.

E. All construction of extensions shall conform to the Company's standards as well as national, state and local electrical codes.

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(Continued from Sheet No. C-17.0)

C3. CONSTRUCTION POLICY (Contd)

C3.1. General Information (Contd)

F. In all cases where, in the opinion of the Company, its investment in facilities appears extraordinary or unusual, and where extensive repairing or rebuilding of any facilities is necessary to accommodate the customer or group of customers making application for service, the right is reserved to require the customer or group of customers to be served to execute a contract for a definite period of service, and to otherwise protect the Company against possible losses. Prospective customers entering into a venture which is considered by the Company as a poor risk for the investment of its capital may be required to finance the entire additional investment needed to serve the customer, refundable only after five years of proven stability and then only in accordance with the filed extension rules for the class of service involved.

G. The title to every extension at all times is with the Company. The Company reserves the right at all times to add customers to an extension and to make new extensions to an existing extension, under the provisions of these rules, without procuring the consent of any customer or customers contributing to the original construction costs.

H. Aid-to-construction payment shall be made prior to the start of such construction. Where a group of customers will be served by a single extension, applicable charges in aid-to-construction may be allocated in an equitable manner by the Company.

I. The Company will furnish, install, maintain, and replace when necessary, the service wires from the distribution system to the point of attachment as defined in paragraph C2.9, Sheet No. C-7.0. Such service drop, including the meter and cable support bracket, will be supplied by the Company at no cost to the customer. The customer will be responsible for the installation of the customer-owned meter socket and the Company-owned cable support bracket.

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C3. CONSTRUCTION POLICY (Contd)

C3.2 Extension Policy: - Overhead and Underground Facilities

Additional requirements for underground facilities set forth in subsection C3.3, Sheet Number C-23.0.

A. Residential Service

(1) Charges - For each permanent year-around dwelling, the Company will provide a single-phase line extension, excluding service drop, at no additional charge for a distance of 600 feet, of which no more than 200 feet is a lateral extension on the customer's private property. For each permanent seasonal-type dwelling, the Company will provide at no extra charge a 200-foot extension from a main line distribution feeder. Distribution line extension in excess of the above footages will require an advance deposit in the entire amount of the excess construction costs. There will also be a non-refundable contribution equal to the cost of right-of-way clearing. Three-phase extensions will be on the same basis as Commercial and Industrial.

(2) Measurement - The length of any main line distribution feeder extension will be measured along the route of the extension from the Company's nearest facilities from which the extension can be made to the customer's property line. The length of any lateral extension on the customer's property shall be measured from the customer's property line to the service pole. Should the Company for its own reasons choose a longer route, the applicant will not be charged for the additional distance; however, if the customer requests special routing of the line, the customer will be required to pay the extra cost resulting from the special routing.

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C3. CONSTRUCTION POLICY (Contd)

C3.2 Extension Policy: - Overhead and Underground Facilities (Contd)

A. Residential Service (Contd)

(3) Refunds - During the five- (5) year period immediately following the date of payment, the Company will make refunds of the charges paid for a financed extension under provisions of paragraph C3.2.A.(1), Sheet No. C-19.0. The amount of any such refund shall be $500 for each permanent electric service subsequently connected directly to the facilities financed by the Customer. Directly connected Customers are those which do not require the construction of more than 300 feet of lateral primary distribution line. Such refunds will be made only to the original contributor. The total refund shall not exceed the refundable portion of the contribution.

B. Commercial, Industrial or Street Lighting Service

(1) Company Financed Extensions - The Company will finance the construction cost necessary to extend its facilities to serve commercial, industrial, or street lighting customers, when such investment does not exceed two (2) times the estimated additional annual distribution revenue anticipated to be collected from customers or street lighting units initially served by the extension or installation. Distribution revenues are those revenues generated by Customer and distribution related charges, not including revenues generated by power supply related charges. For Customers who receive service according to a bundled service schedule, revenue tests shall be based upon total annual revenues rather than distribution revenues.

(2) Charges - When the estimated cost of construction of such facilities exceeds the Company's maximum initial investment as defined in paragraph C3.2.B.(1) above, the applicant shall be required to make a deposit in the entire amount of such excess construction costs. Owners or developers of mobile home parks shall be required to deposit the entire amount of the estimated cost of construction, subject to the refund provisions of paragraph C3.2.B.(3), Sheet Number C-21.0.

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C3. CONSTRUCTION POLICY (Contd)

C3.2 Extension Policy: - Overhead and Underground Facilities (Contd)

B. Commercial, Industrial or Street Lighting Service (Contd)

(3) Refunds - The Company will make refunds on deposits collected under the provisions of paragraph C3.2.B. (2), Sheet No. C-20.0, in cases where actual experience shows that the electric revenues supplied by the customer are sufficient to warrant a greater initial investment by the Company. Such refunds shall be computed as follows:

(a) Original Customer - At the end of the first complete twelve-(12) month period immediately following the date of initial service, the Company will compute a revised initial investment based on two (2) times the actual distribution revenue provided by the original customer(s) in the twelve-(12) month period. Any amount by which twice the actual annual distribution revenue exceeds the Company's initial investment will be made available for refund to the customer; no such refund shall exceed the amount deposited under provisions of paragraph C3.2.B. (2), Sheet No. C-20.0. Distribution revenue is defined in Paragraph C3.2.B. (1), Sheet No. C-20.0.

(b) Additional New Customer - Refunds for directly connected to the financial extension during the refund period will be governed by paragraph C3.2.A.(3), Sheet No. C-20.0.

C. Service Extensions to Loads of Questionable Permanence

When service is requested for loads of questionable permanence such as, but not limited to, saw mills, mixer plants, gravel pits, oil wells, oil facilities, etc., the Company will install, own, operate and maintain all distribution facilities up to the point of attachment to the customer's service equipment subject to the following:

(1) Charges - Prior to commencement of construction, the customer shall make a deposit with the Company in the amount of the

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C3. CONSTRUCTION POLICY (Contd)

C3.2 Extension Policy: - Overhead and Underground Facilities (Contd)

C. Service Extensions to Loads of Questionable Permanence (Contd)

(1) Charges (Contd)

Company's estimated construction and removal costs less salvage. Such estimates shall include the cost of extending the Company distribution facilities and of increasing capacity of its existing facilities to serve the customer's load.

(2) Refunds - At the end of each year the Company will make a refund on the amount deposited from revenues derived from the customer for electric service from the facilities covered by the deposit. The amount of such refund for any given year or part thereof shall be computed as follows:

(a) Year-to-year for the first four years of the deposit period.

(i) Twenty percent (20%) of the deposit if this amount is equal to or less than 20% of the new annual distribution revenue, excluding fuel adjustment and sales tax revenues.

(ii) Twenty percent (20%) of the new annual distribution revenue excluding fuel adjustment and sales tax revenues if this amount is less than 20% of the deposit.

(b) The final year of the five-year refund period.

(i) If at the end of the five-year refund period the total distribution revenue for that period, excluding fuel adjustment and sales tax revenues, is equal to or greater than five (5) times the original deposit, the balance of the deposit will be refunded.

(ii) If at the end of the five-year refund period the total distribution revenue, excluding fuel adjustment and sales tax revenues, is less than five (5) times the original deposit, the refund for the fifth year will be applied in accordance with C3.2.C.(2)(a)(i) or C3.2.C.(2)(a)(ii) above.

Distribution revenue is defined in Paragraph C3.2.B. (1) Sheet Number C-20.0. No refund is to be made in excess of the deposit and the deposit shall bear no interest.

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C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy

A. General

This portion of the rules provides for the extension and/or replacement of underground electric distribution facilities.

The Company, at the request of the developer, will install an underground electric distribution system for all new residential subdivisions, mobile home parks, multiple occupancy building complexes and commercial subdivisions in cooperation with the developer or owner, evidenced by a signed agreement and in compliance with the following specific conditions:

(1) The developer or owners must provide for recorded easements or rights-of-way acceptable to the Company. The easements are to be coordinated with other utilities and will include easements for street lighting cable.

(2) The developer or owner must provide for grading the easement to finished grade or for clearing the easement of trees, large stumps and obstructions sufficiently to allow trenching equipment to operate. Survey stakes indicating easements, lot lines and grade must be in place. 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.

(Continued on Sheet No. C-24.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-23.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

A. General (Contd)

(3) The developer or owner requesting underground construction must make a non-refundable contribution to the Company for primary switching cabinets. When a switching cabinet is required exclusively for one customer, that customer will contribute the actual installed cost of the switching cabinet. When more than one customer is served from the switching cabinet, each customer's contribution will be prorated total installed cost of the switching cabinet based on the number of positions required for each customer.

(4) If trenching is required where practical difficulties exist, such as in rock or in sodden ground or when boring under streets, driveways, patios or any other paved areas, the contribution in aid of construction shall be an amount equal to the total construction costs.

(5) The developer or owner will be responsible for any costs of relocating Company facilities to accommodate changes in grade or other changes after underground equipment is installed, and also be responsible for any damage to Company facilities caused by his operations or the operations of his contractors. An amount equal to the total costs involved, including overheads, is required for relocation or rearrangement of facilities, whether specifically requested by the developer or owner or due to the facilities becoming endangered by a change in grade.

(6) An additional amount equal to the actual cost per foot will be charged for practical difficulties associated with winter construction in the period from November 15 to April 30, inclusive. This charge will not apply to jobs which are ready for construction and for which the construction meeting has been held prior to September 30.

(Continued on Sheet No. C-25.0)

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(Continued from Sheet No. C-24.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

B. Residential Service

If underground is requested, these provisions will apply to permanent dwellings. Mobile homes will be considered permanent dwellings when meeting the Company's requirements for permanent installations.

(1) New Platted Subdivisions

Distribution facilities in all new residential subdivisions and existing residential subdivisions in which electric distribution facilities have not already been constructed shall be placed underground, except that a lot facing a previously existing street or county road and having an existing overhead distribution line on its side of the street or county road shall be served with an underground service from these facilities and shall be considered a part of the underground service area.

(a) Distribution System - The Company will install an underground distribution system, including primary and secondary cable and all associated equipment, to provide service to the lot line of each lot in the subdivision.

For purposes of definition, all one-family and two-family buildings on individual lots are residential. The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cables for new residential subdivisions. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and other utilities.

The service normally available from the system will be at secondary voltage, single-phase, three-wire, 60 hertz. Three-phase service will be made available for schools, pumping stations, and other special 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 installations of cable.

(Continued on Sheet No. C-26.0)

(Continued from Sheet No. C-25.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

B. Residential Service (Contd)

(1) New Platted Subdivisions (Contd)

(a) Distribution System (Contd)

The use of the lot front foot measurements in these rules shall not be construed to require that the underground electric distribution system be placed at the front of the lot.

Where sewer and/or water lines will parallel Company cables, taps must be extended into each lot for a distance of four (4) feet beyond the route of the cables prior to installation of the cables.

The property owner shall not make any changes in established grade in or near the easement that will interfere with utility facilities already installed. In the event the property owner requests relocation of facilities, or such facilities are endangered by change in grade, the property owner shall pay the cost of the relocation or rearrangement of the facilities.

(i) Charges - Prior to commencement of construction, the owner or developer shall deposit with the Company an amount equal to the estimated cost of construction of the distribution system.

(ii) Refunds - Following completion of its construction work order covering construction of the distribution system, the Company will refund any amount by which its original estimate exceeds the actual construction costs. During the five (5) year period immediately following completion of the construction, the Company will refund $500 for each permanent residential customer connected within the subdivision. Such refunds will be made only to the original depositor and in total shall not exceed the refundable portion of the deposit. The deposit shall bear no interest.

(Continued on Sheet No. C-27.0)

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(Continued from Sheet No. C-26.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

B. Residential Service (Contd)

(1) New Platted Subdivisions (Contd)

(a) Distribution System (Contd)

(iii) Measurement - The front foot measurement of each lot to be served by a residential underground distribution system shall be made along the contour of the front lot line. The front lot line is that line which usually borders on or is adjacent to a street. However, when streets border on more than one side of a lot, the shortest distance shall be used. In case of a curved lot line which borders on a street or streets and represents at least two sides of the lot, the front foot measurement shall be considered as one-half the total measurement of the curved lot line. The use of the lot front foot measurement in these rules shall not be construed to require that the underground electric distribution facilities be placed at the front of the lot.

(b) Service Laterals - The Company will install, own, operate and maintain an underground service lateral from termination of its facilities at the property line to a metering point on each new residence in the subdivision.

(i) Maximum Length - The maximum service length is 200 feet. For service over 200 feet the applicant will be required to make a non-refundable deposit for the entire amount of excess construction costs over 200 feet.

(ii) Measurement - The "trench feet" shall be determined by measuring from the termination of Company facilities at the property line along the route of the trench to a point directly beneath the electric meter.

(Continued on Sheet No. C-28.0)

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April 9, 2008
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(Continued from Sheet No. C-27.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

B. Residential Service (Contd)

(2) Other Residential Underground Facilities

(a) At the option of the applicant(s), the Company will provide underground facilities from existing overhead facilities in unplatted areas or in subdivisions where overhead electric distribution facilities have been installed.

(b) 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 the service to other customers. The Company may designate portions of existing subdivisions as "underground service areas" where, in the Company's opinion, such designation would be desirable for aesthetic or technical reasons. All future applicants for service in areas so designated will be provided with underground service subject to the applicable provisions of these rules.

(3) Extension of Existing Distribution Systems in Platted Subdivisions

Any such extension shall be considered a distinct, separate unit, and any subsequent extensions therefrom shall be treated separately.

(a) Charges - Charges will be in accordance with charges as set forth in paragraph C3.2.A.(1), Sheet Number C-19.0.

(b) Refunds - The Company will make available for refund to the original depositor from amounts contributed in aid of construction by subsequent applicants as provided in paragraph C3.3.B.(3)(a) above the amount included in the original deposit to cover the front footage of the lost(s) owned by the subsequent applicant(s). The total amount refunded shall not exceed the amount of the original deposit, and will be made only to the original depositor. The Company will endeavor to maintain records for such purposes but the depositor is ultimately responsible to duly notify the Company of refunds due; any refund not claimed within five (5) years after completion of construction shall be forfeited. Refunds made under the provisions of the paragraph shall be in addition to refunds made under the Company's overhead extension policy.

(Continued on Sheet No. C-29.0)

(Continued from Sheet No. C-28.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

B. Residential Service (Contd)

(3) Extension of Existing Distribution Systems in Platted Subdivisions (Contd)

(c) Measurement - The lot front footage used in computing charges and contributions in paragraph C3.3.B.3)(a), Sheet No. C-28.0 shall be measured the same as for new subdivisions as set forth in paragraph C3.3.B.(1).(a).(3a), Sheet No. C-27.0. The front footage used in determining the amount of the original deposit or any refunds of subsequent contributions shall include only the frontage of lots directly served by the distribution system extension covered by the original deposit.

(4) Distribution Systems in Unplatted Areas

(a) Easement(s) - The Company will extend its primary or secondary distribution system from existing overhead or underground facilities. When any such extension is made from an existing overhead system, the property owner may be required to provide an easement(s) for extension of the overhead system to a pole on his property where transition from overhead to underground can be made.

(b) Contribution - Prior to commencement of construction, the applicant shall make a contribution in aid of construction as set forth in paragraph C3.2.A.(1), Sheet Number C-19.0. Refunds will be based on the refund policy as set forth in paragraph C3.2.A.(3), Sheet Number C-20.0.

(5) Service Laterals

The Company will install, own, operate and maintain an underground service lateral from the termination of its primary or secondary system to a metering point on each new residence to be served. Such underground service laterals may be served either from an underground or overhead system.

(a) Maximum Length - The maximum service length is 200 feet. For service over 200 feet the applicant will be required to make a non-refundable deposit for the entire amount of excess construction costs over 200 feet.

(b) Measurement - The "trench length" shall be determined by measuring from the pole or underground secondary terminal to which the service lateral is connected along the route of the lateral trench to a point directly beneath the electric meter.

(Continued on Sheet No. C-30.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-29.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

C. Non-residential Service

(1) Commercial Service - Distribution facilities in the vicinity of new commercial loads and built soley to serve such loads will be placed underground (optional for companies serving the Upper Peninsula.) This includes service to all buildings used primarily for business purposes, where the major activity is the sale of goods or services at wholesale or retail. This category shall include, but not be limited to, apartment houses, motels and shopping centers.

(a) It shall not be mandatory that any new commercial or industrial distribution systems or service connections be placed underground where, in the Company's judgment, any of the following conditions exist:

(i) Such facilities would serve commercial or industrial customers having loads of temporary duration; or

(ii) Such facilities would serve commercial or industrial customers in areas where little aesthetic improvement would be realized if such facilities were placed underground; or

(iii) Such facilities would serve commercial or industrial customers in areas where it is impractical to design and place such facilities underground, because of uncertainty of the size and character of the loads to be ultimately served therefrom.

(b) The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cables for new commercial subdivision. Generally, the trenches will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.

(Continued on Sheet No. C-31.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-30.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

C. Non-residential Service (Contd)

(1) Commercial Service (Contd)

(c) The service for individual customers within a commercial subdivision will be furnished as provided for in "underground service connections." Certain related equipment, such as pad-mounted transformers, switching equipment and service pedestals, may be above grade.

(d) In the event the developer(s), owner(s), customer(s) or tenant(s) request relocation of facilities which are endangered by change in grade, the total cost of relocation or rearrangement of the facilities shall be borne by the requesting party(ies).

(e) The Company will install "underground service connections" to commercial and industrial customers and other installations within designated underground districts in cooperation with the developer or owner, evidenced by a separate signed agreement, subject to the following specific conditions:

(i) When required, the developer or owner must provide suitable space and the necessary foundations and/or vaults for equipment, and provide trenching, back-filling, conduits and manholes acceptable to the Company, for installation of cables on his property.

(ii) Contribution - Contributions will be in accordance with charges as set forth in paragraph C3.2.B.(1) on Sheet Number C-20.0.

(iii) Measurement - "Trench length" shall be determined by measuring along the centerline of the trench as follows:

Primary Extensions - shall be measured along the route of the primary cable from the transition pole to each transformer or other primary termination.

(Continued on Sheet No. C-32.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-31.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

C. Non-residential Service (Contd)

(1) Commercial Service (Contd)

(e) (iii) Measurement (Contd)

Secondary Extensions - shall be measured from each transformer or other secondary supply terminal along the route of the secondary cable to each secondary pedestal or termination. No charge will be made for secondary cable laid in the same trench with primary cable.
Service Laterals - shall be measured from the pole or underground secondary terminal to which the service lateral is connected along the route of the lateral trench to the point of connection to the customer's facilities. No charge will be made for service laterals laid in the same trench with primary or secondary cable.

(2) Industrial Service - Distribution facilities in the vicinity of new industrial loads and built solely to serve such loads will be placed underground at the option of the applicant. This includes service to all buildings used primarily for the assembly, processing or manufacturing of goods.
Contribution - Contributions will be in accordance with charges as set forth in paragraph C3.2.B.(1), Sheet Number C-20.0.

(3) Mobile Home Parks - Distribution facilities in new mobile home parks shall be placed underground. Extension from existing overhead systems in mobile home parks will be placed underground at the option of the park owner.

(a) 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. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.

(Continued on Sheet No. C-33.0)

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(Continued from Sheet No. C-32.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

C. Non-residential Service (Contd)

(3) Mobile Home Parks (Contd)

(b) The service for tenant loads normally available from the system will be at secondary voltage, single-phase, 120/240 volt, three-wire, 60 hertz. 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.

(c) This service is limited to mobile home parks in which the service is metered by the Company at secondary voltage.

(d) Company cables shall be separated by at least five feet from paralleling underground facilities which do not share the same trench. The park owner's cable systems, such as community antenna systems, should be in separate trenches, if possible. Subject to an agreement with the Company, these cable systems may occupy the same trench. The park owner must agree to pay a share of the trenching cost plus the extra cost of the additional backfill, if required, and agree to notify the other using utilities when maintenance of his cables requires digging in the easement.

(e) The park owner must provide for each mobile home lot a meter pedestal of a design acceptable to the Company.

(f) 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.

(g) Contribution - Contributions will be in accordance with charges as set forth in paragraph C3.2.A.(1) Sheet Number C-19.0.

(Continued on Sheet No. C-34.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-33.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

D. Other Conditions

(1) Obstacles to Construction - Where unusual construction costs are incurred by the Company due to physical obstacles such as, but not limited to: rock, surface water; frost; other utility facilities; heavy concentration of tree roots; or roadway crossing, the applicant(s) shall make a nonrefundable contribution in aid-of-construction equal to the total construction cost. The Company reserves the right to refuse to place its facilities under road or railroad rights-of-way in cases where, in the Company's judgment, such construction is impractical.

(2) Contribution - Prior to commencement of construction, the applicant(s) shall make a contribution in aid-of-construction as required by the extension rules. Refunds will be based on the refund policy as stated in Extension Policy – Overhead and Underground Facilities, Residential Service, Refunds, paragraph C3.2.A.(3), Sheet No. C-20.0.

(3) Replacement of Overhead Facilities - Existing overhead electric distribution lines shall, at the request of applicant(s), be replaced with underground facilities where, in the opinion of the Company, such replacement will not be detrimental to the electric service to other customers.

Before construction is started, the applicant(s) shall be required to pay the Company the depreciated cost (net cost) of the existing overhead facilities, plus the cost of removal, less the value of materials salvaged, and also make a contribution in aid-of-construction toward the installation of underground facilities in an amount equal to the estimated cost of the underground facilities.

(4) Underground Installations for Company Convenience - Where 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. All other costs will be governed by the Company's Extension Policy.

(Continued on Sheet No. C-35.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-34.0)

C3. CONSTRUCTION POLICY (Contd)

C3.3 Underground Service Policy (Contd)

D. Other Conditions (Contd)

(5) Underground Extensions on Adjacent Lands - When a primary extension to serve an applicant or group of applicants must cross adjacent lands on which underground construction is required by the property owner (such as on state or federal lands) the applicant(s) shall make a contribution equal to the estimated difference in cost between the underground and equivalent overhead facilities. The Company may establish a per-foot charge to be considered the difference in cost. Such charge shall be adjusted from time to time to reflect the Company's actual construction cost experience.

(6) Local Ordinances - The Company reserves the right, where local ordinances requirements are more stringent than these rules, to apply to the Michigan Public Service Commission for such relief as may be necessary.

(7) Equipment Rental - Rental of electric utility equipment is available upon approval of the Company. Monthly charges shall be 2.00% of the installed cost of the facilities, but shall in no case be less than $1.00.

(Continued on Sheet No. C-36.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-35.0)

C3. CONSTRUCTION POLICY (Cont'd)

C3.4. Miscellaneous General Construction Policy

Except where specifically designated as overhead or underground construction policies, the following general policies will be applied to either overhead or underground construction:

A. Easements and Permits

(1) New Residential Subdivisions - The developer of a new residential subdivision shall cause to be recorded with the plat of the subdivision a public utility easement approved by the Company for the entire plat. Such easement shall include a legal description of areas within the plat which are dedicated for utility purposes, and also other restrictions as shall be determined by the Company for construction, operation, maintenance and protection of its facilities.

(2) Other Easements and Permits - Where suitable easements do not exist, the Company will provide the necessary easement forms and solicit their execution. The applicant(s), as a condition of service, will be ultimately responsible for obtaining all easements and permits as required by the Company for construction, operation, maintenance and protection of the facilities to be constructed. Where state and federal lands are to be crossed to extend service to an applicant or group of applicants, the additional costs incurred by the Company for rights-of-way and permit fees shall be borne by the applicant(s).

B. Temporary Service

Customers desiring temporary service for a short time only, such as for construction jobs, traveling shows, outdoor or indoor entertainments or exhibitions, etc., shall pay the charge per customer per month provided in applicable rate schedules. In addition, such customer shall pay installation and removal charges as follows:

(1) When 120/240 volt single-phase service is desired and when such service can be provided at the site without exceeding 100 feet overhead or ten (10) feet underground at the time temporary service is desired, the charge for installation and removal of temporary, single-phase, three-wire, 120/240 volt service shall be:

For Temporary Overhead Service $***180.00***

(Continued on Sheet No. C-37.0)

Michigan Public Service Commission
December 30, 2024
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(Continued from Sheet No. C-36.0)

C3. CONSTRUCTION POLICY (Contd)

C3.4. Miscellaneous General Construction Policy (Contd)

(2) When 120/240 volt single-phase service is desired and requires more than 100 feet overhead or ten (10) feet underground of extension, or if other than 120/240 volt single-phase service is desired, the charge for installation and removal shall be based on the cost thereof.

The customer shall be required to deposit with the Company in advance of construction an amount (in excess of any salvage realized) to cover the cost of installing and removing temporary facilities, plus the estimated cost of service under the terms of applicable rate schedules. Meters may be read daily and the deposit modified as the energy used may justify such modifications.

If service extends for a period in excess of six consecutive months, the customer may qualify for other of the Company's available rates, provided he meets all of the applicable provisions of the filed tariffs.

C3.5. Moving of Buildings or Equipment

When the Company is requested to assist in the moving of buildings or equipment through, under or over the Company's distribution lines, the Company will require a deposit from the mover in advance of providing such assistance. The amount of the deposit required will be based upon the Company's estimate of the probable cost, but in no event will the required deposit be less than $100. Upon completion of moving assistance, the Company will determine actual costs and will bill or credit the mover according to the difference between actual costs and the deposit, except that the minimum actual cost will not be less than $100. Actual costs will be determined in accordance with the following:

A. Within regular working hours:

(1) Average individual wage rate applicable to employee(s) involved.

(2) Actual material used.

(3) Appropriate overhead charges.

(Continued on Sheet No. C-38.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-37.0)

C3. CONSTRUCTION POLICY (Contd)

C3.5. Moving of Buildings or Equipment (Contd)

B. Outside regular working hours:

(1) Overtime wage rate applicable to employee(s) involved.

(2) Actual materials used.

(3) Appropriate overhead charges.

(4) The Minimum billing for Moving Assistance shall not be less than $100.00.

C3.6. Relocation of Facilities

A. The Company will cooperate with political subdivisions in the construction, improvement or rehabilitation of public streets and highways. It is expected that the Company will receive reasonable notice so that any required relocation work can be properly scheduled.

B. If the Company's poles, anchors, or other appurtenances are located within the confines of the public right-of-way, the Company will make the necessary relocation at its own expense with exceptions:

(1) The facilities were originally installed within the confines of the public right-of-way at the request of the political entity.

(2) Existing facilities being within the confines of a new public right-of-way obtained after the construction of the Company's facilities.

(3) Facilities provide public services such as lighting, traffic signals, etc.

C. If the Company's poles, anchors or other appurtenances are located on private property, the political subdivision must agree in advance to reimburse the Company for any expenses involved in relocating its facilities.

(Continued on Sheet No. C-39.0)

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April 9, 2008
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(Continued from Sheet No. C-38.0)

C3. CONSTRUCTION POLICY (Contd)

C3.6. Relocation of Facilities (Contd)

D. When the Company is requested to relocate its facilities for reasons other than road improvements, any expense involved will be paid for by the firm, person or persons requesting the relocation, unless one or more of the following conditions are met:

(1) The relocation is made for the convenience of the Company.

(2) The relocation is associated with other regularly scheduled conversion or construction work at the same location and can be done at the same time.

E. Before actual relocation work is performed under paragraphs C3.6.C., Sheet No. C-38.0 and 3.6.D., above, the Company will estimate the cost of moving the poles, anchors, or other appurtenances and an advance deposit in the amount of the estimate must be received from the firm, person or persons requesting such relocation. Upon completion of relocation work, the Company will determine the actual costs of the relocation, and the firm, person or persons requesting the relocation will be billed or credited for the difference between the advance deposit and the actual cost.

C3.7. Construction Schedules

Scheduling of construction shall be done on a basis mutually agreeable to the Company and the applicant. The Company reserves the right not to begin construction until the customer has demonstrated to the Company's satisfaction his intent to proceed in good faith with installation of his facilities by acquiring property ownership, obtaining all necessary permits and/or, in the case of mobile homes, meeting the Company's requirements for permanency.

C3.8. Design of Facilities

The Company reserves the right to make final determination of selection, application, location, routing and design of its facilities. Where excessive construction costs are incurred by the Company at the request of the customer, the customer may be required to reimburse the Company for such excess costs.

(Continued on Sheet No. C-40.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-39.0)

C3. CONSTRUCTION POLICY (Contd)

C3.9. Billing

For customer(s) who fail to take service two (2) months after an extension has been completed to the premises and within the time period requested by the customer(s), the Company shall have the right, after said two (2) month period, to commence billing the customer under the Company's applicable rates and rules for the type of service requested by the customer(s).

C3.10. Service to Islands

The Company will install, own and maintain the electric distribution facilities required to serve a group of customers located on an island. Where they may be only an individual customer located on a private island, the Company will install the metering facilities on the mainland adjacent to the water crossing. The customer will be responsible for obtaining all required permits, and the installation, maintenance, repair, replacement, and ownership of all facilities beyond the Company's point of metering.

(Continued on Sheet No. C-41.0)

Michigan Public Service Commission
April 9, 2008
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(Continued from Sheet No. C-40.0)

C4. EMERGENCY ELECTRICAL PROCEDURES

C4.1 General

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

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

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

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

C. "Hospitals", which will be limited institutions providing medical care to patients and where surgical procedures are performed.

D. Life support equipment, such as kidney machine or respirator, used to sustain the life of a person.

E. "Water Pumping Plants", which will be limited to publicly-owned facilities essential to the supply of potable water to a community.

F. "Sewage Plants", which will be limited to publicly-owned facilities essential to the collection, treatment or disposal of a community's sewage.

G. Radio and television stations utilized for the transmittal of emergency messages and public information broadcasts related to these procedures.

(Continued on Sheet No. C-42.0)

Michigan Public Service Commission
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(Continued from Sheet No. C-41.0)

C4. EMERGENCY ELECTRICAL PROCEDURES

C4.1 General (Contd)

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

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

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

C4.2. Sudden or Unanticipated Short-Term Capacity Shortage

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

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

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

(Continued on Sheet No. C-43.0)

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(Continued from Sheet No. C-42.0)

C4. EMERGENCY ELECTRICAL PROCEDURES

C4.3. Anticipated or Predictable Short-Term Capacity Shortages in the Company's System

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

A. The internal demand of substations, officers and other premises owned by the Company will be reduced to the largest extent consistent with the maintenance of service.

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

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

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

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

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

(Continued on Sheet No. C-44.0)

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(Continued from Sheet No. C-43.0)

C4. EMERGENCY ELECTRICAL PROCEDURES

C4.4. 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 of fuel shortage in the area, which cannot be relieved by sources of generation within or outside the system, the following actions will be taken in the order noted as required:

A. Curtail use during hours of maximum system demand of nonessential energy on premises controlled by the Company, including parking and large area lighting and interior lighting, except lighting required for security and safety, and other uses of energy both during and outside normal business hours.

B. Initiate voluntary energy curtailment during hours of maximum system demand of all customers by requesting, through mass communication media, voluntary curtailment by all customers of a minimum of ten percent of their electric use. This use will include lighting, air conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads than can be curtailed or deferred to off-peak hours.

C. Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis, in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two (2) hours and the total interruption should not exceed four (4) hours in any twenty-four (24) hour period without prior notification to the Commission.

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

C4.5. Emergency Procedures of Wholesale Suppliers

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

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(Continued from Sheet No C-44.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY

C5.1. Definitions

A. "Aggregate Data" means any 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" or "Company Agent" means an entity or person performing a function or service under contract with or on behalf of the Company, including, but not limited to customer service, energy management, energy efficiency programs, payment assistance, payroll services, bill collection, 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 nonresidential purposes.

D. "Customer Account Information" means personally identifiable information including Personal Data and Customer Usage Data. 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, load management, or energy efficiency.

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

(Continued on Sheet No. C-46.0)

(Continued from Sheet No C-45.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.1. Definitions (Contd)

F. ***"Informed Customer Consent" means, in the case where consent is required: the customer is advised of the (1) 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. In no case shall silence by the customer ever be construed to mean Informed Customer Consent. Customer consent must be documented and may be in writing, electronically, or through recording of an oral communication and shall remain in effect until withdrawn by the customer. Customer consent forms can be requested by calling Customer Service at 1-800-895-4999 or by obtaining online at the Company's website at www.xcelenergy.com.***

G. "Personal Data" [or "Personally Identifiable Information"] means specific pieces of information collected or known by the Company that can be used to identify or trace to a specific individual and that merit special protection including, but not limited to, the standard types of positive identification information used to establish an account. Personal Data [Personally Identifiable Information] includes, but is not limited to, name, address, 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.

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(Continued from Sheet No C-46.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.1 Definitions

H. "Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the customer where there is an authorized business need or emergency response 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 in the Company's approved tariff or; (4) plan, implement, or evaluate, energy assistance, energy management, renewable energy or energy efficiency programs 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.

(Continued on Sheet No. C-48.0)

(Continued from Sheet No C-47.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.2. Collection and Use of Data and Information

A. The Company, its Contractor or Company Agent collects Customer Account Information as necessary to accomplish Primary Purposes only. Informed Customer Consent is NOT necessary for Primary Purposes.

B. Informed Customer Consent is necessary before collection or use of Customer Account Information for a Secondary Purpose.

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.

C5.3. 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.

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.

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(Continued from Sheet No C-48.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.4. Disclosure to Company Agents or 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.

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 Contactor 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 non-disclosure agreements.

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C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.5. Customer Access to Data

A. 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.

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 twenty-four 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.

C. A Customer may request their consumption data by calling Customer Service at 1-800-895-4999 or by requesting such information online at the Company's website at www.xcelenergy.com using My Energy and Green Button. Upon positive verification, the information will be provided.

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

E. Customers have the right to share their own Customer Account Information with third parties of their choice to obtain services or products provided by those third parties. These services or products may include, but are not limited to, inhome displays, or energy audits.

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(Continued from Sheet No C-50.0)

C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.5. Customer Access to Data (Contd)

F. 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 obtained by calling Customer Service at 1-800-895-4999, or by requesting such online at the Company's website www.xcelenergy.com. Once the Company obtains Informed Customer Consent from the customer, the Company shall release the requested customer account data to the third party within 10 business days. The Company will provide the requested data in PDF format.

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.

G. 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.

(Continued from Sheet No C-51.0)

C5 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C5.6. 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 the 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 Customers can direct additional questions or obtain additional information.

C5.7. Limitation of Liability

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