

PENINSULAR GAS COMPANY
RATE SCHEDULE
RESIDENTIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available to any residential customer for residential usage in a single family dwelling served by an individual meter. Not available for gas purchased for resale.

Net Rates

Customer Charge: \$5.75 per customer per month, plus
*Distribution Charge: 14.420¢ per 100 cubic feet, plus
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

*NOTE: For the twelve-month billing period beginning July, 1987 through June, 1988, the distribution charge shall be 13.9973¢ per ccf reflecting a reduction of 0.4227¢/ccf as required by the Michigan Public Service Commission's June 30, 1987 Order in Case No. U-8825.

MINIMUM CHARGE

The monthly customer charge of \$5.75.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance net of taxes, shall be added to any bill which is delinquent.

CANCELLED BY
ORDER U-11187
REMOVED BY S. J. DE 1012
DATE 10 23 97

ISSUED JULY 2, 1987
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
JULY 1, 1987

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED JUNE 30, 1987
IN CASE NO. U- 8825

PENINSULAR GAS COMPANY
RATE SCHEDULE

RESIDENTIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available to any residential customer for residential usage in a single family dwelling served by an individual meter. Not available for gas purchased for resale.

Net Rates

Customer Charge: \$5.75 per customer per month, plus
Distribution Charge: 14.420¢ per 100 cubic feet, plus
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

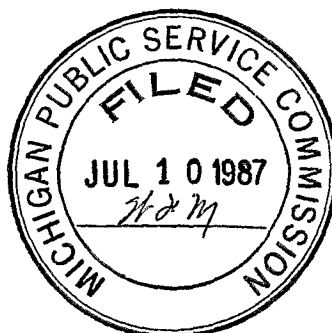
The monthly customer charge of \$5.75.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

ISSUED JUNE 17, 1987 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY
ORDER U-8825
REMOVED BY WJM
DATE 7-17-87



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
JULY 1, 1987
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED JUNE 16, 1987
IN CASE NO. U- 8698

PENINSULAR GAS COMPANY

RATE SCHEDULE

RESIDENTIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available to any residential customer for residential usage in a single family dwelling served by an individual meter. Not available for gas purchased for resale.

Net Rates

Customer Charge: \$5.75 per customer per month, plus
Distribution Charge: 14.555¢ per 100 cubic feet, plus
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

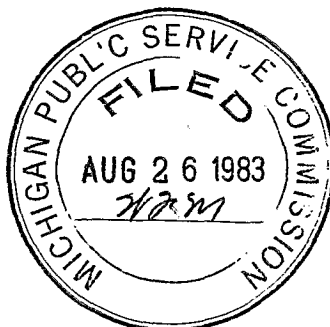
The monthly customer charge of \$5.75.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

CANCELLED BY ORDER <u>U-8698</u>
REMOVED BY <u>HJM</u>
DATE <u>7-10-87</u>

ISSUED June 28, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER

June 29, 1983
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED June 28, 1983
IN CASE NO. U-7504

RATE SCHEDULE

RESIDENTIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available to any residential customer for residential usage in a single family dwelling served by an individual meter. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge: \$5.75 per customer per month

Plus

Commodity Charge: 59.596 cents per 100 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge of \$5.75.

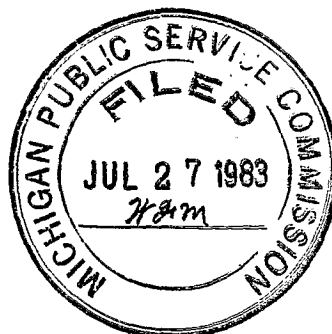
PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent. A bill is considered delinquent if payment is not received 5 days after the due date. A late payment charge shall not apply to Customers participating in the Winter Protection Plan described in U-4240.

ISSUED February 15, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
February 16, 1983

CANCELLED BY
ORDER U-7503 U7504
REMOVED BY WFM
DATE 8-28-83



ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED February 15, 1983
IN CASE NO. U-7278

PENINSULAR GAS COMPANY

RATE SCHEDULE

RESIDENTIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available to any residential customer for residential usage in a single family dwelling served by an individual meter. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge: \$5.50 per customer per month

Plus .

Commodity Charge: 41.416 cents per 100 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge of \$5.50.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered.

CANCELLED BY ORDER <u>U-7278</u>
REMOVED BY <u>Wfm</u>
DATE <u>7-27-83</u>

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED January 20, 1982
IN CASE NO. U-6922

RATE SCHEDULE

GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all Customers served with natural gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge \$5.25 per Customer per month

plus

Commodity Charge: 32.556 cents per 100 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

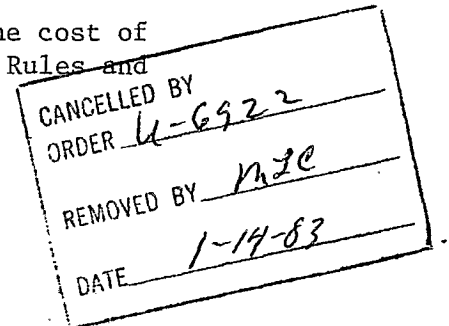
This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge of \$5.25.

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

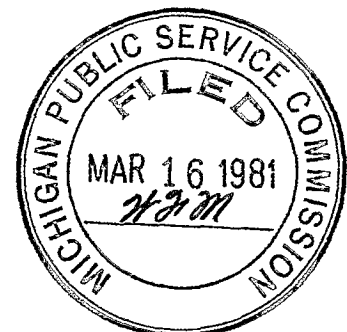


Issued: February 11, 1981

Effective: February 11, 1981

Issued under the authority of the Michigan Public Service Commission Order dated February 10, 1981 in Case No. U-6630.

Issued by: William March, President



Peninsular Gas Company
M.P.S.C. No. 2

First Revised Sheet No. 17
(Cancels Original Sheet No. 17)

RATE SCHEDULE

GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all Customers served with natural gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Customer Charge: \$ 3.00 per Customer per month

plus

Commodity Charge: 23.720 cents per 100 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly customer charge of \$3.00.

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

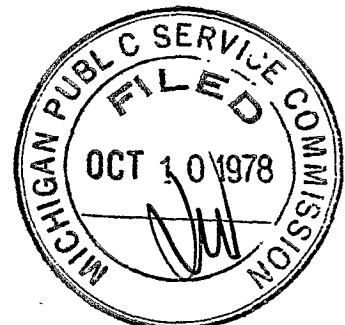
CANCELLED BY	ORDER	U-6630
REMOVED BY		<i>W/L</i>
DATE		3/16/81

Issued: September 28, 1978

Effective: September 29, 1978

Issued under the authority of the Michigan Public Service Commission Order dated September 28, 1978 in Case No. U-5806

Issued by : L. L. Lawrence, President



RATE SCHEDULE

GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all Customers served with natural gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge: \$ 3.00 per Customer per month

plus

Commodity Charge:	13.050 cents per 100 cubic feet for the first 30,000 cubic feet used per month
CANCELLED BY ORDER <u>U-58016</u>	
REMOVED BY <u>KW</u>	10.000 cents per 100 cubic feet for all use over 30,000 cubic feet per month
DATE <u>11/1/78</u>	

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

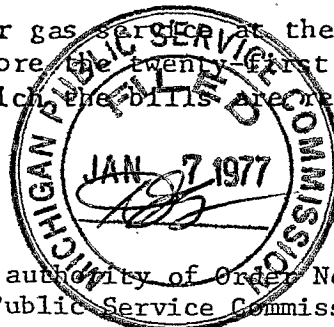
MINIMUM CHARGE

The monthly service charge of \$3.00.

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

Issued December 20, 1976
L. L. Lawrence, President



Effective December 20, 1976

Issued under authority of Order No. U-5175 of Michigan Public Service Commission dated December 20, 1976.

PENINSULAR GAS COMPANY
RATE SCHEDULE
GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all commercial or industrial customers served with natural gas. Not available for gas purchased for resale.

Net Rates	Customer Category		
	Class I	Class II	Class III
Customer Charge per Customer per Month:	\$ 5.75	\$17.75	\$52.50
Plus,			
*Distribution Charge: 14.420¢ per 100 cubic feet			
Plus,			
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16.			

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

*NOTE: For the twelve-month billing period beginning July, 1987 through June, 1988 the distribution charge shall be 13.9973¢ per ccf reflecting a reduction of 0.4227¢/ccf as required by the Michigan Public Service Commission's June 30, 1987 Order in Case No. U-8825.

MINIMUM CHARGE

The monthly customer charge.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

SERVICE CLASS:

The service class shall be determined by the maximum monthly usage in the prior 12-month calendar period as follows:

Class I	0 - 200 Mcf/Month
Class II	201 - 1000 Mcf/Month
Class III	Over 1000 Mcf/Month

New customers (unless they request otherwise) will be placed in Class I until such time as data is available to classify them.

CANCELLED BY
ORDER U-11127
REMOVED BY S. DeWitt
DATE 10-23-87

ISSUED JULY 2, 1987
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
JULY 1, 1987
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED JUNE 30, 1987
IN CASE NO. U-8825

PENINSULAR GAS COMPANY

RATE SCHEDULE
GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all commercial or industrial customers served with natural gas. Not available for gas purchased for resale.

<u>Net Rates</u>	<u>Customer Category</u>		
	<u>Class I</u>	<u>Class II</u>	<u>Class III</u>
Customer Charge per Customer per Month:	\$ 5.75	\$ 17.75	\$ 52.50
Plus, Distribution Charge: 14.420¢ per 100 cubic feet			
Plus, Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16.			

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

The monthly customer charge.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

SERVICE CLASS:

The service class shall be determined by the maximum monthly usage in the prior 12-month calendar period as follows:

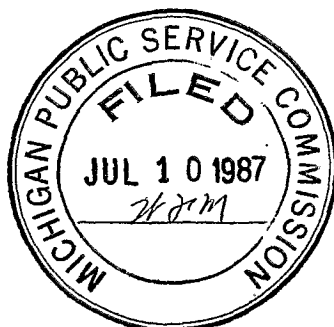
Class I	0 - 200 Mcf/Month
Class II	201 - 1000 Mcf/ Month
Class III	Over 1000 Mcf/Month

New customers (unless they request otherwise) will be placed in Class I until such time as data is available to classify them.

ISSUED JUNE 17, 1987 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
JULY 1, 1987
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED JUNE 16, 1987
IN CASE NO. U- 8698

CANCELLED BY ORDER <u>U-8825</u>
REMOVED BY <u>WJM</u>
DATE <u>7-17-87</u>



PENINSULAR GAS COMPANY

RATE SCHEDULE

GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all commercial or industrial customers served with natural gas. Not available for gas purchased for resale.

<u>Net Rates</u>	<u>Customer Category</u>		
	<u>Class I</u>	<u>Class II</u>	<u>Class III</u>
Customer Charge per Customer per Month:	\$ 5.75	\$ 17.75	\$ 52.50
Plus,			
Distribution Charge: 14.555¢ per 100 cubic feet			
Plus,			
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16.			

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

The monthly customer charge.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

SERVICE CLASS:

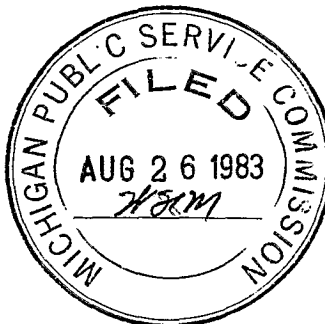
The service class shall be determined by the maximum monthly usage in the prior 12-month calendar period as follows:

Class I	0 - 200 Mcf/Month
Class II	201 - 1000 Mcf/Month
Class III	Over 1000 Mcf/Month

New customers (unless they request otherwise) will be placed in Class I until such time as data is available to classify them.

ISSUED June 28, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY ORDER <u>U-8698</u>
REMOVED BY <u>WJM</u>
DATE <u>7-10-87</u>



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
June 29, 1983
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED June 28, 1983
IN CASE NO. U-7504

RATE SCHEDULE

GENERAL GAS SERVICE

APPLICATION OF SCHEDULE

Available at each point of delivery for all commercial or industrial customers served with natural gas. Not available for gas purchased for resale.

NET MONTHLY RATES

	<u>Service Category</u>		
	<u>Class I</u>	<u>Class II</u>	<u>Class III</u>
Service Charge:	5.75	17.75	52.50

Plus

Commodity Charge per 100 cubic feet 59.596 cents per 100 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge.

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

SERVICE CLASS

The Service class shall be determined by the maximum monthly usage in the prior 12-month calendar period as follows:

Class I	0 - 200 Mcf/Month
Class II	201 - 1000 Mcf/Month
Class III	Over 1000 Mcf/Month

New customers (unless they request otherwise) will be placed in Class I until such time as data is available to classify them.

ISSUED February 15, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY ORDER <u>U-7503 U7504</u>
REMOVED BY <u>WFM</u>
DATE <u>8-26-83</u>



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
February 16, 1983
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED February 15, 1983
IN CASE NO. U-7278

PENINSULAR GAS COMPANY
RATE SCHEDULE
GENERAL GAS SERVICE

CANCELLED BY
ORDER U-7278
REMOVED BY WFM
DATE 7-27-83

APPLICATION OF SCHEDULE

Available at each point of delivery for all commercial or industrial customers served with natural gas. Not available for gas purchased for resale.

NET MONTHLY RATES

	Service Category		
	Class I	Class II	Class III
Service Charge:	5.50	17.00	50.00
Plus			
Commodity Charge per 100 cubic feet:	41.416¢	41.416¢	41.416¢

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenues of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge..

PAYMENT

Bills rendered for gas service at the above rates are due and payable twenty-one days after the bills are rendered.

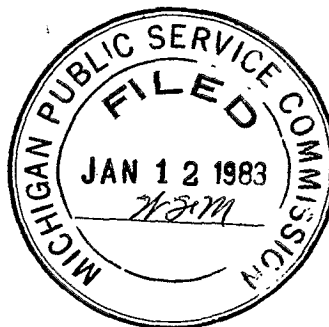
SERVICE CLASS:

The service class shall be determined by the maximum monthly usage in the prior 12-month calendar period as follows:

Class I	0 - 200 Mcf/Month
Class II	201 - 1000 Mcf/Month
Class III	Over 1000 Mcf/Month

New customers (unless they request otherwise) will be placed in Class I until such time as data is available to classify them.

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED January 20, 1982
IN CASE NO. U-6922

PENINSULAR GAS COMPANY

RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

Net Rates:

Customer Charge: \$75.00 per customer per month, plus
Distribution Charge: 10.581¢ per 100 cubic feet, plus
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price or revenues from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

The monthly customer charge of \$75.00.

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the due date shown thereon. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

UNAUTHORIZED USE

During period of complete or partial interruption, the customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

ISSUED JUNE 17, 1987 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
JULY 1, 1987

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED JUNE 16, 1987
IN CASE NO. U- 8698

CANCELLED BY
ORDER U 88 25
REMOVED BY Wm
DATE 7-17-87



PENINSULAR GAS COMPANY

RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

Net Rates:

Customer Charge: \$75.00 per customer per month, plus
Distribution Charge: 10.716¢ per 100 cubic feet, plus
Gas Cost Charge: The monthly gas cost charge as set forth on Sheet No. 16

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price or revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

MINIMUM CHARGE

The monthly customer charge of \$75.00.

PAYMENT

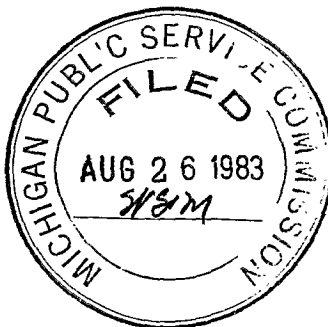
Bills rendered for gas service at the above rates are due and payable on or before the due date shown thereon. A late payment charge of 2% of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

UNAUTHORIZED USE

During periods of complete or partial interruption, the customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

ISSUED June 28, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY ORDER <u>U-8698</u>
REMOVED BY <u>WJM</u>
DATE <u>7-10-87</u>



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
June 29, 1983
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED June 28, 1983
IN CASE NO. U-7504

RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge: \$75.00 per customer per month

Plus

Commodity Charge: \$5.5757 per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge of \$75.00.

PAYMENT

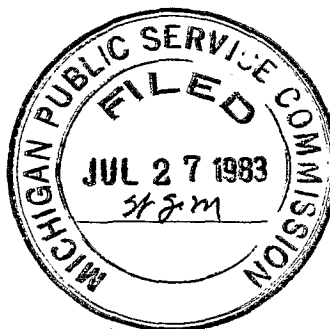
Bills rendered for gas service at the above rates are due and payable on or before the due date shown thereon. A late payment charge of two percent (2%) of the unpaid balance, net of taxes, shall be added to any bill which is delinquent.

UNAUTHORIZED USE

During periods of complete or partial interruption, the customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

ISSUED February 15, 1983 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY
ORDER U-7503 U7504
REMOVED BY WPM
DATE 8-20-83



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
February 16, 1983

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED February 15, 1983

IN CASE NO. U-7278

PENINSULAR GAS COMPANY
RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

CANCELLED BY
ORDER U-7278
REMOVED BY WFM
DATE 7-27-83

APPLICATION OF SCHEDULE

Available for customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Service Charge: \$75.00 per customer per month

Plus

Commodity Charge: \$ 3.7576 per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM CHARGE

The monthly service charge of \$75.00.

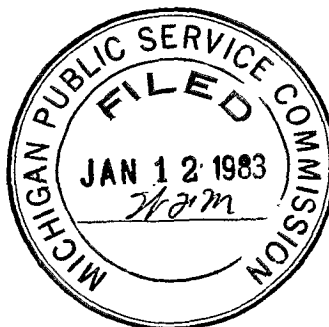
PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the due date shown thereon.

UNAUTHORIZED USE

During periods of complete or partial interruption, the customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED January 20, 1982
IN CASE NO. U-6922

RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for Customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Interruptible Service: \$2.8467 per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM MONTHLY CHARGE PER METER - \$75.00

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

UNAUTHORIZED USE

During periods of complete or partial interruption, the Customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

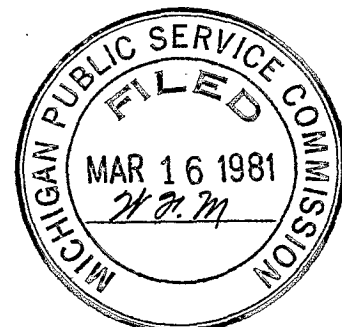
SOLD
CANCELLED BY
ORDER 4-6922
REMOVED BY MJC
DATE 1-14-83

Issued: February 11, 1981

Effective: February 11, 1981

Issued under the authority of the Michigan Public Service Commission Order dated February 10, 1981, in Case No. U-6630.

Issued by: William March, President



RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

CANCELLED BY	
ORDER	U-6630
REMOVED BY	WMA
DATE	3/16/81

APPLICATION OF SCHEDULE

Available for Customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Interruptible Service: \$1.8400 per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM MONTHLY CHARGE PER METER - \$75.00

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

UNAUTHORIZED USE

During periods of complete or partial interruption, the Customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

Issued: September 28, 1978

Effective: September 29, 1978

Issued under the authority of the Michigan Public Service Commission Order dated September 28, 1978 in Case No. U-5806

Issued by: L. L. Lawrence, President



RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for Customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Interruptible Service: \$1.8400 per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM MONTHLY CHARGE PER METER - \$75.00

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

UNAUTHORIZED USE

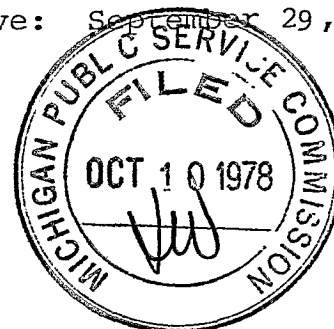
During periods of complete or partial interruption, the Customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

Issued: September 28, 1978

Effective: September 29, 1978

Issued under the authority of the Michigan Public Service Commission Order dated September 28, 1978 in Case No. U-5806

Issued by: L. L. Lawrence, President



RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for Customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Interruptible Service: 68.39 cents per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 15 of the applicable Rules and Regulations of the Company.

MINIMUM MONTHLY CHARGE PER METER - \$75.00

PAYMENT

Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

UNAUTHORIZED USE

During periods of complete or partial interruption, the Customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.



Issued January 31, 1977
L. L. Lawrence, President

Effective January 31, 1977

Issued under authority of Order No. U-5292
of Michigan Public Service Commission
dated January 31, 1977.

CANCELLED BY	ORDER <u>U-5806</u>
REMOVED BY	<u>KW</u>
DATE	<u>11/1/78</u>

PENINSULAR GAS COMPANY

M.P.S.C. No. 2

Original Sheet No. 18

RATE SCHEDULE

INTERRUPTIBLE INDUSTRIAL GAS SERVICE

APPLICATION OF SCHEDULE

Available for Customers having at each point of delivery annual industrial requirements in excess of ten million (10,000,000) cubic feet of gas. Not available for gas purchased for resale.

NET MONTHLY RATES

Interruptible Service: 68.39 cents per 1,000 cubic feet

Plus the applicable proportionate part of any taxes or other governmental impositions which are assessed on the basis of the gross revenue of the Company, or the price of revenue from gas or service sold or the volume of gas generated or purchased for sale or sold hereunder.

PURCHASED GAS ADJUSTMENT

This rate is subject to adjustment for fluctuations in the cost of purchased gas as stated in Rule No. 16 of the applicable Rules and Regulations of the Company.

MINIMUM MONTHLY CHARGE PER METER - \$75.00

PAYMENT

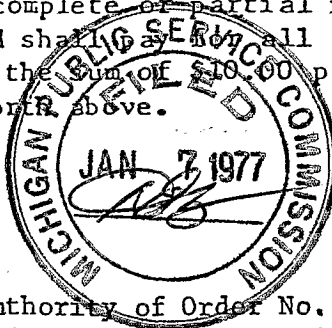
Bills rendered for gas service at the above rates are due and payable on or before the twenty-first day of the month following that month for which the bills are rendered.

UNAUTHORIZED USE

During periods of complete or partial interruption, the Customer shall be billed and shall pay for all gas used in excess of authorized volumes the sum of \$10.00 per Mcf in addition to regular rate set forth above.

Issued December 20, 1976
L. L. Lawrence, President

Issued under authority of Order No. U-5175
of Michigan Public Service Commission
dated December 20, 1976.



Effective December 20, 1976

CANCELLED BY ORDER <u>U-5292</u>
REMOVED BY <u>WB</u>
DATE <u>3/16/77</u>

PENINSULAR GAS COMPANY
RATE SCHEDULE
ENVIRONMENTAL ASSESSMENT SURCHARGE

Application of Schedule

The Environmental Assessment Surcharge shall apply to all customers utilizing gas service or gas transportation.

Net Rates

1 - Residential, Commercial and Industrial Customers:

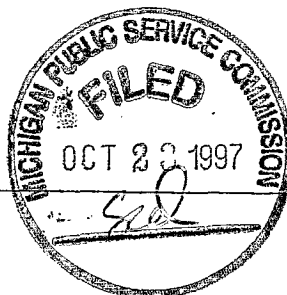
<u>Billing Month</u>	<u>Surcharge (\$/Mcf)</u>
January	\$ 0.05
February	\$ 0.05
March	\$ 0.05
April	\$ 0.25
May	\$ 0.50
June	\$ 1.20
July	\$ 1.75
August	\$ 1.75
September	\$ 1.75
October	\$ 0.75
November	\$ 0.45
December	\$ 0.05

2 - Transportation Customers:

Up to \$0.0937 per Mcf.

3 - Optional Commercial/Industrial \$0.3438 per Mcf

CANCELLED BY
ORDER U-11127C
REMOVED BY CDP
DATE 4-11-00



ISSUED AUGUST 11, 1997
WILLIAM MARCH
CALUMET, MICHIGAN

EFFECTIVE FOR GAS SERVICE RENDERED
ON AND AFTER AUGUST 1, 1997 ISSUED
UNDER AUTHORITY OF THE MICHIGAN
PUBLIC SERVICE COMMISSION DATED
JULY 31, 1997 IN CASE NO. U-11127

PENINSULAR GAS COMPANY
RATE SCHEDULE
ENVIRONMENTAL ASSESSMENT SURCHARGE

Application of Schedule

The Environmental Assessment Surcharge shall apply to all customers utilizing gas service or gas transportation.

Net Rates

1 - Residential, Commercial and Industrial Customers:

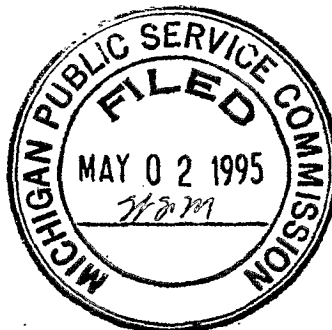
<u>Billing Month</u>	<u>Surcharge (\$/Mcf)</u>
January	\$ 0.05
February	\$ 0.05
March	\$ 0.05
April	\$ 0.25
May	\$ 0.50
June	\$ 1.20
July	\$ 1.75
August	\$ 1.75
September	\$ 1.75
October	\$ 0.75
November	\$ 0.45
December	\$ 0.05

2 - Transportation Customers:

Up to \$0.0937 per Mcf.

CANCELLED BY
ORDER U-11127
REMOVED BY S. Devon
DATE 10-23-97

ISSUED APRIL 21, 1995
WILLIAM MARCH
CALUMET, MICHIGAN



EFFECTIVE FOR GAS SERVICE
RENDERED ON AND AFTER
APRIL 1, 1995
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMMISSION
DATED APRIL 13, 1995
in case no. U-10630

PENINSULAR GAS COMPANY
ROLL IN REFUND METHODOLOGY

CANCELLED BY
ORDER 411193R
REMOVED BY CDP
DATE 4-12-01

RECEIPT OF REFUNDS

1. SUPPLIER REFUNDS

Within 15 days after receipt of a supplier refund (in the form of check, wire transfer or bill credit), Peninsular Gas shall provide written notification to the Michigan Public Service Commission Staff of:

1. The amount of the refund, including interest
2. Date received
3. Explanation of the reason for the refund
4. Period covered by the refund (historical refund period)

Additionally, if any portion of the refund is properly allocable to non-GCR customers, this allocation and amount, along with calculations of deductions therefrom for Company Use and Lost and Unaccounted For volumes, shall also be included in the written notification.

Failure of the utility to report the receipt of a refund to the Commission Staff in a timely manner shall result in an interest penalty of 50% over the normal authorized rate of return on common equity for the period of time the utility fails to comply with the notification requirement.

GCR CUSTOMER REFUNDS

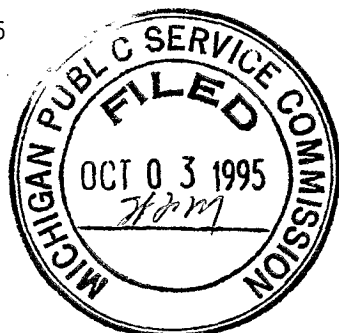
A. Supplier Refunds

All supplier refunds allocable to GCR customers shall be reflected as reductions to the GCR Cost of Gas Sold in the month received and included in the Cost of Purchased and Produced Gas. No deductions for Company Use and Lost and Unaccounted For volumes shall be made from refunds allocated to GCR customers.

B. GCR Reconciliation

Prior year GCR over/underrecoveries due to reconciliation provisions of the Company's GCR Clause shall be computed annually according to the provisions of 1982 PA 304. Such over/underrecoveries and any Commission ordered adjustments or disallowances associated with the prior GCR year shall be reflected separately

ISSUED SEPTEMBER 29, 1995
WILLIAM MARCH
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
AUGUST 1, 1995
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMMISSION
DATED JULY 31, 1995
IN CASE NO. U-10443-R

B. GCR Reconciliation (continued)

below the GCR Cost of Gas Sold line on the GCR Over/Under-recovery Reconciliation Report.

C. Other Refunds

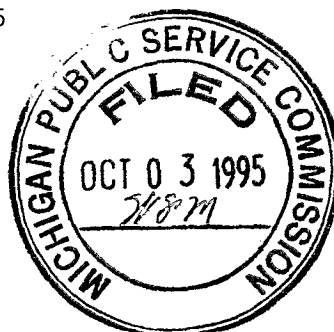
All other refunds shall be reflected in the month the refund is received and shall be included on a separate line below the Cost of Gas Sold line on the Over/Underrecovery Reconciliation Report so that such refunds are readily identifiable.

CANCELLED BY
ORDER U11193R
REMOVED BY CDP
DATE 4-12-01

NON-GCR CUSTOMER REFUNDS

- A. All supplier refunds allocable to non-GCR customers shall be allocated on the basis of actual consumption during the historical refund period. Deductions for Company Use and Lost and Unaccounted For volumes shall be made from the non-GCR portion of the refund based upon the actual percentages for Company Use and Lost and Unaccounted For during the historical refund period.
- B. Portions of the refunds allocable to non-GCR customers shall be credited to a refund liability account to accrue interest until distributed. Peninsular Gas Company shall include an application to refund these monies in its next GCR Reconciliation filing.
- C. The Company is not required to issue checks to customers who are in arrears with Peninsular Gas Company, to customers for whom checks were returned as undeliverable in previous refunds or for refund amounts of less than \$5.00. Refunds may be applied against past due amounts owed to the Company and any excess refunded according to these procedures. After 90 days, any returned or uncashed refund checks shall be transferred to the non-GCR refund liability account for refund to non-GCR customers in the next GCR Reconciliation. Rights to any portion of a refund shall not vest until a refund check has been negotiated.
- D. Refund completion reports for non-GCR customers shall be submitted to the Michigan Public Service Commission Staff six months following initial distribution of a non-GCR customer refund. Reports, at minimum, should include the amount authorized for refund compared to the amount actually refunded and the date of the refund distribution.

ISSUED SEPTEMBER 29, 1995
WILLIAM MARCH
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
AUGUST 1, 1995
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMMISSION
DATED JULY 31, 1995
IN CASE NO. U-10443-R

DEPARTMENT OF COMMERCE
MICHIGAN PUBLIC SERVICE COMMISSION
CONSUMER STANDARDS AND BILLING PRACTICES
ELECTRICAL AND GAS RESIDENTIAL SERVICE

CANCELLED BY
ORDER U-11397
REMOVED BY JKB
DATE 1-27-05

(By authority conferred on the Public Service Commission by Act No. 106 of the Public Acts of 1909, as amended, section 5 of Act No. 419 of the Public Acts of 1919, sections 4 and 6 of Act No. 3 of the Public Acts of 1939, as amended, and sections 3, 9 and 231 of Act No. 380 of the Public Acts of 1965, being sections 460.551 to 460.559 460.55, 460.4, 460.6, 16,103, 16,109 and 16.331 of the Michigan Compiled Laws).

PART 1. GENERAL PROVISIONS AND DEFINITIONS

R 460.2101 Application of rules.

Rule 1. These rules apply to all electric and gas public utilities which are or may hereafter be subject to the jurisdiction of the public service commission under the laws of the state.

R 460.2102 Definitions.

Rule 2. As used in these rules:

- (a) "Billing month" means a utility service consumption period of not less than 26, nor more than 35, days.
- (b) "Complaint and information officer" means a member of the commission staff designated to perform responsibilities in accordance with these rules.
- (c) "Complaint determination" means the written decision of a utility hearing officer with respect to any complaint filed regarding residential utility service.
- (d) "Consumer services division" means the staff of the commission designated to perform responsibilities in accordance with these rules.
- (e) "Customer" means any purchaser of electricity or gas supplied by a utility for residential purposes. A utility may request proof that a tenant is renting residential property before extending service to the dwelling. Proof consists of a written or oral confirmation or a copy of the lease submitted by the manager, landlord, or owner of the property.
- (f) "Cycle billing" means a system employed by a utility which results in the rendition of bills for utility service to various customers on different days of any 1 calendar month.
- (g) "Delinquent account" means a bill rendered to a customer for utility service which remains unpaid at least 5 days after the due date of the bill.
- (h) "Discontinuance of service" means a cessation of utility service not voluntarily requested by a customer.
- (i) "Energy usage" means the consumption of electricity or gas sold by a public utility.

(Continued to Addendum A Page 2)

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED. January 20, 1982
IN CASE NO. U-6922

R 460.2102 Definitions. (Continued from Addendum A Page 1)

- (j) "Estimated bill" means a bill rendered by a utility for energy used which is not calculated or computed by employing an actual reading of a meter or other measuring devices.
- (k) "Fuel clause" means the automatic adjustment approved by the commission to recognize variations in the cost of fuel for electric generation, purchased power, or purchased gas from a base level.
- (l) "In dispute" means any matter regarding a customer's utility service which is the subject of a pending disagreement, claim, or complaint by a customer.
- (m) "Informal appeal decision" means an appeal of a complaint determination of a utility hearing officer made to the consumer services division of the commission.
- (n) "Informal appeal decision" means the written determination of the consumer services division with respect to an informal appeal.
- (o) "Late payment charge" means a finance, service, carrying, or penalty charge assessed by a utility upon the bill of a customer for the reason that any balance due and owing upon the bill remains outstanding beyond the period of time established for payment.
- (p) "Residential service or use" means the provision of or use of electricity or gas for residential purposes.
- (q) "Seasonally billed customer" means a residential customer billed on a seasonal basis in accordance with a utility tariff on file with the commission.
- (r) "Settlement agreement" means a written agreement entered into by a customer and a utility which purports to resolve any matter in dispute between the parties or provides for the payment of moneys not in dispute over a reasonable period of time.
- (s) "Space heating season" means the period between December 1 and March 31.
- (t) "Termination" means a cessation of utility service voluntarily requested by the customer.
- (u) "Utility" means a person, firm, corporation, cooperative, association, or other agency subject to the jurisdiction of the public service commission which distributes and sells electricity or gas for residential use.
- (v) "Utility service charges" means the rates for utility service and other charges authorized by the commission as an integral part of utility service.

R 460.2103 Discrimination prohibited.

Rule 3. A utility shall not discriminate against nor penalize a customer for exercising any right granted by these rules.

R 460.2104 Form proceedings.

Rule 4. The informal procedures required by these rules shall not constitute a contested case as defined by Section 3 of Act No. 306 of the Public Acts of 1969, as amended, being Section 24.203 of the Michigan Compiled Laws.

R 460.2105 Additional rules.

Rule 5. A utility may adopt such reasonable rules governing its relations with customers as are necessary and are not inconsistent with these rules. The rules

(Continued to Addendum A Page 3)

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY	ORDER
REMOVED BY	DATE

4-11397
JKB
1-29-85



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED January 20, 1982
IN CASE NO. U-6922

R 460.2105 Additional rules. (Continued from Addendum A Page 2)

shall be an integral part of the utility's schedule of rates and tariffs and approved by the commission.

PART 2. BILLING AND PAYMENT STANDARDS

R 460.2111 Billing frequency.

Rule 11. A utility shall render a bill once during each billing month to every residential customer in accordance with approved rate schedules. Bills to seasonally billed customers and bills by a utility authorized to use a customer read and self-billing system shall be rendered in accordance with the tariff on file with the commission.

R 460.2112 Estimated billing.

Rule 12. (1) A utility may estimate the bill of any residential customer every other billing month. A utility may estimate bills upon a different frequency upon a finding by the commission that such procedures assure reasonable billing accuracy. Any bill rendered on an estimated basis shall be clearly and conspicuously identified. A utility shall not render an estimated bill unless the estimating procedure employed by the utility and any substantive changes in those procedures have been approved by the commission.

(2) A utility may render estimated bills to seasonally billed customers in accordance with the tariff on file with the commission.

(3) Notwithstanding the provisions of sub-rule (1), a utility may estimate the bill of any residential customer if extreme weather conditions, emergencies, work stoppages or other circumstances of force majeure prevent actual meter readings.

(4) If the utility is unable to gain access to read a meter, the utility shall undertake reasonable alternative measures to obtain an actual reading including mailing or leaving postpaid pre-addressed postcards upon which the customer may note the reading. If the customer fails to comply with such alternative measures, or makes reading of the meter unnecessarily difficult, the utility may render an estimated bill notwithstanding sub-rule (1). When an actual reading cannot be obtained, the utility shall maintain accurate records of the reasons therefore and efforts it has made to secure the actual reading.

R 460.2113 Customer meter reading.

Rule 13. A utility shall provide each customer with the opportunity to read and report energy usage as long as energy usage is reported on a regular and accurate basis and shall provide postpaid, pre-addressed postcards for this purpose upon request. At least once every 12 months, a utility shall obtain an actual meter reading of customer usage in order to verify the accuracy of readings reported in this manner. This rule shall not prevent a utility from reading meters on a regular basis.

(Continued to Addendum A Page 4)

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY
ORDER U-11397
REMOVED BY JKB
DATE 1-27-05



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982
ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMM.
DATED January 20, 1982
IN CASE NO. U-6922

(Continued from Addendum A Page 3)

R 460.2114 Equal monthly billing.

Rule 14. Notwithstanding rule 12, a utility may bill its customers in accordance with equal monthly billing programs at the election of the utility customer upon a finding by the commission that such programs assure reasonable billing accuracy.

R 460.2115 Cycle billing.

Rule 15. A utility may bill its customers on a cyclical basis if the individual customer receives each billing on or about the same day of each billing month. If a utility changes meter reading routes or schedules, billing cycles may be altered upon 10 days written notice to the affected customer.

R 460.2116 Payment of bills.

Rule 16. A utility shall permit each residential customer at least 21 calendar days from the date of rendition of each bill for payment in full.

R 460.2117 Computation of payment period.

Rule 17. The date of rendition of a utility bill for residential service shall be the date of physical mailing of the bill by the utility. If the last calendar day for remittance falls upon a Sunday, legal holiday or any other day when the offices of the utility regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day. The date of payment for remittance by mail is 2 days prior to receipt of the remittance.

R 460.2118 Discounts prohibited.

Rule 18. (1) After the effective date of these rules, a utility shall bill each customer for the amount of volumetric energy consumed and any other approved charges in accordance with the new rates in the tariffs and schedules approved by, and on file with, the commission.

(2) A utility may assess a late payment charge not in excess of 2%, not compounded, of the bill, net of taxes, in determining the amount of any bill of a residential customer, or a portion thereof, which is delinquent. A late payment charge shall not be assessed against customers who are participating in the winter protection plan described in R 460.2162.

R 460.2119 Billing information.

Rule 19. Every bill rendered by a utility for residential utility service shall state clearly:

(a) The beginning and ending meter readings of the billing period and the dates thereof. Utilities authorized to use a customer read and self-billing system need not provide this information.

(b) The due date.

(c) Any previous balance.

(Continued to Addendum A Page 5)

ISSUED January 20, 1982 BY
WILLIAM MARCH, PRESIDENT
CALUMET, MICHIGAN

CANCELLED BY	ORDER	11-11397
REMOVED BY		JKB
DATE		1-27-85



EFFECTIVE: FOR GAS SERVICE
RENDERED ON AND AFTER
January 21, 1982

ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COM. L.
DATED: January 20, 1982
IN CASE NO. U-6922

R 460.2119 Billing information. (Continued from Addendum A Page 4)

- (d) The amount due for energy usage.
- (e) The amount due for other authorized charges.
- (f) The total amount due.
- (g) The statement that rate schedules, an explanation of how to calculate the accuracy of the bill and an explanation of the fuel clause, if any, is available and will be mailed upon request.
- (h) The statement, "register any inquiry or complain about this bill prior to the due date".
- (i) The address and telephone number of the utility designating where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided by the utility.
- (j) The statement that, "this utility is regulated by the Michigan Public Service Commission, Lansing, Michigan".

R 460.2120 Separate bills.

Rule 20. A utility shall render a separate billing as required by rule 19 for service provided at each residence or location and shall not combine 2 or more accounts without written authorization of the customer.

R 460.2121 Special services.

Rule 21. A utility may include charges for special services together with charges for utility service on the same monthly bill if the charges for special services are designated clearly and separately from the service account. If partial payment is made, the utility shall first credit all payments to the balance outstanding for utility service.

R 460.2122 Listing of energy assistance programs.

Rule 22. The commission shall provide a listing of all existing federal and state energy assistance programs and the eligibility requirements thereof to all electric and gas utilities regulated by the commission.

R 460.2123 Notice of energy assistance programs.

Rule 23. (1) All electric and gas utilities regulated by the commission shall, within 60 days of the effective date of this rule and on or before October 15 of each year, inform their residential customers of all of the following:

- (a) Federal and state energy assistance programs and the eligibility requirements of such programs as provided to the utilities by the commission.
- (b) The winter protection plan described in these rules.
- (c) The medical emergency provisions of R 460.2153.

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R 460.2123 Notice of energy assistance programs. (Continued from Addendum A Page 5)

(2) The information required in subrule (1) of this rule shall be disseminated by means of an explanation on the customer's bill, a bill insert, or other mailing. If the information is not disseminated by means of an explanation on the customer's bill, the utility shall, on the customer's bill, direct the customer to the bill insert or other mailing, unless the utility conducts a self-billing program.

R 460.2124 Additional energy assistance programs.

Rule 24. As further information regarding energy assistance programs, both federal and state, becomes available to the commission, such information shall be provided to all electric and gas utilities regulated by the commission. Within 60 days of the receipt of such information from the commission, all electric and gas utilities regulated by the commission shall disseminate such information to their residential customers in the same form and manner as provided in R 460.2123.

PART 3. GUARANTEE OF PAYMENTS; SECURITY DEPOSITS

R 460.2131 Cash deposits as a new condition of new service.

Rule 31. A utility shall not require a cash deposit or other guarantee as a condition of new service, unless an applicant or a customer has an unsatisfactory credit or service standing with the utility due to any of the following:

(a) The customer has a prior service account which is past due with any utility, which occurred within the last 6 years, and which, at the time of the request for service, remains unpaid and is not in dispute.

(b) The applicant or customer misrepresents his or her identity or credit standing at the time of application for new service, thus avoiding disclosure of pertinent credit information.

(c) The customer has, in an unauthorized manner, interfered with the service of the utility situated or delivered on or about the customer's premises within the last 6 years, if such finding of unauthorized interference or use is made and determined after notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.

(d) The customer or applicant requests service at a residence in which he or she does not reside.

(e) The utility has had 2 or more checks for the customer's account returned from a bank within the past 3 years for insufficient funds or no account, excluding bank error.

(f) The customer or applicant requests service at a household that was inhabited by the customer or applicant during a period in which all or a part of a prior past due service account was incurred by another household member who still resides at the household, if, at the time of the request for service, the account remains unpaid and is not in dispute.

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R 460.2132 Cash deposit or other guarantee as a condition of continued service.

Rule 32. A utility shall not require a cash deposit or other guarantee as a condition of continued service, unless a customer has an unsatisfactory credit or service standing with the utility due to 1 one of the following:

(a) The service of the customer has been discontinued for nonpayment of a delinquent account not in dispute.

(a) In an unauthorized manner, the customer interfered with the service of the utility situated or delivered on or about the customer's premises, if the find of unauthorized interference or use is made and determined after a notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.

(c) The utility has had 2 or more checks for the customer's account returned from a bank within the last 3 years for insufficient funds or no account, excluding bank error.

R 460.2133 Other standards prohibited.

Rule 33. A utility shall not require a cash deposit or other guarantee as a condition of new or continued utility service based upon commercial credit standards, income, home ownership, residential location, race, color, creed, sex, age, national origin, relationship to other customers, or any other criteria not authorized by these rules.

R 460.2134 General deposit conditions.

Rule 34. A cash deposit required pursuant to these rules is subject to the following terms and conditions:

(a) A deposit required as a condition of new service due to a prior outstanding account not in dispute shall not exceed the lesser of the amount of the prior outstanding account or \$150.00. The utility may also require payment of the prior outstanding account as a condition of new service if the prior account is in the customer's name.

(b) A deposit required as a condition of continued service due to discontinuance for nonpayment shall not exceed the lesser of an amount equal to the actual or estimated maximum monthly bill for service at the customer's premises or \$150.00. The utility may also require payment of the prior outstanding account as a condition of continued service.

(c) A deposit required for new or continued service due to unauthorized interference or use shall not exceed \$150.00.

(d) Before requiring a deposit as a condition of continued service, the utility shall have offered the customer, prior to discontinuance for nonpayment, the opportunity to enter into a settlement agreement as provided in part 6 of these rules.

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R 460.2134 General deposit conditions. (Continued from Addendum A Page 7)

(e) Interest at the rate of 9% per annum shall be payable on all deposits. Interest shall be credited semiannually upon the service account of the customer or paid upon the return of the deposit, whichever occurs first. The commission, by order, may revise the annual interest rate not later than January 31 of each year after the effective date of these rules, after having given notice of the proposed revision by publication in 3 daily newspapers of general circulation, 1 of which shall be in the Upper Peninsula, and after having afforded all interested parties the opportunity to comment upon the proposed interest rate.

(f) Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill and the balance shall be returned promptly to the customer.

(g) The credit of a customer shall be established and a deposit and accrued interest shall be refunded promptly by the utility service for a period of 9 successive months. For purposes of this subdivision payment is satisfactory if made prior to the issuance of a notice of discontinuation of service for nonpayment not in dispute. The utility may withhold the deposit funds pending the resolution of a discontinuance for nonpayment which is in dispute in accordance with these rules.

(h) A utility shall maintain a detailed record of all deposits received from customers. The record shall show all of the following information:

(i) The name of the customer.

(ii) The location of the premises occupied by the customer at the time of making the deposit and each successive location while the deposit is retained.

(iii) The date of making and amount of deposit.

(iv) The date and amounts of interest paid.

(i) Each customer posting a cash deposit shall receive, in writing, at the time of tender of deposit funds, a receipt as evidence thereof, which contains the following minimum information:

(i) Name of customer.

(ii) Place of payment.

(iii) Date of payment.

(iv) Amount of payment.

(v) Identifiable name and signature of the utility employee receiving payment.

(vi) A statement of the terms and conditions governing the receipt, retention, and return of deposit funds.

(j) A utility shall provide means whereby a customer entitled to a return of his or her deposit is not deprived of deposit funds even though he or she may be unable to produce the original receipt for the deposit.

(k) A utility shall apply deposit standards uniformly as a condition of utility service to all residential customers.

R 460.2135 Guarantee in lieu of deposit.

Rule 35. In lieu of a cash deposit required by these rules, a utility shall accept the written guarantee of a responsible party as surety for a customer service account.

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R 460.2137 Deposit refund.

Rule 37. A utility shall refund all cash deposits held as security for residential service currently in its possession and terminate all existing guarantees in lieu of deposits not maintained or executed in compliance with this part 3. A utility shall notify each customer that any deposit so refunded is pursuant to these rules. Interest on refunded deposits shall accrued in accordance with the interest rate paid by the utility on the effective date of these rules. A utility may apply all deposits subject to refund against existing arrearages not in dispute prior to refund.

PART 4. UTILITY PROCEDURES

R 460.2141 Applicability.

Rule 41. These procedures shall be applicable to all customer inquiries and complaints made to a utility regarding residential utility service and charges therefor.

R 460.2142 Complaint procedures.

Rule 42. (1) A utility shall establish procedures which will insure the efficient and thorough receipt, investigation and where possible, resolution of all customer inquiries, service requests and complaints regarding residential utility service and charges therefor.

(2) A utility shall obtain commission approval of any substantive changes in the procedures prior to implementation.

R 460.2143 Personnel procedures required.

Rule 43. A utility shall establish personnel procedures which as a minimum insure that:

(a) Qualified personnel shall be available and prepared at all times during normal business hours to receive and respond to all customer inquiries, service requests and complaints. A utility shall make necessary arrangements to insure that customers unable to communicate in the English language receive prompt and effective assistance

(b) Qualified personnel responsible for and authorized to enter into written settlement agreements on behalf of the utility shall be available at all times during normal business hours to respond to customer inquiries and complaints.

(c) Qualified personnel shall be available at all times to receive and initiate response to customer contacts regarding any discontinuance of service and emergency conditions occurring within the utility's service area.

(d) Names, addresses and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the commission regarding customer inquiries, service requests and complaints are current and on file with the consumer services division.

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R 460.2144 Utility hearing officers.

Rule 44. (1) A utility shall employ or contract with competent utility hearing officers who shall be notaries public and qualified to administer oaths and other supporting personnel as necessary to comply with part 6.

(2) Utility hearing officers so employed or contracted to comply with part 6 shall function exclusively in this capacity and shall not engage in any other activities for or on behalf of the utility.

(3) Utility hearing officers and utility hearing procedures shall be subject at all times to investigation and review by the commission to insure the impartiality and integrity of the hearing process.

R 460.2145 Publication of procedures.

Rule 45. (1) A utility shall prepare a pamphlet which in layman's terms summarizes the rights and responsibilities of its customers in accordance with these rules and other applicable provisions.

(2) The pamphlet shall be displayed prominently and available at all utility office locations open to the general public and shall be mailed to each residential customer of the utility. Thereafter the pamphlet shall be delivered or mailed to each new customer of the utility upon the commencement of service and shall be available at all times upon request.

(3) The pamphlet shall contain information concerning, but not limited to:

- (a) Billing procedures and estimation standards.
- (b) Methods for customers to verify billing accuracy.
- (c) Explanation of operation of fuel clauses.
- (d) Customer payment standards and procedures.
- (e) Security deposit and guarantee standards.
- (f) Discontinuation and reconnection of service.
- (g) Inquiry, service and complaint procedures.
- (h) Public service commission consumer procedures.

(4) The cover of each pamphlet shall indicate conspicuously that the pamphlet is being provided in accordance with the rules of the commission and shall indicate in Spanish that the pamphlet or a translation thereof is available in Spanish. Upon request, a utility shall provide the pamphlet or a translation thereof in the Spanish language.

R 460.2146 Public access to rules and rates.

Rule 46. A utility shall keep on file and provide public access to a copy of these rules, all other rules of the utility as filed with the commission regarding customer service and a schedule of all residential rates and service charges together with an explanation of the operation of any applicable fuel clause at all offices of the utility. Suitable signs shall be posted conspicuously at each such location calling attention to the public that the rules, regulations and rate schedules are so filed and available for inspection. Upon request, the utility shall provide i copy of these rules or schedules to a customer without charge.

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R 460.2147 Reporting requirement.

Rule 47. A utility shall file a quarterly report within 20 days. After the end of each calendar quarter with the consumer services division, which in detail contains information concerning:

- (a) The payment performance of its customers in relation to established due and payable periods.
- (b) The number and general description of all complaints registered with the utility.
- (c) The number of discontinuation notices issued by the utility and the reasons therefore.
- (d) The number of hearings held by the utility, the type of the dispute relating thereto and the number of complain determinations issued.
- (e) The number of written settlement agreements entered into by the utility and a synopsis of the terms, conditions and standards upon which the settlement agreements were entered into.
- (f) The actual number of discontinuations of service and the number of recon-nections.
- (g) A critique of the performance of the consumer services division of the commission.

R 460.2148 Inspection.

Rule 48. A utility shall permit authorized staff of the commission to inspect all of utility's operations relating to customer service.

PART 5. PHYSICAL DISCONTINUATION OF SERVICE

R 460.2151 Time of discontinuation.

Rule 51. (1) Subject to the requirements of these rules, a utility may discontinue service to a residential customer on the date specified in the notice of dicontinuation or within a reasonable time thereafter only between the hours of 8 a.m. and 4 p.m.

(2) Service shall not be discontinued on a day, or a day immediately preceding a day, when the services of the utility are not available to the general public for the purpose of reconnecting discontinued service.

(3) Service shall not be discontinued pending the resolution of a complaint with the commission.

R 460.2152 Manner of discontinuation.

Rule 52. (1) At least 1 day preceding physical discontinuation of service, the utility shall make reasonable efforts to contact the customer by telephone to advise the customer of the pending action and what steps must be taken to avoid discontinu-ation.

(2) Immediately preceding the physical disconnection of service, the employee of the utility designated to perform such function shall identify himself or herself to

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R 460.2152 Manner of discontinuation. (Continued from Addendum A Page 11)

the customer or other responsible person then upon the premises and shall announce the purpose of his or her presence.

(3) The employee shall have in his or her possession the past due account of the customer and request any available verification that the outstanding claims have been satisfied or are currently in dispute. Upon the presentation of evidence which reasonably indicates that the claim has been satisfied or is currently in dispute, service shall not be discontinued.

(4) The employee may be authorized to accept payment and, in such cases, shall not discontinue service if the customer then and there tenders payment in full, together with a reasonable charge for sending the employee to the premises if provided in the utility's schedule of rates and tariffs.

(5) Payment may be made by the customer in any reasonable manner, including personal check. Payment by personal check is not reasonable if the customer has on a previous occasion within the last 3 years tendered payment in this manner and the check has been returned for insufficient funds or no account.

(6) If prior telephone contact has not been made as provided in subrule (1) of this rule and the customer or other responsible person is not in or upon the premises, the employee shall leave notice, in a manner conspicuous to the customer, that service will be discontinued on or after the next business day unless outstanding claims have been satisfied. If the customer or other responsible person has been telephonically contacted, service may be discontinued immediately.

(7) If the customer or other responsible person is not in or upon the premises upon the return of the employee, or upon the first visit if the customer or other responsible person does not respond when it reasonably appears that the premises are occupied, the employee may discontinue service.

(8) When service is discontinued, the employee shall leave notice upon the premises, in a manner conspicuous to the customer, that service has been discontinued and the address and telephone number of the utility where the customer may arrange to have service restored.

R 460.2153 Medical emergency.

Rule 53. Notwithstanding any other provision of these rules, a utility shall postpone the physical discontinuation of utility service to a residential customer for a reasonable time not in excess of 21 days if the customer produces a physician's certificate or note from a public health or social services official which states that physical discontinuation will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered. The certificate shall identify the medical emergency and specify the period of time during which discontinuation will aggravate the circumstances. The postponement may be extended by renewal of the certificate or notice.

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R 460.2154 Restoration of service.

Rule 54. (1) After service has been discontinued, a utility shall restore service promptly upon the customer's request when the cause for discontinuation of service has been cured or credit arrangements satisfactory to the company have been made.

(2) Every effort shall be made to restore service at all times on the day restoration is requested, and, in any event, restoration shall be made no later than the first working day after the day of the request of the customer.

(3) The utility may charge the customer a fee reasonably related to the manner in which service was discontinued for restoration of that service, if such fees are provided in the utility's approved schedule of rates and tariffs.

PART 6. DISCONTINUANCE OF SERVICE

R 460.2161 Discontinuance.

Rule 61. Subject to the requirements of these rules, a utility may discontinue service to a residential customer for 1 or more of the following reasons:

- (a) Nonpayment of a delinquent account.
- (b) Failure to post a cash security deposit or other form of guarantee.
- (c) Unauthorized interference with or diversion or use of the utility service situated or delivered on or about the customer's premises.
- (d) Failure to comply with the terms and conditions of a settlement agreement.
- (e) Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.
- (f) Misrepresentation of identity for the purpose of obtaining utility service.
- (g) Violation of any other rules of the utility on file with and approved by the commission which adversely affects the safety of the customer or other persons or the integrity of the utility's energy delivery system.

R 460.2162 Discontinuance of service prohibited.

Rule 62. (1) None of the following shall constitute sufficient cause for a utility to discontinue service:

- (a) The failure of a customer to pay for merchandise, appliances, or services not approved by the commission as an integral part of the utility service provided by a utility.
- (b) The failure of a customer to pay for concurrent service received at a separate metering point, residence, or location. In the event of discontinuation or termination of service at a separate residential metering point, residence or location in accordance with these rules, a utility may transfer any unpaid balance to any other residential service account of the customer.
- (c) The failure of a customer to pay for a different class of service received at the same or different location. The placing of more than 1 meter at the same location for the purpose of billing the usage of specific domestic energy using devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this rule.

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R 460.2162 Discontinuance of service prohibited. (Continued from Addendum A Page 13)

(d) The failure of a customer, such as a landlord, to pay for service where service is used by another person, such as a tenant. A utility may discontinue service, however, in any of the following circumstances:

(i) If the customer supplies a written statement under oath that the premises are unoccupied.

(ii) If the premises are occupied, and the occupant agrees in writing to the discontinuance of service.

(iii) If it is not feasible to provide service to the occupant as a customer without a major revision of existing distribution facilities. Where it is feasible to so provide service, the utility, after providing notice as required in these rules, shall offer the occupant the opportunity to subscribe for service in his own name. If the occupant then declines to so subscribe, the utility may discontinue service pursuant to these rules. A utility shall not attempt to recover, or condition service upon the payment of, any outstanding bills or other charges due upon the account of any other person.

(2) As used in this rule, the term "eligible customer" means any utility customer who receives supplemental security income, aid to families with dependent children or general assistance if the Department of Social Services' voluntary heating fuel program is unavailable to the recipient, food stamps, or medicaid or whose household income does not exceed the following levels:

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<u>Number of Household Members</u>	<u>Maximum Income</u>
1	\$ 5,500.00.
2	7,436.00.
3	10,210.00.
4	12,600.00.
5	14,870.00.
6	17,390.00.

for more than 6 households, add to the 6-person level an amount equal to the difference between the income level for 5 persons and 6 for each person. The commission shall annually increase or decrease household income levels by the same percentage increase or decrease in the Bureau of Labor Statistics' lower living standard.

(3) Utility service to an eligible customer shall not be discontinued during the space heating season for nonpayment of a delinquent account if the eligible customer pays to the utility a monthly amount equal to not less than 7% of the estimated annual bill for the eligible customer and the eligible customer demonstrates, within 10 business days of requesting shut-off protection, that he or she has made application for state or federal heating assistance. If an arrearage exists at the time an eligible customer applies for protection from discontinuance of service

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R 460.2162 Discontinuance of service prohibited. (Continued from Addendum A Page 14)

during the space heating season, the utility shall permit the customer to pay the arrearage in not less than 12 equal monthly installments.

(4) A utility may discontinue service to an eligible customer who does not pay the monthly amounts referred to in subrule (3) of this rule after giving notice in the manner set forth in these rules. The utility is not required to offer a settlement agreement to an eligible customer who fails to make the monthly payments referred to in subrule (3) of this rule.

(5) At the conclusion of the space heating season, the utility shall reconcile the amounts of eligible customers and permit customers to pay any amounts owing in equal monthly installments between March 31 and December 1. Service to eligible customers who fail to make installment payments on a timely basis may be discontinued in the manner required by this part.

(6) An eligible customer whose utility service has been discontinued before applying for winter protection shall not be required to pay any fee for the restoral of service or any security deposit pursuant to R 460.2131 during the space heating season.

R 460.2163 Notice of discontinuation of service.

Rule 63. (1) A utility shall not discontinue residential service pursuant to R 460.2161 unless written notice by first-class mail is sent to the customer or personally served not less than 10 days before the date of the proposed discontinuance. Notice shall be sent to the account name and address and to the address where service is provided, if different. Service of notice by mail is complete upon mailing. A utility shall maintain an accurate record of the date of mailing.

(2) A utility shall permit a residential customer to designate a consenting individual or agency to receive a copy of any notice of discontinuance sent by the utility to the customer.

(3) Not less than 30 days before the proposed discontinuance of service to a single-metered dwelling used as a residence for 5 or more families, a utility shall mail or deliver a notice, if possible, to each dwelling unit which indicates that the customer of record, the landlord, has failed to pay an outstanding bill and is subject to termination of service on or after a specified date.

R 460.2164 Form of notice.

Rule 64. Notice of discontinuation of service shall contain all of the following information:

- (a) The name and address of the customer and the address of the service, if different.
- (b) A clear and concise statement of the reason for the proposed discontinuation of service.
- (c) The date, on or after which service will be discontinued unless the customer takes appropriate action.

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R 460.2164 Form of notice. (Continued from Addendum A Page 15)

(d) The right of the customer to enter into a settlement agreement with the utility if the claim is for moneys not in dispute and the customer is presently unable to pay in full the amount due the utility.

(e) The right of the customer to file a complaint disputing the claim of the utility before the date of the proposed discontinuation of service.

(f) The right of the customer to request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and a statement that the customer must pay to the utility that portion of the bill not in dispute within 3 days of the date that the hearing is requested.

(g) The right of the customer to represent himself or herself or to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.

(h) A statement that service will not be discontinued pending the resolution of a complaint filed with the utility in accordance with the rules of the Michigan Public Service Commission.

(i) The telephone number and address of the utility where the customer may make inquiry, enter into a settlement agreement, or file a complaint.

(j) A statement advising the customer to contact a social service agency immediately if the customer believes he or she might be eligible for emergency economic assistance.

(k) A statement indicating that discontinuation of service may be postponed if a medical emergency exists in the customer's residence.

(l) A statement that a deposit of up to \$150.00 may be required if the customer is disconnected for nonpayment of a delinquent account.

R 460.2165 Complaints and disputed claims.

Rule 65. (1) When a customer advises a utility prior to the date of the proposed discontinuation of service that all or any part of any billing as rendered is in dispute, the utility shall:

(a) Immediately record the date, time and place the complaint is made and mail postcard verification to the customer.

(b) Investigate the dispute promptly and completely.

(c) Advise the customer of the results of the investigation.

(d) Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.

(e) Provide the opportunity for each customer to enter into a reasonable settlement agreement in order to mutually settle the disputed claim or to satisfy any liability not in dispute.

(2) A customer may advise a utility that a claim is in dispute in any reasonable manner, such as, by written notice, in person or by a telephone call directed to the utility.

(3) A utility, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to dispute settlement.

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R 460.2166 Hearings.

Rule 66. If the parties are unable to resolve the dispute in a mutually satisfactory manner, a utility shall afford a customer the opportunity for a hearing before a utility hearing officer. If the customer fails to request a hearing within 3 days from the date that the opportunity for hearing is offered or if the customer fails to pay the amount which represents that part of the bill not in dispute within 3 days of the date that the hearing is requested, the utility may exercise its right pursuant to these rules.

R 460.2167 Payment of amount not in dispute.

Rule 67. (1) If a customer requests a hearing before a utility hearing officer, he shall pay to the utility an amount equal to that part of the bill not in dispute.

(2) The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute.

(3) If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to the utility 50% of the bill in dispute not to exceed \$100.00 per billing period which shall represent the amount not in dispute.

(4) The amount not in dispute shall be subject to review at the hearing before the utility hearing officer in accordance with Rule 69.

(5) Failure of the customer to pay to the utility the amount not in dispute within 3 days of the date that the hearing is requested shall constitute a waiver of the customer's right to the hearing, and the utility may then proceed to discontinue service as provided in part 5.

(6) If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess moneys paid by the customer shall be refunded promptly with interest at 6% per annum.

R 460.2168 Notice of hearing.

Rule 68. (1) The customer and the utility shall be mailed or personally served written notice of the time, date and place of the hearing at least 10 days prior to the hearing.

(2) The notice shall describe the hearing procedures as contained in these rules.

(3) Failure of the customer or the utility to attend the hearing without due cause or prior request for adjournment constitutes a waiver of the right of that party to the hearing.

R 460.2169 Hearing procedures.

Rule 69. (1) A utility shall establish a hearing procedure which, at a minimum, provides that the customer and the utility have all of the following rights:

(a) The right to represent themselves, to be represented by counsel, or to be assisted by a person of their choice.

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R 460.2169 Hearing procedures. (Continued from Addendum A Page 17)

(b) The right to examine, not less than 2 days prior to a scheduled hearing, a list of all witnesses who will testify and all documents, records, files, account data and similar material which may be relevant to the issues to be raised at the hearing.

(c) The right to present evidence, testimony, and oral and written argument.

(d) The right to confront, question, and cross-examine witnesses appearing on behalf of the other party.

(2) A hearing requested by the customer or his authorized representative shall be held at a time during normal business hours. A utility shall take reasonable steps to insure that customers unable to attend hearings due to physical incapacity shall not be denied the right to a hearing.

(3) The burden of proof is upon the utility in all cases.

(4) All witnesses appearing for either party shall testify under oath.

(5) All hearings shall be informal and the proceedings need not be recorded or transcribed. All evidence relevant to the dispute shall be received and the formal rules of evidence shall not apply.

(6) For each hearing held, the utility hearing officer shall compile a hearing record which contains all of the following:

(a) A concise statement, in writing, of the position of the utility relative to the dispute.

(b) A concise statement in writing of the position of the customer relative to the dispute. If the customer has not reduced, or is unable to reduce, his or her position to writing, the hearing process shall provide a method for accomplishing this with the opportunity for proper acknowledgement by the customer.

(c) Copies of all evidence submitted by the parties.

(7) Upon the closing of the record, the utility hearing officer shall state his or her findings and decision orally and shall issue a complaint determination in a form approved by the commission which shall contain both of the following:

(a) A concise summary of the evidence and argument presented by the parties.

(b) The decision of the utility hearing officer based solely upon the evidence presented and the reasons therefor.

(8) Upon the issuance of a complaint determination, the utility hearing officer shall orally advise the customer and the utility of all of the following:

(a) That each party has a right to file by mail, telephone, or in person, within 5 days after the date of issuance of the complaint determination, an informal appeal with the consumer services division of the commission.

(b) That, if appealed, the decision of the utility hearing officer, including a finding that service may be discontinued, is stayed pending review by the consumer services division.

(c) The address and telephone number where the customer may file an informal appeal with the commission.

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R 460.2169 Hearing procedures. (Continued from Addendum A Page 18)

(9) Before issuance of a complaint determination, the utility hearing officer may propose to the parties a settlement of all matters in dispute. Acceptance of the proposed settlement by both parties is binding unless the utility fails or refuses to abide by the terms of the settlement. The agreement shall be reduced to writing and signed by both parties in the presence of the utility hearing officer.

(10) If, at the conclusion of the hearing, a utility hearing officer finds that the utility may discontinue service unless the customer complies with the complaint determination, he or she shall so notify the customer and authorize the utility to immediately issue and serve the customer or his or her representative personally with written notice, in a form approved by the commission, that service will be discontinued after 5 days unless compliance or payment occurs or the determination is appealed in accordance with these rules.

(11) At the conclusion of the hearing, the utility hearing officer shall serve the parties with all of the following:

- (a) A copy of the complaint determination.
- (b) Appeal information as provided in subrule (8) of this rule.
- (c) Where applicable, the settlement agreement notice or discontinuation of service.

(12) The complaint determination, settlement agreement, or notice of discontinuation of service shall be made part of the hearing record and, together with other documents contained therein, shall be certified by the utility hearing officer.

(13) The complaint determination is binding upon the parties unless appealed as provided in these rules.

R 460.2170 Settlement agreement.

Rule 70. (1) If the utility and the customer arrive at a mutually satisfactory settlement of any claim in dispute or the customer does not dispute liability to the utility but claims inability to pay the outstanding bill in full, a utility shall offer the customer the opportunity to enter into a settlement agreement.

(2) A settlement agreement shall be in writing and signed by the customer or his representative and a representative of the utility authorized to enter into the agreement. A settlement reached by telephone shall be confirmed by the utility in writing and mailed to the customer with instructions to sign a confirming copy and return it in a prepaid self-addressed return envelope as provided. The original settlement agreement shall be maintained on file by the utility for 2 years.

(3) Every settlement agreement entered into due to the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid.

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R 460.2170 Settlement agreement. (Continued from Addendum A Page 19)

(4) For purposes of determining reasonableness under these rules the parties shall consider the:

- (a) Size of the delinquent account.
- (b) Customer's ability to pay.
- (c) Customer's payment history.
- (d) Time that the debt has been outstanding.
- (e) Reasons why debt has been outstanding.
- (f) Any other relevant factors concerning the circumstances of the customer.

(5) A settlement agreement offered by a utility shall state immediately preceding the space provided for the customer's signature and in bold face print at least 2 sizes larger than any other used thereon, that "IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU MAY FILE AN INFORMAL COMPLAINT AND HAVE A HEARING BEFORE A UTILITY HEARING OFFICER BEFORE YOUR SERVICE MAY BE TERMINATED.

IF YOU DO SIGN THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO AN INFORMAL HEARING BEFORE A UTILITY HEARING OFFICER ON ANY MATTER INVOLVED IN THIS DISPUTE EXCEPT THE UTILITY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT".

R 460.2171 Default of settlement agreement.

Rule 71. (1) If a customer fails to comply with the terms and conditions of a settlement agreement, a utility may discontinue service after notifying the customer, in writing, by personal service or first-class mail, of all the following:

- (a) That the customer is in default of the settlement agreement.
- (b) The nature of the default.
- (c) That unless full payment of the claim is made within 10 days from the date of mailing, the utility will discontinue service.
- (d) The date, on, or after, upon which service will be discontinued.
- (e) That the customer has a right to request a hearing before a utility hearing officer only if the customer alleges that the utility has failed or refused to follow the terms of the settlement agreement.
- (f) The address and telephone number where the customer may file the request for hearing with the utility.

(2) Upon determination by the utility hearing officer, a complaint determination and notice of proposed action shall be issued in accordance with R 460.2169.

(3) A utility is not required to enter into any subsequent settlement agreement with a customer until the terms of any previous settlement agreement have been fully executed.

(4) A utility is not required to enter into any subsequent settlement agreement with a customer who defaults upon the terms and conditions of a previous agreement.

(5) If a settlement agreement is reached, following a notice of discontinuance, the failure of the customer to abide by the terms of the settlement agreement during the first 60 days after the agreement is made constitutes a waiver of the notice required by R 460.2177(1).

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R 460.2172 Res judicata.

Rule 72. A utility may treat a customer complaint or dispute involving the same question or issued based upon the same facts as res judicata and is not required to comply with these rules more than once prior to discontinuance of service.

R 460.2173 Emergency discontinuation.

Rule 73. Notwithstanding any other provision of these rules, a utility may discontinue residential service temporarily for reasons of health or safety or in a state or national emergency.

PART 7. COMMISSION APPEAL PROCEDURE

R 460.2181 Informal appeal.

Rule 81. Within 5 days from the date of service of a complaint determination of a utility hearing officer, either party may file an informal appeal with the consumer services division of the commission.

R 460.2182 Filing procedures.

Rule 82. (1) An informal appeal may be filed in any reasonable manner. The informal appeal need not be in writing and may be initiated by telephone or in person at the office of the commission.

(2) A written appeal need not be verified.

(3) The appealing party shall provide the following information to the commission:

(a) Name and address of the customer.

(b) Name of the utility involved.

(c) The nature of the original complaint in a clear and concise manner.

(d) The relief requested and whether the customer has pursued the remedies available with the utility complained of pursuant to these provisions.

R 460.2183 Exhaustion of remedies.

Rule 83. The commission may require the customer to pursue remedies directly with the utility as provided in these rules prior to the acceptance for filing of an informal appeal. The commission specifically reserves the right to waive this rule when inequity and good conscience circumstances so require.

R 460.2184 Informal appeal procedure.

Rule 84. (1) Upon filing, the appeal shall be assigned to a complaint and information officer of the consumer services division, or other officer or employer of the commission as the commission may designate, who shall reduce the appeal to writing and shall be responsible for:

(a) Advising the appealing party of the procedures of the commission by telephone or in writing.

(b) Advising the other party that an informal appeal has been filed.

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R 460.2184 Informal appeal procedure. (Continued from Addendum A Page 21)

- (c) Issuing interim determinations as may be necessary in the proceedings.
- (d) Reviewing or investigating the appeal as provided in these rules.
- (e) Issuing an informal appeal decision.

(2) Upon notification by the commission that an informal appeal has been filed, the utility hearing officer shall forthwith file with the consumer services division the certified hearing record concerning the matter in dispute. The parties shall be bound by the evidence presented at the hearing and contained in the hearing record. The complaint and information officer shall not be required to receive or consider any additional evidence or information submitted by a party in arriving at the informal appeal decision.

(3) In all appeals filed pursuant to these rules, the utility has the burden of proof.

R 460.2185 Interim determinations.

Rule 85. (1) After the receipt of the hearing record and pending the final resolution of an informal appeal, the complaint and information officer may issue an interim determination upon such terms and conditions as he deems appropriate. In the case of appeals regarding bills or deposits, the complaint and information officer may require a customer to pay the undisputed portion of a claim in order to continue the prohibition against the discontinuance of service as provided in these rules. The complaint and information officer may consider such amounts as reasonably appear to reflect the cost of utility service in determining the undisputed portion of a claim.

(a) If a customer fails to abide by the terms and conditions of an interim determination within 10 days of the date of personal service or mailing thereof by first class mail, the utility may discontinue service as provided in these rules.

R 460.2186 Appeal review.

Rule 86. The complaint and information officer shall review the informal appeal thoroughly and when necessary, conduct further investigation. New evidence may be offered by any party if the complaint and information officer determines that it is relevant and could not have been offered at the hearing before the utility hearing officer through the exercise of due diligence by the offering party. When further investigation is necessary, the complaint and information officer may request additional evidence or upon his own motion, may hold an informal conference with the parties or their representatives at the time and place designated by the officer. If either party fails to appear at the informal conference without good cause shown or prior request for adjournment, the right of the absent party to appear at the conference shall be waived. At any informal conference, each party shall have the right to:

- (a) Represent himself or to be represented by counsel or other person of his choice.
- (b) Present oral and documentary evidence.

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R 460.2186 Appeal review. (Continued from Addendum A Page 22)

- (c) Refute in a reasonable manner the evidence of the other party.
- (d) Submit an oral or written statement of position.

R 460.2187 Discontinuance pending decision.

Rule 87. A utility shall not discontinue residential service nor issue a notice of discontinuation relative to the matter in dispute pending the decision of the consumer services division unless pursuant to the terms of an interim determination.

R 460.2188 Informal appeal decision.

Rule 88. The complaint and information officer or other employee so designated by the commission shall, within 30 days, after the filing of the certified record, issue a written informal appeal decision affirming, modifying, or reversing the complaint determination. In reversing or modifying the complaint determination, the decision shall set forth the terms and conditions for continued service, discontinuation, or a proposed settlement agreement as required by the facts and circumstances. The decision shall state the relevant findings of fact and the reasons for the decision.

R 460.2189 Notice and discontinuation.

Rule 89. A copy of the informal appeal decision shall be served personally or sent by first class mail to the parties. Failure of either party to comply with the decision within 10 days from the date of service of mailing thereof shall permit the action or remedy as provided therein.

R 460.2190 Res judicata.

Rule 90. The consumer services division may treat an informal appeal involving the same question or issue based upon same facts as res judicata and may dismiss without following every procedure set forth in these rules.

R 460.2191 Formal appeal.

Rule 91. Either party may appeal the decision of the complaint and information officer by filing a formal complaint in accordance with the rules of practice and procedure before the commission. A party may proceed in accordance with the terms of the informal appeal decision unless otherwise ordered by the presiding officer assigned to the formal complaint.

R 460.2192 Other remedies.

Rule 92. Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time prior to or after the issuance of any informal appeal decision.

R 460.2199 Rescission.

Rule 99. Rules 6, 25, 27, 28, 31 to 35 of the Standards of Gas Service being R 460.896, R 460.915, R 460.917, R 460.918, R 460.921, to R 460.923 and R 460.925 of

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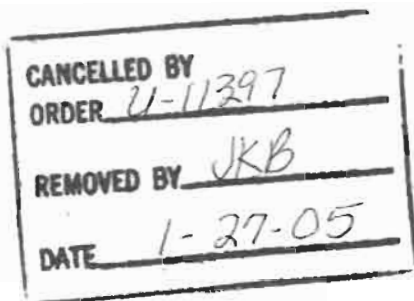
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R 460.2199 Recission. (Continued from Addendum A Page 23)

the Michigan Administrative Code and appearing on pages 6095 and 6101 to 6103 of the 1954 volume of the Code and rules 5, 7, 8, 10, 11, 14 to 17 and 28 of Rules of Electric Service, being R 460.501, R 460.502 and R 460.504 of the Michigan Administrative Code and appearing on pages 5788 to 4792 of the 1954 volume of the code, are rescinded in so far as they apply to electrical and gas residential utility service.

Effective date of Rule Package With Revisions: November 12, 1981 (last update).
Includes All Revisions Prior to This Date.



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