

UPPER PENINSULA POWER COMPANY

MPSC Vol No 8-ELECTRIC

1st Rev. Sheet No. C-2.00
Replaces Original Sheet No. C-2.00

C2. Standard Rules & Regulations—Terms and Conditions of Service

SECTION II - TERMS AND CONDITIONS OF SERVICE

A. Membership and Electric Service

Each Applicant for electric service may be required to sign the Company's "Application for Electric Service". Acceptance of service, with or without a signed application, shall be subject to compliance with the terms of the Standard Rules and Regulations and Rate Schedules as filed with the Commission.

B. Ownership and Responsibility

1. Company Owned Facilities - The Company will normally install, own, operate and maintain all distribution facilities on the supply side of the point of attachment as shown on the Company's Standard Drawings, including metering equipment. All service entrance conductor wiring from a point of connection to the Company's service line at a location satisfactory to the Company shall be the responsibility of the customer.

If building modifications hinder access to metering facilities, create a hazardous condition, or cause a violation of code, the customer will be responsible for all costs incurred by the Company to correct these conditions.

a. Access to Premises - The customer shall provide at no expense to the Company suitable space with provisions for installation and maintenance of the Company's facilities on the customer's premises. Authorized agents of the Company shall have access to the premises at all reasonable times for construction, operation, maintenance, removal or inspection of the Company's facilities, or to inspect the customer's facilities or measure the customer's load. Authorized employees and agents shall carry identification furnished by the Company and shall display it upon request. Failure to provide access for any of the above reasons may result in termination of service.

b. Use of Facilities - The Company will not allow use of its poles or other facilities by others for installations or attachments of any kind without written authorization from the Company. This includes, but is not limited to, electrical or communication equipment, lights, signs and fences. The Company assumes no liability for property owned by others attached to its facilities. Unauthorized attachments to Company facilities may be removed by the Company.

c. Protection - The customer shall use reasonable diligence to protect the Company's facilities located on the customer's premises, and to prevent tampering or interference with such facilities. The Company may discontinue service in accordance with any applicable rules of the Michigan Public Service Commission, in case the meter or wiring on the customer's premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-2.00

In case of such unauthorized use of service, the Company will continue service only after the customer has agreed to pay for the unmetered energy used, pay all costs of discovery and investigation including rewards for discovery, and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the Company. Failure to enter into such an agreement or failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the Company or Commission.

Restoration of service will be made upon receipt of reasonable assurance of the customer's compliance with the Company's approved Standard Rules and Regulations.

2. Customer Owned Facilities - The Company reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the Company's equipment or its service to others. However, it disclaims any responsibility to inspect the customer's wiring, equipment or any subsequent wiring changes or modifications and shall not be held liable for any injury or damage or billing errors resulting from the condition thereof.
 - a. The customer shall be responsible for inadequate performance of such facilities. Before purchasing equipment or installing wiring, it shall be the customer's responsibility to check with the Company as to the characteristics of the service available. Any changes required to bring customer's service into compliance with code will be paid for by customer. The Company reserves the right to make reasonable service charges for work performed by Company personnel resulting from malfunction of the customer's facilities.
 - b. The customer shall be responsible for notifying the Company of any additions to or changes in the customer's equipment which might exceed the capacity of the Company's facilities, or otherwise affect the quality of service. The customer shall also be responsible for the installation of auxiliary or standby equipment and of alarms and protective devices as required to provide reasonable protection in the event of disturbance or interruption of electrical service. The customer shall install and maintain the necessary devices to protect his equipment against service interruptions and other disturbances on the Company's system, as well as the necessary devices to protect the Company's facilities against overload caused by the customer's equipment. Characteristics and installation of all such equipment or devices shall meet the approval of the Company.

C. Use of Service

Each customer shall, as soon as electric service becomes available, purchase from the Company practically all electric energy used on the premise, and shall become liable for all charges incurred in the purchase of said

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electrical energy from the Company. Standby and/or supplemental on-site generation may be utilized only if approved by the Company and properly connected so as to prevent parallel operations with the Company's system.

1. Notice of Intent

- a. Application - Prior to use of electric service, each customer shall make proper application to the Company, and shall furnish all reasonable information required by the Company. Failure to comply with this requirement may result in refusal by the Company to provide service.

Any customer using service without first notifying and enabling the Company to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding his occupancy.

- b. Termination - Any customer desiring termination of service shall so notify the Company a minimum of five (5) working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.

2. Conditions of Use

The customer shall not use the service in any way that causes a safety hazard, endangers the Company's facilities, or disturbs service to other customers. Failure to comply with this provision may result in discontinuance of the customer's service.

Customer shall install only such motors or other apparatus or appliances as are suitable for operation with the character of the service supplied by Company, and electric energy must not be used in such a manner as to cause detrimental voltage fluctuations or disturbances in Company's distribution system.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-4.00

3. 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 services, 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. If the date of the interference cannot be determined, the customer may be back billed in accordance with R 460.3309(4).

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).

When the company determines from reasonable evidence that a customer has reconnected electric 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.

4. Nonstandard Service

Customers shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages or for the supply of closer voltage regulation than required by standard practice.

The usual supply of electric service shall be subject to the provision of MPSC rules, but where special service-supply conditions or problems arise for which provision is not otherwise made, the Company may modify or adapt its supply terms to meet the peculiar requirements of such case.

The Company reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions with respect to customers whose establishments are remote from the Company's existing suitable facilities, or whose service requirements exceeds the capabilities of the Company system in the area, or otherwise necessitate unusual investments by the Company in service facilities or where the permanence of the service is questionable.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-5.00

R 5. Resale of Electric Energy

Customers shall not resell to, or share with others, any electric service furnished by the Company under the terms of its filed rate schedules not applicable to such resale of energy, unless otherwise authorized by the Michigan Public Service Commission or the Company.

R 6. Service to Single Metering Points

Unless otherwise authorized by the Company, electric service will no longer be granted where connection is made to a single metering point for the purpose of resale to the reselling customer's ultimate user. Each user will be metered as an individual unit. For the purposes of this rule, resale will also include sales where the electric service is included in the rent.

Where, in the Company's opinion, the temporary or transient nature of the proposed ultimate use, physical limitation on extensions, or other circumstances, make it impractical for the Company to extend or render service directly to the ultimate user, energy may be purchased by a customer of the Company for resale to others.

Where electric energy is resold with the Company's approval, service to each ultimate user shall be separately metered, and the ultimate user shall be served and charged for such service under the appropriate rate for such service. The Company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user.

R 7. Point of Attachment

Where suitable service is available, the Company will install service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the Company. Where the customer requests a point of attachment other than that specified by the Company, and such alternative point of attachment is approved by the Company, the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer, shall be borne by the customer.

Should it become necessary for any cause beyond the Company's control to change the location of the point of attachment of service connections, the entire cost of any changes in the customer's wiring made necessary thereby shall be borne by the customer.

A service connection will not be made unless the customer has installed his service entrance facilities in compliance with code requirements and specifications set forth by the Company.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-6.00

The customer may be required to provide at no expense to the Company space for Company facilities on the customer's premises.

For overhead service, the location of the point of attachment must be such that the Company's service conductors can be installed without attachment to the building in any other locations.

For underground service, the point of attachment may be on the building, meter pedestal, or other agreed point.

Service will be provided to meter poles for farm service or other service where more than one structure is to be supplied from a single meter. The customer shall be required to install a fused disconnect switch on the pole at his own expense in accordance with Company specifications.

8. Service to House Trailers, Vans, Buses, Used as Dwelling Units

The Company will make service connection to house trailers, vans, buses, or any other dwelling of a mobile nature without special charges, except as specified herein under Section III, when the customer owns the premises and has installed an approved septic tank and well for his own use.

If the above conditions are not met, such installation and service facilities shall be considered to be Temporary Service as applicable under Rule III.B.12.

D. Nature and Quality of Service

The Company will endeavor to, but does not guarantee to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

The Company shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss or damage of any kind or character occasioned thereby, due to causes or conditions beyond the Company's control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of customers or third parties; operation of safety devices except when such operation is caused by the negligence of the Company, absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the Company has carried on a program of maintenance consistent with the general practices prevailing in the industry; act of God; war; action of the elements; storm or flood; fire; riot; labor dispute or disturbances; or the exercise of authority or regulation by governmental or military authorities.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-7.00

The customer shall be responsible for giving immediate notice to the Company of interruptions or variations in electric service so that appropriate corrective action can be taken.

The Company reserves the right to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety and State or National emergencies and shall be under no liability with respect to any such interruption, curtailment or suspension.

E. Metering and Metering Equipment

The customer shall provide, free of expense to the Company and close to the point of service entrance, a space suitable to the Company for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the Company or other persons lawfully authorized to do so, to inspect, test or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

The Company reserves the right to make final decision with respect to methods and equipment used in measurement of loads for billing purposes.

1. Meter Testing - All testing of metering equipment will be done by qualified personnel, either Company employees or by independent agents meeting the requirements of both the Company and the Commission. The Company may, at its option, either conduct field tests on the customer's premises, or remove metering equipment for shop testing.

a. Routine Tests - The Company will, through test procedures established by the Commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the Commission.

b. Tests Requested by Customer - Tests of individual meters will be made upon request of the customer, with payment of a meter test fee in advance of test. The Company reserves the right to refuse to test any meter upon request more frequently than once in six (6) months. If such test reveals meter registration of more than 102% of that of the test equipment, the charge will be refunded and a billing adjustment made. If meter accuracy is found to be within the plus or minus two percent (2%) accuracy range, the charge will not be refunded and a billing adjustment will not be required. When it appears that there may be sufficient reason to question meter accuracy (for example, a marked increase in metered consumption without a corresponding change in a customer's living or working patterns or in the number and kind of appliances or equipment in use on the customer's premises), the Company may waive the meter test charge or it may install a second meter, at no charge to the customer, to provide check readings.

c. Failure to Register - When a meter has stopped, or has failed to register all of the energy used, the Company will make a charge to the customer for the energy estimated to have been used.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-8.00

2. Location of Meters - Meters for all single family residential service will be installed outdoors. Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather while being serviced or tested shall be located indoors or in a suitable housing where such work can be performed.

Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

In cases of multiple buildings such as two-family flats or apartment buildings, if the meters are installed indoors, they shall be located within the premises served or at a common location readily accessible to the tenants and the Company.

An authorized representative of the Company will determine the acceptability of the meter location in all cases.

F. Special Charges

~~The Company will make such charges for reasonable special services as necessary to discourage abuse, and to minimize subsidy of such services by other customers. The following schedule shall apply where applicable:~~

~~1. Special Meter Readings~~

- ~~a. When the Company, at the request of the customer:~~

~~(1) Reads a meter on a day other than the scheduled meter reading date, and/or~~

~~(2) Issues a written bill on a day other than the scheduled billing date.~~

~~The customer will be billed a \$30.00 charge unless there is a change in the customer of record.~~

- ~~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 at no cost.~~

3. Non-Standard Meter Provision

- a. Customers served on Residential Service have the option to choose a Non-Standard meter. For a customer to be eligible to participate in the Non-Standard Meter Provision, the customer must have a meter that is accessible to Company employees and the customer shall have zero instances of unauthorized use, theft, fraud and/or threats of violence toward Company employees.

- b. A customer electing the Non-Standard Meter Provision will have a Non-Standard Meter installed at their premises, have the meter read manually monthly, and be subject to the following charges:

- i. Upfront Charge: \$62.25, a one-time charge per billing meter per request

ii. Monthly Charge: \$14.26, per month charge at each premise as defined by the Company's Standard Rules and Regulations. Multiple metered units shall be charged per billing meter.

c. A Customer whose current meter is a Standard Meter and requests a Non-Standard Meter will pay the Upfront Charge at the time they request this option but will not pay the monthly charge until the Non-Standard Meter is installed.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

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The customer will be billed a \$30.00 charge unless there is a change in the customer of record.

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 at no cost.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-10.00

2. Meter Test Charge \$33.00

3. Reconnection Billing - Same Customer
 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:

a. For the general electric service the charge shall be:

During Regular Hours** - All Territory Served	\$60.00
Outside Regular Hours - All Territory Served	\$90.00

b. For separately metered 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.

* These fixed charge billings shall not apply to customers disconnected for nonpayment.

** Regular Hours are defined as Monday through Friday, 7:00am to 3:30pm CST (Iron River System) and 7:30am to 4:00pm EDT (Integrated System), not including those days designated as company holidays or legal holidays for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

c. The appropriate regular or outside regular hours charges will apply in situations when returning to the customer's location a second (and each subsequent) time to perform required work, when the second (and each subsequent) call is required due to the customer not being present or being ready for the Company to perform the requested work.

4. Unhonored Checks And Electronic Transfers
 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.

5. Connection or Disconnection Outside Regular Working Hours
 When application is made for service with the request that meters be connected or disconnected outside regular hours or on Saturdays, Sundays or holidays, the charges specified for reconnections outside regular hours shall apply.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

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G. Other Conditions of Service

1. Service Disconnect - Service to the customer's premises may be disconnected by the Company under the following conditions:
 - a. At Customer's Request
 - (1) Upon Termination - The Company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve (12) month period immediately following disconnect.
 - (2) For Repairs - The Company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section II, F, will be applicable.
 - b. At Company's Option - Commercial and Industrial
(Also see Rule II, D)
 - (1) With Due Notice - The Company may disconnect service upon due notice for any of the following reasons:
 - (a) For violation of these rules and regulations.
 - (b) For failure to fulfill contractual obligations.
 - (c) For failure to provide reasonable access to the customer's premises.
 - (d) For failure to pay any bill within the established collection period.
 - (e) For failure to provide deposits as provided elsewhere in these rules.
 - (f) Upon written notice from governmental inspection authorities of condemnation of the customer's facilities or premises.
 - (g) For fraudulent representation as to the use of service.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

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- (2) Without Notice - The Company reserves the right to disconnect service without notice for any of the following reasons:
- (a) Where hazardous conditions exist in the customer's facilities.
 - (b) Where the customer's use of service adversely affects the Company's facilities or service to other customers.
 - (c) For unauthorized reconnection after disconnection with due notice.
 - (d) For unauthorized use of or tampering with the Company's service or facilities.
- (3) Reconnect - After service has been discontinued at the Company's option for any of the above reasons, service will be reconnected only after the customer has taken necessary corrective action and made satisfactory arrangement for payment of all fees and charges, including any applicable reconnect fees and deposits to guarantee payment for service.

2. Rate Application - The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in these rules and regulations. In no case may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately metered and separately billed.

- a. Selection of Rates - In some cases the customer is eligible to take service under any one or two or more rates. Upon request, the Company will advise the customer in the selection of the rate which will give him the lowest cost of service, based on the information provided to the Company, but the responsibility for the selection of the rate lies with the customer.

After the customer has selected the rate under which he elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer be permitted to evade this rule by temporarily terminating service. However, the Company may, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.

No refund will be made of the difference in charges under different rates applicable to the same class of service.

Continued to Sheet No. C-14.00

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-13.00

- b. Apartment Buildings and Multiple Dwellings - An apartment building or multiple dwelling shall be considered as one containing nine or more rooms in which single rooms, suites or groups of rooms have individual cooking and kitchen sink accommodations. Service supplied through a single meter to an apartment building or multiple dwelling containing less than three apartments may be billed on the residential service rates on a single customer basis. Service supplied through a single meter to an apartment building or multiple dwelling containing three or more apartments shall be billed in accordance with the following provisions:
- (1) Apartment Buildings or Multiple Dwellings Containing Three or Four Apartments - The customer may have the option of being billed under either the Residential Service Rate, the Residential Electric Heating Service Rate for electric heating customers, or the appropriate General Service or Commercial and Industrial Service Rate. For the purpose of billing under either the Residential Service Rate, or the Residential Electric Heating Service Rate, the initial charge, the kilowatt-hour blocks and the minimum charge shall be multiplied by the number of apartments served through one meter.
 - (2) Apartment Buildings or Multiple Dwellings Containing Five or More Apartments - The customer shall be billed under the appropriate General Service or Commercial and Industrial Service Rate.
 - (3) "Master Metering" will be limited to existing customers.
- c. Homes or Dormitories for Groups Other Than Private Family Units Service supplied through a single meter to rooming houses, dormitories, nurses' homes, and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as commercial and billed on the appropriate service rate.
- d. Farm Service - Service shall be available to farms for residential use under either the Residential Service Rate, or the Residential Electric Heating Service Rate for heating customers, and in addition service may be used through the same meter for any purpose as long as such use is confined to service for the culture, processing and handling of products grown and used on the customer's farm. Use of service for purposes other than set forth above shall be served and billed on the appropriate Commercial Rate.

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-14.00

e. Seasonal Service - A seasonal customer is defined as one who normally occupies premises only during the summer months, or only during the winter months.

3. Power Factor Billing Adjustment

Use of energy by the Customer shall be maintained at a power factor of eighty-five percent (85%). Should the Customer's average power factor fall below eighty-five percent (85%), during the period of maximum use in a billing month, then the demand charge for billing purposes will be adjusted by applying a fraction the numerator of which shall be eighty-five percent (85%) and the denominator the actual power factor. The Company may, at its option, determine the power factor by test or by permanently installed measuring equipment.

H. Budget Billing Plan

1. Definition: The Budget Billing Plan distributes the estimated annual payments required into equal amounts over a 12-month period to lessen the impact of large bills incurred in a few consecutive months.

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2. Availability: The Budget Billing Plan is available to all prospective and existing year-round residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living.

3. Budget Amount and Administration: The monthly budget amount shall be calculated by the Company on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins with the customer's first bill on the budget plan and ends after 12 months.

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An applicant for a budget plan shall be informed at the time of application, that budget amounts shall be reviewed and changed at the six, nine, and twelve month billing, if necessary, in order to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's underbilled or overbilled balance in the 12th month of the budget year shall be less than or equal to one-month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

Continued to Sheet No. C-16.00

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C2. Standard Rules & Regulations—Terms and Conditions of Service

Continued from Sheet No. C-15.00

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a Settlement Agreement for the arrears. The Settlement Agreement payment amount is not subject to the late payment charge. However, budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not paid, the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget and reflect the appropriate amount due.

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

- a. A customer's debit balance will be applied to the final bill for the budget year and become due or, at the customer's option, will be paid in full or on a deferred basis.
- b. A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund will be made. If a customer has a credit balance of more than \$10 at the end of the program year, upon the request of the customer, the utility shall return the credit balance.

- 4. Determination of Budget Amount: 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. The monthly amount may be multiplied by a multiplier for rates and a multiplier for weather.
- 5. Billing Method: The difference between actual service used and the budget amount is calculated monthly during the budget year. The adjustment may be a charge or credit to make the amount due for current service, including yard lighting, equal to the budget amount. The adjustment is printed on all bills during the customer's budget year.

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.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-16.00

The difference between the actual billing and budget amount (the adjustment) is accumulated each month and noted on the bottom of the bill and may be a charge or credit.

The amount remaining is applied to the bill due at the end of the customer's budget year unless the customer discontinues service before that time or the budget is canceled. If the budget amount is accurate, the weather is normal, and there are no rate or tax changes, the balance should be roughly equal to the budget amount. The budget balance is applied to the final bill if the customer discontinues service.

I. Preferred Due Date Billing Service

1. Available to residential, and small commercial customers.
2. 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:
 - a. 10, 15, or 20 days from the bill mail date.
3. Customers will be removed from the Preferred Due Date Billing Service if payment is not received by the date of the billing of the 2nd billing cycle. Customers can return to the Preferred Due Date Billing Service upon working out payment arrangements with the Company.
4. Once a Preferred Due Date is selected, customers may change their Preferred Due Date only once per calendar year.

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C2. Standard Rules & Regulations-Terms and Conditions of Service

Continued from Sheet No. C-17.00

- R 5. Except as provided by the Preferred Due Date Billing Service, all other practices relating to the Discontinuation of Service will be provided in accordance with the Consumer Standards and Billing Practices for Residential Electric Service, and the Billing Practices Applicable to Commercial and Industrial Electric Customers.

J. Billing for Fractional Month's Electric Service

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

1. Block Type Rates

a. Initial Bills

- (i) 10 days or less - include consumption in next billing
- (ii) 11 days to 24 days inclusive - prorate on a daily basis
- (iii) 25 days to 35 days inclusive - bill as one month
- (iv) Over 35 days - prorate on a daily basis

b. Pick-Up Billing

- (i) 25 to 35 days inclusive - bill as one month
- (ii) All others - prorate on a daily basis

c. Final Bills

- (i) 25 to 35 days inclusive - bill as one month
- (ii) All others - prorate on a daily basis

2. Demand Type, Street Lighting, and Outdoor Lighting

Prorate part-months bills on a daily basis

3. Temporary Customers

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

4. Annual Minimums

Prorate part year on a monthly basis

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