

Service Rules	Electric
<p>1. <u>APPLICATION FOR SERVICE</u> All parties desiring service must make application to the Company before commencing the use of the Company's service. Separate application or contract shall be made for each class of service at each separate location.</p> <p>Receipt of service, however, 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>2. <u>TERM OF SERVICE</u> All individuals or entities desiring to receive service from the Company must apply to the Company for service.</p> <p>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>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>Contracts shall not be transferred unless authorized by the Company; new occupants of premises previously receiving service must apply 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 customers accordingly.</p> <p>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>In connection with rental dwelling units, the owner is generally responsible for service unless there is 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</p>	<p>Continued to Sheet No. E10.01.</p>

Issued 12-21-12

Effective for Service Rendered
On and After 12-24-12

PSCW Authorization By Letter Dated 12-19-12 (JA)

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.

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>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>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 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, but at no time will it exceed 60% of the balance as the minimum amount. 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 April through September billing cycles. Other payment options include full payment and deferred payment arrangement.</p>
8. <u>LATE PAYMENT CHARGE</u>	<p>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>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 five extra days to pay their bill and avoid late payment charges.</p>
Continued to Sheet No. E10.03.	

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Issued 12-20-13

Effective for Service Rendered
On and After 1-1-14

Service Rules	Electric
Continued from Sheet No. E10.02.	
<p>8. <u>LATE PAYMENT CHARGE (Continued)</u></p> <p>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>D 9. <u>ACCESS TO CUSTOMER'S PREMISES</u></p> <p>D Authorized agents of the Company shall have access to customer's premises</p> <p>D 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>R 10. <u>RULES FOR DEPOSIT, GUARANTEE, AND DISCONNECTION</u></p> <p>Rules for deposit, guarantee, and disconnection are in accordance with PSC 113.0402, 113.0403, 113.0301, and 113.0302 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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Effective for Service Rendered
 On and After 12-24-12

Service Rules **Electric**

Continued from Sheet No. E10.03.

A sample bill for a residential electric 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

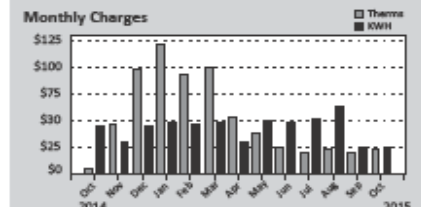
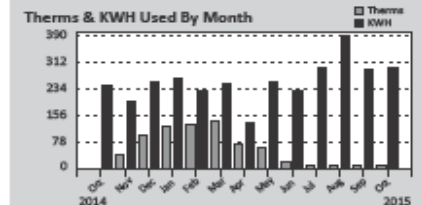
Total Current Charges \$72.67

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

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



Please return this stub with your payment.



Account Number: 1234567890-12345

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 type="text"/>		

00000637
 JOHN D SMITH
 1234 UTILITY DR
 ANYTOWN, WI 12345-6789

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

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Continued to Sheet No. E10.05.

Issued 05-16-16

Effective for Service Rendered
 On and After 05-10-16

PSCW Authorization By Letter Dated 05-10-16 (CT)

Service Rules	Electric
Continued from Sheet No. E10.10.	
<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. E10.11.1.	

Service Rules	Electric
Continued from Sheet No. E10.11.2	
<u>Sample Bill Message Regarding Payment Options To Avoid Disconnection</u>	
RESIDENTIAL DISCONNECTION NOTICE	
*****DISCONNECTION NOTICE*****	
*TO AVOID DISCONNECTION OF SERVICE, PLEASE MAKE PAYMENT BY ONE OF THE FOLLOWING	
OPTIONS BEFORE 3/23/19:	
* 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 in your payment, or contacted us to make payment arrangements, please disregard this notice and accept our thanks.	
*****DISCONNECTION NOTICE*****	
Continued to Sheet No. E10.11.4.	

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Issued 04-10-19

Effective for Service Rendered
On and After 04-08-19

PSCW Authorization By Letter Dated 04-09-19 (6690-TE-104)(MRD)

Service Rules

Electric

Continued from Sheet No. E10.11.3

Sample Bill Message Regarding Payment Options To Avoid Disconnection

*****COMMERCIAL DISCONNECTION NOTICE*****

***** DISCONNECTION NOTICE *****

* TO AVOID DISCONNECTION OF SERVICE, PLEASE MAKE PAYMENT BY ONE OF THE FOLLOWING OPTIONS BEFORE 03/23/2019:

* Pay the past-due balance of \$305.64.

* Contact us at 877-444-0888 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 866-844-7004 (for Spanish, dial 855-597-3381) 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 *****

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Continued to Sheet No. E10.12.

Issued 04-10-19

Effective for Service Rendered
On and After 04-08-19

PSCW Authorization By Letter Dated 04-09-19 (6690-TE-104)(MRD)

Service Rules	Electric				
Continued from Sheet No. E10.11.2.					
<p>11. <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>					
<p><u>Residential Customers</u></p> <table border="0"> <tr> <td>During Regular Hours** - All Territory Served</td> <td style="text-align: right;">\$45.00</td> </tr> <tr> <td>Outside Regular Hours - All Territory Served</td> <td style="text-align: right;">\$90.00</td> </tr> </table>		During Regular Hours** - All Territory Served	\$45.00	Outside Regular Hours - All Territory Served	\$90.00
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<p><u>All Other Customers</u></p> <table border="0"> <tr> <td>During Regular Hours** - All Territory Served</td> <td style="text-align: right;">\$65.00</td> </tr> <tr> <td>Outside Regular Hours - All Territory Served</td> <td style="text-align: right;">\$90.00</td> </tr> </table>		During Regular Hours** - All Territory Served	\$65.00	Outside Regular Hours - All Territory Served	\$90.00
During Regular Hours** - All Territory Served	\$65.00				
Outside Regular Hours - All Territory Served	\$90.00				
<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>					
<p><u>Residential Customers</u></p> <table border="0"> <tr> <td>During Regular Hours** - All Territory Served</td> <td style="text-align: right;">\$45.00</td> </tr> <tr> <td>Outside Regular Hours - All Territory Served</td> <td style="text-align: right;">\$90.00</td> </tr> </table>		During Regular Hours** - All Territory Served	\$45.00	Outside Regular Hours - All Territory Served	\$90.00
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During Regular Hours** - All Territory Served	\$65.00				
Outside Regular Hours - All Territory Served	\$90.00				
<p>* These fixed charge billings shall not apply to customers disconnected for nonpayment.</p>					
<p>** 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>					
Continued to Sheet No. E10.13.					

Issued 12-21-12

Effective for Service Rendered
 On and After 12-24-12

PSCW Authorization By Letter Dated 12-19-12 (JA)

Service Rules**Electric**

Continued from Sheet No. E10.12.

- R 12. CONNECTION OR DISCONNECTION BILLING
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.
- R 13. BILLING PRORATION PROCEDURES FOR ELECTRIC SERVICE
- a. Fractional Months
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) Initial Bills
 - a) 10 days or less: Include consumption in next billing.
 - 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) Off Cycle Billing (Excluding Final Bills)
 - a) 25 to 35 days inclusive: Bill as one month.
 - b) All others: Prorate on a 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.

Continued to Sheet No. E10.14.

Service Rules	Electric
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>	
14. <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.</p> <p>b. <u>AVAILABILITY</u> 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 all commercial customers with monthly charges not to exceed \$1,000 and no past due amounts. This budget plan is in accordance with section PSC 113.0406(5) of the Wisconsin Administrative Code. A budget payment plan may be established at any time of the year.</p>	
Continued to Sheet No. E10.15.	

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Service Rules	Electric
Continued from Sheet No. E10.14.	
<p data-bbox="289 365 881 390">c. <u>BUDGET AMOUNT AND ADMINISTRATION</u></p> <p data-bbox="365 394 1438 510">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 data-bbox="365 543 1471 869">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 be less than one month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.</p> <p data-bbox="365 905 1484 1169">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 data-bbox="365 1205 1455 1287">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>	
Continued to Sheet No. E10.16.	

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Service Rules	Electric
Continued from Sheet No. E10.15.	
	<ol style="list-style-type: none"> 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 in monthly installments into the new budget amount.
<p>N N N N N N N N N N</p>	<p>d. <u>DETERMINATION OF BUDGET AMOUNT</u> The regular budget amount is determined by taking the actual energy related bill amount and dividing this by the number of billing days in the period to get average cost per day. This average cost per day is then multiplied by 30 to determine a monthly amount. If the customer does not have 12 months of history at the premise, the previous customer usage will be used to calculate the budget amount. The monthly amount may be multiplied by a multiplier for rates and a multiplier for weather. The purpose of the rate and weather adjustment factors, while rarely used, is to compensate for extreme weather or price conditions that would otherwise result in significant over or under billed amounts being imposed at the 6 or 12 month review period.</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>
Continued to Sheet No. E10.17.	

Issued 6-5-15

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On and After 7-1-15

PSCW Authorization By Order 6690-TE-101

Service Rules**Electric**

Continued from Sheet No. E10.16.

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 15. 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).

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When the Company determines from reasonable evidence that a customer has reconnected electric and/or 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 b. and c. above.

Continued to Sheet No. E10.18.

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Effective for Service Rendered
On and After 12-24-12

PSCW Authorization By Letter Dated 12-19-12 (JA)

Service Rules	Electric
Continued from Sheet No. E10.17.	
<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>N N N N</p>	<p>16. <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 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>
	<p>17. <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). 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>
Continued to Sheet No. E10.19.	

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On and After 01-01-20

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Service Rules	Electric
Continued from Sheet No. E10.18.	
R	<p>18. <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>
R	<p>19. <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>
R	<p>20. <u>DUAL VOLTAGES</u> If the 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. 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>
R	<p>21. <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>
Continued to Sheet No. E10.20.	

Service Rules	Electric
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>R 22. <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>R 23. <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>R 24. <u>VOLTAGE REGULATION</u> The voltage regulation shall be within the limits prescribed by the state regulatory commission.</p> <p>Continued to Sheet No. E10.21.</p>	

Service Rules	Electric
Continued from Sheet No. E10.20.	
R	<p>25. <u>DEFINITIONS OF CUSTOMERS</u></p> <p>a. <u>RESIDENTIAL CUSTOMER</u> A residential customer is defined to include customers using service for domestic purposes as permitted in the electric service rules.</p> <p>b. <u>COMMERCIAL AND INDUSTRIAL CUSTOMER</u> 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.</p> <p>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.</p> <p>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.</p> <p>c. <u>FARM CUSTOMER</u> 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.</p> <p>d. <u>SEASONAL CUSTOMER</u> A seasonal customer is defined as one who normally occupies premises only during the summer months, or only during the winter months.</p>
Continued to Sheet No. E10.22.	

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Service Rules

Electric

Continued from Sheet No. E10.21.

R

26. RESALE OF ENERGY

- 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.
- b. Resale of electricity is permitted:
 - 1) Under rate schedules that are specifically intended for resale service and are so identified in the rate schedule, or
 - 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.

Continued to Sheet No. E10.23.

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PSCW Authorization By Order 6690-UR-123 Dated 12-18-14

Service Rules	Electric
Continued from Sheet No. E10.22.	
<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	
Continued to Sheet No. E10.24.	

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Service Rules	Electric
Continued from Sheet No. E10.23.	
<p>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.</p> <p>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.</p> <p>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.</p> <p>h) The customer shall pay all costs incurred by the company that are a direct result of the customers submetering and billing of tenants.</p> <p>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>	
Continued to Sheet No. E10.25.	

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Service Rules	Electric
Continued from Sheet No. E10.24.	
R 27. <u>CUSTOMER REQUESTED METER READING SCHEDULE</u>	<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.
Continued to Sheet No. E10.26.	

Service Rules	Electric
Continued from Sheet No. E10.25.	
	<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>R 28. <u>DISCONNECTION OF LANDLORD'S RESIDENTIAL SERVICE BECAUSE OF ARREARAGE AT THE LANDLORD OWNED RESIDENTIAL RENTAL UNIT</u></p>	<p>PSC 113.0301(8)(c) prohibits disconnection of utility service for "failure to pay for a different class of utility service." In the situation of a landlord/homeowner, there is no difference in 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>R a. Except for joint metering situations service shall not be put in the landlord's name without the company first obtaining verbal or written consent.</p> <p>R b. 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 billed for usage between the tenants. The final meter reading (based on an actual read) for the former customer shall also be the on-reading for the landlord.</p>
Continued to Sheet No. E10.27.	

Issued 12-18-14

Effective for Service Rendered
 On and After 1-1-15

Service Rules**Electric**

Continued from Sheet No. E10.26.

- c. Except for joint metering situations, 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.
- 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.

Continued to Sheet No. E10.28.

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Service Rules	Electric
Continued from Sheet No. E10.27.	
R 29. <u>STRAY VOLTAGE IN ANIMAL CONFINEMENT AREAS</u>	<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>
Continued to Sheet No. E10.29.	

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 On and After 1-1-15

Service Rules	Electric
Continued from Sheet No. E10.28.	
R	<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>
Continued to Sheet No. E10.30.	

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Effective for Service Rendered
 On and After 1-1-15

Service Rules	Electric
Continued from Sheet No. E10.29.	
R	<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>
Continued to Sheet No. E10.31.	

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 On and After 1-1-15

Service Rules	Electric
Continued from Sheet No. E10.30.	
R	<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>
Continued to Sheet No. E10.32.	

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Effective for Service Rendered
 On and After 1-1-15

Service Rules

Electric

Continued from Sheet No. E10.31.

R

- 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.

- 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.

Continued to Sheet No. E10.33.

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Service Rules	Electric
Continued from Sheet No. E10.32.	
<p>R 30. <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> <p>1) Same business day of each month (i.e. 3rd business day of each month); or</p> <p>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</p> <p>3) 10, 15, or 20 days from the bill mail date.</p> <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>	
<p>R 31. <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>	
Continued to Sheet No. E10.34.	

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Service Rules	Electric
Continued from Sheet No. E10.33	
R 32. <u>Special Meter Reads</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, 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.
R 33. <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.
R 34. E-Bill Sweepstakes (Pilot through December 31, 2012)	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.

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