

COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-26.00)

C4.4. Long-Term Capacity or Fuel Shortage (Contd)

- (2) Initiate voluntary energy curtailment during hours of maximum system demand of all customers by requesting, through mass communication media, voluntary curtailment by all customers of a minimum of ten percent of their electric use. This use will include lighting, air conditioning, heating, manufacturing processes, cooking, refrigeration, clothes washing and drying, and any other loads that can be curtailed or deferred to off peak hours.
 - (3) Implement procedures for interruption of selected distribution circuits during the period of maximum system demand on a rotational basis in accordance with specified load reduction amounts minimizing interruption to facilities which are essential to the public health and safety. The length of an interruption of any selected circuit should not exceed two hours and the total interruption should not exceed four hours in any 24-hour period without prior notification to the commission.
- B. If the above actions are made necessary because of a long-term fuel shortage, they will be continued in the order taken to maintain as nearly as possible a 30-day fuel supply.

C4.5. Emergency Procedures of Wholesale Suppliers

Where appropriate, the emergency procedures will be the same as those placed in effect by the Company's wholesale for resale energy supplier.

C5. SUPPLEMENTAL RESIDENTIAL STANDARDS AND BILLING PRACTICES

A. Equal monthly billing or budget billing

The following supplements the provisions of R 460.118.

- (1) Residential customers, commercial customers for which the primary purpose of the service is to provide for residential living, and customers on the small commercial Cg1 rate, regardless of whether their primary purpose is for residential living, may upon request and subject to the approval of the Company, have bills rendered under a budget billing basis.
- (2) At the time a customer applies for such billing and also at the completion of each plan year, the Company shall review the customer's usage during the past twelve months and calculate an annual bill based upon the current rates. The total will be divided by twelve to determine the monthly current budget payment. If a full year of experience has not occurred, the Company shall make an estimate of the monthly budget amount. The budget billing service year begins at the point the customer first signs up for budget billing. The budget billing amount is reviewed after six months. Customers may select a periodic plan option or a continuous plan option for budget billing.
- (3) Monthly billings shall be in equal amount for the twelve months of the plan unless changes in usage by the customer require adjustment to the monthly amount. ***The customer will choose either the periodic plan option or the continuous plan option.***

(Continued on Sheet No. C-28.00)

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R.A. Draba
Vice-President,
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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-27.00)

A. Equal monthly billing or budget billing (Contd)

- (4) Under the periodic plan option, after the sixth month review, the budget amount is adjusted accordingly (if warranted) for months seven to twelve of the budget billing service year. In the twelfth month of the budget billing service year, the customer will be billed the difference between their actual costs during the budget billing service year and their budget billing installments. The customer has the option of paying a debit balance in full or on a deferred basis, or of applying a credit balance against subsequent billings or requesting a refund of the credit balance. The budget amount for the new budget year will then be recalculated. The customer may request to pay their current budget amount and have the under billed or over billed balance rolled into the recalculation of the next budget billing period.
- (5) Under the continuous plan option, after the sixth month review, ***the budget amount is adjusted accordingly (if warranted) for months seven to twelve of the budget billing service year.*** In the twelfth or settlement month, the customer will be billed their current budget amount and the difference between their actual costs during the budget billing service year and their budget billing installments will be rolled into and made a part of the next budget billing service year's installment.
- (6) If the customer contacts the Company, they may request not to have the under billed or over billed balance rolled into the recalculation of the next budget billing period, but to pay the debit balance partially or in full, or applying a credit balance against subsequent billings, or requesting a refund of the credit balance, and to subsequently have the next years budget amount recalculated with the inclusion of any outstanding debit or credit balance.
- (7) The monthly bill will show the amount of the current actual amount for service used, the debit or credit balance of the account for service used and payments made since the last bill, and the monthly budget payment due.
- (8) The monthly bill shall be payable in the net budget billing amount on or before the specified due date. A late payment charge will be applied to any monthly installment amount outstanding after the specified due date on the bill consistent with the Billing Practices Rules.
- (9) A customer may be removed from the budget billing plan upon request. In the next month, the under-billed or over-billed balance will be billed.

B. Payment of bills

The following supplements the provisions of R 460.120.

In the case of those residential customers voluntarily receiving summary billing service, the Company shall permit each customer 15 calendar days from the date of rendition of each bill for payment in full.

(Continued on Sheet No. C-29.00)

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C. Separate bills/Summary billing service

The following supplements the provisions of R 460.124.

Summary billing service is available to customers with more than one electric service account upon completion and acceptance of an application. Every month, a customer participating in this voluntary service will receive a single bill that summarizes data about each account on one statement. The separate accounts are listed individually on the statement and their sum total is placed on the summary bill. The customer pays the total amount owed on the summary bill account.

D. Guarantee instead of deposit

The following supplements the provisions of R 460.112.

Instead of a cash deposit required by these rules, the Company may accept the written guarantee of a customer in good standing of the Company or the guarantee of the Department of Human Services where payment to the Company is the responsibility of the Department of Human Services.

C6. SUPPLEMENTAL BILLING PRACTICES NON-RESIDENTIAL CUSTOMERS

A. Payment of bills

The following supplements the provisions of R 460.3906.

In the case of those commercial and industrial customers voluntarily receiving summary billing service, the Company shall permit each customer 15 calendar days from the date of rendition of each bill for payment in full.

B. Summary billing service

Summary billing service is available to customers with more than one electric service account upon completion and acceptance of an application. Every month, a customer participating in this voluntary service will receive a single bill that summarizes data about each account on one statement. The separate accounts are listed individually on the statement and their sum total is placed on the summary bill. The customer pays the total amount owed on the summary bill account.

C7. STANDARD NOMINAL SERVICE VOLTAGE , LIMITS AND EXCEPTIONS

C7.1 Secondary Service Voltages

The following supplements the provisions of R460.3702.

The standard nominal secondary service voltages adopted by the Company which are available on the distribution system are as specified in this Section C7.1. Not all service voltages may be available in all areas and there may be a charge to extend the necessary facilities to the customer, as provided elsewhere in these Rules and Regulations.

(Continued on Sheet No. C-30.00)