

# PRESQUE ISLE ELECTRIC & GAS CO-OP

## RATE BOOK FOR NATURAL GAS SERVICE

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

Copies of the Cooperative's Rate Book for Natural Gas Service are available on Presque Isle Electric & Gas Co-op's website at the following website address <https://www.pieg.com/RateInformation.cfm?p=78> or at the Michigan Public Service Commission's website at the following website address, <http://www.michigan.gov/mpsc/0,1607,7-159-16385-124197--,00.html>.

### Territory

This Rate Book for Natural Gas Service applies to the regulated territory served with Natural Gas by the Cooperative.

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Original Sheet No. A-6.00	August 31, 2009
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Second Revised Sheet No. B-6.00	June 10, 2015
Second Revised Sheet No. B-7.00	June 10, 2015
Second Revised Sheet No. B-8.00	June 10, 2015
Second Revised Sheet No. B-9.00	June 10, 2015

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Issued: **December 14, 2015**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17945, U-15152
REMOVED BY: RL
DATE 06-01-16

Michigan Public Service Commission
December 15, 2015
Filed 

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Original Sheet No. A-2.01	August 31, 2009
Original Sheet No. A-2.02	August 31, 2009
Original Sheet No. A-2.03	August 31, 2009
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<b>Twelfth</b> Revised Sheet No. A-3.00	<b>June 10, 2015</b>
Original Sheet No. A-3.01	August 31, 2009
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<b>Second</b> Revised Sheet No. B-9.00	<b>June 10, 2015</b>

(Continued on Sheet No. A-3.01)

Issued **June 10, 2015**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17848, U-15152
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Michigan Public Service Commission
<b>June 10, 2015</b>
Filed <u>DBR</u>

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First Revised Sheet No. B-8.00	October 8, 2012
First Revised Sheet No. B-9.00	October 8, 2012

Issued: **November 7, 2014**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

Michigan Public Service  
Commission  
November 12, 2014  
Filed 

CANCELLED  
BY  
ORDER U-17695, U-15152  
REMOVED BY DBR  
DATE 06-10-15

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Issued: **July 18, 2014**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17599, U-15152
REMOVED BY <u>RL</u>
DATE <u>11-12-14</u>

Michigan Public Service Commission
<b>July 21, 2014</b>
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Issued: **June 10, 2014**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-13150, U-15152
REMOVED BY RL
DATE 07-21-14

Michigan Public Service Commission
<b>June 11, 2014</b>
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(Continued on Sheet No. A-3.01)

Issued: **October 1, 2013**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-15152, U-17336
REMOVED BY <u>DBR</u>
DATE <u>06-11-14</u>

Michigan Public Service Commission
<b>October 1, 2013</b>
Filed <u>R</u>

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First Revised Sheet No. B-7.00	October 8, 2012
First Revised Sheet No. B-8.00	October 8, 2012
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Issued: **May 15, 2013**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17240, U-15152
REMOVED BY RL
DATE 10-01-13

Michigan Public Service Commission
<b>May 16, 2013</b>
Filed 



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Issued: **February 13, 2013**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17135, U-15152
REMOVED BY: RL
DATE 05-16-13

Michigan Public Service Commission
<b>February 13, 2013</b>
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<b>First Revised</b> Sheet No. A-2.00	<b>October 8, 2012</b>
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First Revised Sheet No. B-5.00	<b>October 8, 2012</b>
First Revised Sheet No. B-6.00	<b>October 8, 2012</b>
First Revised Sheet No. B-7.00	<b>October 8, 2012</b>
First Revised Sheet No. B-8.00	<b>October 8, 2012</b>
First Revised Sheet No. B-9.00	<b>October 8, 2012</b>

(Continued on Sheet No. A-3.01)

Issued: **October 9, 2012**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER <u>U-17003, U-15152</u>
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DATE <u>02-13-13</u>

Michigan Public Service Commission
<b>October 9, 2012</b>
Filed <u>RL</u>

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Original Sheet No. A-7.00	August 31, 2009
Original Sheet No. B-1.00	August 31, 2009
Original Sheet No. B-2.00	August 31, 2009
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Original Sheet No. B-4.00	August 31, 2009
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Original Sheet No. B-6.00	August 31, 2009
Original Sheet No. B-7.00	August 31, 2009
Original Sheet No. B-8.00	August 31, 2009
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(Continued on Sheet No. A-3.01)

Issued: **May 2, 2012**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-15152
REMOVED BY RL
DATE 10-09-12

Michigan Public Service Commission
<b>May 2, 2012</b>
Filed 

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Issued: **March 27, 2012**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-16926, U-15152
REMOVED BY <u>RL</u>
DATE <u>05-02-12</u>

Michigan Public Service Commission
<b>March 27, 2012</b>
Filed <u>RL</u>


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Original Sheet No. B-4.00	August 31, 2009
Original Sheet No. B-5.00	August 31, 2009
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(Continued on Sheet No. A-3.01)

Issued: **October 26, 2011**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-16556, U-15152	Michigan Public Service Commission
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DATE 03-27-12	Filed 

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Original Sheet No. B-5.00	August 31, 2009
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Original Sheet No. B-7.00	August 31, 2009
Original Sheet No. B-8.00	August 31, 2009
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Issued: **October 12, 2009**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED  
BY  
ORDER U-16556, U-15152  
  
REMOVED BY RL  
DATE 10-26-11

Michigan Public Service  
Commission  
**October 13, 2009**  
Filed RL

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Original Sheet No. B-8.00	<b>August 31, 2009</b>
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(Continued on Sheet No. A-3.01)

Issued **August 24, 2009**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

Michigan Public Service  
Commission

**August 25, 2009**

Filed \_\_\_\_\_  


CANCELLED  
BY  
ORDER U-15342, U-15152

REMOVED BY RL

DATE 10-13-09

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Original Sheet No. G-1.00	August 31, 2009

Issued: **November 27, 2017**

By: **Tom Sobeck**  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER <u>U-18485</u>
REMOVED BY <u>DBR</u>
DATE <u>9-5-19</u>

Michigan Public Service Commission
<b>November 28, 2017</b>
Filed <u>RL</u>




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Issued: **October 20, 2016**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED  
BY ORDER U-18259, U-15152  
REMOVED BY RL  
DATE 11-28-17

Michigan Public Service  
Commission  
October 20, 2016  
Filed 

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after **November 1, 2016**

Issued under authority of the MPSC  
dated **October 11, 2016** Case No. **U-18059**

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Issued: **May 26, 2016**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-18059, U-15152
REMOVED BY RL
DATE 10-20-16

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<b>June 1, 2016</b>
Filed 

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after **May 26, 2016**

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dated **May 20, 2016** Case No. U-17945

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Issued: **December 14, 2015**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17945, U-15152
REMOVED BY RL
DATE 06-01-16

Michigan Public Service Commission
December 15, 2015
Filed 

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Issued: **November 7, 2014**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED  
BY ORDER U-17848, U-15152  
REMOVED BY RL  
DATE 12-15-15

Michigan Public Service  
Commission  
**November 12, 2014**  
Filed 

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Issued: **June 10, 2014**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

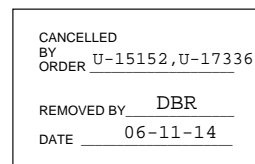
CANCELLED BY ORDER U-17599,U-15152
REMOVED BY RL
DATE 11-12-14

Michigan Public Service Commission
June 11, 2014
Filed DBR

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Issued: **October 1, 2013**  
By: Brian Burns  
President and CEO  
Onaway, Michigan



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Issued: **May 15, 2013**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER <u>U-17240, U-15152</u>
REMOVED BY <u>RL</u>
DATE <u>10-01-13</u>

Michigan Public Service Commission
<b>May 16, 2013</b>
Filed <u>RL</u>

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Issued: **February 13, 2013**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17135, U-15152
REMOVED BY <u>RL</u>
DATE <u>05-16-13</u>

Michigan Public Service Commission
<b>February 13, 2013</b>
Filed <u>RL</u>



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Issued: **May 2, 2012**  
By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-17003, U-15152
REMOVED BY: <u>RL</u>
DATE <u>02-13-13</u>

Michigan Public Service Commission
<b>May 2, 2012</b>
Filed <u>RL</u>

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Issued **March 27, 2012**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-16926, U-15152
REMOVED BY RL
DATE 05-02-12

Michigan Public Service Commission
<b>March 27, 2012</b>
Filed 

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Issued **October 26, 2011**

By: Brian Burns  
President and CEO  
Onaway, Michigan

CANCELLED BY ORDER U-16556, U-15152
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DATE 03-27-12

Michigan Public Service Commission
<b>October 26, 2011</b>
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after **November 1, 2011**

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Public Service Commission dated **10/20/11**  
in Case No. **U-16556**

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Issued: **October 12, 2009**

By: Brian Burns  
President and CEO  
Onaway, Michigan

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BY ORDER U-16556, U-15152  
  
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DATE 10-26-11

Michigan Public Service  
Commission

**October 13, 2009**

Filed RL

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Original Sheet No. C-39.00	<b>August 31, 2009</b>
Original Sheet No. C-40.00	<b>August 31, 2009</b>
Original Sheet No. C-41.00	<b>August 31, 2009</b>
Original Sheet No. C-42.00	<b>August 31, 2009</b>
Original Sheet No. C-43.00	<b>August 31, 2009</b>
Original Sheet No. C-44.00	<b>August 31, 2009</b>
Original Sheet No. C-45.00	<b>August 31, 2009</b>
Original Sheet No. C-46.00	<b>August 31, 2009</b>
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Original Sheet No. D-1.01	<b>August 31, 2009</b>
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Original Sheet No. D-4.00	<b>August 31, 2009</b>
Original Sheet No. D-5.00	<b>August 31, 2009</b>
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Original Sheet No. D-8.01	<b>August 31, 2009</b>
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DATE 10-13-09

**SECTION B**  
**ADMINISTRATIVE RULES INDEX**

**B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 R 460.2384) (FOR ALL CUSTOMERS)**

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_06\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_06_AdminCode.pdf)

**PART 1. GENERAL PROVISIONS**

R 460.2301 Definitions  
R 460.2302 Application, Intention, and Interpretation of Rules; Utility Rules and Regulations  
R 460.2303 Rescission

**PART 2 RECORDS, REPORTS, AND OTHER INFORMATION**

R 460.2321 Retention of Records  
R 460.2322 Location of Records  
R 460.2323 Reports and Records Generally

**PART 3 SERVICE REQUIREMENTS**

R 460.2331 Sale of Gas  
R 460.2332 Permanent Service Line Rules  
R 460.2333 Main Extension Rules  
R 460.2334 Temporary Service  
R 460.2335 Interruptions of Service

**PART 4 ENGINEERING**

R 460.2341 Gas Facilities; Construction and Installation  
R 460.2342 Standards of Accepted Engineering Practice

**PART 5 INSPECTION OF METERS**

R 460.2351 Meters and Associated Metering Devices; Inspections and Tests  
R 460.2352 Diaphragm-Type Meters; Meter Tests; Reports  
R 460.2353 Retirement of Meters  
R 460.2354 Accuracy of Metering Equipment; Tests; Standards  
R 460.2355 Meter Shop; Design; Meter Testing System; Standards; Handling; Calibration Cards; Calibrated Orifices  
R 460.2356 Pressure Measurement Standards  
R 460.2357 Records; Meter Tests  
R 460.2358 Records; Meter and Associated Metering Device Data

(Continued on Sheet No. B-2.00)

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SECTION B  
ADMINISTRATIVE RULES INDEX

**B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002301&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002301&Dpt=CI&RngHigh=)

**PART 1. GENERAL PROVISIONS**

- R 460.2301** Definitions.  
**R 460.2302** Application, intention, and interpretation of rules; utility rules and regulations.

**PART 2. RECORDS, REPORTS, AND OTHER INFORMATION**

- R 460.2321** Retention of records.  
**R 460.2322** Location of records.  
**R 460.2323** Reports and records generally.

**PART 3. SERVICE REQUIREMENTS**

- R 460.2331** Sale of gas.  
**R 460.2332** Permanent service line rules.  
**R 460.2333** Main extension rules.  
**R 460.2334** Temporary service.  
**R 460.2335** Interruptions of service.

**PART 4. ENGINEERING**

- R 460.2341** Gas facilities; construction and installation.  
**R 460.2342** Standards of accepted engineering practice.

**PART 5. INSPECTION OF METERS**

- R 460.2351** Meters and associated metering devices; inspections and tests.  
**R 460.2352** Diaphragm-type meters; meter tests; reports.  
**R 460.2353** Retirement of meters.  
**R 460.2354** Accuracy of metering equipment; tests; standards.  
**R 460.2355** Meter shop; design; meter testing system; standards; handling; calibration cards; calibrated orifices.  
**R 460.2356** Pressure measurement standards.  
**R 460.2357** Records; meter tests.  
**R 460.2358** Records; meter and associated metering device data.

(Continued on Sheet No. B-2.00)

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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
**(Continued from Sheet No. B-1.00)**

**B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 R 460.2384) (FOR ALL CUSTOMERS)**

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**PART 6 BILL ADJUSTMENT; METER ACCURACY**

R 460.2361 Bill Adjustment; Meter Accuracy  
R 460.2362 Determination of Adjustment  
R 460.2363 Refunds  
R 460.2364 Rebilling  
R 460.2365 Consumption Data Records

**PART 7 SHUTOFF OF SERVICE**

R 460.2371 Conditions for Establishing Gas Service; Liability; Notice and Record of Inability to Establish Service; Refusal of Service to Customer Using Other Gaseous Fuel; Exception  
R 460.2372 Gas Facilities Hazard  
R 460.2373 Shutoff of Service  
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**PART 8 GAS QUALITY**

R 460.2381 Gas Purity  
R 460.2382 Heating Value; Authorized Variations  
R 460.2383 Heating Value Records; Location and Accuracy of Measuring Equipment; Frequency of Heating Value Determination  
R 460.2384 Rescinded

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

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/107\\_92\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_92_AdminCode.pdf)

**PART 1 GENERAL PROVISIONS AND DEFINITIONS**

R 460.101 Application of Rules  
R 460.102 Definitions  
R 460.103 Discrimination Prohibited  
R 460.104 Conduct of Proceedings  
R 460.105 Additional Rules

(Continued on Sheet No. B-3.00)

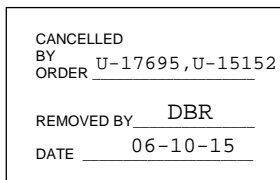
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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
(Continued from Sheet No. B-1.00)

**B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS)**  
(Contd)  
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**PART 6. BILL ADJUSTMENT; METER ACCURACY**

- R 460.2361** Bill adjustment; meter accuracy.
- R 460.2362** Determination of adjustment.
- R 460.2363** Refunds.
- R 460.2364** Rebilling.
- R 460.2365** Consumption data records.

**PART 7. SHUTOFF OF SERVICE**

- R 460.2371** Conditions for establishing gas service; liability; notice and record of inability to establish service; refusal of service to customer using other gaseous fuel; exception.
- R 460.2372** Gas facilities hazard.
- R 460.2373** Shutoff of service.
- R 460.2374** Customer notification of shutoff of service.

**PART 8. GAS QUALITY**

- R 460.2381** Gas purity.
- R 460.2382** Heating value; authorized variations.
- R 460.2383** Heating value records; location and accuracy of measuring equipment; frequency of heating value determination.

**B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

**PART 1. GENERAL PROVISIONS**

- R 460.101** Application of rules.
- R 460.102** Definitions.
- R 460.103** Discrimination prohibited.
- R 460.104** Conduct of proceedings.
- R 460.105** Additional rules.

**PART 2. APPLICATION FOR SERVICE**

- R 460.106** Service requests for new or previous customers.
- R 460.107** Applicant information.

(Continued on Sheet No. B-3.00)

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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
**(Continued from Sheet No. B-2.00)**

**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 R 460.169) (Contd)**

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- PART 2. APPLICATION FOR SERVICE
- R 460.106 Service Requests for New or Previous Customers  
R 460.107 Applicant Information
- PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS
- R 460.108 Prohibited Practices  
R 460.109 Deposit for New Customers  
R 460.110 Deposit for a Previous Customer or for Continued Service  
R 460.111 General Deposit Conditions  
R 460.112 Guarantee Terms and Conditions
- PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND RELOCATION
- R 460.113 Actual and Estimated Meter Reading  
R 460.114 Company Representative Identification  
R 460.115 Customer Meter Reading  
R 460.116 Meter Accuracy, Meter Errors, Meter Relocation
- PART 5. BILLING AND PAYMENT STANDARDS
- R 460.117 Billing Frequency; Methods of Delivery  
R 460.118 Equal Monthly Billing  
R 460.119 Cycle Billing  
R 460.120 Payment of Bills  
R 460.121 Payment Period  
R 460.122 Allowable Charges  
R 460.123 Bill Information  
R 460.124 Separate Bills  
R 460.125 Billing For Non-tariff Services  
R 460.126 Billing Error
- PART 6. VOLUNTARY TERMINATION
- R 460.127 Voluntary Termination

(Continued on Sheet No. B-4.00)

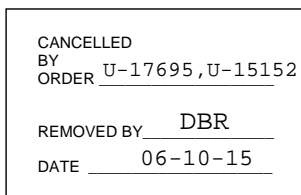
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**SECTION B**  
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(Continued from Sheet No. B-2.00)

**B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)**  
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**PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS**

- R 460.108 Prohibited practices.
- R 460.109 Deposit for new customer.
- R 460.110 Deposit for a previous customer or for continued service.
- R 460.111 General deposit conditions.
- R 460.112 Guarantee terms and conditions.

**PART 4. PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND RELOCATION**

- R 460.113 Actual and estimated meter reading.
- R 460.114 Company representative identification.
- R 460.115 Customer meter reading.
- R 460.116 Meter accuracy, meter errors, meter relocation.

**PART 5. BILLING AND PAYMENT STANDARDS**

- R 460.117 Billing frequency; method of delivery.
- R 460.118 Equal monthly billing.
- R 460.119 Cycle billing.
- R 460.120 Payment of bill.
- R 460.121 Payment period.
- R 460.122 Allowable charges.
- R 460.123 Bill information.
- R 460.124 Separate bills.
- R 460.125 Billing for non-tariff services.
- R 460.126 Billing error.

**PART 6. VOLUNTARY TERMINATION OF SERVICE**

- R 460.127 Voluntary termination.

(Continued on Sheet No. B-4.00)

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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
**(Continued from Sheet No. B-3.00)**

**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 R 460.169) (Contd)**

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/107\\_92\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/107_92_AdminCode.pdf)

- PART 7. UTILITY PROCEDURES
- R 460.128 Applicability
  - R 460.129 Complaint Procedures
  - R 460.130 Personnel Procedures
  - R 460.131 Publication of Procedures
  - R 460.132 Access to Rules And Rates
  - R 460.133 Reporting Requirements
  - R 460.134 Inspection
  - R 460.135 Customer Access to Consumption Data
- PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE
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  - R 460.137 Shutoff Permitted
  - R 460.138 Notice Of Shutoff
  - R 460.139 Form of Notice
  - R 460.140 Time Of Shutoff
  - R 460.141 Manner of Shutoff
  - R 460.142 Manner of Shutoff for Service Provided With Remote Shutoff and Restoration Capability
  - R 460.143 Shutoff Prohibited
  - R 460.144 Restoration of Service
- PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS
- R 460.145 Listing of Energy Assistance Programs
  - R 460.146 Notice of Energy Assistance Programs
  - R 460.147 Medical Emergency
  - R 460.148 Winter Protection Plan for Low-Income Customers
  - R 460.149 Winter Protection Plan for Senior Citizens
  - R 460.150 Military Protections

(Continued on Sheet No. B-5.00)

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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
(Continued from Sheet No. B-3.00)

**B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

**PART 7. UTILITY PROCEDURES**

- R 460.128 Applicability.
- R 460.129 Complaint procedures.
- R 460.130 Personnel procedures.
- R 460.131 Publication of procedures.
- R 460.132 Access to rules and rates.
- R 460.133 Reporting requirements.
- R 460.134 Inspection.
- R 460.135 Customer access to consumption data.

**PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE**

- R 460.136 Emergency shutoff.
- R 460.137 Shutoff permitted.
- R 460.138 Notice of shutoff.
- R 460.139 Form of notice.
- R 460.140 Time of shutoff.
- R 460.141 Manner of shutoff.
- R 460.142 Manner of shutoff for service provided with remote shutoff and restoration capability.
- R 460.143 Shutoff prohibited.
- R 460.144 Restoration of service.

**PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS**

- R 460.145 Listing of energy assistance programs.
- R 460.146 Notice of energy assistance programs.
- R 460.147 Medical emergency.
- R 460.148 Winter protection plan for low-income customers.
- R 460.149 Winter protection plan for senior citizens.
- R 460.150 Military protections.

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**SECTION B**  
**ADMINISTRATIVE RULES INDEX**  
**(Continued from Sheet No. B-4.00)**

**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 R 460.169) (Contd)**

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PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

R 460.151 Disputed Claim  
R 460.152 Utility Hearing and Hearing Officers  
R 460.153 Notice of Hearing  
R 460.154 Hearing Procedures  
R 460.155 Settlement Agreement  
R 460.156 Default of Settlement Agreement  
R 460.157 Same Dispute

PART 11. COMMISSION APPEAL PROCEDURES

R 460.158 Informal Appeal  
R 460.159 Filing Procedures  
R 460.160 Informal Appeal Procedures  
R 460.161 Interim Determination  
R 460.162 Appeal Review  
R 460.163 Shutoff Pending Decision  
R 460.164 Informal Appeal Decision  
R 460.165 Failure to Comply With Informal Appeal Decision  
R 460.166 Same Dispute  
R 460.167 Formal Appeal  
R 460.168 Other Remedies  
R 460.169 Scope of Rules

**B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625)  
**RESCINDED****

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_09\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_09_AdminCode.pdf)

PART 1 GENERAL PROVISIONS AND DEFINITIONS

R 460.2601 Application of Rules  
R 460.2602 Definitions

(Continued on Sheet No. B-6.00)

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**ADMINISTRATIVE RULES INDEX**  
**(Continued from Sheet No. B-4.00)**

**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 R 460.169) (Contd)**

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**PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT**

R 460.151 Disputed Claim  
R 460.152 Utility Hearing and Hearing Officers  
R 460.153 Notice of Hearing  
R 460.154 Hearing Procedures  
R 460.155 Settlement Agreement  
R 460.156 Default of Settlement Agreement  
R 460.157 Same Dispute

**PART 11. COMMISSION APPEAL PROCEDURES**

R 460.158 Informal Appeal  
R 460.159 Filing Procedures  
R 460.160 Informal Appeal Procedures  
R 460.161 Interim Determination  
R 460.162 Appeal Review  
R 460.163 Shutoff Pending Decision  
R 460.164 Informal Appeal Decision  
R 460.165 Failure to Comply With Informal Appeal Decision  
R 460.166 Same Dispute  
R 460.167 Formal Appeal  
R 460.168 Other Remedies  
R 460.169 Scope of Rules

**B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625)**

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_09\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_09_AdminCode.pdf)

**PART 1 GENERAL PROVISIONS AND DEFINITIONS**

R 460.2601 Application of Rules  
R 460.2602 Definitions

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**ADMINISTRATIVE RULES INDEX**  
(Continued from Sheet No. B-4.00)

**B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

**PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT**

- R 460.151 Disputed claim.
- R 460.152 Utility hearing and hearing officers.
- R 460.153 Notice of hearing.
- R 460.154 Hearing procedures.
- R 460.155 Settlement agreement.
- R 460.156 Default of settlement agreement.
- R 460.157 Same dispute.

**PART 11. COMMISSION APPEAL PROCEDURES**

- R 460.158 Informal appeal.
- R 460.159 Filing procedures.
- R 460.160 Informal appeal procedures.
- R 460.161 Interim determination.
- R 460.162 Appeal review.
- R 460.163 Shutoff pending decision.
- R 460.164 Informal appeal decision.
- R 460.165 Failure to comply with informal appeal decision.
- R 460.166 Same dispute.
- R 460.167 Formal appeal.
- R 460.168 Other remedies.
- R 460.169 Scope of rules.

**B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460. 2601 - R 460.2625)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002601&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002601&Dpt=&RngHigh=48702110)

**PART 1. GENERAL PROVISIONS**

- R 460.2601 Application of rules.
- R 460.2602 Definitions.

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**B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625) (Contd)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_09\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_09_AdminCode.pdf)

PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

R 460.2621 Uncollectibles Allowance Recovery Fund  
R 460.2622 Annual Deposits  
R 460.2623 Notice of Deposit  
R 460.2624 Disputes; Procedure for Resolution  
R 460.2625 Disbursement of Funds

**B4. Billing Practices Applicable to Non-Residential Electric and Gas Customers (R 460.1601 R 460.1640)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_03\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_03_AdminCode.pdf)

PART 1 GENERAL PROVISIONS

R 460.1601 Applicability; Purpose  
R 460.1602 Definitions  
R 460.1603 Discrimination Prohibited  
R 460.1604 Form of Proceedings  
R 460.1605 Additional Rules

PART 2 APPLICATION FOR SERVICE

R 460.1606 Application for New Service

PART 3 GENERAL CUSTOMER DEPOSIT CONDITIONS

R 460.1607 Customer Deposits

PART 4 METER READING, ESTIMATED BILLS, BILLING ADJUSTMENTS,  
VOLUNTARY TERMINATION, AND METER RELOCATION

R 460.1608 Meter Reading Interval and Estimated Bills  
R 460.1609 Meter Inaccuracies; Billing Adjustments  
R 460.1610 Voluntary Termination  
R 460.1611 Meter or Facilities Relocation Charge

(Continued on Sheet No. B-7.00)

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**B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625) (Contd)**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002601&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002601&Dpt=&RngHigh=48702110)

**PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND**

**R 460.2621** Uncollectibles allowance recovery fund.  
**R 460.2622** Annual deposits.  
**R 460.2623** Notice of deposit.  
**R 460.2624** Disputes; procedure for resolution.  
**R 460.2625** Disbursement of funds.

**B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS**  
(R 460.1601 - 460.1640) (INCLUDING MULTIFAMILY DWELLING SERVICE RATE A-1 CUSTOMERS)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46001601&Dpt=LG&RngHigh](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46001601&Dpt=LG&RngHigh)

**PART 1.**

**R 460.1601** Applicability purpose.  
**R 460.1602** Definitions.  
**R 460.1603** Discrimination prohibited.  
**R 460.1604** Form of proceedings.  
**R 460.1605** Additional rules.

**PART 2. APPLICATION FOR SERVICE**

**R 460.1606** Application for new service.

**PART 3. GENERAL CUSTOMER DEPOSIT CONDITIONS**

**R 460.1607** Customer Deposits.

**PART 4. METER READING, ESTIMATED BILLS, BILLING ADJUSTMENTS, VOLUNTARY TERMINATION, AND METER RELOCATION**

**R 460.1608** Meter reading interval and estimated bills.  
**R 460.1609** Metering inaccuracies; billing adjustments.  
**R 460.1610** Voluntary termination.  
**R 460.1611** Meter or facilities relocation charge.

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**B4. Billing Practices Applicable to Non-Residential Electric and Gas Customers (R 460.1601 R 460.1640)**  
**(Contd)**

[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_03\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_03_AdminCode.pdf)

**PART 5 BILLING AND PAYMENTS**

R 460.1612 Cycle Billing  
R 460.1613 Billing Information  
R 460.1614 Discounts and Late Payment Charges  
R 460.1615 Delivery and Payment of Bills  
R 460.1616 Billing for Unregulated Service  
R 460.1617 Billing Errors

**PART 6 CUSTOMER RELATIONS AND UTILITY PROCEDURES**

R 460.1618 Selection of Rate, Customer Information and Service  
R 460.1619 Inspection  
R 460.1620 Customer Access To Consumption Data  
R 460.1621  
R 460.1622 Customer Complaints; Investigation; Records  
R 460.1623 Records and Reports

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R 460.1624 Notice of Shutoff  
R 460.1625 Denial or Shutoff of Service To Customers  
R 460.1626 Manner of Shutoff for Service Provided With Remote Shutoff and Restoration Capability

(Continued on Sheet No. B-8.00)

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**B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS**  
(R 460.1601 - 460.1640) (INCLUDING MULTIFAMILY DWELLING SERVICE RATE A-1 CUSTOMERS)  
(Contd)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46001601&Dpt=LG&RngHigh](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46001601&Dpt=LG&RngHigh)

**PART 5. BILLING AND PAYMENTS**

**R 460.1612** Cycle billing.  
**R 460.1613** Billing information.  
**R 460.1614** Discounts and late payment charges.  
**R 460.1615** Delivery and payment of bills.  
**R 460.1616** Billing for unregulated service.  
**R 460.1617** Billing errors.

**PART 6. CUSTOMER RELATIONS AND UTILITY PROCEDURES**

**R 460.1618** Selection of rate, customer information, and service.  
**R 460.1619** Inspection.  
**R 460.1620** Customer access to consumption data.  
**R 460.1621** Servicing utility equipment on customer's premises.  
**R 460.1622** Customer complaints; investigation; records.  
**R 460.1623** Records and reports.

**PART 7. SHUTOFFS AND RESTORATION**

**R 460.1624** Notice of shutoff.  
**R 460.1625** Denial or shutoff of service to customer.  
**R 460.1626** Manner of shutoff for service provided with remote shutoff and restoration capability.

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- B4. Billing Practices Applicable to Non-Residential Electric and Gas Customers (R 460.1601 R 460.1640) (Contd)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_03\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_03_AdminCode.pdf)

PART 8	DISPUTED CLAIMS, HEARINGS AND SETTLEMENT AGREEMENTS
R 460.1628	Disputed Claim
R 460.1629	Settlement Agreement
R 460.1630	Default of Settlement Agreement
R 460.1631	Informal Hearing and Hearing Officers
R 460.1632	Notice of Hearing
R 460.1633	Hearing Procedures
R 460.1634	Informal Appeal Procedures
R 460.1635	Interim Determination
R 460.1636	Appeal Review
R 460.1637	Shutoff Pending Decision
R 460.1638	Informal Appeal Decision
R 460.1639	Failure to Comply With Informal Appeal Decision
R 460.1640	Scope of Rules

**ADDITIONAL ADMINISTRATIVE RULES**

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

- B5. Practice and Procedure Before the Commission (R 460.17101 - R 460.17701)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/934\\_2009-046LR\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/934_2009-046LR_AdminCode.pdf)
- B6. Filing Procedures for Electric, Water, Steam and Gas Utilities (R 460.2011 - R 460.2031)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_04\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_04_AdminCode.pdf)
- B7. Residential Conservation Program Standards (R 460.2401 - R 460.2414)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_07\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_07_AdminCode.pdf)
- B8. Preservation of Records of Electric, Gas and Water Utilities (R 460.2501 - R 460.2582)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/836\\_10802\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/836_10802_AdminCode.pdf)

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- B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS**  
(R 460.1601 - 460.1640) (INCLUDING MULTIFAMILY DWELLING SERVICE RATE A-1 CUSTOMERS)  
(Contd)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46001601&Dpt=LG&RngHigh](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46001601&Dpt=LG&RngHigh)

**PART 8. PART 8. DISPUTED CLAIMS, HEARINGS AND SETTLEMENT AGREEMENTS**

<b>R 460.1628</b>	<b>Disputed claim.</b>
<b>R 460.1629</b>	<b>Settlement agreement.</b>
<b>R 460.1630</b>	<b>Default of settlement agreement.</b>
<b>R 460.1631</b>	<b>Informal hearing and hearing officers.</b>
<b>R 460.1632</b>	<b>Notice of hearing.</b>
<b>R 460.1633</b>	<b>Hearing procedures.</b>
<b>R 460.1634</b>	<b>Informal appeal procedures.</b>
<b>R 460.1635</b>	<b>Interim determination.</b>
<b>R 460.1636</b>	<b>Appeal review.</b>
<b>R 460.1637</b>	<b>Shutoff pending decision.</b>
<b>R 460.1638</b>	<b>Informal appeal decision.</b>
<b>R 460.1639</b>	<b>Failure to comply with informal appeal decision.</b>
<b>R 460.1640</b>	<b>Scope of rules.</b>

**ADDITIONAL ADMINISTRATIVE RULES**

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

- B5. PRACTICE AND PROCEDURES BEFORE THE COMMISSION R 460.17101 - R 460.17701**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46017101&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46017101&Dpt=CI&RngHigh=)
- B6. FILING PROCEDURES FOR ELECTRIC, WATER, STEAM AND GAS UTILITIES R 460.2011 - R 460.2031**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002011&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002011&Dpt=CI&RngHigh=)
- B7. RESIDENTIAL CONSERVATION PROGRAM STANDARDS R 460.2401 - R 460.2414**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002401&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002401&Dpt=CI&RngHigh=)
- B8. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES R 460.2501 - R 460.2582**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002501&Dpt=&RngHigh=48702](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002501&Dpt=&RngHigh=48702)  
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- B9. Michigan Gas Safety Standards (R 460.20101 - R 460.20606)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_17\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_17_AdminCode.pdf)
- B10. Production and Transmission of Natural Gas (R 460.851 - R 460.875)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_00\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_00_AdminCode.pdf)
- B11. Uniform System of Accounts for Major and Nonmajor Gas Utilities (R 460.9021, R 460.9039)**  
[http://www7.dleg.state.mi.us/orr/Files/AdminCode/108\\_13\\_AdminCode.pdf](http://www7.dleg.state.mi.us/orr/Files/AdminCode/108_13_AdminCode.pdf)
- B12. Rate Case Filing Requirements for Major Gas Utilities**  
[http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039\\_01-17-1992.PDF](http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039_01-17-1992.PDF)

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- B9. MICHIGAN GAS SAFETY STANDARDS R 460.20101 - R 460.20606**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46020101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46020101&Dpt=&RngHigh=48702110)
- B10. PRODUCTION AND TRANSMISSION OF NATURAL GAS R 460.851 - R 460.875**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000851&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000851&Dpt=CI&RngHigh=)
- B11. B11. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR GAS UTILITIES R 460.9021, R 460.9039**  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46009021&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46009021&Dpt=CI&RngHigh=)
- B12. RATE CASE FILING REQUIREMENTS FOR MAJOR GAS UTILITIES**  
[http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039\\_01-17-1992.PDF](http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039_01-17-1992.PDF)

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