

Service Rules**Electric**

Continued from Sheet No. E10.00.

health or life or cause damage to property. If the Company gives the owner the written notice and the owner does not provide the notification, the owner will remain responsible for service to the dwelling unit from the date of the customer's termination.

3. CONTINUITY OF SERVICE

The Company will use reasonable care to provide an uninterrupted and regular supply of service and will comply with the service rules for electrical utilities set forth in Chapter PSC 113, 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.

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.

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.

4. GENERAL

All schedules apply to electric service furnished in any one month to one customer through one meter. All rates apply only to retail service to the ultimate user and do not permit resale or redistribution unless permitted by a contract for resale of electric service.

Rent inclusion, defined as the furnishing of electric service as an incident to tenancy with the charge therefore being included in the rent without identification, is permitted, except when in violation of Wisconsin Administrative Code, Section 113.315.

Continued to Sheet No. E10.02.

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	Electric
Continued from Sheet No. E10.01.	
5. <u>EFFECTIVE DATE</u>	As provided on the rate schedules, the term "effective" applies to the use of service, not to billing dates.
6. <u>BILLING PERIOD</u>	Bills for service will be rendered monthly unless otherwise specified.
7. <u>PAYMENT OF BILLS</u>	<p data-bbox="290 592 1438 676">A. Bills are due and payable not later than the due date shown on each bill. The due date indicated will be approximately 21 days after issuance of the bill.</p> <p data-bbox="290 714 1472 1008">B. 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 data-bbox="370 1045 1472 1129">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 data-bbox="370 1167 1403 1251">The MPO will only be available from April 1 through September 30. Other payment options include full payment and deferred payment arrangement.</p>
8. <u>LATE PAYMENT CHARGE</u>	<p data-bbox="290 1314 1458 1398">Effective on and after January 1, 1995, utility service bills issued from the company will include a late payment charge on all unpaid utility service balances according to the following procedure.</p> <p data-bbox="290 1436 1472 1642">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. 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 a "grace period" or "cushion" of 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.</p>
Continued to Sheet No. E10.03.	

Issued 12-30-08

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

Service Rules	Electric
Continued from Sheet No. E10.02.	
N	<p>8. <u>LATE PAYMENT CHARGE (Continued)</u> 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><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> <p><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 from 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><u>Payment Arrangements</u> - Customers who have arrangements with WPSC to pay past-due balances will be exempted from late payment charges.</p> <p><u>Early Identification Program Participants</u> - Customers who are working with our Customer Assistance Advisors will be exempted from late payment charges.</p> <p><u>System Exemption</u> - Customers, who have promptly paid their entire bill in each of the previous 12 months, will receive an automatic exemption in the current month.</p>
R	<p>9. <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 the service.</p> <p>10. <u>RULES FOR DEPOSIT, GUARANTEE, AND DISCONNECTION</u> Rules for deposit, guarantee, and disconnection are in accordance with PSC 113.131, 113.132, 113.133, and 113.134 of the Wisconsin Administrative Code. Deposits shall bear interest at the rate set annually by the Wisconsin Public Service Commission. Interest shall be applied from the date of deposit to the date of refund or discontinuance of service, whichever is earlier. Copies of these rules are kept on file in every general and local office of the Company and are available for review.</p>
Continued to Sheet No. E10.03.1.	

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 On and After 04-01-07

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

WISCONSIN PUBLIC SERVICE CORPORATION

P.S.C.W. Volume No. 7

6th Rev. Sheet No. E10.04
 Replaces 5th Rev. Sheet No. E10.04
 Amendment 705 Schedule ESRX

Service Rules

Electric

R Continued from Sheet No. E10.03.

SAMPLE BILL FOR MAILING



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

ACCOUNT NUMBER	DATE DUE	PLEASE PAY
1234567	08/27/2004	\$ 143.35
		AMOUNT PAID

OUR CUSTOMER
 123 UTILITY CT
 ANYTOWN WI 54999-0001

WISCONSIN PUBLIC SERVICE CORP
 PO BOX 19003
 GREEN BAY WI 54307-9003



01012345672 3000014335

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

Wisconsin Public Service Corp
 PO BOX 19003
 GREEN BAY WI 54307-9003

Visit us on the Web
www.wisconsinpublicservice.com

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

CUSTOMER NAME AND ADDRESS	ACCOUNT	BILLING PERIOD	NEXT READ
OUR CUSTOMER 123 UTILITY CT ANYTOWN WI 54999-0001	1234567	07/05/2004-08/05/2004	09/04/2004
SERVICE ACTIVITY			
Meter No. 449626	Reading 08/05/2004 Reading 07/05/2004 Electricity Used (KWH)	67197 - 66234 963	
RES RURAL ELEC	963.0 KWH at \$0.08535 Customer Charge Non-Taxable Customer Charge Sales tax (5.50% of \$91.44) Total Electric Charges		82.19 9.25 1.40 5.03 \$ 97.87
Meter No. 342432	Reading 08/05/2004 Reading 07/05/2004 Gas Used (CCF)	2015 - 1973 42	
RES GAS	Each CCF contains 1.004 therms Local Distribution Service Fixed Volumetric (\$0.1794 per therm) Gas Supply Service Gas Supply Acquisition Service (\$0.0185 per therm) Natural Gas Costs (\$0.5985 per therm) Sales Tax (5.50% of \$43.11) Total Gas Charges	42.2 Therms	9.50 7.57 0.78 25.26 2.37 \$ 45.48
ENERGY USE		STATEMENT SUMMARY FOR ACCOUNT 1234567	
Billing Days	This Year 31 Last Year 31	Previous Balance 07/08/2004	\$ 117.78
Avg Daily Temp	73 72	Payment 07/16/2004	\$ 117.78CR
Cooling Degree Days	248.0 217.0	Beginning Amount	\$.00
% Warmer	14	Electric Service	\$ 97.87
KWH Used	963 846	Gas Service	\$ 45.48
Avg KWH/Day	31.1 27.3	Total Amount Due 08/27/2004	\$143.35
Therms Used	42.2 42.0		
Avg Therm/Day	1.4 1.4		

ACCOUNT NUMBER: 1234567

NAME: OUR CUSTOMER

R Continued to Sheet No. E10.05.

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Service Rules

Electric

Continued from Sheet No. E10.05.

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

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 On and After 01-01-09

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

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Service Rules

Electric

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Continued from Sheet No. E10.06.

DISCONNECT NOTICE FOR NONPAYMENT OF A SECURITY DEPOSIT

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

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Continued to Sheet No. E10.08.

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	Electric
R Continued from Sheet No. E10.07.	
N	<u>OCCUPANT DISCONNECTION NOTICE</u>
N	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.
R Continued to Sheet No. E10.09.	

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

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

Service Rules

Electric

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Continued from Sheet No. E10.08.

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**

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Continued to Sheet No. E10.10.

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	Electric
Continued from Sheet No. E10.09.	
<u>Sample of Standard 3rd Party Notification:</u>	
N	
N	Date
	Jane Doe 123 1 st Ave Green Bay, WI 54301
	Dear Jane Doe:
	We recently received a request to have the electric and gas service at 123 1 st 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:
	<ul style="list-style-type: none"> • 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
R	
Continued to Sheet No. E10.11.	

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

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

Service Rules **Electric**

R

Continued from Sheet No. E10.10.

N

Sample of Landlord 3rd Party Notification:

N

April 19, 2006

Mr. Landlord
123 Main St
Green Bay, WI 54301

Dear Mr. Landlord:

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>.

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.

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. *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.*

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.

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.

Sincerely,

Customer Service
Wisconsin Public Service

R

Continued to Sheet No. E10.12.

	Service Rules	Electric
R	Continued from Sheet No. E10.11.	
N	<u>Text of Minimum Payment Option Disconnection Notice</u>	
N	(Front of Insert)	(Back of Insert)
	<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 <i>small convenience fee will be charged.</i></p> <p>Landlords and Managers: <i>If utilities are furnished, we will notify your tenants with a posted notice at the property at least 5 days prior to service disconnection.</i></p>	<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</p> <p style="text-align: center;">www.wisconsinpublicservice.com</p> </div>
R	Continued to sheet NO. E10.11.2	

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 On and After 04-01-07

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

Service Rules

Electric

R Continued from Sheet No. E10.10.1.

N Sample Bill Message Regarding Payment Options To Avoid Disconnection

N *****DISCONNECTION NOTICE*****

N TO AVOID DISCONNECTION OF SERVICE AFTER XX/XX/XX, choose one of the
N following options

- N • Pay the past due balance of \$xxx.xx
- N • Pay minimum amount of \$xxx.xx
- N • Pay INSTANTLY by check or credit card by calling **1-800-387-1688** or
N visiting **Immediate Payment** at www.wisconsinpublicservice.com
- N • Contact WPS at **1-800-450-7260** and negotiate a payment arrangement
N which consists of a down payment, the balance in installments along
N with the current bill.

R Continued to Sheet No. E10.12.

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On and After 04-01-07

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

Service Rules	Electric																								
R	Continued from Sheet No. E10.11.																								
R	<p>12. <u>RECONNECTION BILLING - SAME CUSTOMER</u> The Company's rate schedules assume continuous use of service for extended periods and do not contemplate temporary disconnection except in those cases where it is requested by seasonal customers or others who occupy premises part of the time. Temporary disconnection by any customer shall not void responsibility for annual minimum charges or payment of the annual monthly fixed charge. 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 fixed charges* for the disconnection period, plus a charge shall be made according to the following conditions:</p> <p>a. <u>For electric service only, the charge shall be:</u></p> <table border="0"> <tr> <td colspan="2"><u>Residential Customers</u></td> </tr> <tr> <td>R</td> <td>During Regular Hours** - All Territory Served \$45.00</td> </tr> <tr> <td>R</td> <td>Outside Regular Hours - All Territory Served \$90.00</td> </tr> <tr> <td colspan="2"><u>All Other Customers</u></td> </tr> <tr> <td>R</td> <td>During Regular Hours** - All Territory Served \$65.00</td> </tr> <tr> <td>R</td> <td>Outside Regular Hours - All Territory Served \$90.00</td> </tr> </table> <p>b. For separately metered electric service (water heating, space heating, etc.), there shall be no additional charge when such service is reconnected along with the customer's general electric service. However, where such service is the only type electric service reconnected, the charge shall be as specified in a. or c.</p> <p>c. <u>For electric and gas service together, the charge shall be:</u></p> <table border="0"> <tr> <td colspan="2"><u>Residential Customers</u></td> </tr> <tr> <td>R</td> <td>During Regular Hours** - All Territory Served \$45.00</td> </tr> <tr> <td>R</td> <td>Outside Regular Hours - All Territory Served \$90.00</td> </tr> <tr> <td colspan="2"><u>All Other Customers</u></td> </tr> <tr> <td>R</td> <td>During Regular Hours** - All Territory Served \$65.00</td> </tr> <tr> <td>R</td> <td>Outside Regular Hours - All Territory Served \$90.00</td> </tr> </table> <p>* These fixed 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.</p>	<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	<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
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R	Outside Regular Hours - All Territory Served \$90.00																								
	Continued to Sheet No. E10.13.																								

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	Electric
R	Continued from Sheet No. E10.12.
	11. <u>CONNECTION OR DISCONNECTION BILLING</u>
	When application is made for service with the request that meters be connected or disconnected outside regular hours or on Saturdays or Sundays or holidays, the charges specified above shall apply.
	12. <u>BILLING PRORATION PROCEDURES FOR ELECTRIC SERVICE</u>
	a. <u>Fractional Months</u>
	When a customer's use of service is for a fractional month, the company will, unless specific provision would conflict, prorate the bill for the period on the following basis:
	1) <u>Initial Bills</u>
	a) 10 days or less: Include consumption in next billing.
R	b) 11 days to 24 days inclusive: Prorate on a daily basis.
	c) 25 days to 35 days inclusive: Bill as one month.
	d) Over 35 days: Prorate on a daily basis.
	2) <u>Off Cycle Billing (Excluding Final Bills)</u>
	a) 25 to 35 days inclusive: Bill as one month.
R	b) All others: Prorate on a daily basis.
	3) <u>Final Bills</u>
	a) 25 to 35 days inclusive: Bill as one month.
	b) Zero use for period up to and including 20 days: No bill.
	c) All others: Prorate on a daily basis.
R	Continued to Sheet No. E10.14.

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Service Rules	Electric
R	Continued from Sheet No. E10.13.
	<p>b. <u>Rate Revisions and Season Changes</u> When billing rates or rules change during a billing period on a specified effective date (i.e., rate case orders, billing season changes) prorate bills for the period on the following basis:</p> <p>1) <u>Customer, Customer Demand, Nontime Differentiated Demand, Energy, and Lighting Charges</u> Prorate monthly charges on a daily basis.</p> <p>2) <u>Time-of-Use Demand Charges</u> Prorate monthly charges on a nonholiday weekday basis.</p> <p>c. <u>Annual Minimums</u> Prorate part year on a monthly basis.</p>
13.	<u>BUDGET BILLING PLAN</u>
	<p>a. <u>DEFINITION</u> The Budget Billing Plan distributes the estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months.</p> <p>An adjustment is applied to the bills due during the first 11 months of the budget year to make the amount due for current service equal to the budget amount. The difference between the actual billing and the budget amount is accumulated as "not due" and is applied to the bill due the last month of the budget year unless the customer discontinues service before that time or the budget is cancelled for some reason.</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. This budget plan is in accordance with section PSC 113.16(5) of the Wisconsin Administrative Code. A budget payment plan may be established at any time of the year.</p>
R	Continued to Sheet No. E10.15.

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Service Rules	Electric
R	Continued from Sheet No. E10.14.
R	<p>c. <u>BUDGET AMOUNT AND ADMINISTRATION</u> The monthly budget amount shall be calculated by the utility on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.</p> <p>An applicant for a budget plan shall be informed at the time of application that budget amounts shall be reviewed and changed every six months, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance in the twelfth month of the budget year shall less than to one month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.</p> <p>Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears. The deferred payment amount is not subject to the late payment charge. However, budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not paid, the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the appropriate amount due.</p> <p>At the end of a budget year, if an underbilled or overbilled balance exists in a customer's account, the balance shall be handled as follows:</p>
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<p>R Continued from Sheet No. E10.15.</p> <p>1) A customer's debit balance shall be paid in full or, at the customer's option, on a deferred basis.</p> <p>2) A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made or, it will be consolidated in monthly installments into the new budget amount.</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> <p>e. <u>BILLING METHOD</u> 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.</p> <p>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.</p> <p>The difference between the actual billing and budget amount (the adjustment) is accumulated each month as "not due". The not due balance, including the current adjustment, is printed at the bottom of the bill and may be a charge or a credit.</p> <p>R Continued to Sheet No. E10.17.</p>	

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

R 16. DIVERSION OF SERVICE AND UNAUTHORIZED RECONNECTION OF SERVICE

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

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

R When the Company determines from reasonable evidence that a customer has
R reconnected gas service without authorization, the Company reserves the
R right to present to such customer for immediate payment a bill to include
R costs listed in paragraph b. and c. above.

Continued to Sheet No. E10.18.

Service Rules	Electric
<p>R Continued from Sheet No. E10.17.</p> <p>In the case of interference with the metering of electric service, the customer may further be required, at his own expense, to place all of his entrance wiring from service wires to the meter in metallic conduit or entrance cable and to purchase and install equipment specified by the Company, which will preclude future tampering with the meter and its connections.</p> <p>If the customer fails to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the wiring and metering, the Company will discontinue service in accordance with its filed disconnect rules.</p> <p>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>15. <u>UNHONORED CHECK BILLING</u> When a customer issues a check or authorizes an electronic transfer payment to the Company that the 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> <p>16. <u>STANDBY SERVICE</u> Standby service is defined as service by a permanent connection to serve loads which, at the discretion and control of the customer, can be served by a source of energy other than the Company's (excluding emergency standby maintained solely for use in the event of failure of the Company's supply).</p> <p>The Company's service is not to be used for standby service except when served under a rate schedule or contract expressly providing such service.</p> <p>R Continued to Sheet No. E10.19.</p>	

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<p>17. <u>EMERGENCY SERVICE</u> Where emergency systems in buildings are so wired as to require a separate meter, the energy so metered will be billed at the appropriate schedule as a separate customer. Emergency systems are systems supplying power and illumination essential for safety to life and property where such systems or circuits are legally required by municipal, state, federal, or other codes, or by any governmental agency having jurisdiction.</p> <p>Emergency illumination shall include all required exit lights and all other lights specified as necessary to provide sufficient illumination.</p> <p>18. <u>COMBINED METERING</u> If, for its own convenience, the Company provides more than one transformer setting or point of delivery, service may be metered at the several locations, and the total of such metering shall be billed as if it were metered at one location.</p> <p>19. <u>DUAL VOLTAGES</u> If customer requires service at a special voltage or at dual voltages, or requires two or more transformer settings or points of delivery on one premises, the customer shall furnish and maintain the additional equipment required; but if the Company has provided the additional facilities without additional charge, metering shall be done at the Company's supply line voltage without discount for losses.</p> <p>20. <u>DETERMINATION OF DEMAND</u></p> <p>a. The demand used for billing purposes shall be the greatest 15-minute integrated load observed or recorded during the month, subject to modifications as set forth in the applicable rate schedule.</p> <p>b. In case a. cannot be readily determined, the Company may assess the demand on the basis of the manufacturer's rating of the connected load. The Kw assessment shall be as follows:</p>		
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R	Continued from Sheet No. E10.19.
	<p>Lighting: 50% of First 10 Kw 30% of Excess Kw, Plus:</p> <p>Other Loads: 1st 10 hp at 90% X .746 Next 10 hp at 70% X .746 Next 30 hp at 60% X .746 Excess hp at 50% X .746</p>
	<p>c. In case a. or b. cannot be determined, the Company may use a demand equal to:</p> <p>40% of Instantaneous Peak Load in Kw, or 50% of One Minute Peak Load in Kw, or 75% of Five Minute Peak Load in Kw.</p>
	<p>21. <u>LOAD BALANCE</u> Unless conditions created by the Company result in a greater unbalance, the customer shall keep his load distributed so as not to unbalance the current per phase greater than 10%, and shall use all reasonable precautions to reduce load surges to a minimum.</p>
	<p>22. <u>POWER FACTOR</u> The average monthly power factor shall be determined monthly at the option of the Company by instruments designed to record power factor graphically, by the use of the reactive component meter which records only lagging reactive kilovolt ampere hours, or by other suitable instruments. When a reactive component meter is used, the monthly average power factor shall be calculated from the monthly use of kilowatt hours "A" as obtained from the integrating watt hour meter and the monthly use of lagging kilovolt ampere hours "B" as obtained from the reactive component meter by the following formula: monthly average power factor equals "A" divided by the square root of (A squared plus B squared).</p>
	<p>23. <u>VOLTAGE REGULATION</u> The voltage regulation shall be within the limits prescribed by the state regulatory commission.</p>
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24. DEFINITIONS OF CUSTOMERS

- a. RESIDENTIAL CUSTOMER
 A residential customer is defined to include customers using service for domestic purposes as permitted in the electric service rules.

- b. COMMERCIAL AND INDUSTRIAL CUSTOMER
 A commercial and industrial customer is defined to include each separate business enterprise, occupation, or institution occupying any unit or units of space, such as an entire building, floor, suite of rooms, or a single room, and using energy for any purposes permitted in the electric service rules.
 - 1) Where the total demand has not exceeded 1000 Kw for three consecutive months and also has not exceeded 1000 Kw at least one month in each succeeding 12-month period, the customer shall be classified as a small commercial and industrial customer.
 - 2) Where the total demand has exceeded 1000 Kw for three consecutive months and at least once in each succeeding 12-month period, the customer shall be classified as a large commercial and industrial customer.

- c. FARM CUSTOMER
 A farm customer is defined to include customers using electric service in the production of agriculture products. In those cases where the electricity is used jointly for domestic and agriculture products, the customer shall only be considered a farm customer if the connected load for agriculture production equals 5 Kw or more.

- d. SEASONAL CUSTOMER
 A seasonal customer is defined as one who normally occupies premises only during the summer months, or only during the winter months.

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<p>25. <u>QUALIFICATIONS FOR CLASS I RATE TERRITORY</u></p> <p>a. <u>HISTORICAL BOUNDARIES</u> Communities and areas which were classified as Class I rate territory as of 1-1-73 shall be considered Class I rate territory in the future even though such communities or areas might not now qualify for such treatment under the provisions of this rule.</p> <p>b. <u>QUALIFICATION</u> Metropolitan year-round population of 400 or more (based on most recent Federal Census Data) and customer density of 30 or more year-round residential customers per quarter section (1/4 square mile).</p> <p>c. <u>GENERAL RULES</u></p> <ol style="list-style-type: none"> 1) Boundary lines shall follow either the section lines, private claim lines, quarter lines of a section, or city limits. Maps showing current boundary lines shall be revised annually. Said maps shall be filed with the Public Service Commission of Wisconsin and distributed to the appropriate Company office. 2) The smallest area addition to existing limits shall be one-quarter of a section (1/4 square mile) or entire private claim. Quarter section additions shall average 30 customers per quarter section for transfer to Class I. 3) Commercial, industrial, or farm customers shall be counted as one equivalent year-round residential customer for each whole 20,000 Kwh, or fraction thereof, used annually. Year-round residential customers will be counted on the same basis. In no case will any commercial, industrial, farm, or year-round residential customer be counted as less than one year-round residential customer or greater than eight year-round residential customers. 	
R Continued to Sheet No. E10.23.	

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<p>R Continued from Sheet No. E10.22.</p> <p>4) Ten seasonal residential customers shall be considered as one equivalent year-round residential customer unless the use is greater than 20,000 Kwh per year. In that event, each whole 20,000 kilowatt hours used annually shall be counted as one year-round residential customer.</p> <p>5) For areas where metropolitan population is not readily obtainable, each year-round residential customer or equivalent shall be considered equal to three people for purposes of determining the metropolitan population.</p> <p>6) If customer count by area is unavailable, the customer count shall be estimated based on the transformers installed using the following table:</p> <table data-bbox="503 714 1104 840"> <tr> <td>1-1/2</td> <td>-</td> <td>10 KVA</td> <td>-</td> <td>1 Customer</td> </tr> <tr> <td></td> <td></td> <td>15 KVA</td> <td>-</td> <td>2 Customers</td> </tr> <tr> <td></td> <td></td> <td>25 KVA</td> <td>-</td> <td>4 Customers</td> </tr> <tr> <td>Over</td> <td></td> <td>25 KVA</td> <td>-</td> <td>Field Check Required</td> </tr> </table> <p>Questionable areas are subject to field check.</p> <p>7) Excess customer density of one quarter section or private claim shall not be used to qualify other quarter sections or private claims not qualifying on their own, except the excess density of quarter sections or private claims more remote from existing limits may be used to qualify quarter sections or private claims closer to the existing boundary, thereby qualifying all quarter sections or private claims involved so that all become part of the new limits. This exception shall not be used to connect distinct individual metropolitan areas.</p> <p>R Continued to Sheet No. E10.24.</p>	1-1/2	-	10 KVA	-	1 Customer			15 KVA	-	2 Customers			25 KVA	-	4 Customers	Over		25 KVA	-	Field Check Required	
1-1/2	-	10 KVA	-	1 Customer																	
		15 KVA	-	2 Customers																	
		25 KVA	-	4 Customers																	
Over		25 KVA	-	Field Check Required																	

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<p>R Continued from Sheet No. E10.23.</p> <p>8) Any year-round residential customer or equivalent shall be eligible for billing on Class I rate schedules if the customer or group of customers is within an average distance per customer of 200 feet of the existing Class I rate area and the distance between customers does not exceed 500 feet. Measurements shall be the shortest distance to building walls of the customer's main structure.</p> <p>The Company will change any customers qualifying under this rule to Class I rate schedules upon written request, or when discovered by the Company while conducting normal work routines. No changes will be made retroactively.</p> <p>26. <u>RESALE OF ENERGY</u></p> <p>a. "Resale" is defined as the furnishing of electric service by a customer of the company to another person or persons where the service so furnished is separately charged for by the customer in whole or in part whether as a flat charge or on the basis of submetering or any other measure of the quantity or value of the service used.</p> <p>b. Resale of electricity is permitted:</p> <p>1) Under rate schedules that are specifically intended for resale service and are so identified in the rate schedule, or</p> <p>2) To others that are not required to have individual unit metering in accordance with Section PSC 113.315 of the Wisconsin Administrative Code, provided that such resale service is in accordance with the following rules. For purposes of Section PSC 113.315(2)(a) bearing walls shall be considered as permanent and other types as temporary.</p> <p>R Continued to Sheet No. E10.25.</p>	

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- a) Provided permission is granted by the company through a written agreement. The area to be supplied with resale service shall be specified and the tenants' lease or other agreements shall contain a provision that the tenants agree to accept electric service from the customer.
- b) Distribution facilities used for resale shall be provided and maintained by the customer. The operation of the customer's and tenants' equipment shall not interfere with service to other customers of the company, and shall not be extended beyond the specified resale area to serve additional locations without written consent of the company.
- c) Connections to serve a tenant shall not be made until the tenants' wiring has been verified to comply with the Wisconsin Electrical Code by means of a wiring inspection or affidavit.
- d) Submeters shall be provided by the customer and shall be a type approved by the company. Meter testing shall be conducted at the expense of the customer by the company or at the option of the customer, by a firm approved by the company. Upon request from time to time, the company will furnish information concerning its then current charges for meter testing. Metering accuracy shall be maintained within the limits prescribed by the Public Service Commission of Wisconsin. If meter testing is conducted by a firm other than the company, certified copies of test records shall be submitted to the company on request.

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<p>R Continued from Sheet No. E10.25.</p> <ul style="list-style-type: none"> e) Customers permitted to submeter and resell electricity shall bill tenants in accordance with the currently effective rules and rate schedules of the company that would apply if service were furnished by the company under like conditions. Such rates and/or rules shall be applied by the customer in the same manner as if by the company. The rates shall be applied on the basis of single meter service or as such service would be metered by the company. f) Customer billings to tenants shall be subject to audit annually by the company or, at the option of the customer, by a company approved auditing firm, at the expense of the customer. Ninety calendar days before the company desires to start the audit, it shall quote the customer its then current hourly rate for auditing services. Within thirty calendar days after receiving such notification from the company, the customer shall notify the company in writing as to whether it elects to have such audit conducted by the company and, if it does not so elect, shall name the independent auditing firm it proposes to have perform the audit. The company shall have thirty calendar days within which to advise in writing any objections to the customer's selection of an independent auditing firm. g) In the process of administering submetering and billing of tenants, the customer shall act in accordance with the appropriate provisions of Chapter PSC 113 of the Wisconsin Administrative Code in the same manner as such code would apply to the company. h) The customer shall pay all costs incurred by the company that are a direct result of the customers submetering and billing of tenants. i) Failure to observe any of the provisions of this section shall subject a customer to disconnection of service after reasonable notice of not less than five days. <p>R Continued to Sheet No. E10.27.</p>	

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R	<p>27. <u>CUSTOMER REQUESTED METER READING SCHEDULE</u></p> <p>a. <u>Effective In</u> All territory served.</p> <p>b. <u>Availability</u> To customers billed on commercial and industrial rates that contain a demand charge.</p> <p>Special Meter Reading Definition: Special meter readings are defined to include all customer requested meter readings that are performed on a schedule that is non-standard for the company.</p> <p>c. <u>Requirements</u> Upon request by a customer, the company shall provide monthly meter readings as specified by the customer subject to the following conditions:</p> <ol style="list-style-type: none"> 1) The customer shall pay the full cost incurred by the company to perform the special meter reading(s). Said cost shall be determined individually for each customer requesting this service. 2) The schedule of meter readings shall be submitted at least 30 days prior to the date of the first meter reading requested. 3) The same meter reading schedule shall apply to all of the company meters located on the customers premise. (Include gas meters in combination territory unless wholesale tariff or government regulations specify otherwise.) 4) The customer shall enter into a contract showing the requested meter reading dates.
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	<p>5) For customers requesting more than two special meter readings annually, the customer shall be required to specify 12 meter reading dates that cover in total between 362 and 369 days. The time between meter readings shall be no less than 28 days or more than 35 days, except that 27 days or 36 days shall be allowed when a holiday affects a requested reading date.</p> <p>6) The company reserves the right to refuse any meter reading schedule that would circumvent the intent of the company's rate schedules.</p> <p>28. <u>DISCONNECTION OF LANDLORD'S RESIDENTIAL SERVICE BECAUSE OF ARREARAGE AT THE LANDLORD OWNED RESIDENTIAL RENTAL UNIT</u> PSC 113.132(6) (d) 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.</p> <p>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:</p> <p>a. Service shall not be put in the landlord's name without the company first obtaining verbal or written consent.</p> <p>b. 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 billed for usage between the tenants. The final meter reading (based on an actual read) for the former customer shall also be on-reading for the landlord.</p>
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- c. 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.
- d. 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.
- e. When collection action is required, the following steps shall be taken:
 - 1) A written notice of transfer shall be sent to the landlord/homeowner before the transfer occurs.
 - 2) 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.
 - 3) 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.

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	<p>29. <u>STRAY VOLTAGE IN ANIMAL CONFINEMENT AREAS</u></p> <p>a. Under normal operating conditions a neutral-to-earth current or voltage may exist on the grounded or grounding conductors or other conductive objects on the customer's premises. The source of current or voltage may be located on the premises, off the premises, or a combination of both. Upon the customer's request, the utility will investigate inquiries associated with neutral-to-earth current or voltage concerns.</p> <p>b. Stray voltage is a 60 Hz steady state AC RMS voltage that can be measured across a 500-ohm shunt resistor which has been connected between two points which livestock may contact simultaneously. "Steady state" means the value of a current or voltage after all transients have decayed to a negligible value. "Transients" means changes in the steady state current or voltage caused by faults, operation of protective devices, switching, reclosing, tap changing, motor starts or stops, motor stalls or other phenomena that are temporary in nature.</p> <p>c. If a customer requests stray voltage investigative analysis more than two times in a 12-month period, and the utility has not found stray voltage above the level of concern in any of these analyses, the utility may charge a fee for any further stray voltage analyses it performs during the remainder of the 12-month period. The fee may not exceed \$320, which is estimated to be the cost of the additional requested service.</p> <p>d. Following a determination by the utility that, under normal operating conditions, the contribution to animal contact current from off-farm sources is in excess of 1 mA, the utility shall implement, at its expense, measures to reduce this contribution to below 1.0 mA. For farm facilities housing livestock where stray voltage from off-farm sources is a concern, it may be necessary under certain conditions to modify the farm or utility electrical system, or both.</p>
R	Continued to Sheet No. E10.31.

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	<p>29. e. The utility shall, based on a technical and economic analysis of acceptable alternatives for lowering levels of stray voltage at the given location, determine whether long-term system modification should be on-farm, off-farm, or both. If the utility, with the consent of the customer, chooses to install a long-term mitigation device (e.g., an electronic grounding system or equipotential plane) on farm property, the customer will assume ownership of the device. The utility will respond to reasonable customer requests regarding maintenance of the device. The customer is responsible for the daily monitoring and energy costs of the on-farm mitigation device, if any. The customer may be required to sign a Stray Voltage Reduction Agreement prior to installation of an on-farm mitigation device.</p> <p>f. The utility will not install any mitigation device(s) where its stray voltage investigation reveals unsafe conditions, or the inspection report of a state certified commercial electrical inspector or a state certified master electrician reveals that conditions do not comply with applicable electrical codes. If the utility's investigation reveals unsafe conditions, the utility shall notify the customer of the problems found and the potential hazards, and shall recommend the customer take prompt action to remedy the hazard.</p> <p>g. In the event modification of on-farm or off-farm systems, to reduce off-farm stray voltage contribution is not required, the customer may request separation of primary and secondary neutrals. The neutral reconnection device(s) ("isolator(s)") used for this purpose shall be approved for use by the utility and the PSCW. Prior to installation, the customer shall submit an application form, a satisfactory farm wiring inspection report which has been issued by a state certified commercial electrical inspector or a state certified master electrician, and submit payment for all costs associated with the neutral separation. The customer may be required to sign a Customer Requested Neutral Separation Agreement and may also be required to sign a Hold Harmless/Indemnification Agreement and Release approved by the PSCW. Separation costs shall include labor, equipment, and materials (excluding the isolator(s)) necessary for both isolator(s)</p>
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<p>R Continued from Sheet No. E10.31.</p> <p>29. g. Continued installation and a post-separation analysis of possible bypass circuitry. Costs may vary and may, therefore, be subject to a specific determination for each farm location. The utility shall determine whether the customer pays a contribution in aid of construction equal to the full cost of the isolator initially, or if the isolator will be leased. The isolator(s) will be leased to the customer at a lease rate of \$35.00 per isolator, per month. This lease rate includes an appropriate amortized fee to cover the cost of an annual inspection designed to assess isolator effectiveness and to ensure that the isolator(s) continues to perform its intended function of neutral reconnection under fault conditions. Lease agreements shall require monthly billings.</p> <p>h. If within one year of the date of installation of a customer-requested isolator(s), the customer requests isolator(s) removal, the utility shall refund to the customer the salvage value of the isolator(s), if it has been purchased by the customer. In the event the isolator(s) was leased by the customer, the amount to be refunded will be that which the customer has paid to date for the lease.</p> <p>i. Where modification of on-farm or off-farm systems to reduce off-farm contribution is required but cannot be accomplished within five working days, the utility may install a temporary isolator(s). The customer may be required to sign a Temporary Neutral Separation Agreement prior to installation. The utility must remove the isolator(s) and reconnect the neutrals within 90 days, unless it receives a waiver from the PSCW or the customer completes a Customer Requested Neutral Separation Agreement. Upon receiving a completed Customer Requested Neutral Separation Agreement, the utility (not the customer) will provide the inspection of farm wiring by a state certified master electrician or state certified commercial electrical inspector. If any wiring code violations are found and the customer corrects them within 60 days, the utility will keep the isolator(s) in place. Otherwise, it must remove the isolator(s) and substitute another mitigation technique to reduce off-farm stray voltage of 1.0 mA or less.</p> <p>R Continued to Sheet No. E10.33.</p>	

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Service Rules	Electric
R	Continued from Sheet No. E10.32.
	<p>29. j. Should the customer whose neutrals were temporarily separated as provided for in (i) above desire the isolator(s) be left in place following the required reduction of off-farm stray voltage contribution, the customer may request the continuation of this service in accordance with the terms and conditions established in (g) above. The agreement shall be contingent on receipt of a satisfactory wiring inspection report issued by a state certified commercial electrical inspector or a state certified master electrician. Initial installation costs will be waived.</p> <p>k. At farm locations where primary and secondary neutrals have been separated at the request of the customer as provided for in (g) and (j) above, cost-free stray voltage investigative services may be limited to an annual investigation that determines the effectiveness of the isolator and isolation and an analysis of utility facilities only. If on-farm stray voltage analysis or additional determinations of isolation effectiveness are requested by the customer, the utility may charge a \$320 analysis fee.</p> <p>l. Numerous locations exist where primary and secondary neutrals have been separated for various reasons prior to the order date, July 16, 1996. As stray voltage investigations are performed at these locations, either at customer request of incident to existing utility isolator removal efforts or system modifications, and the utility's stray voltage contribution under normal operating conditions is determined to be less than 1.0 mA, these customers shall become subject to all of the conditions set forth above.</p> <p>m. Prior to July 16, 1997, the utilities shall perform the required stray voltage investigation and separate the primary and secondary neutrals within 45 days of the receipt of a PSCW-approved Isolation Request form and a satisfactory farm wiring inspection report which has been issued by a state-certified commercial electrical inspector or a state-certified master electrician.</p>
R	Continued to Sheet No. E10.34.

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Service Rules	Electric
R	Continued from Sheet No. E10.33.
	<p>29. m. Continued Subsequent to July 16, 1997, the utilities shall perform the investigation and separation within 30 days of the receipt of the above-referenced documentation. The utility shall not be required to initiate the neutral separation work requested prior to receipt by the utility of full payment for all costs associated with the neutral separation, as specified in (g) above.</p> <p>n. The utility may not install, or permit the continued use of, an isolator(s) at locations where livestock are not and/or no longer will be housed.</p> <p>30. <u>CUSTOMER METER READINGS IN LIEU OF COMPANY READINGS</u> Except for emergencies, if the company cannot read the meter at the end of each billing period, the company shall leave the following notice at the customer's premises.</p> <p style="padding-left: 40px;">Dear Customer:</p> <p style="padding-left: 40px;">Our meter reader could not read your electric/gas meter today, so the reading this month will be estimated. If you want to check the estimate when you receive your bill, simply read your meter and compare it to the reading on the bill. (Please remember - a few days have gone by since the estimate.)</p> <p style="padding-left: 40px;">To avoid estimates, contact your local WPSC office. We would be happy to send you a supply of meter reading cards or otherwise keep a key for your home on file for monthly meter readings.</p> <p style="padding-left: 40px;">Thank you!</p> <p style="padding-left: 40px;">If requested, the company will provide a supply of predated meter reading cards which will avoid the need for estimated future billings.</p>
R	Continued to Sheet No. E10.35.

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Service Rules	Electric
R	Continued from Sheet No. E10.34.
	<p>31. <u>CUSTOMER REQUESTED BILL DUE DATE</u></p> <p>a. Available to residential, farm and small commercial and industrial customers. Small commercial and industrial customers with annual charges exceeding \$120,000 will be limited to choosing a bill due date within the normal 21 days after billing.</p> <p>b. Upon request by a customer, the company will set the electric service bill due date as requested by the customer. The customer can choose the following options for their bill due date:</p> <ol style="list-style-type: none"> 1) Same business day of each month (<i>i.e.</i> 3rd business day of each month); or 2) Same calendar day of each month (<i>i.e.</i> 3rd day of each month). For months when the selected calendar day falls on a holiday or weekend, the bill shall be due the next business day; or 3) 10, 15, or 20 days from the bill mail date. <p>c. 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 Requested Due Date Option upon working out payment arrangements with the company.</p>
R	<p>32. <u>SUMMARY BILLING</u></p> <p>a. Available to all customers who receive multiple billings due to taking service at different locations or taking service under different rate schedules.</p> <p>b. Upon request by the customer, the company will consolidate the customers charges into one summarized monthly bill. The summary billing option will not change the charges of the customer as different locations and services will continue to be billed individually. For customers that have services with different meter reading schedules, the company will send the bill to the customer at the time of the billing of the customers service with the latest meter reading date of the month.</p> <p>Continued to Sheet No. E10.36.</p>

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Service Rules	Electric
Continued from Sheet No. E10.35	
33. <u>Special Meter Reads</u>	
a. When the Company, at the request of the customer:	
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,	
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.	
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.	
34. <u>Billing Due to Grounds on Customer's Equipment</u>	
Where accidental grounds occur on the customer's equipment, the Company will bill the customer for total usage on the meter at the rate currently in effect. Discounting will not be made for losses.	
The Company assumes no responsibility for damages or losses due to grounds on customer installations and reserves the right to disconnect a customer for failure to clear such grounds after reasonable notice.	
D	
N	35. E-Bill Sweepstakes (Pilot through December 31, 2012)
N	The Company may implement marketing campaigns with the intent of increasing
N	customer participation in Electronic Billing. These marketing campaigns
N	may include sweepstakes and other promotions in which residential and small
N	C&I customers may be eligible to win a prize with a nominal dollar value
N	not to exceed \$250 for any one prize and total prizes not to exceed \$5000
N	in any calendar year. Employees of the Company are not eligible. Company
N	will make sweepstakes rules available to customers.

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