TITLE PAGE
NATURAL GAS SERVICE

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

RATES, RULES & REGULATIONS FOR NATURAL GAS SERVICE IN MICHIGAN

These standard Rules and regulations and rate schedules contained herein have been adopted by the Company to govern its relations with customers and have been approved by the Michigan Public Service Commission as an integral part of its Rate Book for Natural Gas Service.

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

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

This rate book for Natural Gas Services applies to the entire territory in Michigan served with natural gas by the Company

THIS RATE BOOK SUPRERCEDES AND CANCELS RATE BOOK M.P.S.C. No 2 - GAS

Michigan Public Service Commission
April 22, 2026
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http://www.michigan.gov/lara/0,4601,7-154-35738_10806-271924--,00.html

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A-4.0	6th revised	10/24/18	
A-5.0	1st revised	10/10/07	B
A-6.0	***72nd revised***	***05/14/26***	

C=Cancelled
B=Blank

Sheet No	Revision No	Date	C/B
A-7.0	9th revised	01/01/26	
A-8.0	***66th revised***	***05/14/26***	
A-9.0	1st revised	10/10/07	
A-10.0	1st revised	10/10/07	B
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B-1.0	2nd revised	07/15/15	
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C=Cancelled
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B-5.0	2nd revised	07/15/15	
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C-1.0	Original	10/10/07		B=Blank	C-27.0	Original	10/10/07	B
C-2.0	Original	10/10/07	B		C-28.0	Original	10/10/07	
C-3.0	Original	10/10/07	B		C-29.0	Original	10/10/07	
C-4.0	Original	10/10/07			C-30.0	Original	10/10/07	
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C-9.0	Original	10/10/07			C-35.0	Original	10/10/07	
C-10.0	Original	10/10/07			C-36.0	Original	10/10/07	
C-11.0	Original	10/10/07			C-37.0	Original	10/10/07	
C-12.0	Original	10/10/07			C-38.0	Original	10/10/07	
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C-14.0	Original	10/10/07			C-40.0	Original	10/10/07	
C-15.0	Original	10/10/07			C-41.0	Original	10/10/07	
C-16.0	Original	10/10/07			C-42.0	Original	10/10/07	
C-17.0	Original	10/10/07			C-43.0	***4th Revised***	***01/01/26***	
C-18.0	Original	10/10/07			C-44.0	***3rd Revised***	***01/01/26***	
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D-2.0	***36th revised***	***05/14/26***			D-8.0	Original	10/10/07	
D-3.0	***37th revised***	***05/14/26***			D-9.0	Original	10/10/07	
D-4.0	Original	10/10/07			D-10.0	Original	10/10/07	
D-5.0	9th revised	01/01/23			D-11.0	Original	10/10/07	
D-5.1	1st revised	01/01/26			D-12.0	15th revised	01/01/26	
D-6.0	11th revised	01/01/26			D-13.0	5th revised	01/01/23	

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E-1.0	10th revised	01/01/26		B=Blank	E-7.0	Original	10/10/07	
E-2.0	Original	10/10/07			E-8.0	Original	10/10/07	
E-3.0	Original	10/10/07			E-9.0	Original	10/10/07	
E-4.0	Original	10/10/07			E-10.0	Original	10/10/07	
E-5.0	Original	10/10/07			E-11.0	Original	10/10/07	
E-6.0	Original	10/10/07						

SECTION F – CUSTOMER CHOICE PROGRAM

Sheet No	Revision No	Date	C/B	C=cancelled	Sheet No	Revision No	Date	C/B
F-1.0	Original	10/10/07						

SECTION G – STANDARD FORMS

Sheet No	Revision No	Date	C/B	C=cancelled	Sheet No	Revision No	Date	C/B
G-1.0	Original	10/10/07						

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INDEX OF COMMUNITIES SERVED AND APPLICABLE RATE SCHEDULES

GOGEBIC COUNTY

Bessemer, City
Ironwood, City
Wakefield, City
Bessemer, Township
Ironwood, Township
Wakefield, Township

ONTONAGON COUNTY

Bergland, Township
McMillan, Township

All rate schedules are available in all communities.

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FRANCHISE DATA

FRANCHISES GRANTED TO COMPANY
FOR DISTRIBUTION AND SALE OF
NATURAL GAS IN MICHIGAN

Taxing District	Term Years	Adopted	Effective Date of Franchise	
GOGEBIC COUNTY				
Ironwood, City	30	Aug. 23, 1993	Aug. 23, 2023	
Bessemer, City	30	Sept. 30, 1993	Sept. 8, 2023	
Wakefield, City	30	Aug. 23, 1993	Aug. 23, 2023	
Bessemer, Township	30	June 13, 1994	June 13, 2024	
Ironwood, Township	30	Sept. 17, 1993	Sept. 17, 2023	
Wakefield, Township	30	Oct. 4, 1995	Oct. 4, 2025	
ONTONAGON COUNTY				
Bergland, Township	30	Aug. 29, 1995	Aug. 29, 2025	
McMillan, Township	30	Apr. 28, 1996	Apr. 28, 2026	
Carp Lake, Township	30	May 11, 1966	May 11, 1996	No Cust.
Stannard, Township	30	Sept. 6, 1966	Sept. 6, 1996	No Cust.

Unless otherwise stated, gas service is being rendered in each taxing district in which a franchise is held.

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TECHNICAL TERMS AND ABBREVIATIONS

Definitions

Classes of Service:

Residential service applies to domestic use in each separately metered private dwelling and separately metered family apartments.

Commercial service applies to each separately metered commercial establishment or business enterprise.

Industrial service applies to any large consumer that cannot be classified as residential or commercial. Normally such customers are engaged in manufacturing or processing enterprises.

Dekatherm Ten therms

Distribution Charge is the charge made for gas service which varies with the volume of gas sold. In each rate schedule the distribution charge is quoted per unit volume of gas (cents per therm).

Gauge Pressure Pressure indicated by instrument--pressure in excess of atmospheric pressure.

Gas Pressure in distribution mains and pipes is generally expressed in pounds per square inch and may vary from ten to sixty pounds per square inch. Normal delivery pressure to the customer is generally expressed in inches of water column (approximately twenty-two one-hundreths of one pound per square inch gauge pressure).

Gas Mains Pipes used to carry large volumes of gas for general or collective use.

Services Pipes used to carry gas from a main to the meter on customer's premises.

Abbreviations

- BTU (British thermal unit) heat required to raise temperature of one pound of water 1° F.
- Ccf One hundred cubic feet
- Cfm Cubic feet per minute
- Psig Pounds per square inch, gauge pressure
- DKT Ten therms

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SECTION B
ADMIMISTRATIVE RULES INDEX

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 – R 460.2383) (FOR ALL CUSTOMERS)

http://w3.lara.state.mi.us/orrsearch/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.

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 Sales of gas.
R 460.2332 Permanent service line rules.
(Please refer to Company's approved Rule C-8 Customer Attachment program)
R 460.2333 Main extension rules.
(Please refer to Company's approved Rule C-8 Customer Attachment program)
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.

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B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 – R 460.2383) (FOR ALL CUSTOMERS) - (CONTINUED)
http://w3.lara.state.mi.us/orrsearch/108_06_AdminCode.pdf

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 meter 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.

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.

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

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

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 request 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 a 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. 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 450.116 Meter accuracy, meter errors, meter relocation.

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

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

PART 5. BILLING PAYMENT AND STANDARDS

R 460.117 Billing frequency; method of delivery.
R 460.118 Equal month 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 TREMINATION OF SERVICE

R 460.127 Voluntary termination.

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.

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B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 – R460.169)
http://w3.lara.state.mi.us/orrsearch/107_92_AdminCode.pdf

PART 9. ENERGY ASSISTANCE AND SHUTOFF 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.

PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

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R 460.152 Utility hearing and hearing officers.
R 460.153 Notice of hearing.
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R 460.155 Settlement agreement.
R 460.156 Default of settlement agreement.
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PART 11. COMMISSION APPEAL PROCEDURES

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R 460.161 Interim determination.
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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.

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

http://w3.lara.state.mi.us/orrsearch/837_10803_AdminCode.pdf

Rescinded November 12, 2013

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (R 460.1601 - R 460.1640)

http://w3.lara.state.mi.us/orrsearch/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 of facilities relocation charge.

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B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (R 460.1601 - R 460.1640) – (Continued)
http://w3.lara.state.mi.us/orrsearch/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.
R 460.1618 Selection of rate, customer information, and service.
R 460.1619 Inspection.

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 customers.
R 460.1626 Manner of shutoff for service provided with remote shutoff and restoration capability.

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 formal appeal decision.
R 460.1640 Scope of rules.

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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://w3.lara.state.mi.us/orrsearch/934_2009-046LR_AdminCode.pdf

B6. FILING PROCEDURES FOR ELECTRIC, WASTEWATER, STEAM AND GAS UTILITIES (R 460.2011 - R 460.2031)
http://w3.lara.state.mi.us/orrsearch/108_04_AdminCode.pdf

B7. RESIDENTIAL CONSERVATION PROGRAM STANDARDS (R 460.2401 - R 460.2414)
http://w3.lara.state.mi.us/orrsearch/108_07_AdminCode.pdf

B8. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES (R 460.2501 - R 460.2582)
http://w3.lara.state.mi.us/orrsearch/108_08_AdminCode.pdf

B9. GAS SAFETY (R 460.20101 - R 460.20606)
http://w3.lara.state.mi.us/orrsearch/108_17_AdminCode.pdf

B10. PRODUCTION AND TRANSMISSION OF NATURAL GAS (R 460.851 - R 460.875)
http://w3.lara.state.mi.us/orrsearch/108_00_AdminCode.pdf

B11. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR GAS UTILITIES (R 460.9021, R 460.9039)
http://w3.lara.state.mi.us/orrsearch/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

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

C1. CHARACTERISTICS OF SERVICE

C1.1 Character of service

Characteristics of service are set forth in the individual rate sheets contained in these Rules, Regulations and Rate Schedules. The Company reserves the right to change its system, type of gas supplied and its method of operation from time to time, pursuant to law and the provisions of these Rules, Regulations and Rate Schedules as, in its judgment, is necessary or advisable for economical and proper service to the public, subject to the lawful jurisdiction of the Michigan Public Service Commission

C1.2 Provisions hereof subject to termination, change or modification.

These Rules, Regulations and Rate Schedules, general information, terms and conditions, characteristics of service, form of application and other provisions contained or referred to herein or in any revised sheet thereof, including agreements for service, are subject to such termination, change or modification, at any time, as may be provided by the lawful orders of the Michigan Public Service Commission. The Company reserves the right, in any manner permitted by law and at any time to terminate, change or modify these Rules, Regulations and Rate Schedules , general information, terms and conditions, characteristics of service, form of application and other provisions contained herein and in any revised sheet thereof including agreements for service.

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C2. CONTROLLED SERVICE

The Company may limit or deny gas service to new customers and additional service to existing customers when the Company deems it is necessary to conserve the Company's remaining supplies for higher priority service, or when supplies are determined to be depleted.
Such limitations or denials would be imposed in a uniform manner in accordance with the end use to be made of the gas. The lowest priority will be restricted first for control purposes. The following priority categories are established of which category 5 constitutes the lowest priority and category 1A the highest priority use.

PRIORITIES OF SERVICE:

1A - Residential General Firm
1B - Residential Space Heating Firm
2A - Commercial or Industrial Firm--uses to 10 Mcf/day
2B - Commercial or Industrial Firm--uses to 25 Mcf/day
2C - Commercial or Industrial Firm--uses to 50 Mcf/day
3 - Small Volume Interruptible--to 199 Mcf/day
4 - Large Volume Firm--50 Mcf/day or greater
Special Contract Firm/Interruptible Service
5 - Large Volume Interruptible--200 Mcf/day and over

SPECIAL ITEMS AND CONDITIONS

Section A. Under the priority of service plan, application for interruptible service will be treated independently from application for firm service. Limitations or denial of service may be imposed upon each type of customer depending on the characteristics of the available gas supply and type of service requested.

Section B. The Company shall inform the PSC when changes are made in the availability of gas to various priority categories. The changes will be effective upon this date of filing with the Commission.

Section C. Any interruptible customer using over 50 Mcf/day is prohibited from switching to firm service.

Section D. All small volume interruptible customers will maintain a minimum of 30 days' alternate fuel supply.

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C2. CONTROLLED SERVICE (Contd)

DEFINITIONS FOR GAS SERVICE:

Residential -- Service to customers for residential purposes only in a single-family dwelling or in individually metered apartment units.

Commercial -- Service to customers who are primarily engaged in wholesale or retail trade, agriculture, local, state or federal government, forestry, fishery, transportation, communication, sanitary service facilities, insurance and real estate, private service (clubs, hotels, rooming houses, hospitals, etc.) and any service that does not fall within or in another category of service.

Industrial -- Service to customers who are engaged primarily in a process that creates or changes raw or unfinished materials to another form of product, including, in some cases, the generation of electric power.

Feedstock Gas -- The use or chemical process of natural gas as a raw material in creating their product.

Process Gas -- Gas used for fuel where no alternate fuel may be used, such as an application requiring precise temperature control and precise flame characteristics.

Boiler Fuel -- Natural gas used as a fuel for the generation of steam or electricity.

Estimation of maximum daily requirements for an industrial customer will be determined by multiplying the maximum daily rating customer's equipment by 20 hours of operation per day unless a more accurate determination is possible.

The Company may limit or deny gas service to new customers and additional service to existing customers when the Company deems it is necessary to conserve the Company's remaining supplies for higher priority service, or when supplies are determined to be depleted.
Such limitations or denials would be imposed in a uniform manner in accordance with the end use to be made of the gas. The lowest priority will be restricted first for control purposes. The following priority categories are established of which category 5 constitutes the lowest priority and category 1A the highest priority use.

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C2. CONTROLLED SERVICE (Contd)

PRIORITY OF SERVICE STATUS

Status	Classification
Open	1A -- Residential General Firm
Open	1B -- Residential Space Heating Firm
Open	2A -- Commercial or Industrial Firm - uses to 10 Mcf/day
Open	2B -- Commercial or Industrial Firm - uses to 25 Mcf/day
Open	2C -- Commercial or Industrial Firm - uses to 50 Mcf/day
Open	3 -- Small Volume Interruptible - to 199 Mcf/day
Closed	4 -- Large Volume Firm - 50 Mcf/day or greater
	Special Contract Firm/Interruptible Service
Closed	5 -- Large Volume Interruptible - 200 Mcf/day and over

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C3. CURTAILMENT OF GAS SERVICE

C3.1. Definitions

The following terms used in this rule shall have the meanings hereinafter set forth:

A. **Commercial gas requirements** shall include all service to customers engaged primarily in the furnishing or sale of goods or services including schools, local, state and federal government agencies and other public or private institutions for use other than those involving manufacturing or electric power generation.

B. **Curtailment / Interruption** is defined as a restriction of supply to customers resulting from 1) a capacity constraint on the Company's distribution system, 2) the unavailability of gas supply, pipeline contract capacity restriction, or other required pipeline services needed to serve customers or 3) condition requiring an interruption to enable the Company to meet its daily nomination and to comply with applicable FERC gas tariff provisions of its suppliers or 4) other unforeseen events requiring the Company to reduce load.

C. **Customers**, unless otherwise specified, shall mean sales customers, and transportation customers.

D. **Deliveries** shall mean both transportation and sales volumes.

E. **Distribution system capacity restriction** shall mean emergency situations whereby anticipated load may temporarily exceed the capacity of the Company's distribution system to deliver volumes commensurate with such load, or distribution system capacity restrictions due to force majeure or other damage to the Company's facilities such that the full design capacity of the distribution system is not available. See Section C3.3E of this rule.

F. **Distribution system or supply limitation** shall mean a curtailment/interruption becomes necessary due to supply deficiency or an emergency situation resulting from a distribution system capacity restriction or other force majeure , the Company shall curtail gas service in accordance with Section C3.3F.

G. **End use customer** is a customer under the Company's sales and transportation rate schedules where the gas is used or consumed on the customer's premises to which the gas was delivered.

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C3. CURTAILMENT OF GAS SERVICE

C3.1. Definitions (contd)

H. **Force majeure** shall mean acts of God, strikes, lockouts, or other industrial disturbances; acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms (including but not limited to hurricanes or hurricane warnings), crevasses, floods, washouts, actions of the government restricting use of the Company's facilities or operations, either Federal or State, civil or military disturbances. Force majeure shall also mean shutdowns for purposes of necessary repairs, relocation, or construction of facilities; inability to maintain sufficient pressure; failure of electronic data capability; breakage or accident to machinery or lines of pipeline; the necessity of testing (as required by governmental authority or as deemed necessary by the Company for the safe operation thereof), the necessity of making repairs or alterations to machinery or lines of pipe; failure of surface equipment or pipelines; accidents, breakdowns, inability to obtain necessary materials, supplies, rights of way or permits, or labor to perform or comply with any obligation or condition of service; and any other causes, whether of the kind herein enumerated or otherwise which are not reasonably within the control of the Company. It is understood that the settlement of strikes and lockouts or controversies with landowners involving rights of way shall be entirely within the Company's discretion and that the above requirement that any force majeure be remedied with all reasonable dispatch shall not require the settlement of strikes or lockouts or controversies with landowners involving rights of way by acceding to the demands of the opposing party when such course is inadvisable in the discretion of the Company.

I. **Industrial gas requirements** shall include all service to customers engaged primarily in a process that creates or changes raw or unfinished materials into another form or product including the generation of electric power.

J. **Pipeline capacity limitation** shall mean a curtailment/interruption becomes necessary due to pipeline contract capacity restrictions or pipeline system constraint conditions, with no associated distribution capacity restriction or supply deficiency. The Company shall curtail gas service in accordance with the curtailment/interruption priority categories set forth in Section C3.3E.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.1 Definitions (contd)

K. Pipeline contract capacity restriction shall mean any situation where anticipated load may temporarily exceed the capacity of the Company's interstate pipeline contracts to meet such load so as to require the Company to curtail or interrupt service to its customers to avoid the payment of penalties for over-take of gas but such that the full design capacity of the distribution system is unaffected. See Section C3.3E of this rule**.**

L. **Pipeline system constraint condition** shall mean any situation where a pipeline serving the Company reduces its daily balancing tolerance for transporters (including the Company) delivering gas into the Company's system or increases its imbalance or unauthorized overrun charges temporarily because of capacity limitations or for other reasons.

M. **Requirements for industrial plant protection** shall mean such minimum volumes of gas as required to prevent physical harm to the plant facilities or danger to plant personnel when such protection cannot be afforded through the use of an alternate fuel. This includes the protection of such material in process as would otherwise be destroyed, but shall not include deliveries required to maintain plant production.

N. **Requirements for services essential for public health and safety** shall mean gas purchased for use by or in connection with hospitals, convalescent homes, nursing homes, medical centers and clinics; water and sewage treatment and waste disposal facilities; civil defense centers and public utility buildings; newspapers, radio and television stations; fire stations, police stations, jails and penal institutions; and such other uses of gas as are found qualified by the Michigan Public Service Commission as requirements for services essential for public health and safety; provided, however, that requirements for boilers which have alternate fuel capability shall not quality as requirements for services essential for public health and safety without the express authorization of the Michigan Public Service Commission.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.1. Definitions (contd)

O. **Residential gas requirements** shall include all direct natural gas usage for space heating, cooking, water heating, and other residential uses in a single family dwelling or in an individual flat or apartment; or to two or more households served by a single meter (one customer) in a multiple family dwelling, or portion thereof. A "multiple family dwelling" includes such living facilities as, for example, cooperatives, condominiums and apartments; provided each household within such multiple family dwelling has the normal household facilities such as bathroom, individual cooking and kitchen sink. A "multiple family dwelling" does not include such living facilities as, for example, penal or corrective institutions, motels, hotels, dormitories, nursing homes, tourist homes, military barracks, hospitals, special care facilities or any other facilities primarily associated with the purchase, sale or supplying (for profit or otherwise) of a commodity, product, or service by a public or private person, entity, organization or institution.

P. **Supply deficiency** shall mean emergency situations whereby the Company is temporarily unable to procure gas supplies commensurate with its system requirements so as to require the Company to curtail or interrupt service to its customers to avoid the payment of penalties for over-take of gas. See Section C3.3F of this rule**.**

Q. **System supply customer** shall mean those customers who purchase natural gas requirements from the Company.

C3.2. Availability of gas under interruptible rate schedules

(1) The amount of gas available at any time under interruptible service or special contract service is that portion of the total amount of natural gas available to the Company's system, if any, in excess of the amount of natural gas required to meet the demand of the Company's firm gas customers. The Company will endeavor to give customers as much advance notice as practicable whenever restriction of deliveries will be required. Under certain conditions, the notice might be given as little as one hour in advance, although normally longer notice will be given. The customer shall curtail his use of the gas at the time and to the extent requested by the Company.

(2) No gas service on a firm rate shall be used as a standby for gas service on an off-peak or interruptible rate.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service

A. Company's rights to curtail/interrupt

The Company recognizes its primary public service obligation is to maintain gas service to its customers. If, in the event of an emergency arising, for example, out of extreme cold weather, a pipeline system constraint condition, a supply deficiency, a pipeline contract capacity restriction, a distribution system capacity restriction or other causes referred to as force majeure situations, the Company determines that its ability to deliver gas may become inadequate to support continuous service to its customers on its system, the Company shall have the right to partially or completely curtail service to its customers in accordance with the curtailment procedures set forth below, irrespective of the contracts in force. This plan applies to all gas sales and transportation service provided by the Company. The Company will implement this curtailment plan throughout its system to the extent necessary and possible, consistent with its practical operation, considering such factors as system capacity and the extent to which curtailment of customers in a specific portion of the Company's system may remedy the emergency.

B. Steps prior to firm customer curtailment

When there is adequate time during an emergency situation, and if applicable, the following steps will be implemented by the Company prior to the enforcement of the curtailment plan established by this Rule on firm customers.

(1) Implement any existing contingency contracts for emergency gas supply purchases established in advance. Seek to purchase additional gas supplies at prices which shall be regarded as reasonable and prudent under the conditions then existing;

(2) Implement an Operational Flow Order (OFO), as further described in Section C3.3C.

(3) Interrupt service provided under an "interruptible" rate or contract then in effect.

(4) Curtail deliveries to any special contract or back-up supply customer in excess of volumes allowed under contracts;

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

B. Steps prior to firm customer curtailment (contd)

(5) Ask transportation customers to voluntarily reduce use and/or increase deliveries.

(6) Make a public service announcement for voluntarily dial-down actions by system supply customers.

C. Implementation of an Operational Flow Order (OFO)

(1) Purpose of an OFO

An OFO may limit the availability of daily balancing services for transportation customers and hold transportation customer to their pipeline confirmed nominations.

(2) Conditions for implementation of an OFO

An OFO may be implemented for any gas day during which one or more of the following conditions exist:

(a) One or more of the pipelines serving the Company restricts the availability of authorized overrun service.

(b) One or more of the pipelines serving the Company curtails interruptible deliveries and/or allocates firm transportation via primary or secondary delivery points.

(c) One or more of the pipelines serving the Company declares some form of system constraint condition.

(d) One or more of the pipelines serving the Company issues its own OFO or its equivalent to the Company.

(e) As a preemptive action on the part of the Company to obviate the need to curtail firm gas deliveries due to an emergency on the Company's system.

(f) As a preemptive action on the part of the Company to avoid the payment of penalties for over-take of gas.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

C. Implementation of an Operational Flow Order (OFO) (contd)

(3) Scope of an OFO

The OFO will be issued to those customers whose gas usage or nominating activity can be changed in order to minimize a) the potential of a curtailment on all or a portion of the Company's system or b) the potential imposition of penalties upon the Company.

(4) Notice of an OFO

(a) Preliminary notification of a possible OFO

To the extent possible or practical, the Company will notify all potentially affected transportation customers or their designated agents or gas marketers via telephone, facsimile or other electronic means as soon as it believes that an OFO may be required. Notice will indicate the period the OFO may be in effect and the anticipated level of restricted daily tolerance.

(b) Notification of an OFO

If the decision is made to implement an OFO, the Company will notify all affected transportation customers or their designated agents or gas marketer via telephone, facsimile or other electronic means. It is the customers' responsibility to inform the Company of the correct telephone and facsimile numbers and, if appropriate and available, to monitor the Company's electronic communication system for notice of an OFO. A facsimile confirmation sheet to the last facsimile number provided by the customer will be conclusive evidence that the Company provided appropriate notice. The Company will issue notice as soon as possible in advance of the deadline for nominations on the upstream pipelines. Notice will indicate the period the OFO will be in effect and the need for nomination changes, if necessary, to balance usage with gas deliveries to the Company. As soon as the Company determines that it is in a position to cancel the OFO, it will notify all affected transportation customers via telephone or facsimile as to when the OFO is canceled.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

(5) Penalties for Violation of an OFO

After the Company has provided actual notice of implementation of an OFO, any gas usage in excess of the volumes authorized (confirmed nomination) are detailed in Rule C3.3K Penalty for unauthorized take.

D. Notice of curtailment/interruption

If a customer curtailment/interruption becomes necessary, the Company shall provide notices to all affected customers or their designated agents or gas marketers via telephone, facsimile or other electronic means of the nature, probable duration and extent of such curtailment. Such notice might be given as little as one hour in advance, although normally longer notice will be given.

If a firm customer curtailment/interruption becomes necessary, the Company shall provide notice to the Commission as far in advance as possible.

E. Method of curtailment/interruption – Pipeline capacity limitation

(1) If a curtailment/interruption becomes necessary due to pipeline contract capacity restrictions or pipeline system constraint conditions, with no associated distribution capacity restriction or supply deficiency, the Company shall determine the amount of firm service capacity that is available (residual firm capacity). The residual firm capacity shall be curtailed in accordance with the curtailment/interruption priority categories set forth in Section C3.3.E(2) of this Rule, beginning with Curtailment/Interruption Priority Seven and proceeding to the next highest priority category.

(a) Curtailments/Interruptions may be simultaneously instituted in more than one curtailment priority category provided that gas usage falling within a lower priority category is being completely curtailed.

(b) If system deliverability permits only partial delivery of gas to a given interruptible priority category of use, curtailment/interruption will be effected on a rotating basis.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

E. (1) (c) For transportation customers, positive daily scheduling variances shall be curtailed and any usage in excess of deliveries (flowing pipeline supplies) will be subject to penalty as described in C3.3K Penalty for unauthorized take. Usage in balance with deliveries on a daily basis is exempt from curtailment under this paragraph.

(2) Curtailment/interruption priorities - Pipeline capacity limitation

The Company may deviate from this order of curtailment or interruption for brief periods, in order to avoid shutdown of customer's facilities in force majeure or similar situations. In case of such deviation, the Company will so far as practicable subsequently equalize the curtailments within any priority. The Company will implement this curtailment plan throughout its Michigan system to the extent necessary and possible, consistent with its practical operation, considering such factors as system capacity and the extent to which curtailment of customers in a specific portion of the Company's system may remedy the emergency. Specifically, if curtailment or interruption of gas deliveries to a customer does not provide any relief to the Company, then the Company may continue to provide gas service for the customer.

Any usage above the curtailed volume shall be considered unauthorized and is subject to penalty as described in C3.3K Penalty for unauthorized take.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

E. (2) Curtailment/interruption priorities – Pipeline capacity limitation (contd)

Priorities

Seven	Commercial and Industrial - Transportation Service Rate Sheet No. E-1.0
Six	Backup Capacity Service without Backup Supply Service Rate Sheet No. D-8.0
Five	Commercial and Industrial – Interruptible Use (Includes special contract customers.) Rate Sheet No. D-7.0
Four	Backup Constraint Day Service Rate Sheet No. D-10.0
Three	Backup Capacity Service with Backup Supply Service Rate Sheets No. D-8.0 and D-9.0.
Two	Commercial and Industrial General Service Rate Sheet No. D-6.0
One	Residential General Service Rate Sheet No. D-5.0

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

F. Method of curtailment /interruption – Distribution system or supply limitation

(1) If a curtailment/interruption becomes necessary due to supply deficiency or an emergency situation resulting from a distribution system capacity restriction or other force majeure, the Company shall curtail gas service in accordance with Section C3.3F(2).

(a) Curtailments/Interruptions may be simultaneously instituted in more than one curtailment priority category provided that gas usage falling within a lower priority category is being completely curtailed.

(b) If system deliverability permits only partial delivery of gas to a given priority category of use, curtailment will be effected on a pro-rata basis.

(2) Curtailment/interruption priorities – Distribution system or supply limitation

The Company will implement this curtailment/interruption plan throughout its Michigan system to the extent necessary and possible, consistent with its practical operation, considering such factors as system capacity and the extent to which curtailment of customers in a specific portion of the Company's system may remedy the emergency. Specifically, if curtailment/interruption of gas deliveries to a customer does not provide any relief to the Company, then the Company may continue to provide gas service for the customer. In case of such deviation, the Company will, so far as practicable, subsequently equalize the curtailment within any priority.

The Company may also deviate from this order of curtailment or interruption and interrupt interruptible loads of a higher priority to avoid curtailing firm loads of a lower priority, when such firm loads do not have alternate fuel capability. Such interruptions of interruptible loads will be made in the inverse order of the priorities in which such interruptible loads are classified, with full or 100 percent interruption to be directed and achieved in each priority before proceeding to the next priority. Interruptions of interruptible loads within any priority will be done on a pro rata basis as far as practicable. Any deviations from such pro rata interruptions will be equalized subsequently to the extent practicable.

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C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

F. (2) Curtailment/interruption priorities - Distribution system or supply limitation (contd)

Any usage above the curtail volume shall be considered unauthorized and is subject to penalty as described in C3.3K Penalty for unauthorized take.

Priority	
Nine	Company owned gas needed for gas balancing requirements for customers served under transportation service schedules.
Eight	Industrial requirements for boiler fuel use above 500 Mcf per day, not otherwise classified.
Seven	All commercial and industrial requirements for non-boiler use 500 Mcf per day and over, not otherwise classified; all commercial requirements above 500 Mcf per day, not otherwise classified.
Six	All commercial and industrial requirements from 200 Mcf per day through 499 Mcf per day, not otherwise classified.
Five	Requirements for essential process and feedstock uses and plant protection other than when production operations are shut down, except where the use of a fuel other than natural gas is economically practicable and that fuel is reasonably available.
Four	Requirements for essential agricultural uses as certified by the U.S.D.A., except where the use of boiler fuel other than natural gas is economically practicable and that fuel is reasonably available.
Three	Requirements greater than 199 Mcf per day for requirement for services essential for public health and safety except where the use of a fuel other than natural gas is economically practicable and that fuel is reasonably available. See Rule C3.1N.
Two	All commercial and irrigation requirements from 50 Mcf per day through 199 Mcf per day and all industrial requirements through 199 Mcf per day.
One	Residential, small commercial and irrigation requirements less than 50 Mcf on a peak day.

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(Continued from Sheet No C-18.0)

C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

G. During an emergency curtailment/interruption of gas service, public utilities that generate and distribute electricity shall be granted Priority Three service for that portion of the firm gas requirements of owned or firm contracted generation necessary to the discharge of the utilities' obligation to provide services.

(1) Such classification of volumes qualifying for Priority Three shall be contingent upon the electric utility exercising due diligence in taking reasonable steps to minimize the use of natural gas during the course of the gas emergency, and consistent with maintenance of electric system integrity. To the extent that certain actions can minimize the use of natural gas, such actions may include, but are not limited to the following:

(a) Bring on line any non-gas reserve capacity.

(b) Switch gas fired dual-fuel generating plants to an alternate fuel.

(c) Attempt to procure incremental purchased power.

(d) Curtail all non-firm off-system electric sales.

(2) If, after having exhausted all available options to minimize the use of natural gas, conditions are such that curtailment of any portion of the remaining gas service to the electric utility will induce the implementation of the Emergency Electrical Procedures, then Priority Three capacity shall be allocated to the electric utility:

(a) Sufficient to obviate the need to implement short-term Emergency Electrical Procedures during the first week of the gas emergency provided that the company has not invoked curtailment of Priority Three customers. If, however, the emergency is of such a severe nature that Priority Three customers must be curtailed, then the Company shall provide sufficient gas service to the electric utility to allow it to maintain its system integrity as it implements, to the fullest extent required by the emergency, both its short-term and long-term Emergency Electrical Procedures.

(Continued on Sheet No.C-20.0)

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(Continued from Sheet No C-19.0)

C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

G. (2) Curtailment/Interruption priorities (contd)

(b) Or, if the Company has invoked curtailment/interruption priorities to a level no deeper than Priority Four, the Company shall provide the electric utility sufficient Priority Three service to enable it to avoid the implementation of short-term Emergency Electrical Procedures during the first week of the gas emergency, and sufficient to avoid implementing long-term Emergency Electrical Procedures requiring public notification.

(c) Or, if the company has invoked curtailment/interruption priorities to a level no deeper than Priority Four, then the Company shall provide sufficient Priority Three service to enable the electric utility to avoid the implementation of short-term and long-term Emergency Electrical Procedures.

H. Diversion of customer-owned gas during gas emergencies

If the Company determines that its ability to deliver gas is inadequate to support continuous service to its customers on its system and it enforces the curtailment plan established in the Rule, the Company shall give end use transportation customers the option to sell to the Company their flowing pipeline supplies that have been curtailed. The price of the purchased gas will be negotiated between the transportation customer and the Company but be limited to the highest of a) the customer's reasonable costs associated with using alternate fuels during the period of diversion, b) the actual cost of the customer's diverted gas, or c) the highest daily price reported during the diversion period for NNG receipt point at Ventura or Demarcation as reported by Gas Daily. The Company shall not divert gas from transportation customers who do not have title to the gas being transported unless the owner of such gas voluntarily agrees that its gas may be purchased, borrowed or otherwise diverted by the Company pursuant to the option above. Nothing in these Rules relieves the Company from its obligation, under Act 304, of demonstrating the reasonableness and prudency of its gas purchases.

(Continued on Sheet No.C-21.0)

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(Continued from Sheet No C-20.0)

C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

I. Rate adjustments

A customer shall not be liable for any part of a monthly service charge provided in a rate schedule if such customer's consumption under that rate is completely curtailed for the entire billing period. No other rate adjustments will be permitted unless otherwise provided by contract.

J. Enforcement

a. The Company reserves the right to take special daily meter reads during periods when a curtailment/interruption has been instituted pursuant to Part C3.3 of this Rule. The Company reserves the right to inspect the customer's equipment, to install special metering, and to immediately physically interrupt gas service for violations of this Rule. Once gas service is terminated, the Company may withhold such service during the period of the curtailment/interruption until it is satisfied that the terms and conditions of this Rule will be observed.

b. There is nothing in this Rule that shall prevent a customer from challenging before the Commission the continuation of a curtailment/interruption or that shall abridge the customer's right to appeal any such determination to the Commission.

(Continued on Sheet No.C-22.0)

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(Continued from Sheet No C-21.0)

C3. CURTAILMENT OF GAS SERVICE (contd)

C3.3 Curtailment/Interruption of gas service (contd)

K. Penalty for unauthorized take

Penalty which will apply to customers served under interruptible or transportation services who fail to comply with a Company request that customers curtail or interrupt all use of gas as requested:

If customer fails to curtail or interrupt his use of gas when requested to do so by the Company, any gas used in excess of the volumes authorized during a curtailment/interruption period will be subject to unauthorized use charges, in addition to the regular charges set forth in the applicable rate schedules. The charge for such unauthorized use shall be the highest daily price reported during the curtailment period for NNG receipt point at Ventura or Demarcation as reported by Gas Daily plus $1.00 per therm or, in the event that Gas Daily discontinues it reporting of such prices, any comparable reporting service plus $1.00 per therm. In the event that the Company receives a resulting penalty because of unauthorized usage, the charge for unauthorized usage shall be the higher of the penalty assessed by the pipeline (the largest penalty if multiple pipelines) or the index price plus $1.00 per therm. Failure to pay an unauthorized use charge when due shall subject the customer to termination of gas service. If applicable, the charge for unauthorized take shall be added to the normal billing for the month immediately succeeding the billing period during which the unauthorized take occurred.

Unauthorized use charges collected by the company will be credited to the cost of gas sold and flow through the GCR. Gas subject to unauthorized use charges shall be considered a sale of gas.

C3.4 Limitation of liability

The Company shall, when acting reasonably and prudently in accordance with these rules, not be liable for any loss, cost, damage, injury, or expense that may be sustained by customer by reason of partial or complete curtailment of gas service.

(Continued on Sheet No.C-23.0)

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(Continued from Sheet No C-24.0)

C4 APPLICATION OF RATES

C4.1 Budget Payment Plan

The Company has budget payment plan available to all prospective and existing residential customers and to all commercial customers billed under General Service rate schedules.

A budget payment plan may be established at any time of the year. The monthly budget amount shall be calculated on the basis of the estimated consumption and applicable rates for the 12 months subsequent to establishing the plan. Customers who have arrearages may establish a budget payment plan by signing a deferred payment agreement for the arrears.

An applicant for a budget plan shall be informed at the time of application, and an existing budget plan customer on at least a quarterly basis, that budget amounts shall be reviewed at least once every six months and changed, 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 at the end of the budget year shall be less than 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.

If a budget payment is not paid when due, the customer shall be appropriately notified with the next billing. 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 over billed balance exists in a customer's account the balance shall be handled as follows:

(1) A customer's debit balance will be paid in full or, at the customer's option, 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 shall be made.

The amount of the equal monthly payments will be adjusted from time to time to reflect rate changes approved by the Michigan Public Service Commission, changes in usage of the service by the customer, and corrections to the estimate of customer's annual usage.

(Continued on Sheet No.C-26.0)

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(Continued from Sheet No C-25.0)

C4 APPLICATION OF RATES (contd)

C4.2 Centrally metered installations

On the effective date of this schedule no centrally metered gas installations (as described in Michigan Public Service Commission Case No. U-4211 Exhibit "A" dated April 29, 1974) exist in the Company's Michigan service area. Furthermore, no centrally metered installations as described in the above Case Number and Exhibit will be permitted in the future.

C4.3 Extreme Weather Condition Policy

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

(Continued on Sheet No.C-27.0)

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C5 CUSTOMER RESPONSIBILITIES

C5.1 Access to premises

The Company shall at all reasonable times have access to the customer's premises for the purpose of ascertaining the quantity of gas supplied, for the purpose of inspecting, examining, repairing, installing or removing its regulators, meters, pipes, fittings or other equipment, and for the purpose of examining and inspecting the customer's installation of gas piping and equipment.

C5.2 Point of delivery

Unless otherwise provided by written agreement, ownership of gas shall pass from the utility to the customer at the outlet of the utility's meter measuring the delivery of such gas, or at the outlet of the regulator where metering is at a pressure above base pressure and the utility furnishes a regulator at the meter outlet.

C5.3 Gas piping and equipment

The customer shall furnish, install and maintain all building gas piping and gas utilization equipment beyond the meter outlet at his expense. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority and by the Company. The Company assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet, and reserves the right to discontinue gas service at any time after reasonable notice, when practicable, if such gas piping and equipment is in an unsatisfactory or unsafe condition in the opinion of the Company.

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(Continued from Sheet No C-28.0)

C5 CUSTOMER RESPONSIBILITIES (contd)

C5.4 Company equipment on premises being served

(1) All meters and regulators and other facilities placed on any premises by the Company for the purpose of rendering gas service shall, unless otherwise expressly provided, be and remain the property of the Company, and the customer shall exercise reasonable care to protect such property from loss or damage.

(2) The customer shall be liable and shall reimburse the Company for all damages to the Company's equipment and for all loss resulting from customer's interference or tampering therewith. Upon the discovery of any such deliberate damage or interference, the Company shall have the right to terminate service after reasonable notice when practicable. Service may be restored upon the customer's payment of all losses and damages to the Company and the appropriate filed reconnection charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his service.

(3) The Company reserves the right to modify, change or exchange its facilities on the customer's premises, provided that where any such modification, change or exchange is made for the Company's convenience, the Company will bear the expense thereof, including the expense of change required in the customer's house piping.

(4) When there is a change of any kind on the premises of the customer in operations or by reason of construction, reconstruction, alteration or demolition, which in the judgment of the Company makes the relocation of the installed gas service facilities of the Company necessary, or if the relocation of the gas service facilities of the Company is requested by the customer, the Company will move such facilities at the customer's expense to an acceptable location on the customer's premises.

(Continued on Sheet No.C-30.0)

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(Continued from Sheet No C-29.0)

C5 CUSTOMER RESPONSIBILITIES (contd)

C5.5 Rights of way and consent of owner

(1) The customer will, without compensation, make or procure satisfactory conveyance to the Company of adequate rights of way for installation of pipe and other Company facilities necessary and incidental to furnishing service to the customer.

(2) In case the customer is not the owner of the premises, the customer shall secure the owner's consent for the installation and maintenance on the premises of all gas piping and other gas equipment required for supplying gas service to the customer.

C5.6 Regulating and metering

The Company will furnish and maintain all equipment necessary for regulating, metering and billing the gas supplied, unless otherwise provided for in the rate schedule or contract which is in effect. The customer will provide a suitable space for such equipment. The Company will furnish gas to a customer at any one location through a single service.

C5.7 Temporary suspension of gas service

The Company may temporarily suspend service in order to make repairs and improvement in its distribution system. Whenever possible, such changes shall be made so as to cause the least inconvenience to the customers as a whole.

C5.8 Escaping gas

The customer will immediately give notice to the Company of any gas escaping in or about the premises.

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(Continued from Sheet No C-30.0)

C5 CUSTOMER RESPONSIBILITIES (contd)

C5.9 Connection / restoration of service

(1) In cases when initial service is requested, the connection fee shall be as follows. $16.50 for one pair of gas and electric meters. When a special meter reading or meter installation is not required, the connection charge shall be $7.50.

(2) When service has been disconnected in accordance with these rules, charges for re-establishing service will be actual labor and transportation costs for disconnect and reconnect. A minimum charge of $16.50 shall apply unless the customer requests reconnection during other than regular working hours, in which case a minimum charge of $40.00 will apply.

If an authorized Company employee is sent to a premises for the purpose of disconnecting service for the nonpayment of an undisputed delinquent bill, said employee may accept payment and in such case shall not discontinue service if customer then and there tenders payment in full together with a reasonable charge for sending the employee to the premises.

C5.10 Termination of service at customer request

(1) Any customer who desires a discontinuance of gas supply because he is vacating the premises, or because of any other reason, unless there is a provision to the contrary in the service contract or applicable rate schedule, should give advance notice to the Company of such desire and shall be liable for all gas supplied the premises to be vacated until such notice can be carried out by the Company, but not more than two working days after notice is given by the customer.

(2) When a customer requests a disconnection and reconnection of service at the same location within any 12 month period the customer must pay a reconnect charge which is the higher of:

(a) The charges for connection of service in paragraph C5.9 above, or.

(b) The fixed charge set forth in the applicable rate schedule times the number of months service was disconnected.

(Continued on Sheet No.C-32.0)

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(Continued from Sheet No C-31.0)

C5 CUSTOMER RESPONSIBILITIES (contd)

C5.11 Non-sufficient Funds – NSF Cherge

A processing Charge of $10.00 shall be applied for each chech issued as full or partial payment of bill if said check is not honored.

C5.12 Temporary Gas Service

A customer taking temporary gas service shall pay the rate applicable to the class or service rendered and shall be subject to these rules and regulations. In such case, the Company may require that the customer pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.

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(Continued from Sheet No. C-32.0)

C6 METERING CUSTOMER EQUIPMENT AND BILLING

Meter Pressure Correction Factor

The service requirements in R 460.2331 shall apply except as follows. The standard billing pressure base shall be 14.65 psia.

For gas supplied and metered at a nominal delivery pressure of 0.25 pound per square inch gauge, a meter pressure correction factor shall be applied to adjust the measured volumes from the approved meter pressure of 14.15 psia [13.90 actual atmospheric pressure (based on elevation) plus .25 gauge pressure] to the 14.65 psia billing rules standard pressure [14.40 psia (assumed in billing rules - R 460.2331 (3) (a)) plus 0.25 gauge pressure]. The meter pressure correction factor is equal to 96.6% (14.15 psia / 14.65 psia).

For gas supplied and metered at a nominal delivery pressure more than 0.25 per square inch gauge, the assumed atmospheric pressure shall be 13.90 psia and corrected to standard billing conditions.

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C7 GAS COST RECOVERY CLAUSE

C7.1 Applicability of clause

All rates for gas service, unless otherwise provided in the applicable rate schedule, shall include a Gas Cost Recovery Factor to allow to Company to recover the booked costs of gas sold by the Company to Michigan customers if incurred under reasonable and prudent policies and practices.

C7.2 Booked cost of gas sold

(1) Booked cost of gas sold as used in this rule includes the following as expensed on the books of the Company:

(a) Interstate Purchases: Cost for gas service.

(b) Intrastate Purchases: Costs for gas service incurred pursuant to all contracts on file with the Michigan Public Service Commission.

(c) Company-Produced Natural Gas: Costs which vary with volume produced.

(d) Company-Produced Substitute Natural Gas: Costs for feedstock used to produce substitute natural gas.

(e) Liquefied Petroleum Air Gas: Costs for propane used to produce a propane-air gas mixture.

(f) Storage Gas: Net costs of gas injected and withdrawn from underground storage facilities.

(g) Purchases From Other Michigan Utilities: Costs for gas service pursuant to contracts approved by the appropriate regulatory body.

(h) Supplier Refunds And Credits: Refunds and credits from suppliers in the period realized.

(Continued on Sheet No.C-36.0)

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(Continued from Sheet No C-35.0)

C7 GAS COST RECOVERY CLAUSE (contd)

C7.2 Booked cost of gas sold (contd)

(2) Booked cost of gas sold as used in this rule specifically excludes the following items:

(a) Gas used by the Company, at the annual average booked cost of gas sold.

(b) Lost and unaccounted for gas, at the annual average booked cost of gas sold.

(c) Gas sold at a price which does not include a gas cost recovery factor, at the incremental cost from the Company's suppliers.

(d) Contract, tariff and other penalties, unless the customers of the Company benefit as a result of payment of such penalties.

C7.3 Billing

(1) In applying the Gas Cost Recovery Factor per Mcf or dekatherm, any fraction of 0.01 cent shall be rounded to the nearest 0.01 cent.

(2) Each month the Company shall include in its rates a gas Cost Recovery Factor up to the maximum authorized by the Commission as shown on Sheet No. D-1.0. For months in which the Michigan Public Service Commission has not approved a specific Gas Cost Recovery Factor, the Company may include an appropriate Gas Cost Recovery Factors in its rates if authorized by law to do so.

(3) The Gas Cost Recovery Factor shall be the same per therm for each billed customer. The factor shall be placed into effect in the first billing cycle of each monthly billing period and shall continue in effect throughout all cycles in each monthly billing period.

(4) The Gas Cost Recovery Factor shall appear on all customer bills.

C7.4 General conditions

(1) At least fifteen days prior to each billing month, the Company will notify the Public Service Commission staff as to the actual factor or factors to be billed to its customers in the subsequent month.

(2) This Gas Cost Recovery Clause is authorized by the provisions of 1982 P.A. 304. A copy of that act is available for public inspection at each business office of the Company. The Company will provide a copy of the act to any customer upon request.

(Continued on Sheet No.C-37.0)

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(Continued from Sheet No C-36.0)

C7 GAS COST RECOVERY CLAUSE (contd)

REFUND PROCEDURES

C7.5 Receipt of refunds

(1) Identification of Supplier Refunds
Contained within NSPW's annual GCR Reconciliation shall be a standard exhibit which identifies all pipeline or other supplier refunds received (in the form of a check, bill credit, or wire transfer) during the year covered in the GCR reconciliation The exhibit shall include:

(a) The amount of each refund, including interest.

(b) Date received.

(c) Explanation of the reasons for each refund.

(d) Period covered by each refund (historical refund period).

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

Failure of the utility to identify a refund within its GCR reconciliation shall result in an interest penalty of 50% over the normal authorized rate of return on common equity for the period of time the NSPW fails to comply with the identification requirement.

Allocation of refunds between Michigan and Wisconsin shall be based upon the consumption in each state during the historical refund period.

The Michigan refund liability is equal to the product of the total supplier refund and the ratio of Michigan rate schedule sales to total NSP sales during the historical refund period.

$ Refund Liability = $ Supplier Refund * (Michigan Sales/Total NSP Sales)

(Continued on Sheet No.C-38.0)

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(Continued from Sheet No C-37.0)

C7 GAS COST RECOVERY CLAUSE (contd)

REFUND PROCEDURES (contd)

C7.6 GCR customer refunds

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

(2) GCR Reconciliation
Prior year GCR over/under recoveries due to reconciliation provisions of the Company's GCR Clause, shall be computed annually according to the provisions of 1982 PA 304. Such over under-recoveries and any Commission ordered adjustments or disallowances associated with the prior GCR year shall be reflected separately below the GCR Cost of Gas Sold line on the GCR Over/Under-recovery Reconciliation report.

(3) Other Refunds
All other refunds shall be reflected in the month the refund is received and shall be included on a separate line below the Cost of Gas Sold line on the Over/Under-recovery Reconciliation Report so that such refunds are readily identifiable.

(Continued on Sheet No.C-39.0)

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(Continued from Sheet No C-38.0)

C7 GAS COST RECOVERY CLAUSE (contd)

REFUND PROCEDURES (contd)

C7.7 Non-GCR customer refunds

(1) All supplier refunds allocable to non-GCR customers shall be allocated on the basis of actual consumption during the historical refund period. Deductions for Company Use and Lost and Unaccounted For volumes shall be made from the non-GCR portion of the refund based upon the actual percentage for Company Use and Lost and Unaccounted For during the historical refund period.

(2) Portions of the refunds allocable to non-GCR customers shall be credited to a refund liability accounts to accrue interest until distributed. The Company shall include an application to refund these moneys in its next GCR Reconciliation filing.

(3) The Company is not required to issue checks to customers who are in arrears with the Company, to customers for whom checks were returned as undeliverable in previous refunds or for refund amounts of less than $5.00. Refunds may be applied against past due amounts owed to the Company and any excess refunded according to these procedures. After 90 days, any returned or uncashed refund checks shall be transferred to the non-GCR refund liability account for refund to non-GCR customers in the next GCR Reconciliation. Rights to any portion of a refund shall not vest until a refund check has been negotiated.

(4) Refund completion reports for non-GCR customers shall be submitted to the Michigan Public Service Commission Staff six months following initial distribution of a non-GCR customer refund. Reports, at a minimum, should include the amount authorized for refund compared to the amount actually refunded and the date of the refund distribution.

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(Continued from Sheet No C-39.0)

C8 CUSTOMER ATTACHMENT PROGRAM

C8.1 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.

C8.2 Customer contribution

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

C8.3 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 customer's first bill.

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.

(Continued on Sheet No.C-41.0)

(Continued from Sheet No C-40.0)

C8 CUSTOMER ATTACHMENT PROGRAM (contd)

C8.3 Payment of customer contribution (contd)

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.

C8.4 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.

(Continued on Sheet No.C-42.0)

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(Continued from Sheet No C-41.0)

C8 CUSTOMER ATTACHMENT PROGRAM (contd)

C8.5 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.

C8.6 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.

C8.7 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.

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C8 CUSTOMER ATTACHMENT PROGRAM (contd)

C8.8 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 customers annual consumption levels.

b. Incremental Costs:

(1) Rate of Return
The overall Rate of Return on rate base will be equal to that authorized in the Company's most recent rate order. In NSP-W's rate order in Case No. ***U-21903***, dated ***December 18, 2025*** the overall Rate of Return is equal to ***6.61%***. The Revenue Requirement Rate of Return used in this model is equal to ***8.91%***.

(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 Revenue Requirement 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.

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(Continued from Sheet No C-43.0)

C8 CUSTOMER ATTACHMENT PROGRAM (contd)

C8.8 Model assumptions (contd)

b. Incremental Costs: (contd)

(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 the overall rate of return authorized in the Company's most recent rate order. Based on NSPW's rate order in Case No. ***U-21903***, dated ***December 18, 2025*** the Discount Rate is equal to ***6.61%***.

C8.9 Customer Attachment Areas

There are no separate customer attachment areas identified at this time

(Continued from Sheet No C-44.0)

C9 CUSTOMER PROTECTIONS/DATA PRIVACY

C9.1. Definitions

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

B. "Contractor" or "Company Agent" means an entity or person performing a function or service under contract with or on behalf of the Company, including, but not limited to customer service, energy management, energy efficiency programs, payment assistance, payroll services, bill collection, or other functions related to providing natural gas service.

C. "Customer" means a purchaser of natural gas that is supplied or distributed by a utility for residential or nonresidential purposes.

D. "Customer Account Information" means personally identifiable information including Personal Data and Customer Usage Data. Customer Account Information also includes information received by the Company from the customer for purposes of participating in regulated utility programs, including, but not limited to bill payment assistance, shutoff protection, renewable energy, load management, or energy efficiency.

E. "Customer Usage Data" [or "Consumption Data"] means customer specific natural gas usage data, or weather adjusted data, including, but not limited to ccf, Mcf, therms, or dth, and other information that is recorded by the gas meter for the Company and stored in its systems.

(Continued on Sheet No. C-46.0)

(Continued from Sheet No C-45.0)

C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.1. Definitions (Contd)

F. ***"Informed Customer Consent" means, in the case where consent is required: the customer is advised of the (1) data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the customer may revoke consent. In no case shall silence by the customer ever be construed to mean Informed Customer Consent. Customer consent must be documented and may be in writing, electronically, or through recording of an oral communication and shall remain in effect until withdrawn by the customer. Customer consent forms can be requested by calling Customer Service at 1-800-895-4999 or by obtaining online at the Company's website at www.xcelenergy.com.***

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

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(Continued from Sheet No C-45.0)

C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.1. Definitions (Contd)

H. "Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the customer where there is an authorized business need or emergency response in order to: (1) provide, bill, or collect for, regulated natural gas service; (2) provide for system, grid, or operational needs; (3) provide services as required by state or federal law or as specifically authorized in the Company's approved tariff or; (4) plan, implement, or evaluate, energy assistance, energy management, renewable energy or energy efficiency programs by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.

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

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

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

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

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(Continued from Sheet No C-47.0)

C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.2. 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.

C9.3. Disclosure Without Customer Consent

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

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

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

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C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.4. Disclosure to Company Agents or Contractors

A. The Company shall disclose only the necessary Customer Account Information to Company Agents and contractors working on behalf of the Company for Primary Purposes and any other function relating to providing 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.

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

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C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.5. Customer Access to Data

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

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

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

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

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

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C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.5. Customer Access to Data (Contd)

F. Customer may request that his or her Customer Account Information be released to a third party of the Customer's choice. Such requests may be obtained by calling Customer Service at 1-800-895-4999, or by requesting such online at the Company's website www.xcelenergy.com. Once the Company obtains Informed Customer Consent from the customer, the Company shall release the requested customer account data to the third party within 10 business days. The Company will provide the requested data in PDF format.

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

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

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C9 CUSTOMER PROTECTIONS/DATA PRIVACY (Contd)

C9.6. 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.

C9.7. Limitation of Liability

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