

### **Applications for Service**

1. In general, residential and commercial customers are not required to sign applications or contracts for service. Written contracts are always required when the service is of a temporary nature, when unusual investment by the company is required, or when characteristics or size of customers' loads, size, or other circumstances, in the opinion of the company, make such written contracts advisable. For the application of these rules, the customers not signing applications or contracts will be considered as contracting for service at rates which contemplate its use for not less than one year.
2. The minimum terms of service are specified in the applicable rates, contracts, and main extension rules. In general, contracts are automatically extended at the end of their terms, or during the period when service is disconnected per the customer's decision, under conditions stated therein.

### **Connection or Discontinuance of Service**

#### Connection of Service

1. There is no charge for connection of gas service when scheduled to be performed during regular work hours or on company (not legal) holidays (Good Friday, Friday after Thanksgiving, Christmas Eve Day, and New Year's Eve Day). See Holidays and Regular Work Hours as found on Schedule X-490, Glossary.
2. There is no charge for connection of gas service when it is rescheduled for company reasons or when scheduled in conjunction with disconnection (change of customer) during regular work hours.
3. There will be one charge equal to the reconnection fee that applies for the time the connection of gas is scheduled. See Reconnection Fees on Schedule X-235. For connection of gas service scheduled and carried out during regular work hours one reconnection fee during regular work hours would be charged. For connection of gas service if scheduled for other than regular work hours, or if it is necessary to reschedule the connection because the facility was not accessible during the originally scheduled period, one reconnection fee during other than regular work hours would apply..

#### Discontinuance of Service

1. Customers shall be charged the disconnection fee only when: 1) the disconnection is requested by the customer or 2), based on customer actions, that there is no opportunity for prompt reconnection, such as a residence disconnected for vacation, closed summer cottages, vacation homes, or seasonal businesses. The disconnection fee shall be the disconnection fee found on Schedule X-235, Other Charges, of this tariff. However, the company shall waive such charges whenever the combining of loads and meter removal is associated with the disconnection of any service offering.

**Connection or Discontinuance of Service** (continued)

2. Customers that request discontinuance of service (either read-out or locked-off) for periods of time shall continue to be responsible for all unbilled or unpaid monthly facilities charges associated with the discontinued service if reconnection occurs less than twelve months after the discontinuation of service. In addition to the reconnection fee, the company shall bill and the customer shall agree to pay for the avoided facility charges that are billed after reconnection as a condition for re-establishing service.
3. Gas service may be disconnected or refused in a manner consistent with all conditions, guidelines, rules and requirements of the Wisconsin Administrative Code s. PSC 134.062 for residential service and the Wisconsin Administrative Code s. PSC 134.0622 for commercial and farm service. A written disconnection notice which may be included with the bill for gas service will be provided to the customer.
4. Commercial or residential service may be refused or disconnected for failure to pay a deposit requested in a manner consistent with all rules, provisions, guidelines and conditions as stipulated in the Wisconsin Administrative Code s. PSC134.061 or PSC134.0615.
5. The company may disconnect without notice, under circumstances as provided for in the Wisconsin Administrative Code s. PSC 134.062 for residential service and the Wisconsin Administrative Code s. PSC 134.0622 for Commercial Service.
6. A customer who has converted to natural gas space heating on or after January 2, 1980 must bring its premises into compliance with energy conservation standards as defined in the Wisconsin Administrative Code s. PSC 136.04. Failure to comply with the code can result in disconnection of service to the property. Gas utility service will be disconnected eight calendar days after notice of disconnection is mailed.
7. Customers may be granted extensions of time to comply with the Wisconsin Administrative Code s. PSC 136.04 if a reasonable attempt has been made and the arrangement is suitable with the company. If the customer then fails to initiate the upgrade, the customer will again be served with a disconnection notice.

**Connection or Discontinuance of Service** (continued)8. Medical/Protective Services Emergency Reconnection and Disconnection Postponement

The Company shall provide customers medical or protective services emergency service reconnection and disconnection postponement in accordance with Wisconsin Administrative Code Ch. PSC 134.062(11). The Company will provide customers a form that a customer may use to obtain the certification of emergency.

Reconnection of service due to a medical or protective services emergency shall be same day or as soon as reasonably practicable.

If the Company plans to disconnect a customer after having provided the customer a medical or protective services emergency service reconnection or disconnection postponement, the Company may continue the process of disconnection pursuant to Wis. Admin. Code Ch. PSC 134.062 and the Company's applicable tariffs. The Company will also make a reasonable effort to have a personal or telephone contact with the customer or occupant who previously produced the statement or notice, prior to the disconnection.

The Company does not commit to provide residential premises occupied by persons with a medical or protective services emergency priority during outage restoration efforts.

Without receipt of the statement or notice required by Wisconsin Administrative Code Ch. PSC 134.062(11)(a), any Company employee (management and represented) in the contact centers and field who has a reasonable basis to believe a medical or protective services emergency exists may order a same day, or as soon as reasonably practical, reconnection of service if service has been disconnected or these employees may order a 21 day extension if service is at risk of disconnection. Leadership (team leader, manager, director etc.) should be contacted for advice in escalated situations or if assistance is needed in making decisions related to medical or protective service emergency extensions or service reconnection.

### **Responsibility for Use of Service**

1. A customer failing to notify the company when discontinuing service shall be responsible for the payment for all service used, as determined by the company, up to the time the premise is occupied by a successor customer.
2. A customer using service without first making application therefore shall be responsible for the payment for all service used, as determined by the company, from the time the premises were vacated by the preceding customer.
3. If service is discontinued by one customer and resumed by another on the same premises without notice to the company by either customer, then each customer shall be responsible for the payment of only his share of all service used, as determined by the company.
4. When there is a change of customers involving service to a rental dwelling unit, the company shall assess responsibility for service in a manner consistent with Wi. Stat. 196.643.

### **Payment Procedure**

1. Bills will be due and payable on or before the due date specified on the bill.
2. Payments received by mail will be considered as paid by the due date when the payment is received on or before the due date shown on the bill.
3. Late payment charges shall be assessed in a manner consistent with the rules, requirements, guidelines and provisions of the Wisconsin Administrative Code s. PSC 134.13(1)(g). See Schedule X-235, Other Charges, for late payment charge information.