

Service Rules	Natural Gas
<p>1. <u>EFFECTIVE IN:</u> All territory served.</p> <p>2. <u>APPLICATION FOR SERVICE:</u> All parties desiring service must make application to the Company before commencing the use of the Company's service. A separate application or contract shall be made for each class of service at each separate location. Receipt of service shall make the receiver a customer of the Company, subject to its rates, rules and regulations, whether service is based upon contract, signed application, or otherwise.</p> <p>3. <u>TERM OF Service:</u></p> <p>A. All individuals or entities desiring to receive service from the Company must apply to the Company for service.</p> <p>B. Subject to its rates, rules and regulations, the Company will continue to supply service until notified to discontinue service, and the customer will be responsible for payment for all service furnished until discontinued.</p> <p>C. No agent or employee of the Company shall have the power to, or shall amend, modify, alter or waive any of the rates or rules of the Company, or bind the Company by making any promise or representation not incorporated in these tariffs.</p> <p>D. Service shall not be transferred unless authorized by the Company; new occupants of premises, previously receiving service, must make official application to the Company before commencing the use of service. If the Company is not properly notified by the new occupant, the Company will determine the date of service initiation and bill the customer accordingly.</p> <p>E. Customers who have been receiving service must notify the Company when discontinuing service, if a customer fails to properly notify the Company to discontinue service, the Company will determine the date of service termination and bill the customer accordingly.</p>	<p>Continued to Sheet No. G10.01.</p>

Issued 1-12-07

Effective for Service Rendered
 On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules	Natural Gas
Continued from Sheet No. G10.00.	
<p>N F. In connection with dwelling units, the owner is generally responsible N for service unless there is another party responsible for service. N When an existing customer terminates service to the customer's rental N dwelling unit, the Company will make a reasonable attempt to identify N the party responsible for service to the rental dwelling unit after the N customer's termination. If the Company is unable to identify a N responsible party, it will give the owner written notice by regular or N other mail of the Company's intent to hold the owner responsible for N service to the rental dwelling unit from the date of the customer's N termination. The owner will not be responsible for the service if the N Company does not give the owner the written notice or if, within 15 N days after the written notice is mailed the owner either (1) notifies N the public utility of the name of the party responsible for service to N the rental dwelling unit or (2) notifies the public utility that N service should be terminated and affirms that service termination will N not endanger human health or life or cause damage to property. If the N Company gives the owner the written notice and the owner does not N provide the notification, the owner will remain responsible for service N to the dwelling unit from the date of the customer's termination.</p>	
4. <u>CONTINUITY OF SERVICE:</u>	
<p>A. The Company will use reasonable care to provide an uninterrupted and regular supply of service and will comply with the standards for gas service set forth in Chapter PSC 134, Wisconsin Administrative Code. The Company shall not be liable for any loss, injury, or damage resulting from interruptions, deficiencies or imperfections of service unless and to the extent they are due to willful misconduct or negligence on its part. In no event shall the Company be liable for any special, consequential, punitive or other indirect damages of any nature, whether arising under contract, tort (including negligence and strict liability) or any other theory of law.</p>	
<p>B. Without limiting the generality of the foregoing, the Company shall have the right to cause service to any customer to be interrupted or limited at any time without liability, by automatic devices or otherwise, pursuant to load control or on-peak control programs or when in the judgment of the Company such interruption or limitation is necessary or desirable to address actual or potential emergencies or other adverse conditions. The Company may also temporarily interrupt service without liability in order to make repairs, replacements or changes to the Company's facilities, whether on or off the customer's premises.</p>	
<p>C. Unless conditions of an actual or potential emergency nature require otherwise, the Company shall strive to give reasonable advance notice to customers affected by planned service interruptions. Such interruptions shall be scheduled for periods which will cause a minimum of customer inconvenience.</p>	
Continued to Sheet No. G10.02.	

Service Rules**Natural Gas**

Continued from Sheet No. G10.01.

5. GENERAL:

- A. All schedules apply to gas service furnished in any one month to one customer through one meter. The Company's entire rate structure is based on delivering and billing service to the ultimate user. Unless otherwise specified, all rates apply only to retail service and do not permit resale or redistribution.
- B. Rent inclusion, defined as the furnishing of gas service as an incident to tenancy with the charge being included in the rent without identification, is permitted.

6. EFFECTIVE DATE:

As provided on the rate schedules, the term "effective" applies to the use of service, not to billing dates.

7. BILLING PERIOD:

Bills for service will be rendered monthly unless otherwise specified.

8. PAYMENT OF BILLS:

- A. Bills are due and payable not later than the due date shown on each bill. The due date indicated will be not longer than 21 days after issuance of the bill, except as allowed in Section 8.B. below.
- B. A Customer Requested Bill Due Date, or Preferred Due Date, is available in all territory served in accordance with Sections 8.B.1. and 8.B.2. below:
1. Upon request by a customer, the Company will set the gas service bill due date as requested by the customer, except that customers with annual charges exceeding \$120,000 will be limited to choosing a bill due date within 21 days after billing. The customer can choose the following options for their bill due date:
 - a. Same business day of each month (i.e. 3rd business day of each month); or
 - b. Same calendar day of each month (i.e. 3rd day of each month). For months when the selected calendar day falls on a holiday or weekend, the bill shall be due the next business day; or
 - c. 10, 15, or 20 days from the bill mail date.
 2. Customers will be removed from the Customer Requested Bill Due Date Option and late payment charges will be applicable if payment is not received by the date of the billing of the 2nd billing cycle (compared to the next billing cycle for customers not having the customer requested bill due date). Customers can return to the Customer Requested Due Date Option upon negotiating payment arrangements with the Company.

Continued to Sheet No. G10.03.

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On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules	Natural Gas
Continued from Sheet No. G10.02.	
8. <u>PAYMENT OF BILLS:</u> (Continued)	
<p>C. Minimum Payment Option (MPO): This option is available for residential customers who are faced with disconnection of utility service because of past-due utility bills. Customers will be given an option to pay a percentage of the total bill (arrearage and current bill) to avoid disconnection of service. The starting percentage for the minimum amount will be 30% for the first disconnection notice due in April billing cycle. This minimum percentage will increase by 10% for each succeeding month. July, August, and September will require 60% of the balance as the minimum amount. Payment of the minimum amount will avoid disconnection of service.</p> <p>If the customer pays the minimum payment option, and the following month the arrears still fall within the disconnection parameters, the customer will be given this Minimum Payment Option again.</p> <p>The MPO will only be available from April 1 through September 30. Other payment options include full payment and deferred payment arrangements.</p>	
9. <u>LATE PAYMENT CHARGE:</u>	
<p>A. Utility service bills issued by the Company will include a late payment charge on all unpaid utility service balances. The late payment charge of 1 percent per month will be added to utility service bills not paid and credited prior to the succeeding monthly billing. Except as allowed by Sections 8. and 9.A.1. through 9.A.4., any utility service charges unpaid after 21 calendar days from the date of billing will be subject to a late payment charge. However, customers will have approximately seven extra days (the bill due date until the calculation date of the next bill) to pay their bill and avoid late payment charges. The late payment charge will be applicable to all retail customers. The late payment charge will be applied to the total unpaid utility service balance including any unpaid late payment charges. Late payment charges will continue to compound until the past-due bill is deemed uncollectible. Other specific features of this late payment charge application include:</p> <p>1. <u>Closed Accounts</u> - Late payment charges will be assessed monthly on unpaid balances for closed accounts. Assessment of charges will continue for three monthly billing cycles after the account is closed or until the point of write-off, whichever comes first.</p>	
Continued to Sheet No. G10.04.	

Service Rules	Natural Gas
Continued from Sheet No. G10.03.	
<p>N 9. <u>LATE PAYMENT CHARGE (Continued):</u></p> <p>2. <u>Budget Billing Plan</u> - Customers under the budget billing plan will be assessed a late payment charge on the unpaid utility budget arrears balance and not the accumulated actual utility balance. If a customer is removed for the budget billing plan, the actual utility bill balance will be subject to late payment charges. Exceptions to this provision may occur during the last three months of the budget plan when the set-aside budget balance could be a credit and exceed the monthly budget amount. In this case, the late payment charge would not be applied.</p> <p>3. <u>Payment Arrangements</u> - Customers who have negotiated with the Company to pay past-due balances will be exempted for late payment charges.</p> <p>4. <u>Early Identification Program Participants</u> - Customers who are working with our Customer Assistance Advisors will be exempted for late payment charges.</p> <p>10. <u>ACCESS TO CUSTOMER'S PREMISES:</u> Authorized agents of the Company shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing Company's property, or for any other purpose incident to service.</p> <p>11. <u>RULES FOR DEPOSIT, GUARANTEE, AND DISCONNECTION:</u> Rules for deposit, guarantee, and disconnection will be in accordance with PSC 134, Wisconsin Administrative Code.</p>	
Continued to Sheet No. G10.05.	

Issued 03-02-07

Effective for Service Rendered
 On and After 04-01-07

PSCW Authorization By Letter Dated 03-01-07 (JA)

Service Rules	Natural Gas																																							
Continued from Sheet No. G10.04.																																								
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011040999999000018 5000018125 00																																								
Please detach and return this portion with your payment.																																								
WISCONSIN PUBLIC SERVICE CORP PO BOX 19003 GREEN BAY WI 54307-9003	Call 1-800-450-7260 24-hr Customer Service																																							
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ENERGY USE																																								
STATEMENT SUMMARY FOR ACCOUNT 040999999-00001																																								
Billing Days	This Year	Last Year	Previous Balance 12/03/2006	\$183.25																																				
Avg Daily Temp	30	29	Payment 12/26/2006	\$170.04CR																																				
Heating Degree Days	50	49	<u>Late Payment Charge 12/29/2006</u>	<u>\$.08</u>																																				
% Warmer	462.0	492.0	Beginning Amount	\$13.29																																				
KWH Used	5	6	Electric Service	\$62.06																																				
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Therms Used	16.7	21.1	Total Amount Due 02/27/2007	\$198.23																																				
Avg Therm/Day	102.1	29.0																																						
	3.4	1.0																																						

ACCOUNT NUMBER: 040999999-00001 NAME: ANY CUSTOMER

Continued to Sheet No. G10.06.

Issued 1-12-07

Effective for Service Rendered
 On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules

Natural Gas

Continued from Sheet No. G10.05.

13. A sample disconnect notice for nonpayment of unpaid service balance for a residential gas customer is shown below:



Wisconsin Public Service Corporation
 (a subsidiary of WPS Resources Corporation)

ACCOUNT NUMBER	DATE DUE	PLEASE PAY
		AMOUNT PAID

Customer Name
 Mailing Address
 City State Zip

WISCONSIN PUBLIC SERVICE CORP
 PO BOX 19004
 GREEN BAY WI 54307-9004

01012345672 3000012010

Please mail this part with your check. When paying in person, bring entire bill.

DISCONNECTION NOTICE

Service Address: Address
 City, State

YOUR BILL IS PAST DUE! For that reason, we may shut off your electric and/or gas service. Please pay this amount before the due date.

If you can't pay the entire bill or if you need an extension, contact us now at 1-800-450-7260 and we will try to work out a solution. Our office hours are shown below.

Please contact us **IMMEDIATELY** if any resident in your home is

- Seriously ill
- An infant or young child
- Elderly
- Handicapped
- Using life-support equipment
- Developmentally or mentally disabled

If disconnection will (1) aggravate any medical problem or (2) jeopardize the well-being of any household member, please provide us with a statement from a licensed doctor, public health, social services, or law enforcement official that verifies your situation. This will delay the shut off for 21 days or restore service and give you time to work out arrangements. This delay may be extended, if necessary, by renewing the statement.

If we shut off your service, we will bill a reconnection charge to have service restored.

If you've tried to work with us but don't agree with our reasons for disconnection, you may contact the Public Service Commission on the toll-free consumer-complaint line (800-225-7729).

Landlords and Managers - We will notify your tenants at least 5 days before the service is disconnected.

Please contact your local Wisconsin Public Service office at 1-800-450-7260 if you have any questions.

FINAL NOTICE: Our next step is to disconnect your service.

Credit Department
 24-hr Customer Service

Continue to Sheet No. G10.07.

Service Rules

Natural Gas

Continued from Sheet No. G10.06.

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14. COMMERCIAL DISCONNECT NOTICE FOR NONPAYMENT OF UNPAID SERVICE BALANCE AND UNPAID SECURITY DEPOSIT



Wisconsin Public Service Corporation
 (a subsidiary of WPS Resources Corporation)

ACCOUNT NUMBER	DATE DUE	PLEASE PAY
		AMOUNT PAID

Customer Name
 Mailing Address
 City State Zip

WISCONSIN PUBLIC SERVICE CORP
 PO BOX 19004
 GREEN BAY WI 54307-9004

Please mail this part with your check. When paying in person, bring entire bill.

DISCONNECTION NOTICE

Service Address:

YOUR BILL IS PAST DUE! For that reason, we may shut off your electric and/or gas service. Please pay this amount before the due date.

If you can't pay the entire bill or if you need an extension, contact us now at immediately and we will try to work out a solution. Our phone number is 1-800-450-7260.

If you've tried to work with us but don't agree with our reasons for disconnection, you may contact the Public Service Commission on the toll-free consumer-complaint line (800-225-7729).

Landlords and Managers – If your electric and/or gas meter serves any living quarters, contact us immediately. We will notify your tenants at least 5 days before the service is disconnected.

If we shut off your service, we will bill a reconnection charge when service is restored.

Please contact us if you have any questions.

FINAL NOTICE: Our next step is to disconnect your service.

Credit Department

24-hr Customer Service
 1-800-450-7260

Continued to Sheet No. G10.08.

Issued 12-30-08

Effective for Service Rendered
 On and After 01-01-09

PSCW Authorization By Order 6690-UR-119 Dated 12-30-08

Service Rules

Natural Gas

Continued from Sheet No. G10.07.

R 15. A sample disconnect notice for nonpayment of a security deposit for a residential gas customer is shown below:



Wisconsin Public Service Corporation
(a subsidiary of WPS Resources Corporation)

CUSTOMER NAME
MAILING ADDRESS
CITY, STATE ZIP

Disconnection Notice

Service Address:

Account #

Security Deposit:
Our Request Dated:

Due Date:

Dear Customer:

If you do not pay your security deposit or do not negotiate a payment agreement or make other suitable arrangements by (date), your utility service will be subject to disconnection.

Please contact us immediately if you dispute this notice of disconnection, if you wish to negotiate a payment agreement for payment of the security deposit, or if there are other extenuating circumstances.

You may contact the Public Service Commission of Wisconsin if you disagree with our reasons for disconnecting your service. This should only be done after you've tried to work out a solution with us.

If you are a landlord or if you manage this property, your tenants will be notified of the pending disconnection.

If we shut off your service, we will bill a reconnection charge when service is restored.

If full payment has been made within the past few days, please accept our thanks and disregard this notice.

Credit Department

24-hr Customer Service

Continued to Sheet No. G10.09.

Issued 1-12-07

Effective for Service Rendered
On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules

Natural Gas

Continued from Sheet No. G10.08.

16. OCCUPANT DISCONNECTION NOTICE

Wisconsin Public Service Corporation
(a subsidiary of WPS Resources Corporation)

OCCUPANT DISCONNECTION NOTICE

Date left on premise:

The service at 123 Main St, Green Bay, WI 54301 is scheduled for disconnection on or after April 22, 2004.

Any questions you have concerning this action should be directed to your landlord or property manager.

As an occupant, you may have the right to apply for responsibility of future bills. If your application is accepted, this would prevent the scheduled disconnection.

If you are aware of a medical emergency, serious illness, the presence of infants or elderly, or some other reason that may affect our decision to disconnect service, please call us immediately at 1-800-450-7260.

Continued to Sheet No. G10.10.

Issued 1-12-07

Effective for Service Rendered
On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules

Natural Gas

Continued from Sheet No. G10.09.

N

17. SAMPLE OF DISCONNECT NOTICE



Wisconsin Public Service Corporation

Account #: _____

Service: _____

Disconnection Notice

A disconnection notice was previously sent to you. Since you did not pay the PAST DUE BALANCE or contact us for payment arrangements, your electric and/or gas service has been scheduled for disconnection. **Your service may be disconnected anytime on or after** _____.

Our field collector will call at the service address with instructions to disconnect your service. If you have not contacted us to make payment or other arrangements by the time the collector calls, your service may be disconnected. **We do not guarantee same day reconnection.**

Your account will be billed a \$30.00 reconnection charge when service is restored.

Past Due Service Bill (does not include your most recent bill): \$ _____

**24-Hr Customer Service
1-800-450-7260**

Continued to Sheet No. G10.11.

Issued 1-12-07

Effective for Service Rendered
On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules**Natural Gas**

Continued from Sheet No. G10.10.

N 18. Sample of Standard 3rd Party Notification:

Date

Jane Doe
123 1st Ave
Green Bay, WI 54301

Dear Jane Doe:

We recently received a request to have the electric and gas service at 123 1st Ave, Green Bay, WI 54301 put in your name. As a convenience, service was started for you on April 22, 2004.

Whether you are a new or existing customer, Public Service offers a variety of payment options to help you manage your energy needs and fit your lifestyle:

- E-Bill allows you to receive and pay your energy bills online at your convenience. No checks to write; no stamps to buy.
- Budget Billing estimates your total energy costs for the next year and spreads those costs over a 12-month period. This payment plan makes it easier to manage your money.
- QuickCheck automatically deducts the amount of your Public Service bill from your bank, credit union or savings and loan association account each month.
- Preferred Due Date enables you to select your utility bill payment due date to fit your cash flow.
- Summary Billing allows customers with multiple accounts to receive one combined bill with one due date.

Check out these timesaving options online at www.wisconsinpublicservice.com or call **1-800-450-7260**. Our customer service representatives are available 24 hours to assist you.

Sincerely,

Customer Service Representative

24-hr Customer Service
1-800-450-7260

Continued to Sheet No. G10.12.

Issued 1-12-07

Effective for Service Rendered
On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules	Natural Gas
Continued from Sheet No. G10.11.	
<p>N 19. <u>Sample of Landlord 3rd Party Notification:</u></p> <p>April 19, 2006</p> <p>Mr. Landlord 123 Main St Green Bay, WI 54301</p> <p>Dear Mr. Landlord:</p> <p>This letter is to inform you that a customer residing at the rental property listed above has requested termination of electric and/or gas service effective <Date>.</p> <p>Because you are the owner of this property, Wisconsin Public Service must inform you that effective that same date, you will be responsible for the electric and/or gas service for the vacant rental unit pursuant to Wisconsin Statute Section 196.643.</p> <p>If you do not want to be listed as the responsible party, you will need to contact us, within 15 days of this notice, with either (1) the name of the party who is now responsible for service to the rental unit or (2) a request to terminate service to the rental unit. <i>If you request to terminate service, you must confirm that the service termination will not endanger human health or life, or cause damage to property.</i></p> <p>Please remember, utility service will be listed in your name, and will be your responsibility, as of <Date>, unless we hear from you within 15 days of this letter.</p> <p>If you have any questions, please do not hesitate to call 24-Hour Customer Service at 800-450-7260 or e-mail customerservice@wpsr.com.</p> <p>Sincerely,</p> <p>Customer Service Wisconsin Public Service</p>	<p>Continued to Sheet No. G10.13.</p>

Issued 1-12-07

Effective for Service Rendered
 On and After 1-12-07

PSCW Authorization By Order 6690-UR-118 Dated 1-11-07

Service Rules	Natural Gas
Continued from Sheet No. G10.12.	
<u>Text of Minimum Payment Option Disconnection Notice</u>	
(Front of Insert)	(Back of Insert)
<div style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Disconnection Notice</p> <p>Your Account Is Past Due!</p> <p>Your electric and/or natural gas service may be shut off if payment is not received.</p> <p>Payment Options</p> <p>Payment Arrangements: If you can't pay the entire bill, or if you need an extension, please contact us at 800-450-7260 to work out a solution.</p> <p>Immediate Payment: You can pay your energy bill instantly by phone or online with a credit card, debit card, or check. To make an Immediate Payment, call 800-387-1688 or visit wisconsinpublicservice.com A small convenience fee will be charged.</p> <p>Landlords and Managers: If utilities are furnished, we will notify your tenants with a posted notice at the property at least 5 days prior to service disconnection.</p> </div>	<div style="border: 1px solid black; padding: 10px;"> <p><u>Special Considerations</u> Please contact us IMMEDIATELY if your household has an infant, young child, elderly person, someone with developmental/mental disabilities, someone who is seriously ill or someone using a life-support system. These circumstances will be considered prior to disconnection, but will not guarantee uninterrupted service.</p> <p><u>Medical or Protective Services Emergency</u> If you have a medical emergency or protective services emergency, your service disconnection may be postponed for up to 21 days. You will need to provide a statement from a licensed Wisconsin physician, public health, social services or law enforcement official, which identifies the emergency condition or situation and specifies the period of time during which disconnection will aggravate the circumstances.</p> <p><u>Service Reconnection</u> When we receive payment of all past-due charges or when you make a payment and payment arrangements, we will schedule the reconnection of your energy service the next available business day. There will be an additional charge for reconnection, and an adult may need to be home.</p> <p><u>Energy Assistance</u> Contact the local human service agency in your county or eligibility requirements and other information on funds available to help pay your energy bill.</p> <p><u>Appeal Process</u> If you don't agree with our reasons for disconnection, please contact us to discuss your situation. If you are still not satisfied, you may contact the Public Service Commission of Wisconsin at 800-225-7729.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;">Questions</p> <p style="text-align: center;">24-Hour Customer Service 800-450-7260 www.wisconsinpublicservice.com</p> </div> </div>
Continued to Sheet No. G10.12.2	

Issued 03-02-07

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 On and After 04-01-07

PSCW Authorization By Letter Dated 03-01-07 (JA)

Service Rules	Natural Gas
Continued from Sheet No. G10.12.1.	
20. <u>RECONNECTION BILLING - SAME CUSTOMER:</u>	
A.	The Company's rate schedules assume continuous use of service for extended periods, and do not contemplate temporary disconnection except in those cases where it is requested by seasonal customers or others who occupy premises only part of the time. Temporary disconnection by any customer shall not void responsibility for Minimum Charges where applicable.
B.	In the event of disconnection, when service is resumed at the same premises by the same customer within a 12-month period, and if there has been no service at such location to another customer during the intervening period, the customer shall be billed the Minimum Charges* associated with the customer class under which the customer previously received service for the disconnection period, plus a Reconnection Charge shall be billed according to the following conditions:
	1. <u>For electric and gas service together, the Reconnection Charge shall be:</u>
	<u>Residential Customers</u>
R	During Regular Hours** - All Territory Served \$45.00
R	Outside Regular Hours - All Territory Served \$90.00
	<u>All Other Customers</u>
R	During Regular Hours** - All Territory Served \$65.00
R	Outside Regular Hours - All Territory Served \$90.00
	2. <u>For gas service only, the Reconnection Charge shall be:</u>
	<u>Residential Customers</u>
R	During Regular Hours** - All Territory Served \$45.00
R	Outside Regular Hours - All Territory Served \$90.00
	<u>All Other Customers</u>
R	During Regular Hours** - All Territory Served \$65.00
R	Outside Regular Hours - All Territory Served \$90.00
	* These Minimum Charge billings shall not apply to customers disconnected for nonpayment.
	** Regular Hours are defined as Monday through Friday, 8:00am to 4:30pm, not including those days designated as company holidays or legal holidays for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day.
Continued to Sheet No. G10.14.	

Issued 12-30-08

Effective for Service Rendered
 On and After 01-01-09

PSCW Authorization By Order 6690-UR-119 Dated 12-30-08

Service Rules**Natural Gas**

Continued from Sheet No. G10.13.

21. CONNECTION OR DISCONNECTION BILLING:
When, at the customer's request, service is connected or disconnected outside regular hours, or on Saturdays, Sundays or holidays, the Reconnection Charges specified in Section 15.B. above shall apply.
22. BILLING FOR FRACTIONAL MONTH'S GAS SERVICE:
A. When a customer's use of service is for a fractional month, the Company will prorate the bill for the period on the following basis:
1. Block or Flat Type Rates:
 - a. Initial Bills:
 1. 10 days or less: Include consumption in next billing.
 2. 11 days to 24 days inclusive: Prorate on a daily basis.
 3. 25 days to 35 days inclusive: Bill as one month.
 4. Over 35 days: Prorate on a daily basis.
 - b. Off-Cycle Billing (Excluding Final Bills):
 1. 25 to 35 days inclusive: Bill as one month.
 2. All others: Prorate on a daily basis.
 - c. Final Bills:
 1. 25 to 35 days inclusive: Bill as one month.
 2. Zero use for period up to and including 20 days: No bill.
 3. All others: Prorate on a daily basis.
 2. Large Industrial Gas Rates: Prorate partial month bills on a daily basis.
 3. Annual Minimums: Prorate partial year on a monthly basis.

Continued to Sheet No. G10.15.

Service Rules	Natural Gas
Continued from Sheet No. G10.14.	
<p>R 23. <u>BUDGET BILLING PLAN:</u></p> <p>A. <u>Definition:</u> The Budget Billing Plan distributes a customer's estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months. An adjustment is applied to the bills due during the first 11 months of the budget year to make the amount due for current service equal to the budget amount. The difference between the actual billing and the budget amount is accumulated as "not due", and is applied to the bill due the last month of the budget year unless the customer discontinues service before that time, or the budget billing plan is cancelled.</p> <p>B. <u>Availability:</u> The Budget Billing Plan is available to all prospective and existing year-round residential customers, and to all commercial accounts for which the primary purpose of the service is to provide for residential living. A budget payment plan may be established at any time of the year.</p> <p>C. <u>Budget Amount and Administration:</u></p> <p>1. The monthly budget amount shall be calculated by the Company on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.</p> <p>2. An applicant for a budget plan shall be informed at the time of application that budget amounts shall be reviewed and changed every six months, if necessary, in order to reflect current circumstances. Adjustments to budget amounts may occur more frequently with the customer's consent. Adjustments to the budget amount will be made with the objective that the customer's under-billed or over-billed balance in the twelfth month 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.</p>	<p>R</p>
Continued to Sheet No. G10.16.	

Issued 1-12-07

Effective for Service Rendered
 On and After 1-12-07

Service Rules	Natural Gas
Continued from Sheet No. G10.15.	
<p>3. Customers who have arrearages shall be permitted to establish a budget payment plan by signing a deferred payment agreement for the arrearages. The deferred payment amount is not subject to late payment charges. However, budget billing payment plans shall be subject to the late payment charges. In addition, if a budget billing payment is not paid, the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the full amount due.</p> <p>4. At the end of a budget year, if an under-billed or over-billed balance exists in a customer's account, the balance shall be reconciled as follows:</p> <p>a. A customer's debit balance will be paid in full; or, be paid on a deferred basis by the customer.</p> <p>b. A customer's credit balance will be applied, at the customer's option, against the customer's account; or, at the customer's option, a full refund will be made to the customer.</p> <p>D. <u>Determination Of Budget Amount:</u> The regular budget amount is determined by dividing the estimated annual billing for all service, including yard lighting, by 12. The result is rounded to the next higher whole dollar. The estimated annual billing may be determined by heat loss calculations, analysis of previous uses, estimated normal use, or any combination of the preceding.</p>	
Continued to Sheet No. G10.17	

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Service Rules	Natural Gas
Continued from Sheet No. G10.16.	
<p>E. <u>Billing Method:</u></p> <ol style="list-style-type: none"> 1. The difference between actual service used and the budget amount is calculated monthly during the budget year. The adjustment may be a charge or credit to make the amount due for current service, including yard lighting, equal to the budget amount. The adjustment is printed on all bills during the customer's budget year. 2. All budget accounts are billed as scheduled each month. The readings are estimated if an actual reading is not obtained. The adjustment to any "late cycle" billing of budget accounts is made equal to the amount of the billing, since the budget amount has already been billed. 3. The difference between the actual billing and budget amount (the adjustment) is accumulated each month as "not due". The not due balance, including the current adjustment, is printed on the bill, and may be a charge or a credit. 4. The amount remaining as "not due" is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time, or the budget billing plan is canceled. If the budget amount is accurate, the weather is normal, and there are no rate or tax changes, the balance should be roughly equal to the budget amount. The "not due" balance is applied to the final bill if the customer discontinues service. 	
Continued to Sheet No. G10.18.	

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Service Rules	Natural Gas
Continued from Sheet No G10.17.	
R	<p>24. <u>DIVERSION OF SERVICE AND UNAUTHORIZED RECONNECTION OF SERVICE:</u></p> <p>A. When the Company determines from reasonable evidence that a customer has obtained gas service, in whole or in part, whether intentionally or not, by means of devices or methods which interfere with the proper metering of such service, the Company reserves the right to estimate and present to such customer for immediate payment a bill to include the following:</p> <ol style="list-style-type: none"> 1. The deficiency in revenue occasioned by such interference with the proper metering for the entire period of such diversion as determined from inspection of the customer's meter record, the customer's admission of the duration of such interference, or any other evidence indicating the duration and extent of such interference. 2. The cost of any and all damage done to the Company's equipment due to such diversion of service or unauthorized reconnection of service. 3. The cost incurred by the Company in investigation and correction of the diversion or unauthorized reconnection of service, such as the cost of installing, reading, testing, and removing meters; and such other incidental costs. <p>B. When the Company determines from reasonable evidence that a customer has reconnected gas service without authorization, the Company reserves the right to present to such customer for immediate payment a bill to include costs listed in paragraph A.2. and A.3. above.</p> <p>C. If the customer fails to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the piping and metering, the Company will discontinue service in accordance with its filed disconnect rules.</p> <p>D. Nothing in these rules shall preclude the right of the Company to prosecute, according to law, customers apprehended in the diversion of service.</p> <p>25. <u>UNHONORED CHECKS AND ELECTRONIC TRANSFERS:</u> When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reasons of insufficient funds, account closed, stop payment order issued, etc.), the customer shall be billed an additional charge of \$20.00 per check or electronic transfer.</p>
Continued to Sheet No. G10.19.	

Issued 12-30-08

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 On and After 01-01-09

Service Rules	Natural Gas
Continued from Sheet No. G10.18.	
<p>R 26. <u>DEFINITIONS OF CUSTOMERS:</u></p> <p>A. Gas customers shall be classified as one of the following:</p> <ol style="list-style-type: none"> 1. <u>Residential:</u> Using gas in a single-family dwelling or an individually metered apartment. 2. <u>Commercial:</u> Using gas while engaged primarily in wholesale or resale trade, agriculture, forestry, fisheries, transportation, communication, sanitary services, finance, insurance, real estate, personal services (clubs, hotels, two or more households served through a single meter), schools, government, and/or service that does not fall directly within one of the other classifications. 3. <u>Industrial:</u> Using gas in a process that creates or changes raw or unfinished materials into another form or product as defined in the Standard Industrial Classification (SIC). <p>B. Gas customers shall be further sub-classified as one of the following:</p> <ol style="list-style-type: none"> 1. <u>General:</u> Using gas for other than for space heating. 2. <u>Space Heating:</u> Using gas in one or more pieces of equipment having a total manufacturer's input rating of 40,000 Btu per hour or more for the purpose of raising atmospheric temperature in any structure. <p>C. Gas customers shall be designated either:</p> <ol style="list-style-type: none"> 1. <u>Year-Round:</u> A customer that normally occupy the premises the entire year. 2. <u>Seasonal:</u> A customer that normally occupy the premises only during portions of the year. 	
Continued to Sheet No. G10.20.	

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Service Rules**Natural Gas**

Continued from Sheet No. G10.19.

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27. DISCONNECTION OF LANDLORD'S RESIDENTIAL SERVICE BECAUSE OF ARREARAGE AT THE LANDLORD OWNED RESIDENTIAL RENTAL UNIT:

- A. PSC 134.062(6)(c) prohibits disconnection of utility service for "failure to pay for a different type or class of utility service." In the situation of a landlord/homeowner, there is no difference in type or class between the landlord's residence and the rental property; both are classified as Residential. When the landlord applies for service in the landlord's name at the given location, the landlord is responsible for payment of these bills, regardless of whether the landlord is the actual user. The landlord is simply one customer receiving service at more than one location and responsibility for payment does not change.
- B. If a landlord/homeowner has applied for service under the Residential class for more than one residential dwelling and is the customer of record, charges may be transferred to another Residential account for which the landlord is responsible under the following guidelines:
1. Service shall not be put in the landlord's name without the Company first obtaining verbal or written consent.
 2. If the landlord has informed the Company in writing of the landlord's intent to be responsible for service between tenants, the service will be placed in the name of the landlord, and the landlord will be billed for usage in the interim period between the tenants. The final meter reading (based on an actual read) for the former customer shall also be initial reading for the landlord.
 3. The transfer of arrearages from the rental property to the landlord's residence shall not occur until the rental property account has been finalized-out in the landlord's name.
 4. If the landlord/homeowner has several rental properties or units, the arrearages from one location shall not be transferred to another rental unit for the purpose of disconnection. However, the arrearages may be transferred to the landlord's own personal account.

Continued to Sheet No. G10.21.

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Service Rules	Natural Gas
Continued from Sheet No. G10.20.	
<p>5. When collection action is required, the following steps shall be taken:</p> <p>a. A written notice of transfer shall be sent to the landlord/homeowner before the transfer occurs.</p> <p>b. Once the transfer has been made, and if the delinquent charges remain unpaid, a written notice of disconnection for the landlord's residence shall be sent in compliance with the disconnection rules outlined in the Wisconsin Administrative Code.</p> <p>c. Landlord/homeowners whose accounts are subject to disconnection action may defer or avoid disconnection of service by making payment, or by making an agreement with the Company for an extension of time for a specific period, or by entering into a deferred payment agreement.</p>	
<p>R 28. <u>MASTER METER INSPECTIONS:</u></p> <p>A. The Company will complete, document and provide a written record to the customer of all tests and inspections required by applicable laws, codes and regulations on customer-owned natural gas distribution systems, subject to the following conditions:</p> <p>1. The customer requests these test and inspection services in writing.</p> <p>2. The customer pays the Company an amount determined by the Company. The Company will determine this amount on a Time and Material basis, in the Company's sole discretion.</p> <p>B. The Company will inform each customer known to the Company to have customer-owned natural gas distribution systems of the tests and inspections required on these customer-owned gas distribution systems by applicable laws, codes and regulations, including but not limited to 49 CFR 192 and PSC 135, Wis. Adm. Code.</p>	
Continued to Sheet No. G10.22.	

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 On and After 1-12-07

Service Rules	Natural Gas
Continued from Sheet No. G10.21.	
R 29.	<p><u>SPECIAL METER READINGS:</u></p> <p>A. When the Company, at the request of the customer:</p> <ol style="list-style-type: none"> 1. Reads a meter on a day other than the scheduled meter reading date, and/or 2. Issues a written bill on a day other than the scheduled billing date, <p>The customer will be billed a \$28.00 charge unless there is a change in the customer of record. There will be only one \$28.00 charge if both the gas and electric meters are read at the same time.</p> <p>B. The customer may read his/her meter(s) and provide the reading(s) to the Company. The Company will then calculate the amount due and provide this information to the customer verbally, at no cost, and no written bill will be issued.</p>
R 30.	<p><u>CUSTOMER'S GAS PIPING AND EQUIPMENT:</u></p> <p>A. The customer shall install, maintain and operate his piping and appliances in a safe manner and in accordance with generally recognized standards, rules and regulations of governmental authorities having jurisdiction. The published standards of the American Gas Association shall be considered such a generally recognized standard.</p> <p>B. With the exception of those Company requirements explicitly listed in applicable laws, regulations and codes, the Company assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet.</p> <p>C. The Company reserves the right to discontinue gas service at any time if such gas piping and equipment is in an unsatisfactory or unsafe condition in the opinion of the Company.</p> <p>D. In the event of the escape of gas, customer shall shut off all gas at the meter, take reasonable precaution to prevent ignition of escaping gas, and immediately notify the Company.</p>
Continued to Sheet No. G10.23.	

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Service Rules	Natural Gas
Continued from Sheet No. G10.22.	
<p>31. <u>COMPANY EQUIPMENT ON PREMISES BEING SERVED:</u></p> <p>A. All service piping, meters, 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 and shall not permit any person other than an agent of Company to remove, alter or tamper with same.</p> <p>B. The customer shall be liable and shall reimburse the Company for all damage to the Company's equipment and for all loss resulting from interference or tampering therewith. Upon the discovery of any such damage or interference, the Company shall have the right to terminate service. Service may be restored upon the customer's payment of all losses and damages to the Company and the Reconnection Charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his service.</p> <p>C. 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 changes required in the customer's house piping.</p> <p>D. 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 judgement 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.</p>	
<p>32. <u>E-Bill Sweepstakes (Pilot through December 31, 2012):</u></p> <p>The company may implement marketing campaigns. With the intent of increasing customer participation in Electronic Billing. These marketing campaigns may include sweepstakes and other promotions in which residential and small C&I customers may be eligible to win a prize with a nominal dollar value not to exceed \$250 for any one prize and total prizes not to exceed \$5000 in any calendar year. Employees of the Company are not eligible. Company will make sweepstakes rules available to customers.</p>	

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