

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 or when a different customer applies for 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>

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Issued 12-17-12

Effective for Service Rendered  
On and After 11-01-12

PSCW Authorization By Letter Dated 10-31-12 (RCB)



**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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<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No. G10.02.	
<p>8. <u>PAYMENT OF BILLS:</u> (Continued)</p> <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 percentage will begin at 30% for the first disconnection notice due in the April billing cycle. It may increase or decrease for subsequent billing cycles by up to 10% for each succeeding month. 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 for the collection season as determined by the Company. Other payment options include full payment and deferred payment arrangements.</p> <p>9. <u>LATE PAYMENT CHARGE:</u></p> <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 five extra days 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.	

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On and After 01-01-20

<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No. G10.03.	
9.	<u>LATE PAYMENT CHARGE (Continued):</u>
R	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 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.
R	3. <u>Payment Arrangements</u> - Customers who have negotiated with the Company to pay past-due balances will be exempted from late payment charges.
R	4. <u>Early Identification Program Participants</u> - Customers who are working with our Customer Assistance Advisors will be exempted from late payment charges.
	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.
	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.
Continued to Sheet No. G10.05.	

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PSCW Authorization By Letter Dated 10-31-12 (RCB)













Service Rules

Natural Gas

Continued from Sheet No. G10.09.

16. SAMPLE OF 24/48 HOUR DISCONNECT NOTICE

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Wisconsin Public Service Corporation

Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_

**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 representative will have instructions to disconnect your service. If you have not contacted us to make payment or other arrangements by the time the representative arrives, your service may be disconnected. We do not guarantee same day reconnection.

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

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

Telephone number: 866-215-5812

Telephone Hours: 24 Hour Customer Service

Form 159-0576 Rev. 1/09

Continued to Sheet No. G10.11.

Issued 05-06-16

Effective for Service Rendered  
On and After 05-05-16

PSCW Authorization By Letter Dated 05-05-16 (CT)





**Service Rules**

**Natural Gas**

Continued from Sheet No. G10.12.

Text of Minimum Payment Option Disconnection Notice

(Front of Bill Insert)

(Back of Bill Insert)

**Disconnection  
Notice**

**Your Account Is Past Due!**

Your electric and/or natural gas service may be shut off if payment is not received.

**Payment Options**

**Payment Arrangements:**

If you can't pay the entire bill, or if you need an extension, please contact us at 866-215-5812 to work out a solution.

**QuickPayment:**

You can pay your energy bill instantly by phone or online with a credit card, debit card, or check. To make an QuickPayment, call 800-387-1688 or visit [wisconsinpublicservice.com](http://wisconsinpublicservice.com) A small convenience fee will be charged.

**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.*

**Special Considerations**

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.

**Medical or Protective Services Emergency**

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.

**Service Reconnection**

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.

**Energy Assistance**

Contact the local human service agency in your county for eligibility requirements and other information on funds available to help pay your energy bill.

**Appeal Process**

Please contact us immediately if you dispute this notice of disconnection or if there are other extenuating circumstances. You may contact the Public Service Commission of Wisconsin - Consumer Affairs Department (800-225-7729) if you disagree with our reasons for disconnecting your service. This should only be done after you you've tried to work out a solution with us.

**Questions**

24-Hour Customer Service

866-215-5812

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PSCW Authorization By Letter Dated 10-31-12 (RCB)

**Service Rules**

**Natural Gas**

Continued from Sheet No. G10.12.1

Sample Bill Message Regarding Payment Options To Avoid Disconnection:

**\*\*\*DISCONNECTION NOTICE\*\*\***

**Messages**

\*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

\* TO AVOID DISCONNECTION OF SERVICE AFTER 07/07/2015 , please choose one of the following options:

\* Pay the past-due balance of \$495.94.

\* Pay the Minimum Payment Amount of \$305.00.

\* Contact us at 800-450-7260 to make Payment Arrangements, which will consist of a down payment and the remaining balance paid in equal installments, along with your current bill.

\* Pay INSTANTLY by check, credit or debit card with Quick Payment by calling 800-387-1688 or visiting wisconsinpublicservice.com.

\* If you've already sent your payment, or contacted us to make payment arrangements, please disregard this notice and accept our thanks.

\*\*\*\*\* DISCONNECTION NOTICE \*\*\*\*\*

Continued to Sheet No. G10.13.

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Effective for Service Rendered  
On and After 05-05-16

PSCW Authorization By Letter Dated 05-05-16 (CT)

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Service Rules	Natural Gas
Continued from Sheet No. G10.12.1.	
R 19. <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>	
During Regular Hours** - All Territory Served	\$45.00
Outside Regular Hours - All Territory Served	\$90.00
<u>All Other Customers</u>	
During Regular Hours** - All Territory Served	\$65.00
Outside Regular Hours - All Territory Served	\$90.00
2. <u>For gas service only, the Reconnection Charge shall be:</u>	
<u>Residential Customers</u>	
During Regular Hours** - All Territory Served	\$45.00
Outside Regular Hours - All Territory Served	\$90.00
<u>All Other Customers</u>	
During Regular Hours** - All Territory Served	\$65.00
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.	

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 On and After 11-01-12

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Service Rules	Natural Gas
Continued from Sheet No. G10.13.	
R	20. <u>CONNECTION OR DISCONNECTION BILLING:</u> 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.
R	21. <u>BILLING FOR FRACTIONAL MONTH'S GAS SERVICE:</u> 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: <ol style="list-style-type: none"> <li>1. <u>Block or Flat Type Rates:</u> <ol style="list-style-type: none"> <li>a. <u>Initial Bills:</u> <ol style="list-style-type: none"> <li>1. 10 days or less: Include consumption in next billing.</li> <li>2. 11 days to 24 days inclusive: Prorate on a daily basis.</li> <li>3. 25 days to 35 days inclusive: Bill as one month.</li> <li>4. Over 35 days: Prorate on a daily basis.</li> </ol> </li> <li>b. <u>Off-Cycle Billing (Excluding Final Bills):</u> <ol style="list-style-type: none"> <li>1. 25 to 35 days inclusive: Bill as one month.</li> <li>2. All others: Prorate on a daily basis.</li> </ol> </li> <li>c. <u>Final Bills:</u> <ol style="list-style-type: none"> <li>1. 25 to 35 days inclusive: Bill as one month.</li> <li>2. Zero use for period up to and including 20 days: No bill.</li> <li>3. All others: Prorate on a daily basis.</li> </ol> </li> </ol> </li> <li>2. <u>Large Industrial Gas Rates:</u> Prorate partial month bills on a daily basis.</li> <li>3. <u>Annual Minimums:</u> Prorate partial year on a monthly basis.</li> </ol>
Continued to Sheet No. G10.15.	

Service Rules	Natural Gas
Continued from Sheet No. G10.14.	
22. <u>BUDGET BILLING PLAN:</u>	
A. <u>Definition:</u>	<p>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>
B. <u>Availability:</u>	<p>The Budget Billing Plan is available to all prospective and existing year-round residential customers, to all commercial accounts for which the primary purpose of the service is to provide for residential living and to commercial accounts on natural gas rate Cg-FST and no past due amounts. A budget payment plan may be established at any time of the year.</p>
C. <u>Budget Amount and Administration:</u>	<ol style="list-style-type: none"> <li data-bbox="407 1119 1490 1266">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.</li> <li data-bbox="407 1297 1490 1717">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.</li> </ol>
Continued to Sheet No. G10.16.	

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Service Rules	Natural Gas
Continued from Sheet No. G10.15.	
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<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No. G10.16.	
E. <u>Billing Method:</u>	<ol style="list-style-type: none"><li data-bbox="406 394 1477 569">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.</li><li data-bbox="406 604 1477 747">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.</li><li data-bbox="406 783 1477 898">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.</li><li data-bbox="406 934 1477 1167">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.</li></ol>
Continued to Sheet No. G10.18.	

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On and After 1-12-07

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<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No G10.17.	
23. <u>DIVERSION OF SERVICE AND UNAUTHORIZED RECONNECTION OF SERVICE:</u>	
<p>A.</p> <p>1.</p> <p>2.</p> <p>3.</p> <p>B.</p> <p>C.</p> <p>D.</p>	<p>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> <p>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.</p> <p>The cost of any and all damage done to the Company's equipment due to such diversion of service or unauthorized reconnection of service.</p> <p>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> <p>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>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>Nothing in these rules shall preclude the right of the Company to prosecute, according to law, customers apprehended in the diversion of service.</p>
24. <u>UNHONORED CHECKS AND ELECTRONIC TRANSFERS:</u>	
<p>R</p> <p>R</p> <p>R</p> <p>R</p>	<p>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 and the Company shall pass through to the customer (in addition to the charge) any actual bank charges incurred or imputed by the Company which arise from the check or transfer being returned to the Company.</p>
Continued to Sheet No. G10.19.	

<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No. G10.18.	
R 25. <u>DEFINITIONS OF CUSTOMERS:</u>	A. Gas customers shall be classified as one of the following: <ol style="list-style-type: none"> <li>1. <u>Residential:</u> Using gas in a single-family dwelling or an individually metered apartment.</li> <li>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.</li> <li>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).</li> </ol> B. Gas customers shall be further sub-classified as one of the following: <ol style="list-style-type: none"> <li>1. <u>General:</u> Using gas for other than for space heating.</li> <li>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.</li> </ol> C. Gas customers shall be designated either: <ol style="list-style-type: none"> <li>1. <u>Year-Round:</u> A customer that normally occupy the premises the entire year.</li> <li>2. <u>Seasonal:</u> A customer that normally occupy the premises only during portions of the year.</li> </ol>
Continued to Sheet No. G10.20.	

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Service Rules	Natural Gas
Continued from Sheet No. G10.19.	
R	26. <u>DISCONNECTION OF LANDLORD'S RESIDENTIAL SERVICE BECAUSE OF ARREARAGE AT THE LANDLORD OWNED RESIDENTIAL RENTAL UNIT:</u>
	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.
R	2. If the landlord has informed the Company 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 the initial reading for the landlord.
R	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 in the landlord's name.
R	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.
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<p>5. When collection action is required, the following steps shall be taken:</p> <ul style="list-style-type: none"> <li>a. A written notice of transfer shall be sent to the landlord/homeowner before the transfer occurs.</li> <li>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.</li> <li>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.</li> </ul>	
27. <u>MASTER METER SYSTEMS:</u>	
<p>A. Definition - "Master Meter System" means a pipeline system for distributing gas within, but not limited to, a definable area, such as a mobile home park, housing project, or apartment complex where the operator purchases metered gas from an outside source for resale through a gas distribution pipeline system. The gas distribution pipeline system supplies the ultimate consumer who either purchases the gas directly through a meter or by other means, such as by rent (per 49 CFR 191.3).</p>	
<p>B. Code Requirements - Customers installing and/or operating Master Meter Systems must comply with the requirements of 49 Code of Federal Regulation 192 and Wisconsin Administrative Code, PSC Chapter 135, which govern Master Meter Systems. The Company is not responsible for the enforcement of these code requirements. The Company assumes no liability for gas facilities downstream of the outlet of the Company's gas meter.</p>	
<p>C. New Master Meter Systems - In addition to compliance with 28. B., customers requesting gas service to a new Master Meter System must prepare and submit, for approval, a compliance plan to the pipeline safety staff of the Public Service Commission of Wisconsin. The Company will provide gas service to the Master Meter System only after the customer's compliance plan has been approved by the pipeline safety staff of the Public Service Commission of Wisconsin.</p>	
<p>D. Master Meter Systems Tests and Inspections - The Company will complete, document and provide a written record to the customer of tests and inspections 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. The test and inspection services are limited to locating of underground facilities capable of being located, atmospheric corrosion survey, leak survey and cathodic protection survey.</p>	
<p>2. The customer shall execute a written contract provided by the Company before test and inspection services are to be performed by the Company.</p>	
<p>3. 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>	
Continued to Sheet No. G10.22.	

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<b>Service Rules</b>	<b>Natural Gas</b>
Continued from Sheet No. G10.21.	
R 28. <u>SPECIAL METER READINGS:</u> A. When the Company, at the request of the customer: <ol style="list-style-type: none"> <li>1. Reads a meter on a day other than the scheduled meter reading date, and/or</li> <li>2. Issues a written bill on a day other than the scheduled billing date,</li> </ol> <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> 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.	
R 29. <u>CUSTOMER'S GAS PIPING AND EQUIPMENT:</u> 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.  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.  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.  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.	
Continued to Sheet No. G10.23.	

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Service Rules	Natural Gas
Continued from Sheet No. G10.22.	
<p>R 30. <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>R 31. <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&amp;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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