

UPPER MICHIGAN ENERGY RESOURCES CORPORATION

**RATE BOOK
FOR
NATURAL GAS SERVICE**

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

Copies of the Company's Rate Book for Natural Gas Service are available on Upper Michigan Energy Resources Corporation's website at the following website address,

www.uppermichiganenergy.com/rates/rates.htm

Or at the Michigan Public Service Commission's website at the following website address,

<https://www.michigan.gov/mpsc>

Territory

This Rate Book for Natural Gas Service applies to the entire territory served with Natural Gas by the Company.

**THIS RATE BOOK SUPERSEDES AND CANCELS RATE BOOK
M.P.S.C. No. 5 – Gas – Wisconsin Public Service Corporation**

Issued February 12, 2020
T. T. Eidukas
Vice-President,
Milwaukee, Wisconsin

Michigan Public Service Commission
February 14, 2020
Filed <u> </u> DBR <u> </u>

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GAS SERVICE OR FRANCHISE AREA - NATURAL GAS



MUNICIPALITIES SERVED - NATURAL GAS

<u>County</u>	<u>Cities</u>	<u>Townships</u>
Menominee	Menominee	Ingallston Menominee

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TECHNICAL TERMS AND ABBREVIATIONS

Reserved for Future Use

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SUPPLEMENTAL UTILITY SERVICE CHARGES

NATURAL GAS

EFFECTIVE IN: All territory served.

1. GENERAL

The rates and charges shown in this rate schedule are not approved by the Michigan Public Service Commission. Changes will be made by the Company from time-to-time to include the current rates and charges for the services offered.

2. SUPPLEMENTAL UTILITY SERVICES

The Company will charge the prevailing Time, Material and/or Vehicle rates for services which shall include, but are not limited to, the following:

- a. Relocating Company owned facilities, including services and meters, when requested by the Customer.
- b. Repairs to correct safety code violations on Customer owned facilities when required by applicable laws, codes or regulations.
- c. Installing meter protection when the Customer fails or is unable to provide a safe location for the riser/meter assembly.
- d. Raising, straightening or lowering a meter set when the Company believes it is not necessary for the safety of its Customers and/or facilities; or when this work is required as a result of a grade change to the land.
- e. Upgrading Company owned facilities to accommodate increased gas usage by the Customer. The Customer's payment for this service may be partially offset by a credit based on the Customer's expected annual load increase.
- f. Installing a temporary meter set.
- g. Returning to the Customer's location a second (and each subsequent) time to perform requested work, when the second (and each subsequent) call is required due to the Customer not being ready for the Company to perform the requested work.

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SUPPLEMENTAL UTILITY SERVICE CHARGES

NATURAL GAS

(Continued from Sheet No. A-9.00)

3. EXCESS FLOW VALVES

a. When the Company is requested to install an Excess Flow Valve, a non-refundable charge, payable in advance, shall be paid by the Customer as follows:

(1) The Company will charge \$50.00 for the installation of an Excess Flow Valve on a new or replaced gas service.

(2) The Company will charge the prevailing Time, Material and/or Vehicle rates for the installation or removal of an Excess Flow Valve on an existing gas service.

b. The Company will charge the prevailing Time, Material and/or Vehicle rates for any maintenance regarding these valves (including the resetting of a tripped excess flow valve) that, in the Company's sole discretion, is the direct result of customer negligence or misuse.

4. RATES

a. Effective November 8, 2007, the Time, Material and Vehicle rates are as follows:

(1) Time:
7am-5pm, Monday-Saturday: \$73.90 per person per hour.
5pm-7am, Monday-Saturday: \$90.00 per person per hour.
Sundays and Company Holidays: \$106.20 per person per hour.

(2) Material:
The actual cost of any material, plus warehousing charges.

(3) Vehicle:
Air Compressor: \$70.28/hour.
Backhoe: \$30.30/hour.
Gas Street Truck: \$15.35/hour.
Service Truck: \$10.17/hour.
Specialty Truck: \$23.68/hour.
Trencher: \$36.99/hour.

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SECTION B

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 – R 460.2384)
(FOR ALL CUSTOMERS) Natural Gas

<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20460.2301%20to%20R%20460.2384.pdf>

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SECTION B
(Continued from Sheet No. B-1.00)

B1. TECHNICAL STANDARDS FOR GAS SERVICE
(FOR ALL CUSTOMERS)

(R 460.2301 – R 460.2384)
Natural Gas

<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20460.2301%20to%20R%20460.2384.pdf>

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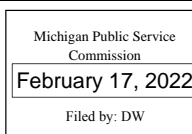
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B2. CONSUMERS STANDARDS AND BILLING PRACTICES (R 460.101 – R 460.169)
FOR ELECTRIC AND GAS RESIDENTIAL SERVICE Natural Gas
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B2. CONSUMERS STANDARDS AND BILLING PRACTICES (R 460.101 – R 460.169)
FOR ELECTRIC AND GAS RESIDENTIAL SERVICE Natural Gas
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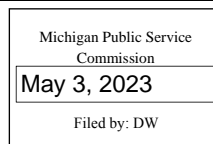
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B2. CONSUMERS STANDARDS AND BILLING PRACTICES (R 460.101 – R 460.169)
FOR ELECTRIC AND GAS RESIDENTIAL SERVICE Natural Gas
<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20460.101%20to%20R%20460.169.pdf>

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- R460.165 *Customer hearing appeal decision*
- R460.166 *Failure to comply with customer hearing appeal decision*
- R460.167 *Same dispute*
- R460.168 *Formal appeal*
- R460.169 *Other remedies*

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B3. UNCOLLECTIBLES ALLOWANCE RECOVERY
FUND – RESCINDED *November 12, 2013 U-13150*

(R 460.2601 - R 460.2625)
Natural Gas

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This sheet is cancelled and held for future use.

(Continued to Sheet No. B-8.00)

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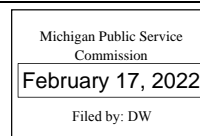
B5.to B12. ADDITIONAL ADMINISTRATIVE RULES

Natural Gas

*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)
<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20792.10101%20to%20R%20792.11903.pdf>
- B6 FILING PROCEDURES FOR ELECTRIC, WASTEWATER, STEAM AND GAS UTILITIES(R 460.2011 - R 460.2031)
https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=832_10798_AdminCode.pdf
- B8 PRESERVATION OF RECORDS OF ELECTRIC, GAS ANDWATER UTILITIES(R 460.2501 - R 460.2582)
<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20460.2501%20to%20R%20460.2582.pdf>
- B9 MICHIGAN GAS SAFETY STANDARDS (R 460.20101 - R 460.20606)
<https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=R%20460.20101%20to%20R%20460.20606.pdf>
- B10 PRODUCTION AND TRANSMISSION OF NATURAL GAS (R 460.851 - R 460.875)
https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=828_10794_AdminCode.pdf
- B11 UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NON-MAJOR GAS UTILITIES (R 460.9021 - R 460.9039)
https://ars.apps.lara.state.mi.us/AdminCode/DownloadAdminCodeFile?FileName=841_10807_AdminCode.pdf
- B12 RATE CASE FILING REQUIREMENTS FOR MAJOR GAS UTILITIES
https://www.michigan.gov/documents/mpsc/U-10039_01-17-1992_594855_7.PDF

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SECTION C
COMPANY RULES AND REGULATIONS

C1. GENERAL RULES

NATURAL GAS

1. APPLICATION FOR SERVICE

All parties desiring service must make application to the company before commencing the use of the company's service. Separate application or contract shall be made for each class of service at each separate location.

Receipt of service, however, shall make the receiver a customer of the company, subject to its rates, rules and regulations, whether service is based upon contract, signed application, or otherwise.

The company will furnish gas to a customer at any one building through a single service and will furnish and maintain the equipment necessary for metering and regulating the gas supplied. The customer will provide a suitable space for such equipment.

The title to all extensions herein provided for, together with all necessary rights-of-way, permits, and easements, shall be and remain in the company. As a condition of receiving service, the customer shall grant to the company a free right-of-way on his property for the necessary construction, operation, and maintenance of the portion of the extension necessary to serve him or other customers and shall execute in advance of construction such instruments as are necessary.

Customers requesting service agree to begin taking service within two months after the company completes the installation of the extension necessary to render service.

The utility shall not be required to start construction of the new facilities prior to the time the premises to be served have been piped and equipped to use gas service or prior to the time the customers have entered into contracts for the installation of piping and equipment.

If the company is not assured to its own satisfaction as to the stability and economic feasibility of any project, a suitable payment in advance, an extension of the term of contract, and/or a minimum annual guarantee over such term may be required.

(Continued on Sheet No. C-2.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-1.00)

C1. GENERAL RULES

NATURAL GAS

2. TERM OF CONTRACT

All agreements for service shall be for a period of one year unless otherwise specified in the contract. Contracts are automatically renewed at the end of their term under the conditions stated.

Subject to its rates, rules, and regulations, the company will continue to supply service until ordered to discontinue, and the customer will be responsible for payment for all service furnished until discontinued.

No agent or employee of the company shall have the power to, or shall amend, modify, alter or waive any of the rates or rules of the company or bind the company by making any promise or representation not incorporated in the contract.

Contracts shall not be transferred unless authorized by the company; new occupants of premises previously receiving service must make official application to the company before commencing the use of service.

Customers who have been receiving service must notify the company when discontinuing service, otherwise they will be liable for the use of the service by their successors should said successors refuse to pay.

3. CONTINUITY OF SERVICE

The company will use reasonable care to provide an uninterrupted and regular supply of service, but shall not be liable for any loss, injury, or damage resulting from interruptions, deficiencies or imperfections of service not due to willful default or negligence on its part.

Without limiting the generality of the foregoing, the company shall have the right to cause service to any customer to be interrupted or limited at any time without liability, by automatic devices or otherwise, when in the judgment of the company such interruption or limitation is necessary or desirable due to emergency conditions.

4. APPLICATION OF RATES

All schedules apply to gas service furnished in any one month to one customer through one meter. The company's entire rate structure is based on delivering and billing service to the ultimate user. Unless otherwise specified, all rates apply only to retail service and do not permit resale or redistribution.

Rent inclusion, defined as the furnishing of gas service as an incident to tenancy with the charge therefore being included in the rent without identification, is permitted.

(Continued on Sheet No. C-3.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-2.00)

C1. GENERAL RULES

NATURAL GAS

5. CENTRALLY METERED INSTALLATIONS

a. Definition

A centrally metered installation is one that meets all of the following conditions:

- 1) The installation is served by a single meter set assembly ("meter set assembly" means the piping and fittings which are installed to connect the inlet side of the meter to the gas service line, and to connect the outlet side of the meter to the customer's fuel line); and,
- 2) The fuel lines are buried underground from the central meter set assembly to the location at which each fuel line enters each customer's building or mobile home at its outside wall; and,
- 3) Where the complex consists of buildings, two or more separate buildings (such as apartments, multiple family dwellings, dormitories, or similar type buildings) are supplied with gas, and at least two buildings so supplied contain four or more living units, or, where the complex consists of mobile homes, four or more mobile homes used as living units are supplied with gas.

b. Effective with the date of this schedule, the company does not serve any existing centrally metered installations, nor will it extend gas service to any such facility.

6. DEFINITIONS OF CUSTOMERS

a. Natural gas customers shall be classified as one of the following:

1) RESIDENTIAL

Utilizing natural gas in a single family dwelling or an individually metered apartment.

(Continued on Sheet No. C-4.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-3.00)

C1. GENERAL RULES

NATURAL GAS

- 2) COMMERCIAL
Utilizing natural gas while engaged primarily in wholesale or resale trade, agriculture, forestry, fisheries, transportation, communication, sanitary services, finance, insurance, real estate, personal services (clubs, hotels, two or more households served through a single meter), schools, government, and/or service that does not fall directly within one of the other classifications.
- 3) INDUSTRIAL
Utilizing natural gas in a process which creates or changes raw or unfinished materials into another form or product as defined in the Standard Industrial Classification (SIC).
- b. Natural gas customers shall be further subclassified as one of the following:
 - 1) GENERAL
Utilizing natural gas for other than space heating.
 - 2) SPACE HEATING
One or more pieces of equipment having a total manufacturer's input rating of 40,000 Btu per hour or more for the purpose of raising atmospheric temperature in any structure.
- c. Natural gas customers shall be designated either:
 - 1) YEAR-ROUND
One who normally occupies premises the entire year.
 - 2) SEASONAL
One who normally occupies premises only during portions of the year.
7. EFFECTIVE DATE
As provided on rate schedule.
8. BILLING PERIOD
Bills for service will be rendered monthly unless otherwise specified. The term "month" for billing purposes will mean the period between any two consecutive readings of the meter by the company, such readings to be taken as nearly practicable every 30 days.

(Continued on Sheet No. C-5.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-4.00)

C1. GENERAL RULES

NATURAL GAS

9. ACCESS TO CUSTOMER'S PREMISES

Authorized agents of the company shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing company's property, or for any other purpose incident to the service.

10. RECONNECTION BILLING - SAME CUSTOMER

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

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

- a. For electric and gas service together, the Reconnection Charge shall be:

During Regular Hours* - All Territory Served	\$20.00
Outside Regular Hours** - All Territory Served	\$60.00

- b. For gas service only, the Reconnection Charge shall be:

During Regular Hours* - All Territory Served	\$20.00
Outside Regular Hours** - All Territory Served	\$60.00

* Excluding all day Saturday, Sunday, and holidays.

** Including all day Saturday, Sunday, and holidays. Additional charge not applicable to customers disconnected for nonpayment of bills or failure to comply with deposit and guarantee rules.

11. CONNECTION OR DISCONNECTION BILLING

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

(Continued on Sheet No. C-6.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-5.00)

C1. GENERAL RULES

NATURAL GAS

12. BILLING FOR FRACTIONAL MONTH'S GAS SERVICE

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

a. Customer Charge

1) Initial Bills

- a) 10 days or less: Include consumption and daily customer charge in next billing.
- b) 11 days or more: Equal to the applicable Daily Customer Charge multiplied by the number of days of service usage.

2) Pickup Billing

Equal to the applicable Daily Customer Charge multiplied by the number of days of service usage.

3) Final Bills

- a) Zero use for period up to and including 20 days: No bill.
- b) All others: Equal to the applicable Daily Customer Charge multiplied by the number of days of service usage.

b. Other Fixed Monthly Rates/Charges

1) Initial Bills

- a) 10 days or less: Include consumption in next billing.
- b) 11 days to 24 days inclusive: Prorate on daily basis.
- c) 25 days to 35 days inclusive: Bill as one month.
- d) Over 35 days: Prorate on a daily basis.

2) Pickup Billing

- a) 25 to 35 days inclusive: Bill as one month.
- b) All others: Prorate on daily basis.

3) Final Bills

- a) 25 to 35 days inclusive: Bill as one month.
- b) Zero use for period up to and including 20 days: No bill.
- c) All others: Prorate on a daily basis.

c. Temporary Customers

Customers whose total length of service is less than 30 days: Bill as one month.

d. Annual Minimums

Prorate part year on a monthly basis.

(Continued on Sheet No. C-7.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-6.00)

C1. GENERAL RULES

NATURAL GAS

13. DIVERSION OF SERVICE

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

- a. The deficiency in revenue occasioned by such interference with the proper metering for the entire period of such diversion as determined from inspection of the customer's meter record and/or the customer's admission of the duration of such interference or any other evidence indicating the duration and extent of such interference.
- b. The cost of any and all damage done to the company's equipment due to such interference with its metering.
- c. The cost incurred by the company in investigation and correction of the diversion (such as the cost of installing, reading, testing, and removing meters, and such other incidental costs) limited in amount when over \$6.00 to 15% of the deficiency in revenue as set forth in subsection a. above.

If the customer fails within five days to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the piping and metering, the company will discontinue service after 24-hour notice of disconnection and will not restore it again until the customer has complied with such requirement.

Nothing in these rules shall preclude the right of the company to prosecute, according to law, customers apprehended in the diversion of service.

14. BUDGET BILLING PLAN

a. Definition

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

An adjustment is applied to the bills due during the first 11 months of the budget year to make the amount due for current service equal to the budget amount. The difference between the actual billing and the budget amount is accumulated as "not due" and is applied to the bill due the last month of the budget year unless the customer discontinues service before that time or the budget is cancelled for some reason

(Continued on Sheet No. C-8.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-7.00)

C1. GENERAL RULES

NATURAL GAS

- b. Availability
The Budget Billing Plan is available to all prospective and existing year-round residential and commercial customers with monthly charges not to exceed \$1,000 and no past due amounts. A budget payment plan may be established at any time of the year.
- c. Budget Amount and Administration
The monthly budget amount shall be calculated by the utility on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.

An applicant for a budget plan shall be informed at the time of application that budget amounts shall be reviewed and changed every six months, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance in the 12th month of the budget year shall be equal to one month's budget amount.

Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

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

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

(Continued on Sheet No. C-9.00)

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)

(Continued from Sheet No. C-8.00)

C1. GENERAL RULES

NATURAL GAS

- 1) A customer's debit balance will be consolidated into the new budget amount or, at the customer's option, will be paid in full or, on a deferred basis.
- 2) A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made or, it will be consolidated into the new budget amount.

d. Determination of Budget Amount

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

e. Billing Method

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

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

The difference between the actual billing and budget amount (the adjustment) is accumulated each month as "not due". The not due balance, including the current adjustment, is printed at the bottom of the bill and may be a charge or a credit.

The amount remaining as "not due" is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time or the budget is cancelled. If the budget amount is accurate, the weather is normal, and there are no rate or tax changes, the balance should be roughly equal to the budget amount. The "not due" balance is applied to the final bill if the customer discontinues service.

(Continued on Sheet No. C-10.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-9.00)

C1. GENERAL RULES

NATURAL GAS

15. PREFERRED DUE DATE BILLING SERVICE

- a. Available to residential, farm and small commercial and industrial customers. Commercial and Industrial customers with annual charges exceeding \$120,000 will be limited to choosing a bill due date that is within 21 days after billing, as provided for in Paragraph 9b of this tariff.
- b. Upon request by a customer, the company will set the gas service bill due date as requested by the customer. The customer can choose the following options for their bill due date:
 - 1) Same business day of each month (*i.e.* 3rd business day of each month); or
 - 2) Same calendar day of each month (*i.e.* 3rd day of each month). For months when the selected calendar day falls on a holiday or weekend, the bill shall be due the next business day; or
 - 3) 10, 15, or 20 days from the bill mail date.
- c. Customers will be removed from the Preferred Due Date Billing Service if payment is not received by the date of the billing of the 2nd billing cycle. Customers can return to the Preferred Due Date Billing Service upon working out payment arrangements with the company.
- d. Except as provided for in Paragraph 19(a), customers using this service are not subject to the bill due dates listed in Paragraphs 9(a) or 9(b) of this tariff.
- e. Once a Preferred Due Date is selected, customers may change their Preferred Due Date only once per calendar year.

(Continued on Sheet No. C-11.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-10.00)

C1. GENERAL RULES

NATURAL GAS

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

16. UN-HONORED CHECKS AND ELECTRONIC TRANSFERS

When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reasons of insufficient funds, account closed, stop payment order issued, etc.), the customer shall be billed an additional charge of \$15.00 per check or electronic transfer.

17. METERING

The normal service shall be to the prescribed meter location along the customer's building wall nearest the gas main or beyond this wall on either side of the building up to a maximum distance of three feet.

The customer shall protect from loss or damage the meter (or meters), meter connections, regulators and other property place on the premises of the customer at the expense of the company and shall permit no person, other than an authorized representative of the company, to remove, inspect or tamper with the meter (or meters).

(Continued on Sheet No. C-12.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-11.00)

C1. GENERAL RULES

NATURAL GAS

18. TRANSPORTATION STANDARDS OF CONDUCT

This rule is intended to promote fair competition and a level playing field among all participants involved in gas transportation within the Company's gas service territory. The Company will conduct its business to conform to the following standards of conduct:

- a. The Company will apply any tariff provision relating to transportation service in the same manner without discrimination to all similarly situated persons.
- b. The Company will not give its marketing affiliate or customers of its affiliate preference over non-affiliated gas marketers or their customers in matters relating to transportation service including, but not limited to, nominating, balancing, metering, billing, storage, standby service, curtailment policy, or price discounts.
- c. The Company will not communicate to any customer, supplier or third parties that any advantage may accrue to such customer, supplier or third party in the use of the Company's services as a result of that customer, supplier or other third party dealing with its marketing affiliate and shall refrain from giving any appearance that it speaks on behalf of its affiliate.
- d. The Company will process all similar requests for transportation service in the same manner and within the same period of time.
- e. If a customer requests information about marketers, the Company will provide a list of all marketers operating on its system, including its affiliate, but will not promote its affiliate.
- f. To the extent the Company provides to its marketing affiliate a discount or information related to the transportation, sales or marketing of natural gas, including but not limited to the Company's customer lists, that is not readily available or generally known to any other marketer or supplier, it will provide details of such discount or provide the information contemporaneously to all potential marketers on its system that have requested such information.

(Continued on Sheet No. C-13.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-12.00)

C1. GENERAL RULES

NATURAL GAS

- g. The Company will not condition or tie its agreement to release interstate pipeline capacity to any agreement by a gas marketer, customer or other third party relating to any service in which its marketing affiliate is involved.
- h. The Company will not condition or tie an agreement to provide a transportation discount to any agreement by a marketer, customer or other third party relating to any service in which its marketing affiliate is involved.
- i. The Company's operating employees and the operating employees of its marketing affiliate will function independently of each other, be employed by separate corporate entities, and reside in separate offices.
- j. The Company will keep separate books of accounts and records from those of its marketing affiliate.

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COMPANY RULES AND REGULATIONS

C2. CURTAILMENT PLAN

NATURAL GAS

1. GENERAL

Whenever the Company determines that system gas supply (including storage gas volumes needed to meet future demand) and/or interstate pipeline capacity is insufficient to meet the requirements of all customers (including transportation customers utilizing daily balancing or the monthly cashout mechanisms), and/or that a distribution system capacity shortage or a force majeure on the distribution system exists which reduces the amount of gas that can be delivered to customers, the Company may initiate curtailment of service. When a curtailment of deliveries is to be made, the Company shall determine the quantity of gas which each system sales customer shall be entitled to receive and shall promptly notify each affected system sales customer of the period of curtailment and the quantity of gas the customer will be entitled to receive during such period. Such notice shall be given as far in advance as is reasonably possible. The Company may change the curtailment period and the quantity of gas customers will be entitled to receive if conditions require.

2. EXCEPTIONS

Such curtailment shall be in the order shown in Paragraph 4 below with the following additional conditions and exceptions:

- a. The Company may, due to localized problems on the distribution system, curtail only specific locations on the Company's distribution system if this limited curtailment is sufficient to control gas usage within acceptable physical limits. The curtailment schedule listed in Paragraph 4 below need not be adhered to in this localized area.
- b. If any customer notifies the Company in writing that a planned curtailment will result in emergency conditions or shutdown of operations, the Company may, if gas supply, interstate pipeline capacity and distribution system limitations permit, depart from the priorities listed in Paragraph 4 and allow that customer to use gas when he would normally be curtailed. The Company shall be under no obligation to grant emergency adjustments to the curtailment plan but shall make such adjustments when, in the Company's sole judgment, conditions warrant it, subject to review by the Commission.
- c. The Company may physically valve-off, for the remainder of the Gas Day, the gas supply for any customer taking service under Rate Schedule GT who is consuming gas in excess of the amount of gas it is delivering to the Company's system.

(Continued on Sheet No. C-15.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-14.00)

C2. CURTAILMENT PLAN

NATURAL GAS

3. PENALTY

If, during any curtailment in accordance with this plan, any customer, other than a customer taking service under Rate Schedule GT, takes a volume of natural gas in excess of that provided, such customer shall pay to the Company a penalty of one dollar (\$1.00) per therm, together with charges otherwise payable to the Company for the volumes consumed. The penalty rate for customers taking service under Rate Schedule GT is defined in Rate Schedule GT. The payment of a penalty shall not, under any circumstances, be considered as giving such customer the right to take unauthorized natural gas. Should the customer continue to take unauthorized natural gas, the Company may disconnect service.

4. CURTAILMENT SCHEDULE

- a. Declare a High-Flow Constraint Day, as defined in Rate Schedule GT, for customers taking service under Rate Schedule GT.
- b. Curtail customers taking service under Rate Schedule CgLM; and if the Company is physically unable to re-deliver gas delivered to the Company's system by a customer taking service under Rate Schedule GT, curtail that customer.
- c. Curtail customers taking service under Rate Schedule CgSM.
- d. Curtail customers taking service under Rate Schedule GRgM.

5. DEFINITIONS

- a. Company
Upper Michigan Energy Resources Corporation
- b. Curtail/Curtailment
Curtail and/or Curtailment refers to a reduction in gas deliveries or gas sales necessitated by:
 1. A shortage of supply (including storage gas volumes needed to meet future demand), or
 2. Interstate pipeline capacity that is insufficient to meet the requirements of all customers (including transportation customers utilizing the daily balancing or monthly cashout mechanisms), or

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-15.00)

C2. CURTAILMENT PLAN

NATURAL GAS

3. A distribution system capacity shortage, or a force majeure on the distribution system which reduces the amount of gas that can be delivered to the customer.
- c. Force Majeure
No failure or delay in performance of an agreement for natural gas service by either the Company or the customer shall be deemed to be breach thereof when such failure or delay is occasioned by or due to any act of God, strikes, lockouts, acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests and restraints of rulers and peoples, civic disturbances, explosions, sabotage, breakage, or accident to machinery or equipment, the binding order of any court or governmental authority, or any other cause of the kind herein enumerated not within the control of the party claiming suspension; provided that no cause or contingency shall relieve the customer of its obligation to make payment for gas delivered by the Company.
- d. Gas Day
Gas Day shall mean a period of consecutive hours beginning at 9 a.m. Central Clock Time and ending on the following 9 a.m. Central Clock Time. A Gas Day shall generally last for 24 hours, except when time changes occur. The reference date for any day shall be the date of the beginning of such day.
- e. Incremental Costs:
For purposes of the Surcharge For Unauthorized Use of Gas, the Incremental Costs shall be the higher of "1" or "2" below:
1. The highest cost gas (inclusive of any related excess imbalance fees) which the Company is charged by the interstate pipeline(s) serving the Company's system for any gas imbalance cashout during the Gas Day of unauthorized use.
 2. The highest daily spot market price of gas for the Gas Day of unauthorized use as reported in Gas Daily for receipt points accessible to the Company, plus a cost component which recovers the equivalent value of the highest applicable interstate pipeline transportation and storage charges, including capacity charges, storage withdrawal charges, volumetrically-applied commodity charges, fuel charges and applicable surcharges at the time of the unauthorized use.

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COMPANY RULES AND REGULATIONS

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

EFFECTIVE IN All territory served.

1. EXTENSION OF DISTRIBUTION FACILITIES

The Company proposes to make extension of its gas mains and/or service lines from time to time, at its own costs, to serve applicants whose requirements will not disturb or impair the service to prior users or will not require an expenditure out of proportion to the expected revenue obtainable therefrom.

The Company reserves the right to delay or deny a request for service under this Schedule, if fulfilling such a request could, in the Company's opinion, create conditions potentially adverse to the Company or its customers. Such conditions may include, but are not limited to, safety issues, system operating requirements or capital constraints. The provisions under this Schedule are in addition to the existing rules and tariffs for customer gas service.

The company will furnish gas to a customer at any one building through a single service and will furnish and maintain the equipment necessary for metering and regulating the gas supplied. The customer will provide a suitable space for such equipment.

2. CUSTOMER CONTRIBUTION

A customer contribution shall be required equal to any applicable Fixed Monthly Surcharge plus any Excessive Service Line Fee.

3. PAYMENT OF CUSTOMER CONTRIBUTION

For all customers other than land developers and builders, the Customer Contribution shall be paid as follows:

The Excessive Service Line Fee is payable in a lump sum at the time the service contract is executed by the customer or prior to installation of the service if the Fee is greater than \$200. If less than \$200, the Excessive Service Line Fee will be payable with the customers first bill.

(Continued on Sheet No. C-18.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-17.00)

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

The Excessive Service Line Fee is refundable if the service line has not been installed. If the service line has been installed the Excessive Service Line Fee is nonrefundable.

The Fixed Monthly Surcharge shall be payable monthly throughout the surcharge period. The surcharge period shall commence the January 1st following the start of construction. The Fixed Monthly Surcharge will commence at the start of the surcharge period or on the date that the customer receives gas service or six (6) months following the date the service agreement is executed by the customer, whichever occurs first at or after the start of the surcharge period. The customer may at any time elect to pay off the present value of the remaining monthly payments. If the present value of the Fixed Monthly Surcharge is less than \$200.00, the Company may require the customer to make a lump sum payment. The Fixed Monthly Surcharge is assessed to the property served such that any subsequent customer requesting gas service at the property address, once notified by the Company of the amount and duration of such surcharge, shall be liable for the Fixed Monthly Surcharge. Such notification may be verbal, written or in the form of a bill which includes the Fixed Monthly Surcharge. Failure of sellers, agents, lessors or other non-company parties to notify a customer of the Fixed Monthly Surcharge shall not relieve the customer's obligation to pay the Fixed Monthly Surcharge. Failure by the customer to timely pay the Fixed Monthly Surcharge shall result in the discontinuation, termination or denial of natural gas service.

For land developers and builder, the Fixed Monthly Surcharge shall be required in a lump sum in advance of the facility expansion. Excessive Service Line Fees will be calculated at the time of construction and paid to the company by the land developer or builder.

(Continued on Sheet No. C-19.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-18.00)

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

4. EXCESSIVE SERVICE LINE FEE

The Excessive Service Line Fee will be assessed to a customer whose service line requirement is in excess of the Service Line Limit. The Service Line Limit is equal to 60 feet. The Excessive Service Line Fee will equal the estimated cost of the service line footage in excess of the Service Line Limit. The Fee will be considered a contribution to construction.

5. FIXED MONTHLY SURCHARGE

A Fixed Monthly Surcharge (Surcharge) will be calculated for each Customer Attachment Project (Project). The Surcharge will be considered a contribution to construction. The Surcharge is calculated such that the net present value (NPV) of the anticipated revenue requirement of the Project will equal zero. The Surcharge will be recoverable over a predetermined time period, not to exceed ten years. The Company will be responsible for determining the appropriate Surcharge time period. The Surcharge will be a fixed dollar amount for all customers within the Project and will expire on the same date for all customers within the Project, regardless of when the Surcharge was initially assessed to the customer. The Surcharge will not be subject to adjustment, reconciliation or refund. A customer who attaches to a Project after the Surcharge period has expired or a customer whose proposed attachment was beyond the scope of the original Project, will be treated as a separate Project.

6. CUSTOMER ATTACHMENT PROJECT

A project may consist of a single customer, requiring only the installation of a service line and meter, or may consist of numerous customers requiring the installation of mains, service lines and meters. A Project will generally be defined as a customer or group of customers that may be served from the contiguous expansion of new distribution facilities.

(Continued on Sheet No. C-20.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-19.00)

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

7. REVENUE REQUIREMENT

A discounted cost of service model (Model) will be used to calculate the net present value (NPV) of the Revenue Requirement anticipated from the project. The Model will use the expected incremental revenues, customer contributions and incremental costs associated with the Project for each year of a thirty-seven year period. Within the Model the customer contributions will be adjusted until the NPV of the Revenue Requirements is equal to zero. If at zero customer contributions the NPV is positive, or discounted revenues exceed costs, then a customer contributions of zero will be used.

8. MODEL ASSUMPTIONS

a. Incremental Revenues:

The incremental revenues will be calculated based on current rates and a forecast of the timing and number of customer attachments as well as the customer's annual consumption levels.

b. Incremental Costs:

1) Rate of Return

The Rate of Return will be a pre-tax weighted rate. The cost will be equal to and weighted in proportion to those authorized in the Company's most recent rate order. Based on WPSC's rate order in Case No. U-7502, dated June 7, 1983, the Carrying Cost Rate is equal to 9.11%.

(Continued on Sheet No. C-21.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-20.00)

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

2) Plant in Service

Plant in Service shall reflect the Company's estimated cost to construct distribution mains, customer service lines, meters and pressure regulators or regulating facilities for the Project. The timing of the facility investment, primarily service lines, will correspond with the project timing of the customer attachments.

The facility investment for an individual customer service line will be limited to 60 feet.

3) Rate Base

Rate Base shall reflect the average of beginning and end-of-year net plant, Plant in Service minus accumulated depreciation minus deferred taxes.

4) Return on Rate Base

The Return on Rate Base will be the product of the Rate Base multiplied by the Rate of Return, noted in paragraph (1) above.

5) Depreciation

Depreciation expense will be the product of Plant in Service multiplied by the appropriate prescribed depreciation rates approved for the Company.

(Continued on Sheet No. C-22.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-21.00)

C3. CUSTOMER ATTACHMENT PROGRAM

NATURAL GAS

6) Property Taxes and Other Operating Expenses

Property Taxes will be the product of Plant in Service multiplied by the Company's average property tax rate. All Other Incremental Operating Expenses will be included as identified. Incremental O&M will at a minimum include a proportional cost for monthly meter reading, billing and mailing.

7) Discount Rate

The Discount Rate will be an after tax weighted rate of return. The cost will be equal to and weighted in proportion to those authorized in the Company's most recent rate order. Based on WPSC's rate order in Case No. U-7502, dated June 7, 1983, the Discount Rate is equal to 7.96%.

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COMPANY RULES AND REGULATIONS

C4. SERVICE DATA

NATURAL GAS

1. TYPE AND PRESSURE OF GAS NORMALLY SUPPLIED

Natural gas at nominally 975 to 1075 Btu (dry); 0.680 to 0.595 specific gravity; and at a pressure of 7 inches water column.

High pressure service will be provided for a customer upon request wherever high pressure gas is available at the customer's premises, or may be made available in accordance with the filed extension rules, and when such high pressure is required for proper operation of the customer's present or proposed utilization equipment.

For the purposes of correcting high pressure gas measurements, the following values will be used:

Temperature Base:	60 Degrees F.
Assumed Atmospheric Pressure	14.35 Lbs./Sq. In.
Pressure Base:	14.60 Lbs./Sq. In.

2. SUPERCOMPRESSIBILITY

When gas is metered at a pressure of 30 psi or greater, an adjustment factor to correct such measurement for supercompressibility shall be applied to the use during each billing period in accordance with AGA Gas Measurement Committee Report 3, "Orifice Metering of Natural Gas", dated April, 1955. For the purpose of this correction, an average gas flowing temperature of 50 Degrees F. shall be used.

(Continued on Sheet No. C-24.00)

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COMPANY RULES AND REGULATIONS
 (Continued from Sheet No. C-23.00)

C4. SERVICE DATA

NATURAL GAS

3. UTILIZATION AND CONSERVATION OF NATURAL GAS

To conserve the company's natural gas supplies for the highest priority of firm use, the company may limit or deny the sale of gas to new customers and to existing customers requesting additional gas, whenever the company concludes said supply is not adequate to provide service to all customers in any one of the following priority groups:

Priority	Maximum Total Hourly Connected Load	Maximum Total Contract Year Use (therms)	Current Status
Residential	250 Cf	5,000	Open
Com'l & Indus Any Purpose	1,000 Cf	25,000	Open
Com'l & Indus Any Purpose	2,500 Cf	50,000	Open
Industrial Non-Boiler	2,500 Cf	150,000	Open
Commercial Any Purpose	60,000 Cf	1,500,000	Open
Industrial Non-Boiler	60,000 Cf	1,500,000	Open
Industrial Non-Boiler		Over 1,500,000	Open
Any Load In Excess of the Above Limits			Open

Customers receiving service in a closed priority shall receive an allocation based on previous use not exceeding the limits of that priority.

The company shall inform the Michigan Public Service Commission when changes are made in the availability of gas to various priority groups.

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C5. CUSTOMER PROTECTIONS [DATA PRIVACY TARIFF]

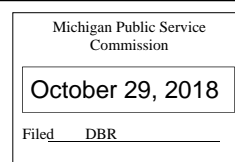
NATURAL GAS

C5.1 DATA PRIVACY DEFINITIONS

- A. *“Aggregate Data” means any Customer Account Information from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.*
- B. *“Anonymized Data” means any Customer Data, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.*
- C. *“Contractor” or “Company Agent” means an entity or person performing a function or service under contract with or on behalf of the Company, including, but not limited to customer service, energy management, energy efficiency programs, payment assistance, payroll services, bill collection, or other functions related to providing natural gas service.*
- D. *“Customer” means a purchaser of natural gas that is supplied or distributed by a utility for residential or nonresidential purposes.*
- E. *“Customer Account Information” means personally identifiable information including Personal Data and Customer Usage Data. Customer Account Information also includes information received by the Company from the customer for purposes of participating in regulated utility programs, including, but not limited to bill payment assistance, shutoff protection, renewable energy, load management, or energy efficiency.*
- F. *“Customer Usage Data” [or “Consumption Data”] means customer specific gas usage data, or weather adjusted data, including but not limited to ccf, Mcf, therms, dth, and other information that is recorded by the gas meter for the Company and stored in its systems.*
- G. *“Informed Customer Consent” means, in the case where consent is required: the customer is advised of the (1) data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the customer may revoke consent. In no case shall silence by the customer ever be construed to mean Informed Customer Consent. Customer consent must be documented and may be in writing, electronically, or through recording of an oral communication and shall remain in effect until withdrawn by the customer.*
- H. *“Personal Data” [or “Personally Identifiable Information”] means specific pieces of information collected or known by the Company that can be used to identify or trace to a specific individual and that merit special protection including, but not limited to, the standard types of positive identification information used to establish an account. Personal Data [Personally Identifiable Information] includes, but is not limited to, name, address, birth date, telephone number, electronic mail address, Social Security Number, financial account numbers, driver’s license number, credit reporting information, bankruptcy or probate information, health information, network, or Internet protocol address.*

(Continued on Sheet No. C-26.00)

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NATURAL GAS

C5.1 DATA PRIVACY DEFINITIONS (CONTD.)

- I. ***“Primary Purpose” means the collection, use, or disclosure of information collected by the company or supplied by the customer where there is an authorized business need or emergency response in order to: (1) provide, bill, or collect for, regulated natural gas service; (2) provide for system, or operational needs; (3) provide services as required by state or federal law or as specifically authorized in the Company’s approved tariff or; (4) plan, implement, or evaluate, energy assistance, energy management, renewable energy or energy efficiency programs by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.***
- J. ***“Secondary Purpose” means any purpose that is not a Primary Purpose.***
- K. ***“Standard Usage Information” means the usage data that is made available by the gas utility to all similarly situated customers on a regular basis, delivered by the gas utility in a standard format.***
- L. ***“Third-party” means a person or entity that has no contractual relationship with the Company to perform services or act on behalf of the Company.***
- M. ***“Weather Adjusted Data” means gas consumption data for a given period that has been normalized using a stated period’s heating or cooling degree days.***
- N. ***“Written Consent” means a signed form with the customer’s signature received by the Company through mail, facsimile, or email.***

C5.2 COLLECTION AND USE OF DATA AND INFORMATION

- A. ***The Company, its Contractor or Company Agent collects Customer Account Information as necessary to accomplish Primary Purposes only. Informed Customer Consent is NOT necessary for Primary Purposes.***
- B. ***Informed Customer Consent is necessary before collection or use of Customer Account Information for a Secondary Purpose.***
- C. ***The Company will not sell Customer Account Information, except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts, unless it receives Informed Customer Consent.***

(Continued on Sheet No. C-27.00)

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NATURAL GAS

C5.3 DISCLOSURE WITHOUT CUSTOMER CONSENT

- A.** The Company shall disclose Customer Account Information when required by law or Commission requests or rules. This includes law enforcement requests supported by warrants or court orders specifically naming the customers whose information is sought, and judicially enforceable subpoenas. The provision of such information will be reasonably limited to the amount authorized by law or reasonably necessary to fulfill a request compelled by law.
- B.** *Informed Customer Consent is not required for the disclosure of customer name and address to a provider of a value-added program or service, regardless of whether that provider is a utility affiliate or other entity within the corporate structure, or to a value-added program or service competitor, in compliance with MCL 460.10ee(10)(a) and Mich Admin Code, R 460.10109(2). Shared information (beyond a customer list) will remain encrypted during both transfer and storage. Customer list information will be password protected at no charge. The Commission will not be receiving or retaining any shared information on its website.*
- C.** Informed Customer Consent is not required for the disclosure of Aggregated Data

C5.4 DISCLOSURE TO COMPANY AGENTS AND CONTRACTORS

- A.** The Company shall disclose only the necessary Customer Account Information to Company Agents and Contractors working on behalf of the company for Primary Purposes and any other function relating to providing electric or natural gas services without obtaining Informed Customer Consent.
- B.** Contracts between the Company and its Company Agents or Contractors specify that all Company Agents and Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Company Agents or Contractors from using any information supplied by the Company for any purpose not defined in the applicable contract.
- C.** The Company requires its Company Agents and Contractors who maintain Customer Account Information to implement and maintain reasonable data security procedures and practices appropriate to the private nature of the information received. These data security procedures and practices shall be designed to protect the Customer Account Information from unauthorized access, destruction, use, modification, or disclosure. The data security procedures and practices adopted by the Contactor or Company Agent shall meet or exceed the data privacy and security policies and procedures used by the Company to protect Customer Account Information.
- D.** The Company requires Company Agents and Contractors to return or destroy any Customer Account Information that it maintained and that is no longer necessary for the purpose for which it was transferred.

(Continued on Sheet No. C-27.01)

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NATURAL GAS

C5.4 DISCLOSURE TO COMPANY AGENTS AND CONTRACTORS (contd.)

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

C5.5 CUSTOMER ACCESS TO DATA

- A. The Customer has a right to know what Customer Account Information the Company maintains about the Customer. The Company shall not provide data to a customer which the Company considers proprietary or used for internal Company business. The Company will make a reasonable effort to respond to requests for this information within 14 calendar days of being contacted by the Customer.*
- B. The Company will provide to customers upon request, a clear and concise statement of the customer's actual energy usage, or weather adjusted consumption data for each billing period during the last twelve months, or both. The Company will notify customers at least once each year that customers may request energy usage, or weather adjusted consumption data or both.*
- C. A Customer may request their consumption data by simply calling Customer Service at 800-450-7260 or by requesting such information online at the Company's website at uppermichiganenergy.com. Upon positive verification, the information will be provided by the end of the following business day.*
- D. Customers have the opportunity to request corrections or amendments to Customer Account Information that the Company maintains.*
- E. Customers have the right to share their own Customer Account Information with third parties of their choice to obtain services or products provided by those third parties. These services or products may include, but are not limited to, in-home displays, or energy audits.*
- F. A Customer may request that his or her Customer Account Information be released to a third party of the Customer's choice. Such requests may be obtained by calling Customer Service at 800-450-7260, or by requesting such online at the Company's website uppermichiganenergy.com. Once the Company obtains Informed Customer Consent from the Customer, the Company shall release the requested customer account data to the third party by the end of the following business day. The Company will provide the requested data in a readily accessible format, including but not limited to, Excel, PDF, or Word.*

The Company is not responsible for loss, theft, alteration, or misuse of the data by third parties or customers after the information has been transferred to the customer or the Customer's designated third party.

(Continued on Sheet No. C-27.02)

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NATURAL GAS

C5.5 CUSTOMER ACCESS TO DATA (contd.)

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

C5.6 CUSTOMER NOTICE OF PRIVACY POLICIES

- A. New Customers receive a copy of the privacy policy upon the initiation of utility service from the Company. Existing Customers receive a copy of the privacy policy once per year by whatever method is used to transmit the bill and whenever the privacy policy is amended.*
- B. Notice of the Company's privacy policies will be made available and is prominently posted on the Company's website. The notice includes a customer service phone number and Internet address where Customers can direct additional questions or obtain additional information.*

C5.7 LIMITATION OF LIABILITY

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

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