

Deposit Requirements

Deposits for Residential Service

New Customers

The company may require a cash deposit or other guarantee as a condition of new residential service in a manner consistent with all rules, provisions, guidelines and requirements in the Wisconsin Administrative Code s. PSC 134.061 for new residential customers.

Existing Customers

The company may require a cash deposit or other guarantee as a condition of continued service in a manner consistent with all rules, provisions, guidelines and requirements in the Wisconsin Administrative Code s. PSC 134.061 for existing residential service.

Deposit Requirements (continued)**Deposits for Commercial Service**New Customers

The company may request a deposit or guarantee of service for farm and/or commercial service in a manner consistent with all rules, provisions, guidelines and requirements of the Wisconsin Administrative Code s. PSC 134.0615.

Existing Customers

The company may request a deposit or guarantee of service for farm and/or commercial service in a manner consistent with all rules, provisions, guidelines and requirements of the Wisconsin Administrative Code s. PSC 134.0615.

Conditions of Deposit

All aspects of customer deposits relating to the size of the deposit, the accrual of interest, review and refund of the deposit will be conducted in a manner consistent with the Wisconsin Administrative Code s. PSC 134.061 for residential service and the Wisconsin Administrative Code s. PSC 134.0615 for commercial service.

Guarantors

All aspects of guaranty agreements or guaranty arrangements will be conducted in a manner consistent with the Wisconsin Administrative Code s. PSC134.061(3) for residential service and the Wisconsin Administrative Code s. PSC 134.0615(4) for commercial service.

General Collection Information

1. Gas service accounts are due and payable on or before the due date specified on the bill. Non-residential accounts which remain unpaid after that date are considered in arrears and shall be deemed delinquent for collection purposes. Residential accounts which remain unpaid after the due date are considered in arrears and shall be deemed delinquent for collection purposes.
2. A current bill considered for collection action is defined as including all charges delinquent at the time collection action is started.

Collection Action

1. Collection actions taken by the company shall be conducted in a manner in compliance with all conditions, guidelines, rules, provisions and requirements of the Wisconsin Administrative Code s. PSC 134.062 for residential accounts and the Wisconsin Administrative Code s. PSC 134.0622 for commercial accounts.
2. Disconnection notice will be given on forms as shown in Schedule X-500, Forms.
3. The company shall offer Deferred Payment Agreements to residential customers in a manner in compliance with all conditions, guidelines, rules and requirements of the Wisconsin Administrative Code s. PSC 134.063.
4. Court costs incurred and awarded by the court in the process of pursuing collection from a customer for utility services or any other charges approved by the Public Service Commission of Wisconsin may be charged to the customer's account.
5. For any check returned to the company, a fee found on Schedule X-235, Other Charges, will be charged.
6. The company will respond whenever a customer advises the company of dispute in a manner in compliance with all conditions, guidelines, rules and requirements of the Wisconsin Administrative Code s. PSC 134.064.
7. The Company will offer residential customers a Minimum Payment Option (MPO) beginning with the first disconnection notice following the winter moratorium. The MPO allows a customer to avoid disconnection by paying a fixed percentage of their past due balance to stay connected. Percentages will begin at 30% for the first billing cycle following the end of the winter moratorium, and may increase or decrease for subsequent billing cycles. The minimum percentage will increase by up to 10% for each succeeding month, but at no time will it exceed 60% of the balance as the minimum amount. The MPO option will be available during the peak collection periods throughout the collection season as determined by the Company. If such payment does not reduce the past due balance below the collection action limit, the customer will be subject to disconnection the following billing cycle. MPO is offered in addition to a deferred payment agreement. The Company reserves the right to modify or remove the MPO. The Company will keep Public Service Commission of Wisconsin Consumer Affairs staff informed on a monthly basis of any changes to the minimum payment percentage.

Disconnection /Reconnection Charges - General

1. When the company is required to disconnect (turn the valve off and lock) one or more classes of service on the same premises due to non-payment, service will be reconnected after re-establishment of credit by means of payment and/or a deferred payment agreement and payment of a reconnection fee as found on Schedule X-235, "Other Charges".
2. The company will reconnect service in a manner consistent with all conditions, guidelines, rules and requirements of the Administrative Code s. PSC 134.0623.
3. When the company is requested by a customer to perform a seasonal shut-off (turn the valve off and lock), a disconnection fee as found on Schedule X-235 "Other Charges" will be billed. In addition, when the company is requested by a customer to perform a seasonal reconnect (unlock and turn the valve on), a reconnection fee as found on Schedule X-235, "Other Charges" will be billed.
4. When the company is requested by a customer to perform maintenance or remodeling of piping, wiring or appliances, and disconnection is required (turn the valve off and lock), a disconnection fee as found on Schedule X-235, "Other Charges" will be billed. In addition, when the company has completed the requested work and performs the reconnect (unlock and turn the valve on), a reconnection fee as found on Schedule X-235, "Other Charges", will be billed.
5. When the company is requested by a Public Safety Agency to perform a disconnection, or when performed by the company for safety purposes due to fire or explosion no disconnection fee will be charged. When the company is requested by the customer to subsequently perform the reconnection (unlock and turn the valve on), a reconnection fee as found on Schedule X-235, "Other Charges" will be billed.
6. When the company is requested by a duly authorized third party (e.g. realtor, lending institution, court of appropriate jurisdiction) to perform a shut-off (turn the valve off and lock) a disconnection fee as found on Schedule X-235, "Other Charges" will be billed. A new customer requesting the company to perform a reconnection (unlock and turn the valve on) of the same premise which was disconnected at the request of the duly authorized third party shall not be billed a reconnection fee.

Disconnect Notice

See Schedule X-500, Forms.

General Billing Information

1. Billing practices of the company shall be conducted in a manner consistent with all of the conditions, guidelines, provisions and rules of the Administrative Code s. PSC 134.13 .
2. The company shall make an adjustment to the customer's bill when an adjustment for equipment failure is necessary as prescribed in the conditions, guidelines, rules and provision of the Administrative Code of PSC 134.14 unless otherwise specified within this tariff.
3. The company shall not be responsible nor liable for any damage, loss, or injury caused directly or indirectly by defects in the piping on the customer's premises, or by suspension of service for non-payment of service bills, or for failure to establish credit.

Initial and Final Billings of Customers

Initial billings of customers and final billings of customers shall be conducted in a manner consistent with the rules, requirements, guidelines and provisions of the Administrative Code s. PSC 134.13(6), PSC 134.13(7) and PSC 134.13(8) .

Billing in Case of Change in Customer's Location

In the event of a change in customer's location, all billing shall be conducted in a manner consistent with the rules, requirements, guidelines and provisions of the Administrative Code s. PSC 134.13.

Budget Billing

Budget billing shall be carried out in a manner consistent with all rules, provisions, guidelines and requirements of the Wisconsin Administrative Code s. PSC 134.13(5).

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 and is adjusted accordingly for months seven to twelve of the budget billing service year.

Customers may select a regular payment plan or a continuous payment plan for budget billing.

- Under the regular payment plan 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.
- Under the continuous payment plan in the twelfth month of the budget billing service year the customer will be billed their budget billing payment 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 amount.