

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

Service Rules	Natural Gas
Continued from Sheet No. G10.01.	
5. <u>GENERAL:</u>	
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. <u>EFFECTIVE DATE:</u>	
As provided on the rate schedules, the term "effective" applies to the use of service, not to billing dates.	
7. <u>BILLING PERIOD:</u>	
Bills for service will be rendered monthly unless otherwise specified.	
8. <u>PAYMENT OF BILLS:</u>	
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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Effective for Service Rendered
 On and After 1-12-07

Service Rules	Natural Gas
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.	

Issued 12-23-19

Effective for Service Rendered
 On and After 01-01-20

Service Rules

Natural Gas

Continued from Sheet No. G10.03.

9. LATE PAYMENT CHARGE (Continued):

2. Budget Billing Plan - 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.

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3. Payment Arrangements - Customers who have negotiated with the Company to pay past-due balances will be exempted from late payment charges.

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4. Early Identification Program Participants - Customers who are working with our Customer Assistance Advisors will be exempted from late payment charges.

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10. ACCESS TO CUSTOMER'S PREMISES:

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. RULES FOR DEPOSIT, GUARANTEE, AND DISCONNECTION:

Rules for deposit, guarantee, and disconnection will be in accordance with PSC 134, Wisconsin Administrative Code.

Continued to Sheet No. G10.05.

Service Rules

Natural Gas

Continued from Sheet No. G10.04.

12. A sample bill for a residential gas customer is shown below:



24-Hour Customer Service 800-450-7260

www.wisconsinpublicservice.com

Bill Date	Account Number	Payment Due Date	Amount Due	Next Meter Read
10/02/2015	1234567890-12345	10/26/2015	\$72.67	11/03/2015

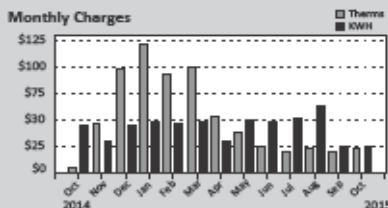
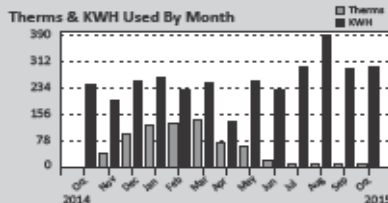
Customer Name JOHN D SMITH
 Service Address 1234 UTILITY DR
 ANYTOWN WI 12345-6789

Activity Since Last Bill		
Previous Balance 09/02/2015		\$71.37
Payment Received 09/30/2015		-\$71.37
Balance		\$0.00
Total Current Charges		\$72.67
Total Current Balance		\$72.67
Electric Residential		
Rg-1		
Meter Number 123456	Actual Reading 10/02/2015	48655
	Actual Reading 09/02/2015	-48369
	Electricity Used (KWH)	286
Daily Fixed Charge	30 Days at \$0.62470	\$18.74
Energy Charge	286 KWH at \$0.10267	\$29.36
WI Low Income Assistance Fee	3% of \$48.10	\$1.44
Tax		
WI State Tax	5% of \$48.10	\$2.41
WI County Sales Tax	0.5% of \$48.10	\$0.24
Total Electric Service Charges		\$52.19
Gas Residential		
GR-g		
Rg-3		
Meter Number 456789	Actual Reading 10/01/2015	9868
	Actual Reading 09/01/2015	-9861
	Gas Used (CCF)	7
Therm Conversion 7 x 1.034 BTU Factor = 7.2 Therms		
Local Distribution Service		
Daily Fixed Charge	30 Days at \$0.55890	\$16.77
Distribution Charge	7.2 Therms at \$0.03320	\$0.24
Gas Supply Acquisition Service	7.2 Therms at \$0.01960	\$0.14
Gas Supply Service		
Natural Gas Cost	7.2 Therms at \$0.31270 (29/30 Days)	\$2.18
Natural Gas Cost	7.2 Therms at \$0.34520 (1/30 Days)	\$0.08
Tax		
WI State Tax	5% of \$19.41	\$0.97
WI County Sales Tax	0.5% of \$19.41	\$0.10
Total Gas Service Charges		\$20.48
Total Current Charges		\$72.67

Account Summary

Billing Period: 09/02/2015 to 10/02/2015

	OCT 2015	OCT 2014
Billing Days	30	29
Avg Daily Temp	44° F	63° F
Heating Degree Days	53.0	314.0
Cooling Degree Days	80.0	7.0
KWH Used	286	253
Avg KWH/Day	9.5	8.7
Therms Used	7.2	2.1
Avg Therms/Day	0.2	0.1



Messages
 Even out your energy bills! Enroll in Budget Billing by paying exactly \$100.00, rather than the amount due shown. This will then be your monthly Budget amount. Every six months, your account will be reviewed and your payment may be adjusted to better reflect your actual use.

ACCOUNT NUMBER: 1234567890-12345

Page 1 of 1

Please return this stub with your payment.



Account Number: 1234567890-12345



00000637



JOHN D SMITH
 1234 UTILITY DR
 ANYTOWN, WI 12345-6789

Wisconsin Public Service
 PO Box 19003
 Green Bay, WI 54307-9003

Amount Due By	10/26/2015	\$72.67
A 1% late fee will be charged on any unpaid balance		
Please write your account number on your check.		
Amount Enclosed		
<input style="width: 100px; height: 20px;" type="text"/>		

0110420983091000014 1000007671

Continued to Sheet No. G10.06.

Service Rules

Natural Gas

Continued from Sheet No. G10.09.

16. SAMPLE OF 24/48 HOUR DISCONNECT NOTICE



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.

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Service Rules	Natural Gas
Continued from Sheet No. G10.10.	
<p>DELETED</p> <p>(RESERVED FOR FUTURE USE)</p>	
Continued to Sheet No. G10.12.	

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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. G10.11.	
18. <u>Sample of Landlord 3rd Party Notification:</u>	
<p>R Date</p> <p>R Mr. Landlord</p> <p>R 123 Main St</p> <p>R Green Bay, WI 54301</p>	<p>Regarding property at:</p> <p><ServiceHouseAddress></p> <p>Account#<ContractId></p>
<p>R Dear Landlord:</p>	
<p>R This letter is to inform you that a customer residing at the rental property listed above has requested termination of <LtrUtltyTypeCd> service effective <OrderWantedDm>.</p>	
<p>R Because you are the owner of this property, we must inform you that effective that same date, you will be responsible for the service charges for this vacant property.</p>	
<p>R If you don't want to be listed as the responsible party, you will need to contact us within 15 days of this notice with one of the following:</p>	
<p>R • The full legal name, previous address, and current mailing address for the party who is now responsible for service.</p> <p>R • A request to terminate service.</p>	
<p>R 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.</p>	
<p>R Again, please remember to contact us within 15 days of this letter, or service will remain in your name.</p>	
<p>R If you have any questions, please contact us at <CCCPhnNum> or <xCCCEmailAddrTxt>. We'd be happy to help.</p>	
<p>R Sincerely,</p>	
<p>R Customer Service</p> <p>R <CompanyId></p>	
Continued to Sheet No. G10.13.	

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. G10.12.1	
<u>Sample Bill Message Regarding Payment Options To Avoid Disconnection:</u>	
DISCONNECTION NOTICE	
<p>R R R R R R R R R R R</p>	
<p>Messages</p>	
<p>***** DISCONNECTION NOTICE *****</p>	
<p>* TO AVOID DISCONNECTION OF SERVICE AFTER 07/07/2015 , please choose one of the following options:</p>	
<p>* Pay the past-due balance of \$495.94.</p>	
<p>* Pay the Minimum Payment Amount of \$305.00.</p>	
<p>* 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.</p>	
<p>* Pay INSTANTLY by check, credit or debit card with Quick Payment by calling 800-387-1688 or visiting wisconsinpublicservice.com.</p>	
<p>* If you've already sent your payment, or contacted us to make payment arrangements, please disregard this notice and accept our thanks.</p>	
<p>***** DISCONNECTION NOTICE *****</p>	
<p>Continued to Sheet No. G10.13.</p>	

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. G10.12.1.	
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

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

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

Service Rules	Natural Gas
Continued from Sheet No. G10.14.	
R	22. <u>BUDGET BILLING</u> :
R R R	Budget billing shall be carried out in a manner consistent with all rules, provisions, guidelines and requirements of the Wisconsin Administrative Code s. PSC 134.13(5).
R R R R R	Budget Billing 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. Customers with arrearages are required to sign a deferred payment agreement for their arrears to be eligible for budget billing.
R R	The budget billing service year begins at the point the customer first signs up for budget billing.
R R	The budget billing amount is reviewed after six months and is adjusted accordingly for months seven to twelve of the budget billing service year.
R R R R	In the twelfth or settlement month, if a customer has an underbilled (debit) balance, that balance will be rolled into and made a part of the next budget billing year's monthly installment amount; or, at the customer's option, will be paid in full or on a deferred basis.
R R R R	In the twelfth or settlement month, if a customer has an overbilled (credit) balance, that balance will be applied against the customer's account, or at the customer's option, rolled into and made a part of the next budget billing year's monthly installment amount; or, a refund will be made.
Continued to Sheet No. G10.16.	

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On and After 01-22-2021

PSCW Authorization By Letter in Docket 6690-TG-111 dated January 21, 2021

Service Rules

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Issued 01-21-2021

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On and After 01-22-2021

PSCW Authorization By Letter in Docket 6690-TG-111 dated January 21, 2021

WISCONSIN PUBLIC SERVICE CORPORATION

P.S.C.W. Volume No. 8

4th Rev. Sheet No. G10.17
Replaces 3rd Rev. Sheet No. G10.17
Amendment 830 Schedule GSRX

Service Rules

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On and After 01-22-2021

PSCW Authorization By Letter in Docket 6690-TG-111 dated January 21, 2021

Service Rules	Natural Gas
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.	

Service Rules	Natural Gas
Continued from Sheet No. G10.18.	
R 25. <u>DEFINITIONS OF CUSTOMERS:</u>	<ol style="list-style-type: none"> A. Gas customers shall be classified as one of the following: <ol style="list-style-type: none"> 1. <u>Residential:</u> Using gas in a single-family dwelling or an individually metered apartment. 2. <u>Commercial:</u> Using gas while engaged primarily in wholesale or resale trade, agriculture, forestry, fisheries, transportation, communication, sanitary services, finance, insurance, real estate, personal services (clubs, hotels, two or more households served through a single meter), schools, government, and/or service that does not fall directly within one of the other classifications. 3. <u>Industrial:</u> Using gas in a process that creates or changes raw or unfinished materials into another form or product as defined in the Standard Industrial Classification (SIC). B. Gas customers shall be further sub-classified as one of the following: <ol style="list-style-type: none"> 1. <u>General:</u> Using gas for other than for space heating. 2. <u>Space Heating:</u> Using gas in one or more pieces of equipment having a total manufacturer's input rating of 40,000 Btu per hour or more for the purpose of raising atmospheric temperature in any structure. C. Gas customers shall be designated either: <ol style="list-style-type: none"> 1. <u>Year-Round:</u> A customer that normally occupy the premises the entire year. 2. <u>Seasonal:</u> A customer that normally occupy the premises only during portions of the year.
Continued to Sheet No. G10.20.	

Issued 12-17-12

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

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

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R	<p>26. <u>DISCONNECTION OF LANDLORD'S RESIDENTIAL SERVICE BECAUSE OF ARREARAGE AT THE LANDLORD OWNED RESIDENTIAL RENTAL UNIT:</u></p> <p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 1. Service shall not be put in the landlord's name without the Company first obtaining verbal or written consent. 2. If the landlord has informed the Company 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. 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. 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"> a. A written notice of transfer shall be sent to the landlord/homeowner before the transfer occurs. 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. c. Landlord/homeowners whose accounts are subject to disconnection action may defer or avoid disconnection of service by making payment, or by making an agreement with the Company for an extension of time for a specific period, or by entering into a deferred payment agreement.
<p>R N N N N N N R R R R R R R R R R R R R R R R R R N N N N N N N</p> <p>27. <u>MASTER METER SYSTEMS:</u></p> <ul style="list-style-type: none"> 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). 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. 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. 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: <ul style="list-style-type: none"> 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. 2. The customer shall execute a written contract provided by the Company before test and inspection services are to be performed by the Company. 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.</p>	

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R 28. <u>SPECIAL METER READINGS:</u> A. When the Company, at the request of the customer: <ol style="list-style-type: none"> 1. Reads a meter on a day other than the scheduled meter reading date, and/or 2. Issues a written bill on a day other than the scheduled billing date, <p>The customer will be billed a \$28.00 charge unless there is a change in the customer of record. There will be only one \$28.00 charge if both the gas and electric meters are read at the same time.</p> 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.	
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R	<p>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>
R	<p>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&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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