

C2. Standard Rules & Regulations - General**RVIM**SECTION II. GENERAL1. DEFINITIONS OF CUSTOMERS - ELECTRICa. Residential Customer

A residential customer is defined to include customers using single phase 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 does not exceed 1000 Kw for three consecutive months within each 12-month period, the customer shall be classified as a Small Commercial and Industrial Customer.

2) Where the total demand equals or exceeds 1000 Kw for three consecutive months within each 12-month period, the customer shall be classified as a Large Commercial and Industrial Customer.

2. DETERMINATION OF DEMAND

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.

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:

Lighting: 50% of First 10 Kw
30% of Excess Kw, Plus Other Loads:

First	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

c. In case "a" or "b" cannot be determined, the company may use a demand equal to:

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

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3. LOAD BALANCE

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.

4. POWER FACTOR

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).

5. VOLTAGE REGULATION

The voltage regulation shall be within the limits prescribed by the state regulatory commission.

6. EMERGENCY SERVICE

Where emergency systems in buildings are so wired as to require a separate meter, the energy so metered will be combined with that of the main meter for billing purposes. 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.

Emergency illumination shall include all required exit lights and all other lights specified as necessary to provide sufficient illumination.

7. COMBINED METERING

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.

8. DUAL VOLTAGES

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 premise, 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.

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9. BILLING FOR FRACTIONAL MONTH'S ELECTRIC SERVICE

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

a. Block Type Rates1) Initial Bills

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

2) Pick-Up Billing

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

3) Final Bills

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

b. Demand Type, Street Lighting, and Outdoor Lighting

Prorate part-month bills on a daily basis.

c. Temporary Customers

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

d. Annual Minimums

Prorate part year on a monthly basis.

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10. LATE PAYMENT CHARGE

The Company may assess a late payment charge not in excess of 2%, not compounded, of the bill, net of taxes, in determining the amount of any bill of Commercial and Industrial Customer, or a portion thereof, which is delinquent.

11. DISTRIBUTION SERVICE

Distribution service means the providing of services related to the delivery of power within the Company's electric service territory to customers.

12. POWER SUPPLY SERVICE

Power Supply Service means the providing of generation and transmission and associated ancillary services to a customer. Customers may obtain these services from an Alternative Electric Supplier or from the Company. When obtained from the Company, the optional Power Supply charges contained in the applicable tariff will be applied. These costs include the costs of both the production and/or purchase of electric generation as well as the costs to transport power over the transmission system billed by the American Transmission Company and the Midwest Independent System Operator.

13. BUDGET BILL PLAN

- A. Definition: The Budget Billing Plan distributes the estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months.
- B. Availability: The Budget Billing Plan is available to all prospective and existing year-round residential and commercial customers. A budget payment plan may be established at any time of the year.
- C. Budget Amount and Administration: The monthly budget amount shall be calculated by the 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.

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

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

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a Settlement Agreement for the arrears. The Settlement Agreement 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 and reflect the appropriate amount due.

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

- 1) A customer's debit balance will be consolidated into the new budget amount or, at the customer's option, will be paid in full or on a deferred basis.
- 2) A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made or it will be consolidated into the new budget amount. If a customer has a credit balance of more than \$2 at the end of the program year, upon the request of the customer, the utility shall return the credit balance.

D. Determination of Budget Amount: 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 use, estimated normal use, or any combination of the preceding.

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

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

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

The amount remaining as "not due" is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time or the budget is 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.

14. PREFERRED DUE DATE BILLING SERVICE

- A. Available to residential, farm and small commercial and industrial customers. Commercial and Industrial customers with annual charges exceeding \$120,000 will be limited to choosing a bill due date that is within 21 days after billing.
- 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:
 - 1) Same business day of each month (i.e., 3rd business day of each month); or
 - 2) Same calendar day of each month (i.e., 3rd day of each month). For months when the selected calendar day falls on a holiday or weekend, the bill shall be due the next business day; or
 - 3) 10, 15, or 20 days from the bill mail date.
- C. Customers will be removed from the Preferred Due Date Billing Service if payment is not received by the date of the billing of the 2nd billing cycle. Customers can return to the Preferred Due Date Billing Service upon working out payment arrangements with the company.

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- D. Except as provided for in Paragraph 14.f., customers using this service are not subject to a bill due date as specified in Rule 16.
- E. Once a Preferred Due Date is selected, customers may change their Preferred Due Date only once per calendar year.
- F. Except as provided by the Preferred Due Date Billing Service, all other practices relating to the Discontinuation of Service will be provided in accordance with the Consumer Standards and Billing Practices for Electric and Gas Residential Service, and the Services Supplied by Electric Utilities.

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