

CONSUMERS ENERGY COMPANY

RATE BOOK FOR NATURAL GAS SERVICE

These Standard Rules and Regulations and Rate Schedules contained herein have been adopted by the Company to govern its relations with customers and have been approved by the Michigan Public Service Commission as an integral part of its Rate Book for Natural Gas Service.

Copies of the Company's Rate Book for Natural Gas Service are available on Consumers Energy Company's website at the following website address, http://www.consumersenergy.com/tariffs.nsf/GAS_TARIFFS?OpenView or at the Michigan Public Service Commission's website at the following website address, <http://www.dleg.state.mi.us/mpsc/gas/tariffconsumersgas.htm>.

Territory

This Rate Book for Natural Gas Service applies to the entire territory served with Natural Gas by the Company.

THIS RATE BOOK SUPERSEDES AND CANCELS RATE BOOK

M.P.S.C. No. 1 - Gas

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http://www.michigan.gov/lara/0,4601,7-154-35738_10806-271924--00.html

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| Original Sheet No. C-14.00 | October 10, 2007 |
| Original Sheet No. C-15.00 | October 10, 2007 |
| Original Sheet No. C-16.00 | October 10, 2007 |
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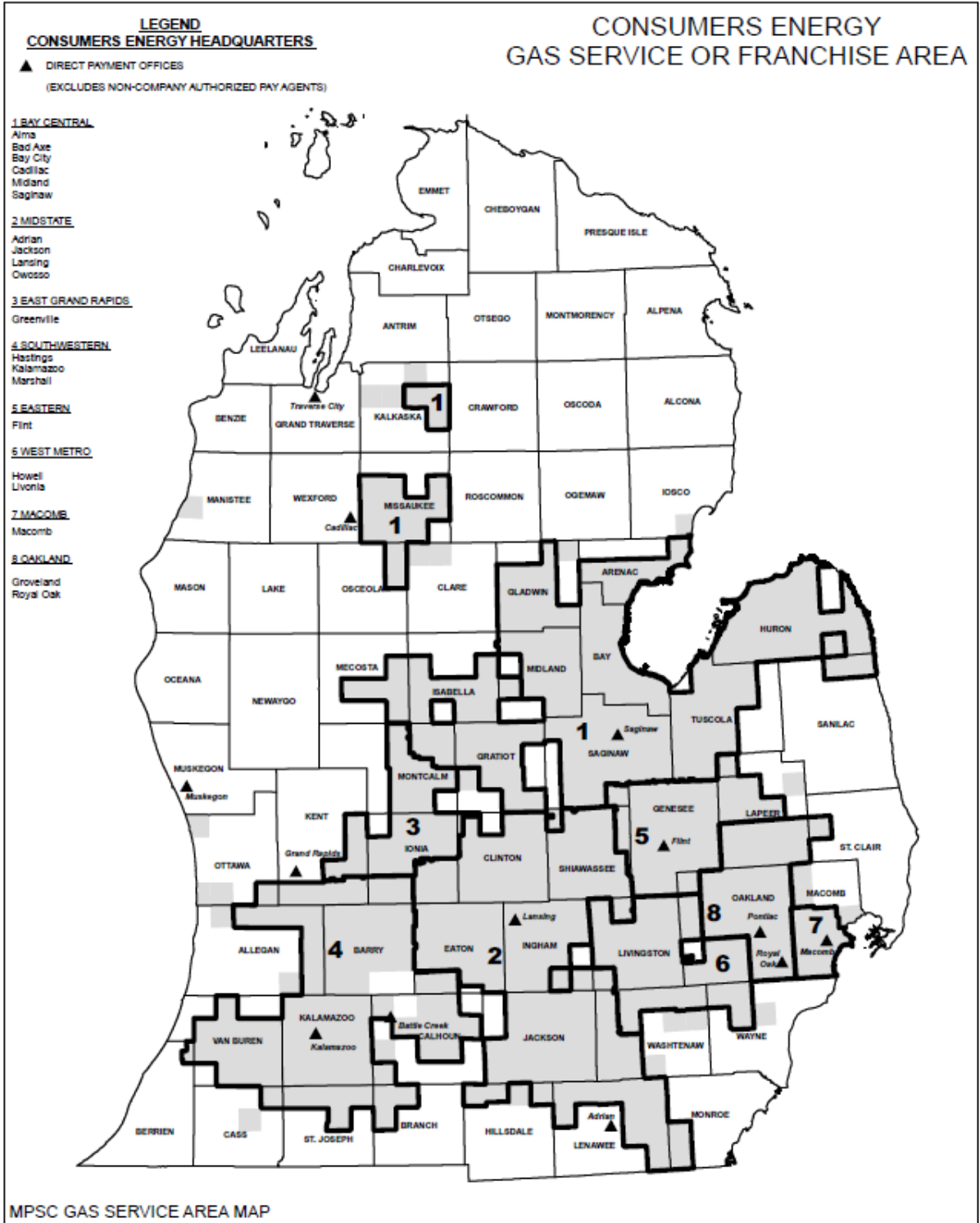
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| First Revised Sheet No. E-8.00 | January 14, 2015 |
| First Revised Sheet No. E-9.00 | January 14, 2015 |
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TERRITORY SERVED

| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> | |
|---------------|---|--|---|---|
| | <u>Cities</u> | <u>Villages</u> | | |
| Allegan | Holland | | Dorr Gun Plain Leighton Martin Otsego Overisel Salem Wayland | |
| Arenac | Au Gres Omer Standish | Sterling | Arenac Au Gres Deep River Lincoln Sims Standish Whitney | |
| Barry | Hastings | Freeport Middleville Nashville Woodland | Baltimore Barry Carlton Castleton Hastings Hope Irving | Maple Grove Orangeville Prairieville Rutland Thornapple Woodland Yankee Springs |
| Bay | Auburn Bay City Essexville Midland Pinconning | | Bangor Beaver Frankenlust Fraser Garfield Hampton Kawkawlin | Merritt Monitor Mount Forest Pinconning Portsmouth Williams |
| Berrien | | | Watervliet | |

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TERRITORY SERVED
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| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> | |
|---------------|--|---|---|---|
| | <u>Cities</u> | <u>Villages</u> | | |
| Branch | | Sherwood | Matteson Sherwood Union | |
| Calhoun | Marshall | Athens | Athens Bedford Convis Eckford Emmett Fredonia Lee Leroy Marengo Marshall | |
| Cass | | Marcellus | Marcellus Penn | |
| Clare | | | Summerfield Winterfield | |
| Clinton | DeWitt Saint Johns | Eagle Elsie Fowler Hubbardston Ovid Westphalia | Bath Bengal Bingham Dallas DeWitt Duplain Eagle Greenbush | Lebanon Olive Ovid Riley Victor Watertown Westphalia |
| Eaton | Charlotte Eaton Rapids Grand Ledge Lansing Olivet Potterville | Bellevue Dimondale Mulliken Sunfield Vermontville | Bellevue Benton Carmel Chester Delta Eaton Eaton Rapids Hamlin | Kalamo Oneida Roxand Sunfield Vermontville Walton Windsor |

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TERRITORY SERVED
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| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|---|---|---|
| | <u>Cities</u> | <u>Villages</u> | |
| Genesee | Burton Clio Davison Fenton Flint Flushing Grand Blanc Linden Montrose Mount Morris Swartz Creek | Gaines Goodrich Lennon Otisville Otter Lake | Argentine Atlas Clayton Davison Fenton Flint Flushing Forest Gaines Genesee Grand Blanc Montrose Mount Morris Mundy Richfield Thetford Vienna |
| Gladwin | Beaverton Gladwin | | Beaverton Bentley Billings Bourret Buckeye Clement Gladwin Grout Hay Sage Secord Tobacco |
| Gratiot | Alma Ithaca Saint Louis | Ashley Breckenridge | Arcada Bethany Elba Emerson New Haven Newark North Star Pine River Seville Sumner Washington Wheeler |

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TERRITORY SERVED
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| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|---|---|---|
| | <u>Cities</u> | <u>Villages</u> | |
| Hillsdale | | | Litchfield Moscow Scipio Somerset |
| Huron | Bad Axe Harbor Beach | Caseville Elkton Kinde Owendale Pigeon Port Austin Port Hope Sebewaing Ubly | Bingham Brookfield Caseville Colfax Dwight Fair Haven Gore Grant Hume Lake Lincoln McKinley Meade Oliver <i>Paris</i> Point Aux Barques Port Austin Rubicon Sand Beach Sebewaing Sheridan Sherman Sigel Verona Winsor |
| Ingham | East Lansing Lansing Leslie Mason Williamston | Dansville Stockbridge Webberville | Alaiedon Aurelius Bunkerhill Delhi Ingham Lansing Leroy Leslie Locke Meridian Onondaga Stockbridge Vevay Wheatfield Williamstown |

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TERRITORY SERVED
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| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|---------------------|---|--|
| | <u>Cities</u> | <u>Villages</u> | |
| Ionia | Ionia Portland | Clarksville Hubbardston Lake Odessa Lyons Muir Pewamo Saranac | Berlin Boston Campbell Danby Easton Ionia Keene Lyons Alabaster |
| Iosco | | | |
| Isabella | | Lake Isabella Shepherd | Broomfield Chippewa Coe Deerfield Denver Lincoln Rolland Sherman Union |
| Jackson | Jackson | Brooklyn Cement City Grass Lake Hanover Parma | Blackman Columbia Grass Lake Hanover Henrietta Leoni Liberty Napoleon Norvell Pulaski Rives Sandstone Spring Arbor Summit Tompkins Waterloo |

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TERRITORY SERVED
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| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|--|---|--|
| | <u>Cities</u> | <u>Villages</u> | |
| Kalamazoo | Galesburg Kalamazoo Parchment Portage | Augusta Climax Richland Schoolcraft Vicksburg | Alamo Brady Charleston Climax Comstock Cooper Kalamazoo Oshtemo |
| Kalkaska | | | Bear Lake Cold Springs Excelsior Kalkaska |
| Kent | Lowell | Caledonia | Bowne Byron Caledonia Cascade Gaines Grattan Lowell Vergennes |
| Lapeer | Imlay City Lapeer | Almont Columbiaville Dryden Metamora Otter Lake | Almont Arcadia Attica Burnside Deerfield Dryden Elba |
| | | | Hadley Imlay Lapeer Marathon Mayfield Metamora Oregon |

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TERRITORY SERVED
(Continued From Sheet No. A-15.00)

| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|---------------------|---|--|
| | <u>Cities</u> | <u>Villages</u> | |
| Lenawee | Tecumseh | Addison Blissfield Britton Cement City Clinton Deerfield Onsted | Blissfield Cambridge Clinton Deerfield Franklin Macon Palmyra Raisin Ridgeway Riga Rollin Tecumseh Woodstock |
| Livingston | Brighton Howell | Fowlerville Pinckney | Brighton Cohoctah Conway Deerfield Genoa Green Oak Hamburg Handy Hartland Howell Iosco Marion Oceola Putnam Tyrone Unadilla |

(Continued on Sheet No. A-17.00)

TERRITORY SERVED
 (Continued From Sheet No. A-16.00)

| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|-----------------|--|-----------------|---|
| | <u>Cities</u> | <u>Villages</u> | |
| Macomb | Center Line Eastpointe Fraser Mount Clemens Roseville Saint Clair Shores Sterling Heights Utica Warren | | Bruce Chesterfield Clinton Harrison Macomb Shelby Washington |
| <i>Manistee</i> | <i>Manistee</i> | | |
| Mecosta | | Mecosta | Austin Millbrook Morton Sheridan Wheatland |
| Midland | Coleman Midland | Sanford | Edenville Greendale Homer Hope Ingersoll Jerome Larkin Lee Lincoln Midland Mills Mount Haley Warren |
| Missaukee | Lake City McBain | | Aetna Butterfield Caldwell Clam Union Enterprise Forest Lake Reeder Richland Riverside |
| Monroe | | | Summerfield Whiteford |

(Continued on Sheet No. A-18.00)

TERRITORY SERVED
 (Continued From Sheet No. A-17.00)
Incorporated

| <u>County</u> | <u>Cities</u> | <u>Villages</u> | <u>Townships</u> |
|---------------|---|---|--|
| Montcalm | Stanton | Edmore Mc Bride Sheridan | Belvidere Bushnell Crystal Day Douglass Evergreen Fairplains Ferris Home Richland Sidney |
| Oakland | Auburn Hills Berkley Birmingham Bloomfield Hills Clawson Farmington Farmington Hills Ferndale Hazel Park Huntington Woods Keego Harbor Lake Angelus Lathrup Village Madison Heights Northville Novi Oak Park Orchard Lake Village Pleasant Ridge Pontiac Rochester Rochester Hills Royal Oak South Lyon Southfield Sylvan Lake Troy Walled Lake Wixom | Beverly Hills Bingham Farms Clarkston Franklin Holly Lake Orion Leonard Ortonville Oxford Wolverine Lake | Addison Bloomfield Brandon Commerce Groveland Highland Holly Independence Lyon Novi Oakland Orion Oxford Rose Royal Oak Southfield Springfield Waterford West Bloomfield White Lake |
| Osceola | | Marion | Marion Middle Branch |

(Continued on Sheet No. A-19.00)

TERRITORY SERVED
 (Continued From Sheet No. A-18.00)

| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|-------------------------------------|--|--|
| | <u>Cities</u> | <u>Villages</u> | |
| Ottawa | <i>Holland</i> | | Jamestown Spring Lake |
| Saginaw | Frankenmuth Saginaw Zilwaukee | Birch Run Chesaning Merrill Oakley Saint Charles | Albee Birch Run Blumfield Brady Bridgeport Buena Vista Carrollton Chesaning Frankenmuth Fremont James Jonesfield Kochville |
| Saint Clair | | Capac | Mussey |
| Saint Joseph | | Mendon | Flowerfield Leonidas Mendon Nottawa Park |
| Sanilac | | Minden City | Delaware Minden |

(Continued on Sheet No. A-20.00)

| TERRITORY SERVED | | | |
|---|--|---|--|
| (Continued From Sheet No. A-19.00) | | | |
| Incorporated | | | |
| <u>County</u> | <u>Cities</u> | <u>Villages</u> | <u>Townships</u> |
| Shiawassee | Corunna Durand Laingsburg Owosso Perry | Bancroft Byron Lennon Morrice New Lothrop Ovid Vernon | Antrim Bennington Burns Caledonia <i>Fairfield</i> Hazelton Middlebury New Haven Owosso Perry Rush Sciota Shiawassee Venice Vernon Woodhull |
| Tuscola | Vassar | Akron Caro Fairgrove Gagetown Mayville Millington Reese Unionville | Akron Almer Arbela Columbia Denmark Ellington Elmwood Fairgrove Fremont Gilford Indianfields Juniata Millington Tuscola Vassar Watertown |
| Van Buren | Bangor Hartford | Breedsville Decatur Lawrence Lawton Mattawan Paw Paw | Almena Antwerp Arlington Bangor Columbia Decatur Hamilton Hartford Lawrence Paw Paw Porter Waverly |

(Continued on Sheet No. A-21.00)

TERRITORY SERVED
(Continued From Sheet No. A-20.00)

| <u>County</u> | <u>Incorporated</u> | | <u>Townships</u> |
|---------------|--|-----------------|---|
| | <u>Cities</u> | <u>Villages</u> | |
| Washtenaw | | Manchester | Ann Arbor Bridgewater Dexter Freedom Lima Lyndon Manchester Northfield Salem Saline Sharon Superior Sylvan Webster |
| Wayne | Livonia Northville Plymouth Wayne Westland | | Northville Plymouth |

**TECHNICAL TERMS AND ABBREVIATIONS
(FOR ALL CUSTOMERS)**

I. The definitions of the following technical terms and abbreviations are applicable to the Company's Gas Rate Book and are not contained in the other Sections thereof.

A. For All Utilities

- (1) "Commission" means the Michigan public service commission.
- (2) "Effective Date" means the date when the tariff sheet must be followed.
- (3) "Issue Date" means the date the Company files a tariff sheet with the Commission.
- (4) "Rate Book" means the complete set of Company filings submitted in accordance with the "Filing Procedures for Electric, Wastewater, Steam and Gas Utilities".
- (5) "Rate Schedule" or "Rider" means the rate or charge for a particular classification of service, including all special terms and conditions under which that service is furnished at the prescribed rate or charge.
- (6) "Rate Sheet" or "Tariff Sheet" means any of the documents filed in accordance with the "Filing Procedures for Electric, Wastewater, Steam and Gas Utilities".
- (7) "Rules and Regulations" means the rules, regulations, practices, classifications, exceptions, and conditions that the Company must observe when providing service.
- (8) "Standard Customer Forms Index" means a listing showing the number, title, and revision date for all standard forms, in any format (preprinted or electronically preformatted) that the Company uses to document contracts or other agreements that create or alter a customer's rights or responsibilities in dealings with the Company. Standard customer forms require a customer signature or are specifically referenced within the Rate Book for execution between the Company and customers.

B. Company

- (1) Ccf - 100 cubic feet
- (2) Company - Consumers Energy Company
- (3) Dekatherm - 10 therms or 1,000,000 British thermal units
- (4) Mcf - 1,000 cubic feet

II. Definitions of additional technical terms and abbreviations are contained in the following sections:

A. Section C - Part II - General Rules and Regulations (For All Customers)

- (1) Rule C3.1 Curtailment of Gas Service - Definitions
 - (a) Blanket Certificate Customer
 - (b) Capacity Deficiency
 - (c) Capacity Restriction
 - (d) Commercial Gas Requirements
 - (e) Customers
 - (f) Deliveries
 - (g) End Use Customer
 - (h) Force Majeure
 - (i) Industrial Gas Requirements
 - (j) Requirements for Plant Protection
 - (k) Requirements for Services Essential for Public Health and Safety
 - (l) Residential Gas Requirements
 - (m) System Supply Customer
- (2) Rule C4.3 Application of Residential Usage and Non-Residential Usage
 - (a) Household
 - (b) Non-Residential Usage
 - (c) *Principal Residence Customer*
 - (d) Residential Usage
- (3) Rule C4.5 Mobile Home Park - Individually Served
 - (a) Mobile Home Park
- (4) Rule C4.6 Centrally Metered Installation - A. Definition of a Centrally Metered Installation
 - (a) Centrally Metered Installation
- (5) Rule C5.2 Bills and Payments - J. Energy Theft, Stolen Meter and Switched Meter
 - (a) Stolen Meter
 - (b) Switched Meter

(Continued on Sheet No. A-23.00)

TECHNICAL TERMS AND ABBREVIATIONS
(FOR ALL CUSTOMERS)
(Continued From Sheet No. A-22.00)

II. Definitions of additional technical terms and abbreviations are contained in the following sections: (Contd)

B. Section E - Gas Transportation Standards and Billing Practices – Definitions

- | | |
|--------------------------------|--|
| (1) Account | (10) Gas Rate Book |
| (2) Allowance for Use and Loss | (11) Load Balancing Charge |
| (3) Annual Contract Quantity | (12) Maximum Daily Quantity |
| (4) Authorized Tolerance Level | (13) MMBtu |
| (5) <i>Business Day</i> | (a) Month |
| (6) Cubic Foot of Gas | (b) Nominations |
| (7) Day | (c) Total Heating Value Per Cubic Foot |
| (8) Designated Sales Rate | (14) Unauthorized Gas Usage Charge |
| (9) Gas | |

(Continued on Sheet No. A-24.00)

Issued May 26, 2010 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

Effective for service rendered on
and after May 18, 2010

Issued under authority of the
Michigan Public Service Commission
dated May 17, 2010
in Case No. U-15986

SUPPLEMENTAL UTILITY SERVICE CHARGES

The charges shown on this sheet are not subject to approval by the Commission. Changes will be made by the Company from time-to-time to include current prices for the services offered.

METER TEST CHARGE

The charge for a gas meter test is \$63.00 when applicable pursuant to Rule B1, Technical Standards for Gas Service, Rule R 460.2351, Meters and Associated Metering Devices; Inspections and Tests. (Authorized by Rule C6, Metering and Metering Equipment.)

SERVICE LINE AND/OR METER RELOCATION CHARGE

The charge for meter relocation when applicable:

- a. \$570 for meter relocation only (does not include reconnection to the fuel line)
- b. \$9.49 per foot for any additional service line required for any residential modification, or
\$17.22 per foot for any additional service line required for any non-residential modification

The charge for service line relocation only is \$540 plus the cost per foot of service line from item (b) above for sizes through 1/4". For sizes 2" or larger an estimate will be used. (Authorized by Rule C8(A), Customer Attachment Program - Purpose.)

TEMPORARY CUTBACK OF SERVICE LINE

The charge for temporary cutback of a gas service line, when requested by the customer or made necessary by the customer, is \$655. If this work is scheduled to be performed at the same time (same trip) as other billable gas utility work for the customer, a revised price of \$355 shall apply. (Authorized by Rule C8, Customer Attachment Program.)

WINTER CONSTRUCTION/PRACTICAL DIFFICULTIES CHARGE

An additional charge of \$3 per foot of all underground construction as installed, excluding conduit, will be applied to projects constructed during the period of December 15 to April 15, for installation of distribution or service facilities, in administration of the Cost of Service Model referenced in Rule C8, Customer Attachment Program. (Authorized by C8, Customer Attachment Program.)

ELEVATED PRESSURE CHARGE

The Company generally provides standard pressure following the regulator. Should a customer request elevated pressure under conditions by which the Company would provide standard pressure, the Company may grant the request upon receipt of one of the following charges:

- a. \$60 fee if service can be provided through a 250RMM2 meter, or
- b. \$500 fee for most other installations.

(Authorized by Rule C8, Customer Attachment Program.)

ITEMIZED STATEMENT CHARGE

The charge for a MANUALLY PREPARED ITEMIZED STATEMENT requested by a customer shall be \$15.00 per statement.

Issued February 28, 2017 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

Effective for service rendered on
and after March 1, 2017

Issued under authority of the
Michigan Public Service Commission
dated March 11, 1996
in Case No. U-10755

SECTION B
ADMINISTRATIVE RULES INDEX

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS)
http://w3.lara.state.mi.us/orrsearch/108_06_AdminCode.pdf

PART 1. GENERAL PROVISIONS

R 460.2301 Definitions.

R 460.14001 (revised to R460.20101) et seq. are the Michigan Gas Safety Standards. See Rule B9.

R 460.2302 Application, intention, and interpretation of rules; utility rules and regulations.

PART 2. RECORDS, REPORTS, AND OTHER INFORMATION

R 460.2321 Retention of records.

R 460.2501 et seq. are the Rules Pertaining to Preservation of Records of Electric, Gas and Water Utilities. See Rule B8.

R 460.2322 Location of records.

R 460.2323 Reports and records generally.

PART 3. SERVICE REQUIREMENTS

R 460.2331 Sale of gas.

R 460.2332 Permanent service line rules.

Refer to the Company's approved Rule C8, Customer Attachment Program.

R 460.2333 Main extension rules.

Refer to the Company's approved Rule C8, Customer Attachment Program.

R 460.2334 Temporary service.

Refer to the Company's approved Rule C1.4, Unusual Facility Requirements

R 460.2335 Interruptions of service.

R 460.2101 (revised to R 460.101) et seq. are the Consumer Standards and Billing Practices for Electric and Gas Residential Service. R 460.14001 (revised to R 460.20101) et seq. are the Michigan Gas Safety Standards. See Rule B9.

PART 4. ENGINEERING

R 460.2341 Gas facilities; construction and installation.

R 460.2342 Standards of accepted engineering practice.

PART 5. INSPECTION OF METERS

R 460.2351 Meters and associated metering devices; inspections and tests.

The Commission granted the Company a waiver of the Rule 52 meter testing requirements for natural gas diaphragm meters in Case No. U-17668. Refer to the procedures approved in the Commission's Order dated *February 28, 2017* in Case No. U-17668 for the testing requirements of the Company's natural gas diaphragm meters. Pursuant to the Commission's Order in Case No. U-17668, the Company's waiver of the Rule 52 meter testing requirements shall terminate on December 31, 2019. The requirements of Rule 52 as approved by Commission Order dated December 18, 1984 in Case No. U-8000 shall be in effect after the termination of the waiver granted by the Commission in Case No. U-17668. After the termination of the Company's Rule 52 waiver, refer to Rule 52 in conjunction with diaphragm-type meters. Refer to the Company's approved Rule C6, Metering and Metering Equipment.

R 460.2352 Diaphragm-type meters; meter tests; reports.

The Commission granted the Company a waiver of the Rule 52 meter testing requirements for natural gas diaphragm meters in Case No. U-17668. Refer to the procedures approved in the Commission's Order dated *February 28, 2017* in Case No. U-17668 for the testing requirements of the Company's natural gas diaphragm meters. Pursuant to the Commission's Order in Case No. U-17668, the Company's waiver of the Rule 52 meter testing requirements shall terminate on December 31, 2019. The requirements of Rule 52 as approved by Commission Order dated December 18, 1984 in Case No. U-8000 shall be in effect after the termination of the waiver granted by the Commission in Case No. U-17668. After the termination of the Company's Rule 52 waiver, the following Subrule 7(b) as amended and approved by Commission Order dated December 18, 1984 in Case No. U-8000 applies to the Company: "(7)(b) The number of meters in each meter class tested and found within the norm and within each 1% variance from norm between 90% accuracy and 110% accuracy. Meters that are slower than 90% and faster than 110% shall each be grouped separately."

(Continued on Sheet No. B-2.00)

Issued March 15, 2017 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

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and after March 1, 2017

Issued under authority of the
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dated February 28, 2017
in Case No. U-17668

(Continued From Sheet No. B-1.00)

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS) (Contd)
http://w3.lara.state.mi.us/orrsearch/108_06_AdminCode.pdf

PART 5. INSPECTION OF METERS (Contd)

- R 460.2353 Retirement of meters.**
- R 460.2354 Accuracy of metering equipment; tests; standards.**
- R 460.2355 Meter shop; design; meter testing system; standards; handling; calibration cards; calibrated orifices.**
- R 460.2356 Pressure measurement standards.**
- R 460.2357 Records; meter tests.**
- R 460.2358 Records; meter and associated metering device data.**

PART 6. BILL ADJUSTMENT; METER ACCURACY

- R 460.2361 Bill adjustment; meter accuracy.**
- R 460.2362 Determination of adjustment.**
- R 460.2363 Refunds.**

The Company adopted the requirements of Rule 52 as approved by Commission Order dated December 18, 1984 in Case No. U-8000. Pursuant to the Commission's Order in Case No. U-17668, the Company will be considered to have "adopted the requirements of R 460.2352" for the duration of the waiver of the Rule 52 meter testing requirements which was granted in that proceeding.

R 460.2364 Rebilling.

Refer to the Company's approved Rule C5.2L, Meter Error Nonregistering Meter.

R 460.2365 Consumption data records.

PART 7. SHUTOFF OF SERVICE

- R 460.2371 Conditions for establishing gas service; liability; notice and record of inability to establish service; refusal of service to customer using other gaseous fuel; exception.**

Refer to the Company's approved Rule C1.3, Use of Service. Refer to the Consumer Standards and Billing Practices for Electric and Gas Residential Service, Rule B2., R 460.128, Applicability.

R 460.2372 Gas facilities hazard.

R 460.2373 Shutoff of service.

Refer to the Consumer Standards and Billing Practices for Electric and Gas Residential Service, Rule B2., R 460.136, Emergency Shutoff. Refer to the Company's approved Rule C5.1, Access to Customer's Premises.

R 460.2374 Customer notification of shutoff of service.

Refer to the (1) Consumer Standards and Billing Practices for Electric and Gas Residential Service, Rule B2, R 460.137, R 460.138, R 460.139, R 460.140 and R 460.141, (2) Billing Practices Applicable to Non-Residential Electric and Gas Customers Including Multifamily Dwelling Service Rate A-1 Customers, Rule B4, R 460.1625, and (3) Company approved Rule C11, Shutoff of Service.

PART 8. GAS QUALITY

- R 460.2381 Gas purity.**
- R 460.2382 Heating value; authorized variations.**
- R 460.2383 Heating value records; location and accuracy of measuring equipment; frequency of heating value determination.**

(Continued on Sheet No. B-3.00)

(Continued From Sheet No. B-2.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169)

http://w3.lara.state.mi.us/orrsearch/107_92_AdminCode.pdf

PART 1. GENERAL PROVISIONS

- R 460.101 Application of rules.
- R 460.102 Definitions.
- R 460.103 Discrimination prohibited.
- R 460.104 Conduct of proceedings.
- R 460.105 Additional rules.

PART 2. APPLICATION FOR SERVICE

- R 460.106 Service requests for new or previous customers.
- R 460.107 Applicant information.

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

- R 460.108 Prohibited practices.
- R 460.109 Deposit for new customer.
- R 460.110 Deposit for a previous customer or for continued service.
- R 460.111 General deposit conditions.
- R 460.112 Guarantee terms and conditions.

PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND RELOCATION

R 460.113 Actual and estimated meter reading.

As approved by Commission order dated October 22, 1986 in Case No. U-8110. Also refer to the Company's approved Rule C5.2 B., Meter Reads and Estimated Bills.

R 460.114 Company representative identification.

R 460.115 Customer meter reading.

Refer to the Company's approved Rule C5.2 C., Customer Meter Reads.

R 460.116 Meter accuracy, meter errors, meter relocation.

Refer to the Company's approved Rule C5.3, Restoration of Service.

PART 5. BILLING AND PAYMENT STANDARDS

R 460.117 Billing frequency; method of delivery.

Refer to the Company's approved Rule C5.2 A., Billing Frequency.

R 460.118 Equal monthly billing.

R 460.119 Cycle billing.

R 460.120 Payment of bill.

Refer to the Company's approved Rule C5.2 D., Responsibility for Payment, and C5.2 E., Due Date.

R 460.121 Payment period.

R 460.122 Allowable charges.

Refer to the Company's approved Rule C5.2 F., Late Payment Charge and the "Due Date and Late Payment Charge" provision of the Residential Service Rate Schedules.

R 460.123 Bill information.

R 460.124 Separate bills.

R 460.125 Billing for non-tariff services.

R 460.126 Billing error.

Refer to the Consumer Standards and Billing Practices for Electric and Gas Residential Service, Rule R 460.102(C) for the definition of a "Billing Error" and to the Company approved Rules C5.2 H., Billing Error, C5.2 I., Meter Error or Nonregistering Meter and C5.2 J., Energy Theft, Stolen Meter and Switched Meter.

PART 6. VOLUNTARY TERMINATION OF SERVICE

R 460.127 Voluntary termination.

(Continued on Sheet No. B-4.00)

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J. G. Russell,
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in Case No. U-15152

(Continued From Sheet No. B-3.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

http://w3.lara.state.mi.us/orrsearch/107_92_AdminCode.pdf

PART 7. UTILITY PROCEDURES

- R 460.128 Applicability.
- R 460.129 Complaint procedures.
- R 460.130 Personnel procedures.
- R 460.131 Publication of procedures.
- R 460.132 Access to rules and rates.

Refer to the Company's approved Rule C4.2, Choice of Rates.

- R 460.133 Reporting requirements.
- R 460.134 Inspection.
- R 460.135 Customer access to consumption data.

PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE

R 460.136 Emergency shutoff.

Refer to the Technical Standards for Gas Service, R 460.2301 (f), Definition for Hazardous Condition and R 460.2373 (a), Shutoff of Service.

R 460.137 Shutoff permitted.

Refer to the Technical Standards for Gas Service, R 460.2301, (f), (l) and (n), Definitions for Hazardous and Potentially Hazardous Conditions, Required Access and R 460.2372, Shutoff of Service.

R 460.138 Notice of shutoff.

Refer to the Company's approved Rule C5.2 E., Due Date.

- R 460.139 Form of notice.
- R 460.140 Time of shutoff.
- R 460.141 Manner of shutoff.

Refer to the Company's approved Rule C5.2 G., Returned Bill Payments and Rule C5.3, Restoration of Service.

- R 460.142 Manner of shutoff for service provided with remote shutoff and restoration capability.
- R 460.143 Shutoff prohibited.
- R 460.144 Restoration of service.

Refer to the Company's approved Rule C5.3, Restoration of Service.

PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS

- R 460.145 Listing of energy assistance programs.
- R 460.146 Notice of energy assistance programs.
- R 460.147 Medical emergency.
- R 460.148 Winter protection plan for low-income customers.
- R 460.149 Winter protection plan for senior citizens.
- R 460.150 Military protections.

PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

- R 460.151 Disputed claim.
- R 460.152 Utility hearing and hearing officers.
- R 460.153 Notice of hearing.
- R 460.154 Hearing procedures.
- R 460.155 Settlement agreement.
- R 460.156 Default of settlement agreement.
- R 460.157 Same dispute.

(Continued on Sheet No. B-5.00)

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in Case No. U-15152

(Continued From Sheet No. B-4.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

http://w3.lara.state.mi.us/orrsearch/107_92_AdminCode.pdf

PART 11. COMMISSION APPEAL PROCEDURES

- R 460.158 Informal appeal.
- R 460.159 Filing procedures.
- R 460.160 Informal appeal procedures.
- R 460.161 Interim determination.
- R 460.162 Appeal review.
- R 460.163 Shutoff pending decision.
- R 460.164 Informal appeal decision.
- R 460.165 Failure to comply with informal appeal decision.
- R 460.166 Same dispute.
- R 460.167 Formal appeal.
- R 460.168 Other remedies.
- R 460.169 Scope of rules.

B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625) (RESIDENTIAL CUSTOMERS) - Rescinded November 12, 2013

http://w3.lara.state.mi.us/orrsearch/837_10803_AdminCode.pdf

PART 1. GENERAL PROVISIONS

- R 460.2601 Application of rules.
- R 460.2602 Definitions.

PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

- R 460.2621 Uncollectibles allowance recovery fund.
- R 460.2622 Annual deposits.
- R 460.2623 Notice of deposit.
- R 460.2624 Disputes; procedure for resolution.
- R 460.2625 Disbursement of funds.

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (R 460.1601 - 460.1640) (INCLUDING MULTIFAMILY DWELLING SERVICE RATE A-1 CUSTOMERS)

http://w3.lara.state.mi.us/orrsearch/108_03_AdminCode.pdf

- R 460.1601 Applicability purpose.
- R 460.1602 Definitions.
- R 460.1603 Discrimination prohibited.
- R 460.1604 Form of proceedings.
- R 460.1605 Additional rules.

(Continued on Sheet No. B-5.10)

Issued June 12, 2015 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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in Case No. U-15152

(Continued From Sheet No. B-5.00)

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS

http://w3.lara.state.mi.us/orrsearch/108_03_AdminCode.pdf

PART 2. APPLICATION FOR SERVICE

R 460.1606 Application for new service.

PART 3. GENERAL CUSTOMER DEPOSIT CONDITIONS

R 460.1607 Customer Deposits.

Refer to the Company's approved Rule C10., Customer Deposits.

PART 4. METER READING, ESTIMATED BILLS, BILLING ADJUSTMENTS, VOLUNTARY TERMINATION, AND METER RELOCATION

R 460.1608 Meter reading interval and estimated bills.

Refer to the Company's approved Rule C5.2 B., Meter Reads and Estimated Bills.

R 460.1609 Metering inaccuracies; billing adjustments.

R 460.1610 Voluntary termination.

R 460.1611 Meter or facilities relocation charge.

PART 5. BILLING AND PAYMENTS

R 460.1612 Cycle billing.

R 460.1613 Billing information.

R 460.1614 Discounts and late payment charges.

R 460.1615 Delivery and payment of bills.

R 460.1616 Billing for unregulated service.

R 460.1617 Billing errors.

Refer to the Company's approved Rule C5.2 H., Billing Error and C5.2 J., Energy Theft, Stolen Meter and Switched Meter.

PART 6. CUSTOMER RELATIONS AND UTILITY PROCEDURES

R 460.1618 Selection of rate, customer information, and service.

Refer to the Company's approved Rule C4.2, Choice of Rates.

R 460.1619 Inspection.

R 460.1620 Customer access to consumption data.

R 460.1621 Servicing utility equipment on customer's premises.

R 460.1622 Customer complaints; investigation; records.

R 460.1623 Records and reports.

PART 7. SHUTOFFS AND RESTORATION

R 460.1624 Notice of shutoff.

R 460.1625 Denial or shutoff of service to customer.

Refer to the Technical Standards for Gas Service, Rule B1., R 460.2301, (f), (1) and (n), Definitions for Hazardous and Potentially Hazardous Conditions and Required Access, and Rule B1., R 460.2373, Shutoff of Service, and to the Company's approved Rule C11.

R 460.1626 Manner of shutoff for service provided with remote shutoff and restoration capability.

(Continued on Sheet No. B-6.00)

(Continued From Sheet No. B-5.10)

B4. BILLING PRACTICES APPLICABLE TO NON-RESIDENTIAL ELECTRIC AND GAS CUSTOMERS (Contd)
http://w3.lara.state.mi.us/orrsearch/108_03_AdminCode.pdf

PART 8. DISPUTED CLAIMS, HEARINGS AND SETTLEMENT AGREEMENTS

- R 460.1628 Disputed claim.
- R 460.1629 Settlement agreement.
- R 460.1630 Default of settlement agreement.
- R 460.1631 Informal hearing and hearing officers.
- R 460.1632 Notice of hearing.
- R 460.1633 Hearing procedures.
- R 460.1634 Informal appeal procedures.
- R 460.1635 Interim determination.
- R 460.1636 Appeal review.
- R 460.1637 Shutoff pending decision.
- R 460.1638 Informal appeal decision.
- R 460.1639 Failure to comply with informal appeal decision.
- R 460.1640 Scope of rules.

ADDITIONAL ADMINISTRATIVE RULES

* Waivers may have been granted by the Commission to the Company for certain portions of the administrative rules below.

B5. RULES OF PRACTICE AND PROCEDURES BEFORE THE COMMISSION R 460.17101 - R 460.17701
http://w3.lara.state.mi.us/orrsearch/934_2009-046LR_AdminCode.pdf

B6. FILING PROCEDURES FOR ELECTRIC, WATER, STEAM AND GAS UTILITIES R 460.2011 - R 460.2031
http://w3.lara.state.mi.us/orrsearch/108_04_AdminCode.pdf

B7. RESIDENTIAL CONSERVATION PROGRAM STANDARDS R 460.2401 - R 460.2414 – Rescinded
April 20, 2017
http://w3.lara.state.mi.us/orr/Files/AdminCode/835_10801_AdminCode.pdf

B8. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES R 460.2501 - R 460.2582
http://w3.lara.state.mi.us/orrsearch/108_08_AdminCode.pdf

B9. MICHIGAN GAS SAFETY STANDARDS R 460.20101 - R 460.20606
http://w3.lara.state.mi.us/orrsearch/108_17_AdminCode.pdf

B10. PRODUCTION AND TRANSMISSION OF NATURAL GAS R 460.851 - R 460.875
http://w3.lara.state.mi.us/orrsearch/108_00_AdminCode.pdf

B11. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR GAS UTILITIES R 460.9021, R 460.9039
http://w3.lara.state.mi.us/orrsearch/108_13_AdminCode.pdf

B12. RATE CASE FILING REQUIREMENTS FOR MAJOR GAS UTILITIES
http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039_01-17-1992.PDF

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**SECTION C - PART I
COMPANY RULES AND REGULATIONS
(FOR ALL CUSTOMERS)**

INTENT OF SECTION C - PART I

These General Rules and Regulations for all customers are not to supersede but are in addition to Rule B1, Technical Standards for Gas Service, Rule B2, Consumer Standards and Billing Practices for Electric and Gas Residential Service, and Rule B4, *Billing Practices Applicable to Non-Residential Electric and Gas Customers.*

C1. CHARACTERISTICS OF SERVICE

C1.1 Character of Service

The Company shall endeavor, but does not guarantee, to furnish a continuous supply of gas and to maintain pressure in its lines within reasonable limits.

The Company shall not be liable for interruptions in the service, variations in the pressure, 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 reasonable 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 standards 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.

Regardless of contracts in force, the Company shall have the right (a) to institute and maintain curtailments of gas service in accordance with the provisions of Rule C3, Curtailment of Gas Service, of this Gas Rate Book, and (b) in the event of an emergency causing a short-term shortage of gas supply, to grant preference to that service, which in the Company's judgment, is most essential to the public health, safety and welfare.

Before purchasing equipment or installing piping, the customer shall secure from the Company information regarding whether new or additional gas loads are being accepted and the characteristics of the service available.

No ownership rights in facilities provided by the Company shall pass to any person as a result of any deposit or contribution made under these rules. Deposits or contributions made by customers shall not be refundable unless expressly provided in these rules.

The Company will make a leakage test prior to the establishment of gas service. The Company shall not be liable for the installation, maintenance or use of fuel lines, piping or appliances owned by the consumer or installed beyond the Company's meter nor shall the Company be liable for any continuing duty of inspection of such equipment or facilities.

C1.2 Hours of Service

Gas shall be supplied 24 hours per day except as provided elsewhere in the Company's Gas Rate Book.

(Continued on Sheet No. C-2.00)

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(Continued From Sheet No. C-1.00)

C1. CHARACTERISTICS OF SERVICE (Contd)

C1.3 Use of Service

The customer shall use the service so as not to cause a safety hazard, endanger the Company facilities or the customer's equipment or to disturb the Company's service to other customers. The Company disclaims any responsibility to inspect the customer's piping or equipment and shall not be held liable for any injury or damage resulting from the condition thereof.

The Company reserves the right to deny or shut off service under the following conditions or for any of the following reasons:

- A. Without prior notice to any customer for a condition on the customer's premises which is determined by the Company or a code authority to be hazardous.
- B. To any customer for a condition on the customer's premises which is determined by the Company or a code authority to be potentially hazardous.
- C. To any customer who uses equipment in a manner which adversely affects the Company's equipment or the Company's service to others.
- D. To any customer involved in metered or unmetered energy theft, including obtaining the use of equipment by submitting a falsified application. Energy theft includes but is not limited to:
 - (1) Tampering
 - (2) Unauthorized Use
 - (3) Diversion
 - (4) Interference
- E. For misrepresentation of identity for the purpose of obtaining utility service.
- F. For failure of the customer to permit the Company reasonable access to equipment installed upon the premises for the purpose of inspection, meter reading, maintenance, relocation, replacement or removal.
- G. For failure of the customer to install and/or maintain necessary devices to protect the customer's equipment in the event of service interruptions.
- H. For failure of the customer to install and/or maintain necessary devices to protect the Company's facilities against the creation of a vacuum or back pressure and against the entrance of any foreign material into the Company's system.
- I. For failure of the customer receiving service at 1 psig or greater to install and/or maintain equipment of adequate pressure ratings.
- J. For failure of the customer to comply with Rule C2, Controlled Service, and/or Rule C3, Curtailment of Gas Service.

(Continued on Sheet No. C-3.00)

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(Continued From Sheet No. C-2.00)

C1. CHARACTERISTICS OF SERVICE (Contd)

C1.3 Use of Service (Contd)

- K. For failure of the customer to post a cash security deposit or other form of guarantee, when required in accordance with the Rules and Regulations.
- L. For failure of the customer to pay a delinquent account not in dispute.
- M. For failure of the *Non-Residential* customer to pay any delinquent *Non-Residential* account incurred by the customer under a different account name, by the customer's predecessor in interest or by any other entity, the debt of which, the customer is legally obligated to assume.
- N. For failure of the customer to comply with the terms and conditions of a settlement agreement, interim determination or complaint determination between the customer and the Company.
- O. For violation of, or noncompliance with, the Company's Gas Rate Book.

C1.4 Unusual Facility Requirements

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 with large or unusual requirements for gas, or with respect to customers whose establishments are remote from the Company's existing suitable facilities, or with respect to customers whose requirements otherwise necessitate unusual investments by the Company or with respect to customers whose service requirements may be of a short term, temporary or transient nature.

C1.5 Invalidity of Oral Agreements or Representations

No employee or agent of the Company is authorized to modify or supplement the Rules and Regulations and Rate Schedules of this Gas Rate Book or any contract by oral agreement or representation, and no such oral agreement or representation shall be binding upon the Company.

C1.6 Transfers of Gas

Customers shall be allowed to transfer their gas requirements from one location to another under the following conditions:

- A. Customers owning a building may transfer gas requirements for gas equipment in that building to a new location provided that such gas requirements are not used at the old location.
- B. Customers not owning a building may transfer gas requirements attributable to the gas equipment they own; provided, however, that gas requirements associated with heating and maintaining a building in habitable condition cannot be transferred without the specific written consent of the building owner.

(Continued on Sheet No. C-4.00)

(Continued From Sheet No. C-3.00)

C1. CHARACTERISTICS OF SERVICE (Contd)

C1.6 Transfers of Gas (Contd)

- C. Where partial transfer of gas requirements for gas equipment in a building is requested, sufficient equipment must be removed from service or converted to another source of fuel in that building to equal the gas requirements of the transferred equipment.
- D. Gas requirements for gas equipment cannot be transferred from one class of service to another, except residences converted to commercial use may continue to utilize gas requirements of existing equipment.
- E. Service to transferred equipment must be initiated within 12 months after shutoff of service at the original location. All costs (except the costs of a standard meter and standard regulator) associated with transfers must be borne by the customer requesting the transfer.
- F. Once gas requirements are transferred to a new location, resumption of service at the old location is subject to the rules (including gas allocation) governing service to new customers.
- G. Customers restricted by a gas service contract to an annual capacity reservation and who operate at two or more locations may transfer, in total or in part, gas volumes from one such restricted account to another.

C1.7 General Provisions of Service

A. *Service Requirements*

The customer is required, at no expense to the Company: (a) to provide space for Company facilities on the customer's premises to meet the customer's needs for service, and (b) to allow the Company to trim, cut down, remove, or otherwise prevent future growth of trees and brush on the customer's premises that, in the Company's discretion, interfere or threaten to interfere with or be hazardous to the construction, operation and maintenance of the Company's facilities.

C2. CONTROLLED SERVICE

A. Scope

This rule provides the Company with the authorization to control the attachment of load, consistent with changes in gas supply as they occur.

This rule shall apply to additional equipment installed by an existing customer following the declaration of a controlled service condition but not to the additional use of gas in equipment installed previous to the declaration of a Controlled Service Condition.

B. Notice of Controlled Service Condition

The Company shall provide not less than 90 days' advance written notice of a Controlled Service condition to all firm customers, except where actions by foreign, federal, state or local government, regulatory agencies or force majeure preclude the giving of such notice.

C. Application for Service

Upon the declaration of a Controlled Service condition, all those within the affected priorities requesting gas sales service shall make written application for such service on a form provided by the Company.

D. Approval of Application for Service

(1) As the Company is able to contract for gas supplies at reasonable and prudent prices, terms and conditions, applications for service shall be approved subject to the following:

- (a) Approval shall be on a first-requested, first-served basis within each Controlled Service Priority.

(Continued on Sheet No. C-5.00)

(Continued From Sheet No. C-4.00)

C2. CONTROLLED SERVICE (Contd)

D. Approval of Application for Service (Contd)

- (b) The Company shall open the highest Priority first. If all the applicants within that Priority are granted service, and sufficient supply is available, the next highest Priority shall be opened. When the Company opens a Priority previously closed, the Company shall supply written notice to those within that Priority that have applications on file indicating the Priority is open and that the requested supplies of gas are available.
 - (c) If the available supply is committed before granting all applicants service, then those applicants who do not receive service shall have their application kept on file and their standing reserved within their Priority, but shall not receive preference over a later applicant who qualifies for a higher Priority, when gas becomes available and Priorities are again opened.
 - (d) An applicant whose Priority is open at the time of application may be granted immediate approval through written notification by the Company, provided such applicant demonstrates to the satisfaction of the Company that the construction and installation of the necessary equipment will proceed in a timely manner.
 - (e) An applicant whose Priority is closed at the time of application, shall have that application for service kept on file by Priority and by the date the application was received.
- (2) The Company may not grant service to new customers or permit additional load by existing customers, if:
- (a) The Company is curtailing any customers in the affected service area under the Capacity Deficiency provisions of Rule C3, Curtailment of Gas Service.
 - (b) The Company is curtailing any customers under the Gas Supply Deficiency provisions of Rule C3, Curtailment of Gas Service, except that the Company may attach Priority One customers provided no customers in Curtailment Priority Two are being curtailed.
- (3) The Company reserves the right to attach new interruptible loads, to provide Transportation rate customers with "Authorized Gas" under the "Authorized Gas Usage Charge" provision of the rate or to supply gas under the "Restricted Sales" provision of this rule.
- (4) The written notification by the Company granting approval of the application shall specify the date by which gas service must commence.

E. Forfeiture

- (1) A customer shall install the necessary equipment and commence gas service by the date specified in the Company's notification of approval; otherwise the customer's reservation of gas supply is forfeited.
- (2) When the Company grants approval in those cases where the Application for Gas Service was not initially granted, the customer shall notify the Company in writing within 30 days (from the date of the Company's written notification of approval) of the customer's intention to accept service. If the customer does not respond within 30 days, the customer's original application is void.

(Continued on Sheet No. C-6.00)

(Continued From Sheet No. C-5.00)

C2. CONTROLLED SERVICE Contd)

E. Forfeiture (Contd)

- (3) If any time after commencing firm gas service, a customer switches to transportation service, that customer forfeits firm sales customer status on all volumes. After five years from the date of such forfeit, a customer may apply for firm sales rate status.

F. Restricted Sales

As a result of warmer-than-normal weather, or other factors, the Company may have gas in excess of its immediate load. The Company may sell such excess gas subject to:

- (1) The provision of a net economic benefit to the Company's customers as a result of the sale of such gas.
- (2) Demonstration by the Company that the sale of such gas caused no detriment to its customers.
- (3) The Gas Supply Deficiency Curtailment Priority Eight of Rule C3, Curtailment of Gas Service, for all special contract sales of such gas.
- (4) Commission approval of such sales on a special contract basis, limited as to time and volume.

G. Priorities

- (1) Service shall be controlled under this rule in accordance with the following Priorities. Priority One constitutes the highest Priority which will be the last Priority controlled.

PRIORITY ONE

The purchase of natural gas by any residential customer for any purpose except space heating or air conditioning. The use of gas by any commercial customer to provide a service such as would normally be provided by non-space heating or air conditioning residential use of gas.

PRIORITY TWO

The purchase of natural gas by any residential customer for space heating or air conditioning and the use of natural gas for services essential for public health and safety as defined in Rule C3, Curtailment of Gas Service.

PRIORITY THREE

The purchase of natural gas by any Non-Residential customer for space heating or air conditioning or any use of gas by a commercial customer not included in Priority One.

PRIORITY FOUR

The purchase of natural gas by any industrial customer for industrial processing or in gas-fired afterburners to limit or abate obnoxious odors or air pollution.

(Continued on Sheet No. C-7.00)

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(Continued From Sheet No. C-6.00)

C2. CONTROLLED SERVICE (Contd)

G. Priorities (Contd)

PRIORITY FIVE

The purchase of natural gas for all other purposes not listed in Priority One through Four or Priority Six.

PRIORITY SIX

The purchase of natural gas for the generation of steam or electricity by utilities, or the firing of kilns which can be fired by other fuels.

- (2) A customer who has a pollution problem which presents a threat to the public health and safety, where the use of natural gas offers the only feasible solution to the problem, may petition the Commission to assign a Priority of use higher than that to which the customer would otherwise be entitled. The matter shall be considered by the Commission pursuant to its Rules of Practice relating to petitions or complaints.
- (3) The use of natural gas in boilers which have alternate fuel capability shall not qualify as requirements for services essential for public health and safety without the express authorization of the Commission. The matter shall be considered by the Commission pursuant to its Rules of Practice relating to petitions or complaints.

H. Penalties for Violation

Any gas used by a customer in additional equipment installed by an existing customer following the declaration of a controlled service condition and for which the customer has not received authorization, shall, during the period when a gas controlled service condition has been instituted pursuant to this rule, be subject to excess use charges of \$10 per Mcf, with such charges being in addition to the rates set forth in the applicable Company Rate Schedule. Failure of the customer to pay such excess use charge when due shall constitute sufficient cause for the Company to shut off gas service to such customer. The Company reserves the right to shut off service to any customer who violates any of the provisions of this rule.

C3. CURTAILMENT OF GAS SERVICE

C3.1 Definitions

The following terms used in this rule shall have the meanings hereinafter set forth:

- A. **Blanket certificate customer** is a transportation customer who has contracted with the Company to transport gas in interstate commerce pursuant to a blanket certificate issued to the Company by the Federal Energy Regulatory Commission (FERC).
- B. **Capacity deficiency** shall mean emergency situations whereby load temporarily exceeds the capacity of the Company's pipeline system to deliver volumes commensurate with such load, but such that the full design capacity of the system is unaffected. See Section C3.3D(3) of this rule.
- C. **Capacity restriction** shall mean restriction due to force majeure or other damage to the Company's facilities such that the full design capacity of the pipeline system is not available. See Section C3.3D(1) of this rule.

(Continued on Sheet No. C-8.00)

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(Continued From Sheet No. C-7.00)

C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.1 Definitions (Contd)

- D. **Commercial gas requirements** shall include all service to customers engaged primarily in the furnishing or sale of goods or services including schools, local, state and federal government agencies and other public or private institutions for use other than those involving manufacturing or electric power generation.
- E. **Customers**, unless otherwise specified, shall mean sales customers, transportation customers and storage customers.
- F. **Deliveries** shall mean both transportation and sales volumes.
- G. **End use customer** is a customer under the Company's sales and transportation Rate Schedules where the gas is used or consumed on the customer's premises to which the gas was delivered.
- H. **Force majeure** shall mean acts of God, strikes, lockouts, or other industrial disturbances; acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms (including but not limited to hurricanes or hurricane warnings), crevasses, floods, washouts, arrests and restraints of the government, either Federal or State, civil or military, civil disturbances. Force majeure shall also mean shutdowns for purposes of necessary repairs, relocation, or construction of facilities; failure of electronic data capability; breakage or accident to machinery or lines of pipe; the necessity of testing (as required by governmental authority or as deemed necessary by the Company for the safe operation thereof), the necessity of making repairs or alterations to machinery or lines of pipe; failure of surface equipment or pipelines; accidents, breakdowns, inability to obtain necessary materials, supplies or permits, or labor to perform or comply with any obligation or condition of service, rights of way; and any other causes, whether of the kind herein enumerated or otherwise which are not reasonably within the control of the Company. It is understood that the settlement of strikes and lockouts or controversies with landowners involving rights of way shall be entirely within the Company's discretion and that the above requirement that any force majeure be remedied with all reasonable dispatch shall not require the settlement of strikes or lockouts or controversies with landowners involving rights of way by acceding to the demands of the opposing party when such course is inadvisable in the discretion of the Company.
- I. **Industrial gas requirements** shall include all service to customers engaged primarily in a process which creates or changes raw or unfinished materials into another form or product including the generation of electric power.
- J. **Requirements for plant protection** shall mean such minimum volumes of gas as required to prevent physical harm to the plant facilities or danger to plant personnel when such protection cannot be afforded through the use of an alternate fuel. This includes the protection of such material in process as would otherwise be destroyed, but shall not include deliveries required to maintain plant production.

(Continued on Sheet No. C-9.00)

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(Continued From Sheet No. C-8.00)

C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.1 Definitions (Contd)

- K. **Requirements for services essential for public health and safety** shall mean gas purchased for food processing and for use by or in connection with hospitals, convalescent homes, nursing homes, medical centers and clinics; water and sewage treatment and waste disposal facilities; civil defense centers and public utility buildings; newspapers, radio and television stations; fire stations, police stations, jails and penal institutions; and such other uses of gas as are found qualified by the Commission as requirements for services essential for public health and safety; provided, however, that requirements for boilers which have alternate fuel capability shall not qualify as requirements for services essential for public health and safety without the express authorization of the Commission.
- L. **Residential gas requirements** shall include all direct natural gas usage for space heating, cooking, water heating, and other residential uses in a single family dwelling or in an individual flat or apartment; or to two or more households served by a single meter (one customer) in a multiple family dwelling, or portion thereof. A "multiple family dwelling" includes such living facilities as, for example, cooperatives, condominiums and apartments; provided each household within such multiple family dwelling has the normal household facilities such as bathroom, individual cooking and kitchen sink. A "multiple family dwelling" does not include such living facilities as, for example, penal or corrective institutions, motels, hotels, dormitories, nursing homes, tourist homes, military barracks, hospitals, special care facilities or any other facilities primarily associated with the purchase, sale or supplying (for profit or otherwise) of a commodity, product or service by a public or private person, entity, organization or institution.
- M. **System supply customer** shall mean those customers who purchase natural gas requirements from the Company.

C3.2 Curtailment of Gas Service for Gas Supply Deficiency

- A. Determination of Need for Curtailment
- (1) If at any time the Company cannot provide continuous service to its system supply customers because of an inability to procure sufficient gas volumes from its interstate pipeline suppliers or other suppliers, and reliable short term supplies are not available at reasonable and prudent prices, the Company has the right to curtail the distribution of system supply gas to its customers in accordance with the provisions of this Rule.
 - (2) In implementing this Rule, however, all sales of system supply gas to other than system supply customers shall be curtailed prior to curtailing, limiting or interrupting the distribution of gas to system supply customers.
 - (3) The Company may separately institute curtailment of its system supply gas in the integrated and non-integrated portions of its total system, consistent with the inability to procure sufficient gas volumes in each respective portion of its system.
 - (4) This Curtailment Rule (C3.2) does not apply to gas owned by parties other than the Company.

(Continued on Sheet No. C-10.00)

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(Continued From Sheet No. C-9.00)

C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.2 Curtailment of Gas Service for Gas Supply Deficiency (Contd)

B. Notice of Curtailment

- (1) The Company shall provide not less than 90 days advance written notice of curtailment to all system supply customers expected to be curtailed, except where actions by foreign, federal, state, or local government or regulatory agencies preclude the giving of such notice.
- (2) The Company may immediately curtail or interrupt the distribution of system supply gas to non-system supply customers, by oral notice or otherwise, to the extent and for such duration as the Company in its sole judgement shall deem necessary.
- (3) Notification of curtailment shall specify the starting date, an estimate of the length of time the curtailment is expected to be in effect, and the classification of the priorities to be curtailed. Prior to and during the period of curtailment, all customers in curtailment priorities to be affected shall be given not less than 30 days advance written notice of the authorized volumes to which they will be entitled for the following month.

C. Method of Curtailment

- (1) Prior to curtailment, the Company will make a Public Service Announcement for voluntary dial-down actions by system supply customers.
- (2) Curtailments shall be made in accordance with the curtailment priorities set forth in Section E of this Rule, beginning with the lowest priority category and proceeding to the next highest priority category. The total curtailment shall equal the estimated deficiency of gas brought about by the demands of all customers purchasing system supply gas in the integrated and/or non-integrated portions of the Company's system.
- (3) Curtailments may be simultaneously instituted in more than one curtailment category provided that gas usage falling within a lower priority category has been completely curtailed.
- (4) When curtailment of less than 100% of the sales volume in a particular curtailment priority is required, the available volumes shall be allocated to each customer assigned to that priority, on a pro-rata basis, using the customer's base period volumes that correspond to the month being curtailed.

(Continued on Sheet No. C-11.00)

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.2 Curtailment of Gas Service for Gas Supply Deficiency (Contd)

D. Base Period

(1) Base Period for System Supply Customers

- (a) For the purpose of determining the customer's volumes within each curtailment priority category, a twelve month base period shall be established. Such base period shall be fixed for the term of the curtailment. The base period volumes shall consist of the twelve consecutive monthly consumptions ending June of each year. In those instances where the customer has encountered strikes, interruption of gas service or unavoidable operational abnormalities, the Company may make reasonable adjustments to normalize the customer's requirements. Base period volumes may be adjusted for equipment added or deleted.
- (b) In determining monthly consumptions, the Company shall determine the gas used during each month of the period described above for all buildings, parts of buildings, and equipment associated with each customer's gas billing in accordance with the Company's Rules and Regulations. Volumes specified in Curtailment Priorities One through five shall apply in the aggregate for all equipment of the same end use rather than on a unit of equipment basis.
- (c) The monthly consumption so determined, with such adjustments as provided above, shall then be used as the monthly requirement specified in the Curtailment Priority Categories. In determining a customer's Curtailment Priority Category, the applicable monthly requirement in the base period shall be used.

(2) Base Period for Non-System Supply Customers

A base period is not established pursuant to this Rule for non-system supply customers. The distribution of system supply gas to non-system supply customers is subject to Curtailment Priority Five whereby the Company has sole discretion in determining the extent and duration of curtailment of such customers.

E. Curtailment Priorities

For purposes of curtailment, five categories are established with Priority Five constituting the lowest priority and Priority One the highest.

PRIORITY FIVE

All non-residential customers having alternate fuel capability for that portion of their load covered by the alternate fuel and all sales of system supply gas to non-system supply customers.

PRIORITY FOUR

Commercial and industrial gas requirements in excess of 41,667 Mcf per the base period month being curtailed.

(Continued on Sheet No. C-12.00)

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.2 Curtailment of Gas Service for Gas Supply Deficiency (Contd)

E. Curtailment Priorities (Contd)

PRIORITY THREE

Commercial and industrial gas requirements of 8,334 Mcf to 41,667 Mcf per the base period month being curtailed.

PRIORITY TWO

Commercial gas requirements of 1,250 Mcf to 8,334 Mcf per the base period month being curtailed and industrial gas requirements of 8,334 Mcf or less per the base period month being curtailed.

PRIORITY ONE

Residential gas requirements, commercial gas requirements of 1,250 Mcf or less per the base period month being curtailed, requirements for plant protection, and requirements for services essential for public health and safety not covered by an alternate fuel.

F. Rate Adjustments

A customer shall not be liable for any part of a monthly service charge provided in a Rate Schedule if such customer's consumption under that rate is completely curtailed for the entire billing period. No other rate adjustments will be permitted.

G. Enforcement

- (1) The Company reserves the right to take special daily meter reads during periods when a curtailment has been instituted pursuant to Part C3.2 of this Rule. The Company reserves the right to inspect the customer's equipment, to install special metering, and to immediately terminate gas service for violations of this Rule. Once gas service is terminated, the Company may withhold such service until it is satisfied that the terms and conditions of this Rule will be observed.
- (2) There is nothing in this Rule that shall prevent a customer from challenging before the Commission the continuation of a curtailment or that shall abridge the customer's right to appeal any such determination to the Commission.

H. Penalty

After the Company has provided actual oral or written notice of curtailment to the affected end use customer, any gas used by such customer in excess of the volumes authorized during the period when a curtailment has been instituted pursuant to Part C3.2 of this Rule will be subject to excess use charges, with such charges being in addition to those normal charges made under the applicable Rate Schedules. The charge for such excess usage shall be the highest price reported for the Mich Con, Michigan Consumers Energy and Chicago LDCs during the period of curtailment as reported by Gas Daily or, in the event that Gas Daily discontinues its reporting of such prices, any comparable reporting services, plus \$10 per Mcf. Failure to pay an excess charge when rendered shall subject the customer to termination of gas service.

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency

A. Company's Rights to Curtail

The Company recognizes its primary public service obligation is to maintain gas service to its customers. If, in the event of an emergency arising out of extreme cold weather or other causes referred to as force majeure situations the Company determines that its ability to deliver gas may become inadequate to support continuous service to its customers on its system, the Company shall have the right to partially or completely curtail service to each of its customers in accordance with the order of curtailment set forth below, irrespective of the contracts in force. This plan applies to all gas sales, transportation and storage service provided by the Company except for gas moving on the Company's gathering systems. The Company will implement this curtailment plan throughout its system to the extent necessary and possible, consistent with its practical operation, considering such factors as system capacity and the extent to which curtailment of customers in a specific portion of the Company's system may remedy the emergency.

B. Steps Prior to Curtailment

When there is adequate time during an emergency situation, and if applicable, the following steps will be implemented by the Company prior to the enforcement of the curtailment plan established by this Rule.

- (1) Interrupt service provided under an "interruptible" rate or contract then in effect;
- (2) Implement contingency contracts for emergency gas supply purchases established in advance. Seek to purchase additional gas supplies at prices which shall be regarded as reasonable and prudent;
- (3) Curtail deliveries to any customer in excess of volumes allowed under contracts;
- (4) Implement an Operational Flow Order (OFO). An OFO invokes daily-balancing upon transportation customers and allows the Company to limit both transportation and storage customers' daily storage withdrawal volumes to that level authorized by the Company. Customers not balancing deliveries to the Company, with use, and authorized storage withdrawal volumes, on any date during an OFO will be subject to C3.3 penalties applied to such excess usage.
- (5) Make a public service announcement for voluntarily dial-down actions by system supply customers;
- (6) Ask transportation customers to voluntarily reduce use and/or increase deliveries.

C. Notice of Operational Flow Order (OFO) or Curtailment

If an OFO or curtailment becomes necessary, the Company shall provide notice to the Commission and all affected customers of the nature, probable duration and extent of such OFO or curtailment. Such notice will be given as far in advance as possible.

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency (Contd)

D. Method of Curtailment

- (1) If a curtailment becomes necessary due to capacity restrictions, the Company shall determine the amount of firm service capacity that is available (residual firm capacity). The Company shall allocate that residual firm capacity between (i) transportation service provided pursuant to a FERC blanket certificate (Blanket Certificate Customers) and (ii) all other services (Other Customers), such allocation being made pro rata between such two classes of service, based upon the total volumes scheduled for service within each class on the applicable day.
 - (a) The residual firm capacity which is allocated to Blanket Certificate Customers shall be allocated pro rata among the members of that class, based upon volumes scheduled for service by members of that class on the applicable day.
 - (b) The residual firm capacity which is allocated to the Other Customers shall be curtailed in accordance with the curtailment priority categories set forth in Section F of this Rule, beginning with Curtailment Priority Five and proceeding to the next highest priority category.
 - (i) Curtailments may be simultaneously instituted in more than one curtailment priority category provided that gas usage falling within a lower priority category is being completely curtailed.
 - (ii) If system deliverability permits only partial delivery of gas to a given priority category of use, curtailment will be effected on the basis of a pro rata sharing using the base period deliveries to customers for that priority category. If a customer has entered into an arrangement for voluntary reduction of use and/or increase in deliveries pursuant to Paragraph(B)(6) above, the volumes associated with such voluntary reductions of use or increase in deliveries shall be attributed to that customer's pro rata share.
 - (iii) Upon notice of a curtailment, the Company shall give customers with multiple locations, the option to select which location will be subject to the curtailment, consistent with the practical and physical operational constraints of the Company's system.
- (2) If curtailment becomes necessary due to an emergency situation resulting in a supply deficiency, with no associated capacity deficiency, the Company shall curtail gas service in accordance with Section C3.3D(1)(b), subject to the following conditions.
 - (a) Transportation customers shall have the option of having electronic remote metering installed or of establishing a means acceptable to the Company and the customer of determining daily consumption at the customer's expense. Negative daily imbalances incurred shall be curtailed pursuant to priorities determined as in Section (E) Base Period. Usage in balance with deliveries (flowing pipeline supplies) on a daily basis is exempt from curtailment under this paragraph.
 - (b) Blanket certificate customers are exempt from curtailment.
- (3) If curtailment becomes necessary due to an emergency situation resulting in a capacity deficiency, the Company shall curtail gas service in accordance with Section C3.3D(1)(b).

Blanket certificate customers are exempt from curtailment.

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency (Contd)

E. Base Period

- (1) For the purpose of determining the customer's volumes within each curtailment priority category, a twelve month base period shall be established. Such base period shall be fixed for the term of the curtailment. The base period volumes shall consist of the twelve consecutive monthly deliveries ending June of each year. In those instances where the customer has encountered strikes, interruption of gas service or unavoidable operational abnormalities, the Company may make reasonable adjustments to normalize the customer's requirements. Base period volumes shall be adjusted for equipment added or deleted and new loads.
- (2) In determining monthly deliveries, the Company shall determine the gas used during each month of the period described above for all buildings, parts of buildings, and equipment associated with each customer's gas billing in accordance with the Company's Rules and Regulations. Volumes specified in Curtailment Priority One through Five shall apply in the aggregate for all equipment of the same end use rather than on a unit of equipment basis.
- (3) The monthly deliveries so determined, with such adjustments as provided above, shall then be used as the monthly requirement specified in the Curtailment Priority Categories. In determining a customer's Curtailment Priority Category, the applicable monthly requirement in the base period shall be used.

F. Curtailment Priorities

- (1) For purposes of curtailment, firm end use sales and transportation customers whose service is not provided pursuant to a blanket certificate issued by the FERC will be treated equally in accordance with the curtailment priority categories set forth. Five categories are established with Priority Five being the first category to be curtailed and Priority One being the last. The Company will implement this curtailment plan throughout its system (except for its gathering systems) to the extent necessary and possible, consistent with its practical operation, considering such factors as system capacity and the extent to which curtailment of customers in a specific portion of the Company's system may remedy the emergency. Specifically, if curtailment of gas deliveries to a customer does not provide any relief to the Company, then the Company may continue to provide gas service for the customers.

PRIORITY FIVE

All non-residential customers having alternate fuel capability for that portion of their load covered by the alternate fuel and all sales of system supply gas to non-system supply customers.

PRIORITY FOUR

Commercial and industrial gas requirements in excess of 41,667 Mcf per the base period month being curtailed.

PRIORITY THREE

Commercial and industrial gas requirements of 8,334 Mcf to 41,667 Mcf per the base period month being curtailed.

(Continued on Sheet No. C-16.00)

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency (Contd)

F. Curtailment Priorities (Contd)

PRIORITY TWO

Non-residential customers having commercial gas requirements of 1,250 Mcf to 8,334 Mcf per the base period month being curtailed and industrial gas requirements of 8,334 Mcf or less per the base period month being curtailed.

PRIORITY ONE

Residential gas requirements, commercial gas requirements of 1,250 Mcf or less per the base period month being curtailed, requirements for plant protection, and requirements for services essential for public health and safety not covered by an alternate fuel.

- (2) The volumes of gas destined to end users of other local distribution companies (LDC) shall be classified into the same priority categories as the Company's on-system sales and transportation customers if the LDC provides the Company with the information necessary to make such a classification and an affidavit verifying the accuracy of such information. Such information shall be provided for each priority category in a manner similar to the information regarding the base period volumes of other customers as set forth in Paragraph E above. Any volumes for which the LDC fails to provide such information shall be presumed to be in Priority Four.
- (3) During an emergency curtailment of gas service, public utilities that generate and distribute electricity shall be granted Priority One service for that portion of the gas requirements of owned or firm contracted generation necessary to the discharge of the utilities' obligation to provide essential services and for which no practical alternatives exist.
 - (a) Such classification of volumes qualifying for Priority One shall be contingent upon the electric utility exercising due diligence in taking reasonable steps to minimize the use of natural gas during the course of the gas emergency, and consistent with maintenance of electric system integrity. To the extent that certain actions can minimize the use of natural gas, such actions may include, but are not limited to the following:
 - (i) Bring on line any non-gas reserve capacity.
 - (ii) Switch gas fired dual-fuel generating plants to an alternate fuel.
 - (iii) Attempt to procure incremental purchased power.
 - (iv) Curtail all non-firm off-system electric sales.

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency (Contd)

F. Curtailment Priorities (Contd)

- (b) If, after having exhausted all available options to minimize the use of natural gas, conditions are such that curtailment of any portion of the remaining gas service to the electric utility will induce the implementation of the Emergency Electrical Procedures, then Priority One capacity shall be allocated to the electric utility:
- (i) Sufficient to obviate the need to implement short-term Emergency Electrical Procedures during the first week of the gas emergency provided that the Company has not invoked curtailment of Priority One customers. If, however, the emergency is of such a severe nature that Priority One customers must be curtailed, then the Company shall provide sufficient gas service to the electric utility to allow it to maintain its system integrity as it implements, to the fullest extent required by the emergency, both its short-term and long-term Emergency Electrical Procedures.
 - (ii) Or, if the Company has invoked curtailment priorities to a level no deeper than Priority Two, the Company shall provide the electric utility sufficient Priority One service to enable it to avoid the implementation of short-term Emergency Electrical Procedures during the first week of the gas emergency, and sufficient to avoid implementing long-term Emergency Electrical Procedures requiring public notification.
 - (iii) Or, if the Company has invoked curtailment priorities to a level no deeper than Priority Three, then the Company shall provide sufficient Priority One service to enable the electric utility to avoid the implementation of both short-term and long-term Emergency Electrical Procedures.

G. Diversion of Customer-Owned Gas During Gas Emergencies

If the Company determines that its ability to deliver gas is inadequate to support continuous service to its customers on its system and it enforces the curtailment plan established in this Rule, the Company shall give end user transportation customers the option to 1) have their curtailed deliveries injected into storage with the suspension of any penalties and with no other additional charges; or 2) sell to the Company their flowing pipeline supplies that have been curtailed. The price of the purchased gas will be negotiated between the transportation customer and the Company but be limited to the higher of a) the customer's reasonable costs associated with using alternate fuels during the period of diversion, b) the actual cost of the customer's diverted gas, or c) the highest city gate price of gas for the Company's end users contained in the publication "Gas Daily", delivered into the Company's system during the period of diversion. The Company shall not divert gas from transportation customers who do not have title to the gas being transported unless the owner of such gas voluntarily agrees that its gas may be purchased, borrowed or otherwise diverted by the Company pursuant to Option 1 or 2 above. Nothing in these Rules relieves the Company from its obligation, under Act 304, of demonstrating the reasonableness and prudence of its gas purchases.

H. Rate Adjustments

A customer shall not be liable for any part of a monthly service charge provided in a Rate Schedule if such customer's consumption under that rate is completely curtailed for the entire billing period. No other rate adjustments will be permitted unless otherwise provided by contract.

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C3. CURTAILMENT OF GAS SERVICE (Contd)

C3.3 Curtailment of Gas Service During an Emergency (Contd)

I. Enforcement

- (1) The Company reserves the right to take special daily meter reads during periods when an Operational Flow Order (OFO) or curtailment has been instituted pursuant to Part C3.3 of this Rule. The Company reserves the right to inspect the customer's equipment, to install special metering, and to immediately physically interrupt gas service for violations of this Rule. Once gas service is terminated, the Company may withhold such service during the OFO or period of the curtailment until it is satisfied that the terms and conditions of this Rule will be observed.
- (2) There is nothing in this Rule that shall prevent a customer from challenging before the Commission the continuation of a curtailment or that shall abridge the customer's right to appeal any such determination to the Commission.

J. Penalty

After the Company has provided actual oral or written notice of implementation of and Operational Flow Order (OFO) or curtailment pursuant to Part C3.3 to the affected end use customer, any gas used by such customer in excess of the volumes authorized during the period when an OFO or curtailment has been instituted pursuant to Part C3.3 of this Rule will be subject to excess use charges, with such charges being in addition to those normal charges made under the applicable Rate Schedules. The charge for such excess usage shall be the highest price reported for the Mich Con, Michigan Consumers Energy and Chicago LDCs during the OFO or period of curtailment as reported by Gas Daily or, in the event that Gas Daily discontinues its reporting of such prices, any comparable reporting service, plus \$10 per Mcf. Failure to pay an excess charge when rendered shall subject the customer to termination of gas service.

C3.4 Limitation of Liability

The Company shall, when acting reasonably and prudently in accordance with these rules, not be liable for any loss, cost, damage, injury, or expense that may be sustained by customer by reason of partial or complete curtailment of gas service.

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C4. APPLICATION OF RATES

C4.1 Classes of Service

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 the Company's Gas Rate Book.

Service to different delivery points and/or different classes of service on the same premises shall be separately metered and separately billed. In no case shall service be shared with another premises or transmitted off the premises to which it is delivered.

C4.2 Choice of Rates

In some cases the customer is eligible to take service under a choice of rates. Upon request, the Company shall advise the customer in the selection of the rate which will give the customer the lowest cost of service, based on the information available, but the responsibility for the selection of the rate lies with the customer.

After the customer has selected the rate under which the customer elects to take service, the customer shall not be permitted to change from that rate to another rate until at least 12 months have elapsed. The customer shall not 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 effective date of a rate change under this rule shall be the beginning read date of the next bill issued, providing the Company was notified 30 days prior to the effective date. The intent of this rule is to prohibit frequent shifts from rate to rate.

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

C4.3 Application of Residential Usage and Non-Residential Usage

A. Residential Usage and Rate Application

For purposes of rate application "residential usage" shall be usage metered and consumed within an individual household, and reasonably appurtenant and related to and normally associated with such a household, for such applications as space conditioning, cooking, water heating, refrigeration, clothes drying, incineration, lighting and other similar household applications.

The term "household" includes single-family homes, farm homes, seasonal dwellings, duplexes, and individual living units within mobile home parks, condominiums, apartments and cooperatives; provided, however, to qualify for residential usage a household must have the normal household facilities such as bathroom, individual cooking and kitchen sink facilities, and have received an occupancy permit or similar instrument, if issued, by the local governing authority. *Customers requiring temporary gas service for a residential dwelling under construction shall be served under General Service Rate GS-1 Temporary Construction Service until a permit for occupancy is obtained for the premises.*

The term "principal residence customer" is a customer who takes service at a permanent, year-round dwelling which is his/her Principal Residence throughout the year. The residence address would normally be the customer's voting address and the address used on the customer's driver's license.

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C4. APPLICATION OF RATES (Contd)

C4.3 Application of Residential Usage and *Non-Residential* Usage (Contd)

(1) Private Family Dwellings:

Private family dwellings where individual household usage is separately metered and consumed shall be billed on Residential Service Rate A. A private family dwelling shall include:

- (a) a single-family home
- (b) a farm home
- (c) a seasonal dwelling
- (d) a duplex
- (e) a separately metered mobile home
- (f) a separately metered household within a condominium
- (g) a separately metered household within an apartment complex
- (h) a separately metered household within a cooperative complex
- (i) a separately metered generator to serve a residential household

(2) Homes or Dormitories for Groups Other Than Private Family Dwellings:

Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for up to six persons where residential usage is metered and consumed shall be classified as residential and billed on Residential Service Rate A. The landlord and the landlord's immediate family are not included in the six-person limitation.

(3) Multifamily Dwellings Served Through a Single Meter:

A multifamily dwelling shall be considered any duplex, apartment building, mobile home park, condominium, cooperative or other grouping of households. A multifamily dwelling served through a single meter where residential usage is metered and consumed shall be billed as follows:

- (a) Multifamily dwellings containing two households shall be billed on Residential Service Rate A.
- (b) Multifamily dwellings containing more than two households shall be billed on Multifamily Dwelling Service Rate A-1.

B. *Non-Residential* Usage and Rate Application

For purposes of rate application, "*Non-Residential* usage" shall be usage metered and consumed that does not qualify for residential usage. *Non-Residential* usage includes usage associated with the purchase, sale, or supplying (for profit or otherwise) of a commodity or service by a public or private person, entity, organization or institution. *Non-Residential* usage includes usage associated with penal institutions, corrective institutions, motels, hotels or swimming pool heater usage that is separately metered at a private family dwelling that is taking service under a gas residential service rate.

Non-Residential usage shall be billed on the Company's appropriate General Service Rate.

Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as *Non-Residential* and billed on the appropriate General Service Rate. The landlord and the landlord's immediate family are not included in the six-person rule.

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C4. APPLICATION OF RATES (Contd)

C4.3 Application of Residential Usage and *Non-Residential* Usage (Contd)

C. Combined Residential and *Non-Residential* Usage and Rate Application

When the gas supplied to a customer is used for both residential and *Non-Residential* purposes, the piping may be so arranged that the residential and *Non-Residential* usage is metered separately. Each type of usage shall be billed on the appropriate rate. If the usage is not separately metered, the combined usage shall be billed on the appropriate General Service Rate.

C4.4 Resale

No customer shall resell gas service to others. The renting of premises with the cost of gas service included in the rental as an incident of tenancy, the sale of gas to transient tenants or supplying gas under the terms of Rates CC, ST, LT and XLT are not considered to be a resale of such service.

C4.5 Mobile Home Park - Individually Served

For purposes of this rule, the definition of a mobile home park is a parcel or tract of land under the control of a person upon which three or more mobile homes are located on a continual, non-recreational basis and which is offered to the public for that purpose regardless of whether a charge is made therefore, together with any building, structure, enclosure, street, equipment, or facility used or intended for use incident to the occupancy of a mobile home.

Service to separately metered mobile homes shall be billed on Residential Service Rate A.

The mobile home park shall be of a permanent nature with improved streets and with individual water and sewer connections to each lot. Ordinarily, gas service to a mobile home shall be in the name of the occupant. However, service to lots designated for occasional or short-term occupancy shall be in the name of the owner of the park or an authorized representative.

At the request of the owner of the mobile home park or an authorized representative, the Company shall install gas distribution mains in accordance with Rule C8, Customer Attachment Program, for any mobile home park qualifying hereunder.

The owner of the park or an authorized representative shall provide the Company with the necessary easement for construction, operation, maintenance and replacement of the Company's facilities on the park property. The owner of the mobile home park or an authorized representative shall provide, own, install and maintain, in accordance with Company specifications, suitable meter and regulator pedestals of a design subject to approval of the Company. The owner of the park or an authorized representative shall provide, own, install and maintain the facilities from the outlet side of the meter and regulator to each mobile home.

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C4. APPLICATION OF RATES (Contd)

C4.6 Centrally Metered Installation

A. Definition of a Centrally Metered Installation

- (1) A centrally metered installation, defined by order of the Commission dated April 29, 1974 as amended June 10, 1974 in Case No. U-4211, December 7, 1989 in Case No. U-8924, and dated November 21, 2006 in Case No. U-14547 is one which meets all of the following conditions:
 - (a) The complex is served by a single meter installation; and
 - (b) The pipe is buried underground from the central meter installation to the location at which each service line enters each building or mobile home at its outside wall, and
 - (i) where the complex consists of buildings, two or more separate buildings, such as apartments, multifamily dwellings, dormitories or similar type buildings are supplied with gas and at least two buildings so supplied contain four or more living units, or
 - (ii) where the complex consists of mobile homes, four or more mobile homes used as living units are supplied with gas.
- (2) A centrally metered installation may also be an individual building served by a single meter installation where gas is provided to multiple living units.
- (3) Multiple living unit usage shall consist of the gas supplied for the individual dwelling units as well as all usage normally associated with buildings containing multiple living units.
- (4) All buried pipe from the outlet side of the Company's meter up to the outlet of the regulator on the customer side of the meter on the outside wall of each structure served, in addition to the pipe from the property line to the meter, shall be utility-owned or utility-operated lines.
- (5) Penal and corrective institutions are not considered to be centrally metered installations.

B. New Centrally Metered Installation

New centrally metered installations will be allowed after May 24, 1996. The cost of the gas main extension and all service lines (as defined in A, above) shall be paid for in accordance with the Company's Rule C8, Customer Attachment Program. All lines between the Company's existing distribution system and the outside wall of each structure containing living units supplied with gas shall be installed, owned, operated and maintained by the Company.

C. Addition to an Existing Centrally Metered Installation

At the customer's request, the Company shall extend gas service to an addition to an existing centrally metered installation. Additional lines shall be installed in accordance with Rule C8, Customer Attachment Program, and all other provisions within this Rule C4.6.

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C4. APPLICATION OF RATES (Contd)

C4.6 Centrally Metered Installation (Contd)

D. Customer-Owned Centrally Metered Installation Installed Prior to May 24, 1996

Where a customer owns the service lines in a centrally metered installation, the customer must inspect, operate and maintain the installation in accordance with applicable code requirements or must enter into a contract with a person who is qualified to inspect, operate and maintain the installation in accordance with applicable code requirements. The Company shall offer the customer a contract which provides for operation and maintenance in accordance with applicable code requirements. Under the terms of the contract, the Company shall be permitted to recover the direct cost for service performed plus an appropriate administrative overhead.

E. Conversion of a Centrally Metered Installation to Individual Meters

Where a centrally metered gas customer requests conversion from a single meter serving more than one household to separate meters serving individual households, the customer shall pay a nonrefundable contribution in aid of construction equal to the cost of:

- (1) Installation of meters and regulators, but not the cost of meters and regulators.
- (2) Relocation of any service lines.
- (3) Additional service lines.
- (4) Additional main in accordance with Rule C8, Customer Attachment Program, and all other provisions included within this Rule C4.6.
- (5) Removal of existing facilities.
- (6) Connection Fee required in accordance with Rule C8, Customer Attachment Program.

The customer shall receive credit toward these costs for the salvage value of the facilities removed except meters and regulators. Payment for gas service billed through the individual meters shall be the responsibility of the centrally metered customer who requests the conversion until the occupant of a household requests gas service in his or her own name.

The customer or the customer's agent shall continue to provide, own, install and maintain facilities beyond the outlet of the Company's meter.

C4.7 Aggregation of Accounts

A customer may qualify for aggregation of accounts under Option A or B below. Aggregation is not available to Gas Customer Choice (GCC) customers.

Option A: Contiguous Facilities

When an industrial or commercial customer purchasing gas under General Service Rate Schedule GS or a commercial and/or industrial transportation customer transporting gas under the Transportation Rate Schedule occupies a group of buildings or parts of buildings which are exclusively used by such customer as a unitary enterprise under a common ownership or leasehold, the quantities of gas supplied to such buildings or parts of building under the same Rate Schedule will be added for the purpose of determining the amount of the bill which such customer shall receive for service, provided:

- A. The buildings or parts of buildings are situated upon the same parcel or contiguous parcels of land and are exclusively occupied and used by the customer as a unitary enterprise at one location and under one management; or*

(Continued on Sheet No. C-23.10)

(Continued From Sheet No. C-23.00)

C4. APPLICATION OF RATES (Contd)

C4.7 Aggregation of Accounts (Contd)

Option A: Contiguous Facilities (Contd)

- B. *The building or parts of buildings, separated by a public street or alley (but not including a limited-access highway), are situated upon parcels of land which occupy wholly or in part immediately opposite street frontages on the same street or alley and are exclusively occupied and used by the customer as a unitary enterprise at one location and under one management.*

Option B: Master Account

A customer receiving gas service at multiple facilities under a common ownership may elect to aggregate the quantities of gas supplied to such facilities if the following conditions are met:

- A. *The customer must designate one of the facilities as the master account. The master account must be a transportation account under Rate ST, LT, or XLT.*
- B. *Only subsidiary accounts will be eligible for aggregation with the master account. To qualify as a subsidiary account a facility must be served under a sales service Rate Schedule (Rate A, A-1, GS). The customer must specify which of the other facilities will be designated as a subsidiary account.*
- C. *The facility designated as the master account shall be subject to and billed under the provisions of its transportation tariff. Facilities designated as subsidiary accounts shall be subject to all the terms and conditions of the master account tariff, except that the subsidiary accounts will pay the customer charge and distribution charge in effect for their designated sales rates rather than the customer charge and transportation charge in effect for the master account.*

C5. CUSTOMER RESPONSIBILITIES

C5.1 Access to Customer's Premises

The Company's authorized agents shall have access to the customer's premises at all reasonable hours, to install, inspect, read, repair, relocate or remove its meters; to install, operate, maintain, relocate and remove other Company property, and to inspect and determine the load characteristics of appliances installed on the customer's premises. Neglect or refusal on the part of the customer to provide reasonable access shall be sufficient cause for shutoff of service by the Company, and assurance of access may be required before service is restored.

C5.2 Bills and Payments

A. Billing Frequency

Bills for gas service shall be rendered on approximately a monthly basis, and shall be due and payable on or before the due date shown on each bill.

(Continued on Sheet No. C-24.00)

(Continued From Sheet No. C-23.10)

C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.2 Bills and Payments (Contd)

B. Meter Reads and Estimated Bills

The Company shall schedule meters to be read on approximately a monthly basis and will attempt to read meters in accordance with such schedule.

When the Company is unable to obtain an actual meter reading, the bill shall be estimated on the basis of past service records, adjusted, as may be appropriate. Where past service records are not available or suitable for use, such billing shall be based upon whatever other service data are available. Each such account shall be adjusted as necessary each time an actual meter reading is obtained.

C. Customer Meter Reads

Bills rendered for gas service for periods for which readings were not obtained shall have the same force and effect as those based upon actual meter readings. Any customer may read his/her own meter and provide the readings to the Company on a secure Company website, by telephone or on appropriate forms which shall be provided by the Company.

D. Responsibility for Payment

The customer is responsible for the payment of bills until service is ordered shut off or terminated and the Company has had reasonable time to secure a final meter reading.

E. Due Date

The Company shall allow each customer a period of not less than 21 calendar days, from the date the bill was transmitted to pay in full.

If a bill remains unpaid and not in dispute five days after its due date, the Company shall then have the right to issue to the customer a notice of intent to shut off service ten days or more after issuance of the notice.

F. Late Payment Charge

The Company shall assess a late payment charge as authorized by the Company's Gas Rate Book.

G. Returned Bill Payments

A check, debit card, credit card or other form of payment remitted as a bill payment and returned or an authorized prepayment not honored by the bank or financial institution against which it is drawn shall be rebilled to the customer's account. A \$15.00 charge shall be assessed to the customer for processing a payment or an authorized prepayment returned by a bank or other financial institution for reason of insufficient funds, account closed, no account and similar situations, excluding bank or financial institution errors.

(Continued on Sheet No. C-25.00)

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C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.2 Bills and Payments (Contd)

H. Billing Error

(1) Overcharge

If a customer has been overcharged as a result of incorrect reading of the meter by a Company representative, incorrect remote meter read, incorrect meter constant, incorrect calculation of the applicable rate, incorrect application of the Rate Schedule, a meter switched by the Company or a Company representative, or other similar reasons, the amount of the overcharge shall be adjusted, refunded, or credited to the customer promptly upon discovery by the Company. The Company shall not make retroactive adjustments when the customer has not notified the Company as to pertinent conditions of service. The Company is not required to adjust, refund or credit an overcharge beyond the three-year period immediately preceding discovery of the overcharge, unless the customer is able to present a record establishing an earlier date of occurrence or commencement of the overcharge.

(2) Undercharge

(a) If a customer has been undercharged as a result of incorrect reading of the meter by a Company representative, incorrect remote meter read, incorrect meter constant, incorrect calculation of the applicable rate, incorrect application of the Rate Schedule, a meter switched by the Company or a Company representative, or other similar reasons, the undercharge may be billed to the customer subject to Section H(2)(b) of this rule. The Company shall not make retroactive adjustments when the customer has not notified the Company as to pertinent conditions of service.

(b) Except in cases of energy theft, stolen meter, switched meter by someone other than the Company or a Company representative, meter error or non-registering meter, the following limitations shall apply to the back billing of customers.

(i) Back billing of residential customers is limited to the one-year period immediately preceding the discovery of the undercharge. The customer shall be given a reasonable time in which to pay the amount of the back billing and service shall not be shut off during this time for nonpayment of the amount of the back billing.

(ii) Back billing of *Non-Residential* customers and Multifamily Dwelling Service Rate A-1 customers is limited to the one-year period immediately preceding discovery of the undercharge. In instances where the Company could not have detected the undercharge through regular meter readings or the exercise of reasonable diligence in preparing and reviewing a customer's bills or records, the Company may back bill a customer for a period of up to three years immediately preceding discovery of the undercharge. The customer shall be given a reasonable time in which to pay the amount of the back billing and service shall not be shut off during this time for nonpayment of the amount of the back billing.

I. Meter Error or Non-registering Meter

(1) Overcharge

If a customer has been overcharged as a result of a meter error or non-registering meter, the amount of the overcharge shall be adjusted, refunded or credited to the customer promptly upon discovery by the Company in accordance with Rule B1 of the Technical Standards for Gas Service.

(Continued on Sheet No. C-26.00)

(Continued From Sheet No. C-25.00)

C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.2 Bills and Payments (Contd)

I. Meter Error or Non-registering Meter (Contd)

(2) Undercharge

If a customer has been undercharged as a result of a meter error or non-registering meter, the amount of the undercharge may be billed to the customer in accordance with Rule B1 of the Technical Standards for Gas Service.

J. Energy Theft, Stolen Meter and Switched Meter

In cases where metered or unmetered energy theft, stolen meter or switched meter by someone other than a Company representative are involved, refunds and back billings are for the determined duration of the period. Where the duration cannot be reasonably established or estimated, the Company shall adjust the billing for the past three years on the basis of actual monthly consumption determined from the most recent 36 months of consumption data.

Metered or unmetered energy theft includes but is not limited to tampering, unauthorized use, diversion and interference. For purposes of this rule, a stolen meter is classified as any meter not specifically assigned to that service location by the Company. For purposes of this rule, a switched meter is classified as a meter incorrectly assigned to a customer resulting in the customer being billed for another customer's consumption.

The Company reserves the right to recover all unbilled service revenue and costs associated with the theft of energy, stolen meter or switched meter. The offending customer, who intentionally stole a meter, switched a meter or who was intentionally involved in energy theft shall pay all associated costs including costs for discovery, investigation and rewards for discovery. The customer who did not intentionally steal a meter, switch a meter or who did not intentionally become involved in energy theft shall pay for their energy usage according to Section H of this rule.

The owner of a multiple-metered building shall be responsible for accurately tracing all fuel lines and for tagging such fuel lines with Company-provided tags to assure individual units are properly metered. The Company shall not set the meters until the fuel lines are identified. The owner of a multiple-metered building could be held responsible for any under recovery of revenues resulting from improperly tagged meters. Any future expense of tracing fuel lines due to instances of switched meters related to errors in tracing and tagging of such fuel lines shall be the responsibility of the current owner of the multiple-metered building.

C5.3 Restoration of Service

Restoration charges and meter relocation charges shall be made by the Company to partially cover the cost of shutting off, terminating and restoring service.

Where service has been shut off for reasons as outlined in Rule C1.3, Use of Service, or where service is restored following a voluntary termination within less than twelve months of that termination by the same customer at the same location, a restoration charge of \$50.00 shall be collected from the customer whose service was shut off if service was shut off at the customer's meter or at the curb valve. If an excavation was necessary to shut off service, a restoration charge of \$500 shall be collected from the customer whose service was shut off. The Company shall provide a minimum of 48 hours' notice to the customer that excavation is to be scheduled through a tag left on the premises or notification by mail.

(Continued on Sheet No. C-27.00)

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(Continued From Sheet No. C-26.00)

C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.3 Restoration of Service (Contd)

Where service has been shut off for reasons as outlined in Rule C1.3, Use of Service, a meter relocation charge, if applicable, and assessed in accordance with Rule B2, Consumer Standards and Billing Practices for Electric and Gas Residential Service, R 460.116, Meter Accuracy, Meter Errors, Meter Relocations, R 460.144, Restoration of Service, and with Rule B4, Billing Practices Applicable to Non-Residential Electric and Gas Customers, R 460.1611, Meter or Facilities Relocation Charge, shall be collected from the customer whose service was shut off. The Company shall charge the customer for relocating the meter, based on the Company's current cost.

The restoration charge and meter relocation charge, if applicable, shall be billed to the customer and shall be paid before service is restored.

An On-Premises Collection Charge of \$15.00 shall be assessed to the customer if a Company employee is sent to the premises to either serve the customer with a shut-off notification or to shut off service, unless the customer presents evidence that reasonably indicates the claim has been satisfied or is currently in dispute. The charge may be collected at the time of the site visit or charged to the customer account. The Company shall not assess this fee twice on the same notice for shutoff.

In the case of shutoff of service, the Company shall restore service only after the customer has paid all applicable charges authorized by its Gas Rate Book, subject to the customer's right to dispute such charges as set forth in Rule B2, Consumer Standards and Billing Practices for Electric and Gas Residential Service, and Rule B4, Billing Practices Applicable to Non-Residential Electric and Gas Customers.

C5.4 Shutoff Protection Plan for Residential Customers

A. Eligibility

Eligible low-income customers and senior citizen customers may choose to participate in the Shutoff Protection Plan (SPP) in lieu of the applicable Winter Protection Plan as described in Rule B2., Consumer Standards and Billing Practices for Electric and Gas Residential Service, R 460.148, Winter Protection Plan for Low-income Customers, or R 460.149, Winter Protection Plan for Senior Citizens. For purposes of this Company rule, an eligible low-income customer means a utility customer who has not had more than one default condition on the SPP in the last twelve months and whose household income does not exceed 200% of the federal poverty guidelines as published by the United States Department of Health and Human Services or who receives supplemental security income or low-income assistance through the Department of Human Services or successor agency, food stamps, or Medicaid. In addition, an eligible senior citizen customer means a utility customer who has not had more than one default condition on the SPP in the last twelve months, is 65 years of age or older, and advises the utility of his or her eligibility. An eligible customer enrolled in the SPP shall be referred to as an SPP Customer. Customers who are actively participating in the Consumers Affordable Resource for Energy (CARE) Pilot or have participated in the CARE Pilot during the concurrent heating season are not eligible to participate in SPP until the beginning of the next heating season. *Customers may become eligible for a modified SPP as provided for in Rule C5.4. B.*

(Continued on Sheet No. C-27.10)

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(Continued From Sheet No. C-27.00)

C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.4 Shutoff Protection Plan for Residential Customers (Contd)

B. Enrollment

An eligible customer may enroll at any time of the calendar year in the SPP. Where unauthorized use of utility service has not occurred, to enroll an eligible customer must (1) contact the Company and indicate that they wish to enroll, (2) be able to demonstrate that he or she has made application for state or federal heating assistance, *or has a household income that does not exceed 200% of the federal poverty guidelines as published by the United States Department of Health and Human Services or receives supplemental security income or low-income assistance through the Department of Human Services or successor agency, food stamps, or Medicaid,*(3) within 14 days of a customer calling to enroll in the SPP, have completed the enrollment process by paying a minimum down payment of 10% of the total amount owed to the Company at the time of the request to enroll. An eligible customer is not enrolled in the SPP until the enrollment requirements are fulfilled. *Customers previously enrolled in the SPP the last twelve months who default may be permitted to re-enroll in a modified SPP payment arrangement, at the discretion of the Company, if they have demonstrated a willingness to satisfy the terms of the payment plan through their payment history or have received assistance that will improve the customer's ability to satisfy the payment arrangements. The modified SPP repayment period shall not exceed 24 months.*

Customers who enroll in the SPP who have not been enrolled in the SPP for more than twelve months may not be required to pay a deposit or reconnection fee, if applicable. Customers who enroll in the SPP who were previously enrolled in the SPP in the last twelve months and removed due to default may be required to pay a deposit *and* a reconnection fee, if applicable.

Where unauthorized use of utility service has occurred, the customer must pay 100% of the portion of charges that are the result of the unauthorized use. Upon receipt of payment, the customer shall be considered eligible if all other eligibility requirements are met. The customer may then enroll under the conditions described previously. The payment of unauthorized use charges may be made at the same time as the *down payment* of the total amount owed to the Company is made. In the event that the *down payment* of the total amount owed to the Company is made without payment of the unauthorized charges at the same time or previously, the payment received shall first be applied to the unauthorized charges.

In the event that an eligible customer has contacted the Company to indicate a wish to enroll but the requirements so described are not met in full, the eligible customer shall then be subject to credit action as though no contact with the Company had occurred. In the event that all Company obligations to shut off service have been met, the eligible customer shall receive a minimum of one communication at least 24 hours prior to shutoff of service.

C. Customer Protection

Once enrolled in the SPP, a utility shall not shut off service to a SPP Customer if the customer pays to the Company a monthly amount equal to 1/12th of the estimated annual bill for the SPP Customer and *a Company-specified amount between 1/12th and 1/24th of any remaining delinquent balance owed to the Company at the time of the enrollment.* While the customer is enrolled in the SPP and payments are made by the due date of the amount due shown on the bill, no late payment charges will be assessed. The SPP Customer may participate in the SPP for a maximum period of 24 months or until the delinquent charges are eliminated and the SPP Customer is able to pay his or her regular monthly energy bills.

The estimated annual bill for the SPP Customer and the delinquent balance due may be recalculated periodically by the Company. The Company may also recalculate the estimated annual bill and the delinquent balance due upon the transfer of a balance owed on another account in compliance with the Consumer Standards and Billing Practices for Electric and Gas Residential Service.

(Continued on Sheet No. C-28.00)

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(Continued From Sheet No. C-27.10)

C5. CUSTOMER RESPONSIBILITIES (Contd)

C5.4 Shutoff Protection Plan for Residential Customers (Contd)

D. Default

Should a SPP Customer fail to make payment by the due date, a shutoff notice specific to this SPP shall be issued but shall comply with the requirements of Part 8 of Rule B2., Consumer Standards and Billing Practices for Electric and Gas Residential Service. If the SPP Customer makes payment before the date provided for shutoff of service, the customer shall not be considered to be in default but shall remain in the SPP. If the SPP Customer makes payment after this date, the SPP Customer shall be in default and shall be removed from the SPP. The customer shall be subject to shutoff, provided the 24-hour notice was made by the Company.

E. Participation in Other Shutoff Protection Plans

Customers eligible to participate under the Winter Protection Plan, Rules R 460.148 and R 460.149, will be required to waive their rights to participate under the Winter Protection Plan in order to participate in the Plan. Upon enrollment, the Company shall send written confirmation of the enrollment terms and include notice of this provision.

C5.5 Customer-Selected Due Date Program

Notwithstanding other provisions in this tariff book, the Company, at its discretion, may provide its combination electric and gas service customers the option to select the day of the month on which their bill is due, regardless of the meter read date. Participating customers must have an electric AMI transmitting technology meter.

Participation in the Customer-Selected Due Date Program is available to customers, as determined by the Company, when technically feasible based on the customer's selected rate and billing options. Customers not eligible to participate include, but not limited to, customers billed on a calendar-month basis or customers on Gas Transportation or Gas Outdoor Lighting rates.

The Customer-Selected Due Date Program is only available for the following rate categories: Residential (A and A-1) and General Service (GS-1, GS-2 and GS-3).

(Continued on Sheet No. C-28.10)

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(Continued From Sheet No. C-28.00)

C6. METERING AND METERING EQUIPMENT

The customer shall provide and maintain, free of expense to the Company, space suitable for the meter set assembly, regulator, meter and other metering facilities located in accordance with the following:

New Residential Service – shall be outside at a point of attachment designated by the Company.

New Commercial and Industrial Service – shall be outside, but if not feasible, then at the point of service line entrance designated by the Company.

Mobile Home Service – shall be on an outside meter pedestal of a design approved by the Company and which the mobile home park owner or authorized representative shall provide, own, install and maintain in accordance with Company specifications.

The customer shall permit only authorized agents of the Company, or other personnel lawfully authorized to do so to initiate service or to inspect, test, repair or remove Company-owned equipment. If the meter set assembly regulator, meter or metering facilities 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 shall test meter accuracy upon request of a customer if the customer does not request a test more than once every two years, and if the customer agrees to accept the results of the test as the basis for determining the difference claimed. No charge shall be made to the customer for the first test in any five-year period, but if subsequent tests during the same period, for the same customer, show the meter to be within the allowable limits of accuracy, the Company shall charge the customer for subsequent tests based on the Company's current costs. The charge to a customer for a meter test shall be filed with the Commission at least thirty days prior to being amended. If such test reveals the meter registration to be outside the accuracy limits prescribed in these rules, the cost of the test shall be refunded and a billing adjustment made. The customer may be present at the time of the test if the customer makes a request prior to the test. A written report shall be made to the customer by the Company and the Company shall maintain a record of the test.

(Continued on Sheet No. C-29.00)

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(Continued From Sheet No. C-28.10)

C7. GAS COST RECOVERY CLAUSE AND STANDARD REFUND PROCEDURES

C7.1 Gas Cost Recovery Clause

A. Applicability of Clause

All rates for gas service, unless otherwise provided in the applicable Rate Schedule, shall include a Gas Cost Recovery Factor to allow the Company to recover the booked costs of gas sold by the Company if incurred under reasonable and prudent policies and practices.

B. Booked Cost of Gas Sold

- (1) Booked cost of gas sold as used in this rule includes the following as expensed on the books of the Company:
 - (a) Interstate Purchases: Cost for gas service.
 - (b) Intrastate Purchases: Costs for gas service incurred pursuant to all contracts on file with the Commission.
 - (c) Company-Produced Natural Gas: Costs which vary with volume produced.
 - (d) Company-Produced Substitute Natural Gas: Costs for feedstock used to produce substitute natural gas.
 - (e) Liquefied Petroleum Gas-Air Mixture: Costs for propane used to produce a propane-gas-air mixture.
 - (f) Storage Gas: Net costs of gas injected and withdrawn from underground storage facilities.
 - (g) Purchases From Other Michigan Utilities: Costs for gas service pursuant to contracts approved by the appropriate regulatory body.
 - (h) Supplier Refunds and Credits: Refunds and credits from suppliers in the period realized.
- (2) Booked cost of gas sold as used in this rule specifically excludes the following items:
 - (a) Gas used by the Company, at the annual average booked cost of gas sold.
 - (b) Lost and unaccounted for gas, at the annual average booked cost of gas sold.
 - (c) Gas sold at a price which does not include a Gas Cost Recovery Factor, at the incremental cost from the Company's suppliers.
 - (d) Contract, tariff and other penalties, unless the customers of the Company benefit as a result of payment of such penalties.

(Continued on Sheet No. C-30.00)

(Continued From Sheet No. C-29.00)

C7. GAS COST RECOVERY CLAUSE AND STANDARD REFUND PROCEDURES (Contd)

C7.1 GAS COST RECOVERY CLAUSE (Contd)

C. Billing

- (1) In applying the Gas Cost Recovery Factor, per Mcf or dekatherm, any fraction of 0.01 cent shall be rounded to the nearest 0.01 cent.
- (2) Each month the Company shall include in its rates a Gas Cost Recovery Factor up to the maximum authorized by the Commission as shown on Sheet No. D-2.00. For months in which the Commission has not approved a specific Gas Cost Recovery Factor, the Company may include an appropriate Gas Cost Recovery Factor in its rates if authorized by law to do so.
- (3) The Gas Cost Recovery Factor shall be the same per Mcf or Ccf for each billed customer. The factor shall be placed into effect in the first billing cycle of each monthly billing period and shall continue in effect throughout all cycles in each monthly billing period.
- (4) The Gas Cost Recovery Factor shall appear on all customer bills.

D. General Conditions

- (1) At least 15 days prior to a billing month for which the GCR factor to be billed is to differ from that currently in effect, the Company shall file a revised Sheet No. D-2.00 to notify the Commission as to the actual factor to be billed to its customers in the subsequent month.
- (2) This Gas Cost Recovery Clause is authorized by the provisions of 1982 PA 304. A copy of that act is available for public inspection at each business office of the Company. The Company shall provide a copy of the act to any customer upon request.

C7.2 Standard Refund Procedures for Gas Cost Recovery and Other Supplier Refunds

A. Receipt of Refunds by the Company

(1) Supplier Refunds

By April 15 of each year, the Company shall notify the Commission Staff of any pipeline or other supplier refunds (other than a routine billing adjustment) received during the prior twelve months ended March 31. The notification shall be in the form of a letter, and include:

- (a) The amount of each refund, including interest.
- (b) The date each refund was received.
- (c) The source and reason for each refund.
- (d) The period covered by each refund (historical refund period).

Additionally, if any portion of any pipeline or other supplier refund is properly allocable to non-GCR customers, this amount, along with any calculations of deductions wherefrom for Company Use and Lost and Unaccounted-For Gas, shall also be included in the written notification.

Failure of the Company to report a refund to the Commission Staff by the April 15 deadline shall result in an interest penalty of 50% over the normal authorized rate of return on common equity for the period of time that the Company fails to comply with the refund notification requirement.

(Continued on Sheet No. C-31.00)

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C7. GAS COST RECOVERY CLAUSE AND STANDARD REFUND PROCEDURES (Contd)

C7.2 Standard Refund Procedures for Gas Cost Recovery and Other Supplier Refunds (Contd)

A. Receipt of Refunds by the Company (Contd)

(2) Gas Cost Recovery (GCR) Plan Reconciliation

Over/(under)-recovery amounts arising from the annual GCR Reconciliation shall be reported in accordance with the provisions of 1982 PA 304.

B. Refund Allocation

(1) Supplier Refunds

Gas supplier refunds shall normally be allocated in their entirety to GCR sales customers. Where appropriate, supplier refunds shall be allocated between GCR and Non-GCR customers on the basis of actual consumption during the historical refund period.

Deductions for Company Use and Lost and Unaccounted-For volumes may be made from the portion of the refund allocable to transportation customers based upon the actual percentages for Company Use and Lost and Unaccounted-For during the historical refund period.

C. Refund Pass-Through

(1) To GCR Customers [Roll-in Methodology]

All supplier refunds allocable to GCR customers shall be reflected as adjustments to the GCR Cost of Gas Supply in the month received and should be included in "Purchased and Produced." Adjustments to prior year's GCR under- or over-recoveries and any Commission-ordered disallowances associated with a prior GCR period, along with all other refund liabilities will be reflected separately below the cost of gas sold line for the month of effect, in order that they may be included in the month-to-month rolling over/(under)-recovery balance for purposes of interest calculation, but without their affecting the costing of Company-Use and Lost & Unaccounted-for Gas.

The Company shall maintain records as to the source amount and timing of each roll-in component.

Interest shall be accrued on the month-to-month rolling over/(under)-recovery balance at the rates specified in 1982 PA 304.

(Continued on Sheet No. C-32.00)

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C7. GAS COST RECOVERY CLAUSE AND STANDARD REFUND PROCEDURES (Contd)

C7.2 Standard Refund Procedures for Gas Cost Recovery and Other Supplier Refunds (Contd)

C. Refund Pass-Through (Contd)

(2) To Non-GCR Customers [Traditional Methodology]

All Non-GCR customer refund liabilities shall be credited to a refund liability account to accrue interest until such time as these monies are authorized to be refunded. The interest rate for pipeline refunds, and unrefunded balances shall be the Company's' authorized rate of return on common equity.

Application for distribution of Non-GCR customer refund liabilities shall be included in the Company's annual GCR reconciliation filing.

(3) Distribution of Non-GCR Customer Refunds in General

(a) Data Retention

The Company shall maintain individual customer consumption data for a minimum period of four years. In addition, the last known address of each customer who has left the Company's system shall be maintained for the same time period.

(b) Refund Distribution Period

The refund distribution period shall correspond to the period used to allocate the refund liability except when the allocation period exceeds the 48-month retention period for individual customer consumption data.

In the event that the refund allocation period covers time periods beyond the 48-month data retention period, a more current period for which data is available may be used as the refund distribution period.

When multiple refunds are being considered in the same refund proceeding, refund liability amounts allocated to each respective rate class may be aggregated and the sum distributed using the most logical refund distribution period.

(c) Current Customers

Refunds shall be made to current customers based upon their consumption at any location in the Company's service territory during the refund distribution period. Bill credits shall appear as a separate line item on the bill and be identified as a refund. Rights to any portion of a refund shall not vest until a refund amount has been credited to a customer's bill or a refund *payment* to a past customer is negotiated, *or an electronic payment of the refund has been successfully processed.*

(Continued on Sheet No. C-33.00)

(Continued From Sheet No. C-32.00)

C7. GAS COST RECOVERY CLAUSE AND STANDARD REFUND PROCEDURES (Contd)

C7.2 Standard Refund Procedures for Gas Cost Recovery and Other Supplier Refunds (Contd)

C. Refund Pass-Through (Contd)

(3) Distribution of Non-GCR Customer Refunds in General (Contd)

(d) Past Customers

All past customers who had consumption during the refund distribution period shall be issued a refund check *or issued an electronic payment of the refund*, to their last known address, except that the Company is not required to issue refunds to past customers who would receive \$10.00 or less, those in arrears with the Company, or to customers whose *payments* were returned as undeliverable from previous refunds. Rights to any portion of a refund shall not vest until a refund amount has been credited to a customer's bill or a refund check to a past customer is negotiated *or an electronic payment of the refund has been successfully processed*. After 180 days, *amounts that have not been successfully refunded, including any returned or uncashed check* shall be transferred to the refund liability account to be refunded with interest in the next refund.

(e) Customers in Arrears

Refunds made pursuant to these procedures will be applied against any past due amounts owing to the Company. The amount, if any, in excess of the amount owed will be refunded in accordance with these procedures.

(f) Refund Completion Reports

Six months after the completion of a refund distribution, the Company shall submit a completion report to the Commission Staff showing the amount actually refunded as compared to the authorized refund amount and the date the refund was completed.

(g) Unrefunded Balances

Any undistributed amounts remaining shall be rolled back into the refund liability account to accrue interest at the Company's authorized rate of return on common equity until refunded to customers in the next refund distribution.

(Continued on Sheet No. C-34.00)

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J. G. Russell,
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(Continued From Sheet No. C-33.00)

C8. CUSTOMER ATTACHMENT PROGRAM

A. Purpose

The Company proposes to make extension of its gas mains and/or service lines from time to time, at its own cost, to serve applicants whose requirements will not disturb or impair the service to prior users or will not require an expenditure out of proportion to the revenue obtainable therefrom.

The Company reserves the right to delay or deny a request for service under this rule, if fulfilling such a request could, in the Company's opinion, create conditions potentially adverse to the Company or its customers. Such conditions may include, but are not limited to, safety issues, system operating requirements or capital constraints. The provisions under this Rule are in addition to the existing rules and tariffs for customer gas service.

When relocation or modification of Company facilities to an existing structure with gas service is requested or made necessary by the customer, all costs for the relocation or modification shall be charged to the requesting party.

B. Customer Contribution

A customer contribution shall be required *totaling* the following components: Connection Fee, *any Revenue Deficiency*, any Excessive Service Line Fee, *and* any Direct Charges. Direct Charges include, but are not limited to, any specific license fees, inspection fees, or rights of way fees charged by any political subdivision for any construction provided under this rule, and are to be paid *directly to* the Company. Direct charges shall also include an additional charge per foot for winter construction of all underground construction as installed, excluding conduit, applied to projects constructed during the period of December 15 to April 15, for installation of distribution or service facilities. This charge shall be based on periodic reviews of actual costs by the Company.

Any written communication from the Company regarding construction activity and its associated contribution due from the customer, unless specified otherwise in the document, shall have an expiration date of 60 days from the date issued. If either the customer or the Company takes no action by that time, the Company shall have the right to withdraw the proposal or modify the conditions under which it was made.

The Company, at its sole discretion, may waive fees or extend the service line limit for attaching parties located at the Company's storage fields or gas well locations based on the economics of a proposed project, when provided for in writing by the Company.

C. Payment of Customer Contribution

The Connection Fee, Direct Charges and the Excessive Service Line Fee are payable in lump sum *prior to construction*. *The Company may choose to collect these charges after construction, but prior to the meter being set, when it allows the Company to better align the construction schedule with the customers' desired service dates.* The Connection Fee is non-refundable. The Direct Charges and Excessive Service Line Fee are refundable if the service line has not been installed. If the service line has been installed, the Direct Charges and Excessive Service Line Fees are non-refundable.

Unless otherwise stated by the Company, the customer shall pay any remaining charges resulting from a Revenue Deficiency in a lump sum in advance of the facility expansion. Customers deemed by the Company to require significant investment for unpredictable operations may enter into a contract with the Company to have all or a portion of the revenue deficiency designated as a deposit subject to refund, at the option of the Company. Refunds shall not exceed the amount of the deposit, and shall be based solely on any incremental increase in consumption and accompanying revenues above that recognized in the Model to calculate the customer contribution.

(Continued on Sheet No. C-35.00)

(Continued From Sheet No. C-34.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

C. Payment of Customer Contribution (Contd)

The Company may offer the Fixed Monthly Surcharge as an alternative payment method *for the Revenue Deficiency*. The Fixed Monthly Surcharge shall be payable monthly throughout the surcharge period. Billing of the Fixed Monthly Surcharge shall commence within six months following completion of construction of the main and initial service lines. The customer may at any time elect to pay off the remaining Fixed Monthly Surcharge balance with a lump sum payment equal to the present value of the remaining monthly payments. If the present value of the Fixed Monthly Surcharge is less than \$200.00, the Company may require the customer to make a lump sum payment. The Fixed Monthly Surcharge is assessed to the property served such that any subsequent customer requesting gas service at the property address, once notified by the Company of the amount and duration of such surcharge, shall be liable for the Fixed Monthly Surcharge. Such notification may be verbal, written or in the form of a bill which includes the Fixed Monthly Surcharge. Failure of sellers, agents, lessors or other non-company parties to notify a customer of the Fixed Monthly Surcharge shall not relieve the customer's obligation to pay the Fixed Monthly Surcharge. Failure by the customer to timely pay the Fixed Monthly Surcharge shall result in the discontinuation, shutoff of service or denial of natural gas service.

Land developers, builders, mobile home park developments or rental units are not eligible for the Fixed Monthly Surcharge and may not be considered an unpredictable operation eligible for terms of a contract subject to refund.

D. Connection Fee

The Connection Fee is equal to \$200.00 per meter. The Connection Fee is equal to \$100.00 per meter for a multiple metered installation on a single structure that is served from a single service line and where all meters are set at one time.

The Company may waive the connection fee for pre-approved builders or developers when the builder or developer digs the service trench for line installation. Such trenches must be considered usable, as determined by a Company qualified individual who will directly observe installation of service line and backfill of trench. The builder or developer must have pre-approval to implement this process by the Company to ensure an understanding of the conditions and requirements of operator qualifications.

E. Excessive Service Line Fee

The Excessive Service Line Fee will be assessed to a customer whose service line requirement is in excess of the Service Line Limit. The Excessive Service Line Fee will be calculated annually to be effective March 1. The Service Line Limit for an individual service line shall be equal to the point at which the cost of the customer's service requirements are greater than the allowance based on the Cost of Service Model. The Company reserves the right to use a different Service Line Limit for different categories of customers. The Service Line Limit will be calculated annually to be effective March 1st. In calculating the average service line length for a project containing more than one customer, the maximum length of each service line to be included in the calculation is the Service Line Limit for a primary residential home.

The Company, in its sole discretion, may waive the excessive service line fee or extend the service line limit for all attaching parties based on the economics of a proposed project. Any such waiver or extension shall not be effective unless provided in writing by the Company.

(Continued on Sheet No. C-36.00)

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(Continued From Sheet No. C-35.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

F. Fixed Monthly Surcharge

A Fixed Monthly Surcharge (Surcharge) will be calculated for each Customer Attachment Project (Project). The Surcharge will recover the Revenue Deficiency anticipated from the proposed Project. The Surcharge is calculated such that the present value of the anticipated Surcharges collected from the Project will equal the net present value Revenue Deficiency. The Surcharge will be recoverable over a predetermined time period, not to exceed ten years. The Company will be responsible for determining the appropriate Surcharge time period. The Surcharge will be a fixed dollar amount for all customers within the Project and will expire on the same date for all customers within the Project, regardless of when the surcharge was initially assessed to the customer. The Surcharge will not be subject to adjustment, reconciliation or refund. A customer who attaches to a Project after the surcharge period has expired or a customer, whose proposed attachment was beyond the scope of the original Project, will be treated as a separate Project.

The Company will supply, upon request by the party responsible for payment of the Surcharge, the following information for an account subject to a Surcharge: the current present value of the Surcharge balance, a report of monies paid either (a) to date for an account or (b) for a twelve-month period for an account provided the request is made within 90 days of the end of the time period requested, and the expiration date of the project. This information will be supplied at no charge to the customer once within a calendar year.

G. Customer Attachment Project

A Project may consist of a single customer, requiring only the installation of a service line and meter, or may consist of numerous customers requiring the installation of mains, service lines and meters. A Project will generally be defined as a customer or group of customers that may be served from the contiguous expansion of new distribution facilities.

H. Revenue Deficiency

A discounted Cost of Service Model (Model) will be used to calculate the Net Present Value (NPV) Revenue Deficiency anticipated from a Project. The Model will use the expected incremental revenues and incremental costs associated with the Project for each year of a twenty year period. From this information an annual net revenue excess or deficiency will be calculated. The annual net revenue excess or deficiency will be discounted and summed to determine the NPV revenue deficiency of the Project. If the NPV revenue deficiency is negative, the discounted revenues exceed the discounted costs, then an NPV revenue deficiency of zero will be used.

(Continued on Sheet No. C-37.00)

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(Continued From Sheet No. C-36.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

I. Model Assumptions

Incremental Revenues:

The incremental revenues will be calculated based on current rates and a forecast of the timing and number of customer attachments as well as the customer's annual consumption levels.

Incremental Costs:

(1) Carrying Cost Rate

The carrying cost rate will be based on the weighted rate of debt, preferred stock, equity and associated taxes. The cost will be equal to and weighted in proportion to those authorized in the Company's most recent rate order. The carrying cost rate is equal to *11.12%*.

(2) Plant in Service

Plant in Service shall reflect the Company's estimated cost to construct distribution mains, customer service lines, meters and pressure regulators or regulating facilities for the Project. The timing of the facility investment, primarily service lines, will correspond with the projected timing of the customer attachments.

(3) Carrying Costs

The Carrying Costs will be the product of the average of beginning and end-of-year net plant, Plant in Service minus accumulated depreciation minus deferred taxes, multiplied by the Carrying Cost Rate, noted in paragraph 1 above.

(4) Depreciation

Depreciation expense will be the product of Plant in Service multiplied by the appropriate prescribed depreciation rates approved for the Company.

(5) Property Taxes and Other Operating Expenses

Property taxes will be the product of Plant in Service multiplied by the Company's average property tax rate. All other incremental operating expenses will be included as identified. Incremental O&M will at a minimum include a proportional cost for monthly meter reading, billing and mailing.

(6) Discount Rate

The discount rate will be a weighted rate of long-term debt, preferred stock and common equity. The cost will be equal to and weighted in proportion to those authorized in the Company's most recent rate order. Based on the Company's rate order in Case No. *U-17643*, the discount rate is equal to *7.72%*.

J. Customer Attachment Project Areas

All gas sold in any area specifically listed below is subject to the following Customer Attachment Project (CAP) charges. CAP areas and charges shall be added to or removed from the list from time to time by the Company.

(Continued on Sheet No. C-38.00)

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in Case No. U-17643

(Continued From Sheet No. C-37.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

| | | | | ADRIAN | | |
|-----------------|-----------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| <u>CAP Area</u> | | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
| 35 1201 | Sheridan Rd, Clinton | \$41.67 | 03/23 | | | |
| 2015228 | Raisin Center Hwy, Tecumseh | 43.95 | 04/25 | | | |
| 2015383 | Blood Rd, Tecumseh | 36.01 | 09/25 | | | |
| 2015391 | Willow Rd, Manchester | 108.69 | 09/25 | | | |
| 2016603 | Sutton Rd, Britton | 50.46 | 08/26 | | | |
| 2016651 | Green Hwy, Tecumseh | 47.56 | 08/26 | | | |
| 2016756 | Sheridan Rd, Clinton | 54.80 | 08/26 | | | |

(Continued on Sheet No. C-39.00)

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(Continued From Sheet No. C-38.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

ALMA

| <u>CAP Area</u> | | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|----------------------------------|-----------------------------|--|-----------------|--|-----------------------------|--|
| 20 1205 | Kings Ct, Stanwood | lspo | 01/18 | | | | |
| 2014101 | W Birmingham Rd, Alma | \$35.03 | 01/25 | | | | |
| 2014102 | James Hunt Dr, Edmore | 12.25 | 12/24 | | | | |
| 2014103 | Lake Isabella, Lake Isabella | 26.20 | 03/25 | | | | |
| 2015631 | N Coldwater Rd, Lake Isabella | 26.20 | 09/25 | | | | |
| 2016692 | Epley Rd, Stanton Option #2 | 37.46 | 10/26 | | | | |
| 2016746 | Baseline Rd, Mt Pleasant | 31.81 | 10/26 | | | | |
| 2016783 | W Jackson Rd, St Louis | 63.80 | 10/26 | | | | |
| 2016796 | W Madison Rd #2, St Louis | 74.84 | 10/26 | | | | |
| 2016803 | Bluegrass Rd, Mount Pleasant | 53.34 | 10/26 | | | | |

lspo = lump sum payment only

(Continued on Sheet No. C-40.00)

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 in Case No. U-10859

(Continued From Sheet No. C-39.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

BAD AXE

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| 2015512 Clare Ln, Caseville | \$36.34 | 09/25 | | | |

(Continued on Sheet No. C-41.00)

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(Continued From Sheet No. C-40.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

BAY CITY

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-------------------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| 22 1201 Weiss Rd, Bay City | \$68.48 | 12/22 | | | |
| 22 1202 Kraenzline Rd, Bay City | 43.56 | 03/23 | | | |
| 22 1204 Cottage Grove, Linwood | 31.84 | 03/23 | | | |
| 22 1301 S Mackinaw Rd, Kawkawlin | 77.28 | 12/23 | | | |
| 22 1302 Salzburg Rd, Auburn | 30.34 | 12/23 | | | |
| 22 1303 E Warner Rd, Essexville | 54.56 | 06/24 | | | |
| 22 1401 River Rd, Kawkawlin | 83.76 | 07/24 | | | |
| 2014209 S Mackinaw Rd, Kawkawlin #2 | 75.37 | 05/25 | | | |
| 2014472 Stanley Rd, Bay City | 14.66 | 03/25 | | | |
| 2015244 Wheeler Rd, Auburn | 47.39 | 04/25 | | | |
| 2015270 E Center Rd, Essexville | 54.17 | 07/25 | | | |
| 2015317 N Mackinaw Rd, Pinconning | 49.81 | 07/25 | | | |
| 2015455 E Borton Rd, Essexville | 55.09 | 10/25 | | | |
| 2015482 Ken Dr, Au Gres | 29.85 | 09/25 | | | |
| 2015541 Hotchkiss Rd, Auburn | 48.93 | 11/25 | | | |
| 2015584 E Cody Estey Rd, Pinconning | 46.19 | 12/26 | | | |
| 2016681 Mackinaw Rd #2, Linwood | 48.93 | 12/26 | | | |
| 2016725 Wilder, Auburn | 20.26 | 11/26 | | | |
| 2016766 9 Mile Rd, Auburn | 51.26 | 10/26 | | | |
| 2016777 Townline Rd, Kawkawlin | 38.38 | 11/26 | | | |
| 2016807 8 Mile Rd, Kawkawlin | 54.06 | 11/26 | | | |
| 2016829 S Green Rd, Bay City | 66.31 | 10/26 | | | |
| 2016883 8 Mile Rd, Kawkawlin #2 | 54.84 | 11/26 | | | |

(Continued on Sheet No. C-42.00)

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(Continued From Sheet No. C-41.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

CADILLAC

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|-----------------------------|--|-----------------|-----------------------------|--|
| 2015124 | Dickerson Rd, Lake City | \$51.79 | 04/25 | | |
| 2015519 | S 8 Mile Rd, McBain | 28.16 | 01/26 | | |
| 2016771 | Stoney Corners Rd, McBain | 48.18 | 12/26 | | |
| 2016776 | King St, Merritt | 15.87 | 12/26 | | |

(Continued on Sheet No. C-43.00)

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(Continued From Sheet No. C-42.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

FLINT

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-------------------------------------|-----------------------------|--|---------------------------------------|-----------------------------|--|
| 27 1201 Winterwood Rd, Fenton | \$65.17 | 04/23 | 2014131 Phase 2 - East, Atlas Twp | \$47.47 | 06/25 |
| 27 1203 Metamora Rd, Metamora | 61.46 | 10/22 | 2014132 Ditch Rd, New Lothrop | 71.94 | 12/24 |
| 27 1205 N Doran Rd, Imlay City | 22.05 | 12/22 | 2014133 Riniel Rd, Lennon | 30.19 | 10/24 |
| 27 1206 Kipp Rd, Goodrich | 34.96 | 01/23 | 2014135 Pero Lake Rd #2, Lapeer | 28.19 | 01/25 |
| 27 1207 Pierce Rd, Lapeer | 44.75 | 05/23 | 2014136 Corneil Rd, Imlay City | 48.47 | 01/25 |
| 27 1208 Hendrie Rd, Metamora | 122.58 | 12/22 | 2014137 W Sutton Rd, Lapeer | 34.41 | 02/25 |
| 27 1209 E Richfield Rd #2, Lapeer | 29.49 | 05/23 | 2014545 Nichols Rd, Clio | 28.57 | 05/25 |
| 27 1210 Vista Del Sol Dr, Lapeer | 18.02 | 01/23 | 2015109 W Farrand Rd, Clio | 20.35 | 06/25 |
| 27 1301 Ridge Rd, Goodrich | 32.84 | 12/23 | 2015135 Baldwin Rd #2, Fenton | 45.78 | 04/25 |
| 27 1303 Maple Dr, Lapeer | 14.66 | 12/23 | 2015238 Smith Rd, Gaines | 54.80 | 04/25 |
| 27 1305 Hickory Ridge Rd, Fenton | 29.07 | 11/24 | 2015241 Hill Rd #2, Swartz Creek | 33.58 | 04/25 |
| 27 1306 Country Creek Dr, Goodrich | 32.78 | 10/23 | 2015269 McCaslin Lake Rd, Linden | 43.29 | 08/25 |
| 27 1308 Elm Grove Rd, Lapeer | 31.82 | 12/23 | 2015352 Lahring Rd, Gaines | 37.96 | 12/25 |
| 27 1309 Golf Rd, Lapeer | 19.74 | 12/23 | 2015402 S Irish Rd, Davison | 44.53 | 10/25 |
| 27 1310 N Doran, Imlay City | 40.13 | 12/23 | 2015406 Ray Rd, Gaines | 33.29 | 08/25 |
| 27 1311 Sandhill Rd, Almont | 69.08 | 08/24 | 2015438 Baldwin Rd, Metamora | 56.53 | 09/25 |
| 27 1312 Phase 1 - West, Atlas Twp | 47.47 | 11/24 | 2015439 Old Sorrei Dr Rescope, Lapeer | 21.79 | 09/25 |
| 27 1313 Duke Rd, Metamora | 35.85 | 12/23 | 2015524 Stanley Rd, Columbiaville | 69.36 | 10/25 |
| 27 1315 Stock Rd, Metamora | 62.13 | 01/24 | 2015532 Ravens Roost Dr, Fenton | 28.61 | 10/25 |
| 27 1318 Stone Henge Dr, Fenton | 40.98 | 12/23 | 2015561 Jewell Rd, Gaines | 46.63 | 07/26 |
| 27 1319 Quick Rd, Holly | 27.47 | 12/23 | 2015563 Carpenter Rd, Lapeer | 24.64 | 09/25 |
| 27 1320 Rohn Rd, Fenton | 58.74 | 07/24 | 2015657 McCaslin Lake Rd #2, Linden | 37.96 | 09/25 |
| 27 1321 Beecher Rd, Flushing | 65.37 | 07/24 | 2016669 Durand Rd, New Lothrop | 43.97 | 09/26 |
| 27 1323 Taylor Lake Rd, Holly | 38.86 | 11/24 | 2016702 E Coulter, Lapeer | 34.61 | 07/26 |
| 27 1328 N Seymour Rd, Flushing | 34.56 | 05/24 | 2016713 Oak Rd, Otisville | 40.09 | 09/26 |
| 27 1331 Baldwin Rd, Fenton | 45.95 | 02/24 | 2016729 E Frances, Clio | 42.85 | 08/26 |
| 27 1332 Hough Rd, Almont | 55.27 | 07/24 | 2016741 Lake Rd, Montrose | 31.58 | 12/26 |
| 27 1335 Belle River Rd YR 2, Attica | 29.76 | 02/24 | 2016743 Hill Rd #3, Swartz Creek | 52.78 | 07/26 |
| 27 1338 S Oak Rd, Davison | 13.89 | 07/24 | 2016753 Henderson Rd, Columbiaville | 32.95 | 09/26 |
| 28 1303 Farnsworth Rd, Lapeer | 32.79 | 07/24 | 2016754 Center Rd, Flint | 52.65 | 07/26 |
| 28 1304 N Elba Rd, Lapeer | 34.64 | 12/23 | 2016755 Calkins Rd, Flint | 48.20 | 07/26 |
| 29 1207 Rattalee Lake Rd, Davisburg | 36.44 | 05/23 | 2016757 Henderson Rd, Davison | 29.76 | 08/26 |
| 2014109 Belsay Rd, Millington | 30.98 | 04/25 | 2016792 Lennon Rd, Swartz Creek | 46.77 | 08/26 |
| 2014128 Pegasus Blvd, Dryden | 35.39 | 05/25 | 2016794 Lake Rd, Millington | 33.43 | 09/26 |
| 2014129 E Davisburg Rd, Holly | 36.34 | 02/25 | 2016800 E Mt Morris Rd, Davison | 59.07 | 08/26 |
| | | | 2016814 Riniel Rd, Lennon | 20.52 | 07/26 |

(Continued on Sheet No. C-44.00)

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 in Case No. U-10859

(Continued From Sheet No. C-43.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

GREENVILLE

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|--|--|-----------------|-----------------------------|--|
| 38 1201 | Bennett St, Lowell | \$35.85 | | | 06/23 |
| 38 1206 | Sudan Dr, Lowell | 52.75 | | | 07/23 |
| 38 1207 | Vergennes St, Lowell | 33.09 | | | 07/23 |
| 38 1301 | 36th St, Lowell | 15.49 | | | 12/23 |
| 38 1304 | Red Pine Dr, Ionia | 17.59 | | | 09/24 |
| 38 1305 | 76th St, Alto | 44.33 | | | 08/24 |
| 38 1306 | Beach Run, Lowell | 48.22 | | | 04/24 |
| 2014160 | Fallasburg Park Dr, Lowell | 32.88 | | | 01/25 |
| 2014184 | Dildine Rd, Ionia | 52.87 | | | 12/24 |
| 2015136 | E Tuttle Rd, Ionia | 51.50 | | | 04/25 |
| 2015137 | Gallagher Dr, Ionia | 49.89 | | | 02/25 |
| 2015271 | W Long Lake Rd, Orleans | 45.26 | | | 08/25 |
| 2015430 | Crystal Rd, Vestaburg | 54.59 | | | 09/25 |
| 2015447 | Peck Lake Rd, Ionia | 42.22 | | | 09/25 |
| 2015493 | Heim and Fallasburg Park Dr NE, Lowell | 43.19 | | | 09/25 |
| 2015599 | Morse Lake Ave SE, Alto | 36.40 | | | 08/26 |
| 2016629 | Marquette Rd, Ionia | 46.63 | | | 09/26 |

(Continued on Sheet No. C-45.00)

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(Continued From Sheet No. C-44.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

HASTINGS

| <u>CAP Area</u> | | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|------------------------------------|-----------------------------|--|-----------------|--|-----------------------------|--|
| 40 1201 | Buttrick Ave SE, Alto | \$20.84 | 03/23 | | | | |
| 40 1204 | Winding Oak Dr, Dorr | 27.95 | 04/23 | | | | |
| 40 1207 | Tanner Lake Rd, Hastings | 30.29 | 05/23 | | | | |
| 40 1220 | Duncan Ln SE, Caledonia | 26.62 | 05/23 | | | | |
| 40 1304 | Risner Dr, Plainwell | 16.15 | 01/24 | | | | |
| 40 1306 | 92nd St, Caledonia | 29.35 | 06/24 | | | | |
| 40 1310 | Oakwood Shores, Wayland | 11.84 | 07/24 | | | | |
| 2014113 | Patterson Rd, Caledonia | 44.82 | 03/25 | | | | |
| 2014194 | State Rd, Phase 2, Hastings | 39.52 | 12/24 | | | | |
| 2014196 | Wilson Ave SW, Byron Center | 46.69 | 12/24 | | | | |
| 2014197 | 68th St, Alto | 46.10 | 01/25 | | | | |
| 2014198 | Bushwood Dr, Alto | 46.52 | 03/25 | | | | |
| 2014655 | 146th Ave, Bryon Center | 46.69 | 06/25 | | | | |
| 2015245 | 131st Ave, Wayland | 48.34 | 03/25 | | | | |
| 2015298 | Irving Rd, Hastings | 51.75 | 09/25 | | | | |
| 2015327 | 100th St SE, Caledonia | 45.20 | 08/25 | | | | |
| 2015334 | Austhof Woods Dr SE, Alto | 28.10 | 08/25 | | | | |
| 2015347 | Rivers Edge Ln, Middleville | 23.37 | 08/25 | | | | |
| 2015362 | Wing St, Hastings | 51.37 | 08/25 | | | | |
| 2015372 | Patterson Ave, Caledonia | 46.15 | 08/25 | | | | |
| 2015401 | Alden Nash Ave SE, Alto | 59.54 | 11/25 | | | | |
| 2015463 | W Barnum Rd, Middleville | 39.52 | 09/25 | | | | |
| 2015513 | 21st Street, Dorr | 70.23 | 10/25 | | | | |
| 2015528 | Pleasant View Rd, Hastings | 37.30 | 01/26 | | | | |
| 2015553 | 60th St SE, Alto | 78.82 | 09/25 | | | | |
| 2015554 | <i>Duncan Lake Rd, Middleville</i> | <i>48.10</i> | <i>08/26</i> | | | | |
| 2015865 | Horseshoe Estates, Caledonia | 44.82 | 09/25 | | | | |
| 2016609 | <i>Rivers Edge, Dorr</i> | <i>47.23</i> | <i>08/26</i> | | | | |
| 2016613 | <i>Arrowhead Trl, Middleville</i> | <i>65.99</i> | <i>08/26</i> | | | | |
| 2016617 | <i>McCords Ave SE, Alto</i> | <i>13.92</i> | <i>10/26</i> | | | | |
| 2016623 | 100th St SE, Caledonia #2 | 54.30 | 09/26 | | | | |
| 2016700 | <i>Jack Rabbit Ct, Dorr</i> | <i>44.31</i> | <i>10/26</i> | | | | |
| 20161036 | 22nd St #2, Dorr | 46.69 | 05/26 | | | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

HOWELL

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|---|-----------------------------|--|--|-----------------------------|--|
| 29 1314 Napier Rd, Northville | \$55.16 | 02/24 | 2014165 Wilderness Hills Trail, Pinckney | \$69.98 | 12/24 |
| 31 1204 Evergreen Rd, Brighton | 18.50 | 12/22 | 2014222 Argentine Rd, Howell | 45.09 | 07/25 |
| 31 1206 Pinckney Rd, Pinckney | 47.31 | 06/23 | 2014382 Milford Rd, Holly | 71.66 | 04/25 |
| 31 1208 Acorn Ln, Howell | 37.35 | 05/23 | 2015111 Hinchey Rd, Pinckney | 53.52 | 03/25 |
| 31 1211 Spears Rd, Pinckney | 70.52 | 06/23 | 2015120 Parshallville Rd, Fenton | 52.94 | 04/25 |
| 31 1212 Six Mile Rd, South Lyon | 67.69 | 06/23 | 2015127 N Dixboro Rd, South Lyon | 47.64 | 05/25 |
| 31 1223 Lyngre Rd, Howell | 80.70 | 05/23 | 2015235 Maureen Ln, Davisburg | 51.98 | 04/25 |
| 31 1302 Musson Rd, Howell | 41.92 | 01/24 | 2015266 Currie Rd, Northville | 59.95 | 08/25 |
| 31 1303 Peer Rd, South Lyon | 56.18 | 01/24 | 2015272 Denton Hill Rd, Fenton | 49.52 | 09/25 |
| 31 1304 Popple Ln, Howell | 36.99 | 12/23 | 2015277 McCabe Rd 2, Brighton | 46.37 | 01/25 |
| 31 1305 Deacons Way, Milford | 48.96 | 07/24 | 2015278 Greenridge Ln, Linden | 60.50 | 05/25 |
| 31 1310 Carlee June Rd, Hartland | 27.93 | 01/24 | 2015281 Buckhorn Lake Rd, Holly | 56.33 | 09/25 |
| 31 1312 Ocoola Twp, Howell | 49.27 | 11/24 | 2015284 Charing Cross Ln, New Hudson | 39.92 | 08/25 |
| 31 1314 Sharrard Hill, New Hudson | 49.16 | 02/24 | 2015288 Eager Rd, Howell | 45.40 | 08/25 |
| 31 1317 Cedar Lake Rd, Howell | 53.46 | 08/24 | 2015294 Linden Rd, Fenton | 48.34 | 08/25 |
| 31 1318 Fisk Rd, Howell | 66.94 | 02/24 | 2015299 Oak Grove, Howell | 36.77 | 09/25 |
| 31 1319 Bergin Rd, Howell | 50.36 | 01/24 | 2015310 Madden Rd, Dexter | 57.29 | 07/25 |
| 31 1322 McGunn Rd, Howell | 39.66 | 05/24 | 2015313 Chilson Rd, Howell | 42.04 | 08/25 |
| 31 1323 Mountain Ridge, Dexter | 34.39 | 07/24 | 2015371 Hickory Stone Ln, Holly | 77.33 | 11/25 |
| 31 1326 Windmill Ln, Milford | 71.37 | 07/24 | 2015378 Brophy Rd, Howell | 45.30 | 08/25 |
| 2014149 Tiplady Rd, Pinckney | 95.10 | 01/25 | 2015379 N Hacker Rd, Howell | 48.12 | 09/25 |
| 2014151 Waterside, Brighton | 13.71 | 03/25 | 2015386 Chilson Meadows, Howell | 43.23 | 09/25 |
| 2014152 Silver Hill Rd, Pinckney | 96.85 | 01/25 | 2015415 Stewart Ln, Ann Arbor | 17.43 | 04/25 |
| 2014153 Evergreen Rd 2, Brighton | 44.88 | 01/25 | 2015424 Reds Way, Howell | 47.39 | 01/26 |
| 2014154 Westgate Rd, Howell | 38.06 | 01/25 | | | |
| 2014156 Northfield Church Rd, Ann Arbor | 70.91 | 03/25 | | | |
| 2014157 Maryland, Milford | 38.86 | 12/24 | | | |
| 2014158 Green Rd, Fenton | 46.53 | 01/25 | | | |
| 2014159 Pinckney Rd #2, Howell | 47.13 | 11/24 | | | |
| 2014161 Hyde Rd, Hartland | 34.90 | 01/25 | | | |
| 2014162 Strawberry Lake Rd, Dexter | 48.43 | 11/24 | | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

HOWELL

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|------------------------------|--|-----------------|-----------------------------|--|
| 2015432 | Mabley Hill Rd, Fenton | \$20.68 | 07/26 | | |
| 2015458 | W Marr Rd, Howell | 47.52 | 08/25 | | |
| 2015461 | Hinchey Rd, Howell | 64.70 | 08/25 | | |
| 2015479 | Fish Lake Rd, Holly | 48.33 | 09/25 | | |
| 2015497 | E Rattalee Lake Rd, Holly | 48.98 | 10/25 | | |
| 2015498 | Seven Mile Rd, Whitmore Lake | 65.31 | 10/25 | | |
| 2015507 | Maltby Rd, Brighton | 41.52 | 11/25 | | |
| 2015517 | Briar Meadow Rd, South Lyon | 48.43 | 09/25 | | |
| 2015518 | Dunham Rd, Hartland | 50.55 | 09/25 | | |
| 2015544 | Terminger Ln, South Lyon | 31.88 | 10/25 | | |
| 2015571 | Hacker Rd, Brighton | 43.30 | 07/26 | | |
| 2015583 | Crandall Rd, Howell | 41.56 | 07/26 | | |
| 2015593 | Eagle Rd, Davisburg | 55.55 | 08/26 | | |
| 2015600 | Argentine Rd, Howell | 57.66 | 07/26 | | |
| 2015659 | Hickory Ridge Rd, Holly | 77.33 | 11/26 | | |
| 2015663 | Read Rd, Fenton | 49.52 | 09/25 | | |
| 2016620 | Rose Terrace, Holly | 51.66 | 09/26 | | |
| 2016621 | Munger Rd, Holly | 64.19 | 12/26 | | |
| 2016645 | Willowby Ln, Pinckney | 51.73 | 09/26 | | |
| 2016647 | Turner Rd, Fenton | 64.94 | 07/26 | | |
| 2016648 | Vines Rd, Howell | 59.13 | 08/26 | | |
| 2016664 | Baker Rd, Fenton | 59.22 | 10/26 | | |
| 2016665 | Brookside Ln, Plymouth | 65.75 | 09/26 | | |
| 2016667 | Orchard Ridge Rd, Chelsea | 54.74 | 09/26 | | |
| 2016675 | Caldwaller Rd, Fenton | 56.26 | 07/26 | | |
| 2016694 | Clyde Rd, Fenton | 45.56 | 08/26 | | |
| 2016715 | W Schafer Rd, #2 Pinckney | 56.48 | 09/26 | | |
| 2016723 | Clyde Rd, Howell | 52.61 | 09/26 | | |
| 2016738 | Crandall Rd #2, Howell | 41.46 | 07/26 | | |
| 2016740 | Ray Knight Dr, Dexter | 47.68 | 09/26 | | |
| 2016759 | Hyne Rd, Brighton | 81.12 | 07/26 | | |
| 2016761 | Pineview Trl, Howell | 52.11 | 09/26 | | |
| 2016768 | Faussett Rd, Fenton | 52.39 | 10/26 | | |
| 2016769 | Warner Rd, Howell | 44.23 | 07/26 | | |
| 2016773 | Green Rd, Fenton | 53.45 | 08/26 | | |
| 2016778 | Sanitorium, Howell | 51.42 | 12/26 | | |
| 2016779 | Tuthill Rd, South Lyon | 38.82 | 07/26 | | |
| 2016780 | Fisher Rd, Howell | 41.38 | 07/26 | | |
| 20161102 | Munger Rd #2, Holly | 64.19 | 12/26 | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

JACKSON

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Expires</u> |
|-----------------|----------------------------------|------------------------------|-----------------|-----------------------------|------------------------------|
| 34 1201 | Onondaga Rd #4, Onondaga | \$62.88 | 12/22 | | |
| 34 1220 | Sager Rd, Grass Lake | 54.73 | 06/23 | | |
| 34 1301 | Snow Rd #3, Hanover | 48.20 | 12/23 | | |
| 34 1302 | Culley Ln, Jackson | 70.42 | 06/24 | | |
| 34 1306 | Sandstone Rd, Jackson | 34.07 | 09/24 | | |
| 2014167 | Dixon Rd, Rives Junction | 58.51 | 01/25 | | |
| 2014168 | Crispell Rd, Horton | 66.72 | 02/25 | | |
| 2014169 | Sawdy Ln, Grass Lake | 62.25 | 02/25 | | |
| 2014551 | Farwell Lake Rd, Horton | 31.27 | 04/25 | | |
| 2015113 | Virginia Way, Jackson | 32.27 | 04/25 | | |
| 2015283 | E Kimmel Rd, Jackson | 52.19 | 06/25 | | |
| 2015388 | Reynolds Rd, Horton | 82.74 | 08/25 | | |
| 2015437 | Walnut Ln, Gregory | 13.12 | 08/25 | | |
| 2015510 | McCain Rd, Jackson | 23.32 | 09/25 | | |
| 2015520 | Turk Rd, Ottawa Lake | 30.01 | 10/25 | | |
| 2015529 | Ferris Rd, Eaton Rapids | 54.37 | 10/25 | | |
| 2015537 | Vrooman Rd, Jackson | 50.31 | 10/25 | | |
| 2015548 | Ridge Rd, Jackson | 28.80 | 08/26 | | |
| 2015566 | Case Rd, Brooklyn | 20.99 | 08/26 | | |
| 2015569 | Craig Rd, Stockbridge | 65.69 | 09/25 | | |
| 2015578 | Waterloo Munith Rd, Munith | 34.00 | 07/26 | | |
| 2015579 | <i>Onondaga Rd, Eaton Rapids</i> | 66.52 | 11/26 | | |
| 2015587 | Case Rd, Brooklyn, Phase 2 | 68.99 | 08/26 | | |
| 2016626 | S Francisco Rd, Grass Lake | 52.72 | 07/26 | | |
| 2016640 | Hague Ave, Jackson | 63.03 | 07/26 | | |
| 2016666 | Brooklyn Rd, Jackson | 23.84 | 07/26 | | |
| 2016701 | Mathews Rd, #2 Spring Arbor | 65.74 | 07/26 | | |
| 2016704 | Ladd Rd, #2 Brooklyn | 51.08 | 07/26 | | |
| 2016708 | S Sandstone Rd, #2 Jackson | 65.72 | 08/26 | | |
| 2016721 | Bailey Rd, Jackson | 37.27 | 08/26 | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

KALAMAZOO

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|----------------------------------|--|-----------------|-----------------------------|--|
| 39 1201 | West H Ave, Kalamazoo | \$33.93 | 10/22 | | |
| 39 1205 | 45th Ave, Paw Paw | 56.29 | 12/22 | | |
| 39 1302 | 13 Mile Rd, Battle Creek | 44.65 | 02/24 | | |
| 2014187 | QR Ave, Scotts | 22.15 | 12/24 | | |
| 2014188 | N 5th St, Kalamazoo | 41.18 | 01/25 | | |
| 2014189 | 72nd Ave, Lawton | 20.91 | 12/24 | | |
| 2014190 | Fredrick St, Paw Paw | 36.75 | 03/25 | | |
| 2014191 | W AB Ave, Plainwell | 43.58 | 02/25 | | |
| 2014192 | S County Rd 681, Bangor | 25.47 | 02/25 | | |
| 2015115 | Kimble Lake Dr, Vicksburg | 21.76 | 02/25 | | |
| 2015116 | E L Ave, Galesburg | 53.55 | 03/25 | | |
| 2015258 | 3rd St, Mattawan | 35.24 | 07/25 | | |
| 2015279 | Hidden Pines Dr, Paw Paw | 52.75 | 06/25 | | |
| 2015342 | N 27th St, Richland | 32.92 | 12/25 | | |
| 2015346 | 27th St, Paw Paw | 48.27 | 09/25 | | |
| 2015363 | 36th St, Galesburg | 57.54 | 09/25 | | |
| 2015449 | County Rd 652, Mattawan | 52.68 | 10/25 | | |
| 2015589 | <i>Buck Trail Dr, Dorr</i> | 20.90 | 08/26 | | |
| 2015656 | N 28th St, Richland | 32.92 | 11/25 | | |
| 2016608 | Gull Creek Dr, Richland | 63.44 | 08/26 | | |
| 2016610 | N 16th St, Plainwell | 30.26 | 08/26 | | |
| 2016639 | <i>Waterpointe Dr, Kalamazoo</i> | 46.66 | 09/26 | | |
| 2016672 | S 23rd St, Vicksburg | 45.95 | 08/26 | | |
| 2016683 | <i>County Rd 653, Paw Paw</i> | 44.97 | 08/26 | | |
| 2016728 | N 33rd, Galesburg | 40.26 | 08/26 | | |
| 2016734 | CD Ave, Augusta | 56.52 | 08/26 | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

LANSING

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|--|-----------------------------|--|-------------------------------------|-----------------------------|--|
| 37 1201 Cottonwood Sub, Portland | \$22.12 | 12/22 | 2015565 Curtice Rd, Mason | \$45.85 | 10/26 |
| 37 1202 Taft Rd, St Johns | 20.84 | 05/23 | 2015568 College Rd, Holt | 23.56 | 10/26 |
| 37 1206 Holt/Walline Rd, Mason | 45.76 | 04/23 | 2015572 Valley Ct, Perry | 12.33 | 10/26 |
| 37 1208 Grand River Bend Subdivision, Portland | 10.85 | 02/18 | 2015590 Clark Rd, Grand Ledge | 30.96 | 10/26 |
| 37 1209 N Canal Rd, Eaton Rapids | 42.25 | 11/22 | 2015592 E David Hwy, Westphalia | 66.52 | 10/26 |
| 37 1302 Guinea Rd, Grand Ledge | 16.29 | 12/18 | 2015601 E Townsend Rd, St Johns | 44.93 | 10/26 |
| 37 1303 N Wheaton Rd, Charlotte | 10.01 | 12/23 | 2015601 Whittum Rd, Eaton Rapids | 15.81 | 11/26 |
| 37 1305 Gale Rd, Eaton Rapids | 43.35 | 06/24 | 2016606 Friend Rd, Portland | 60.46 | 10/26 |
| 37 1308 N Wheaton Rd, Charlotte Phase 2 | 11.28 | 02/24 | 2016637 Miller Rd, Bancroft | 35.72 | 10/26 |
| 37 1309 E David Hwy, Ionia | 86.15 | 04/24 | 2016642 Hawk Dr, Eaton Rapids | 38.43 | 11/26 |
| 37 1310 S Jones Rd, Pewamo | 110.80 | 02/24 | 2016677 Lewis Rd, Portland | 26.88 | 10/26 |
| 2014174 Towner Rd, Portland | 44.97 | 01/25 | 2016680 Lamb Rd, Mason | 47.03 | 10/26 |
| 2014175 Corrison Rd, Grand Ledge | 35.72 | 01/25 | 2016699 Libhart St, #2 Lyon | 38.51 | 10/26 |
| 2014177 W Wilbur Hwy, Eaton Rapids | 55.41 | 01/25 | 2016705 S Clinton Trl, Eaton Rapids | 49.48 | 11/26 |
| 2014179 Looking Glass Ave, Portland | 66.67 | 12/24 | 2016707 Twila Ln, Charlotte | 68.98 | 11/26 |
| 2014180 Kinneville Rd, Eaton Rapids | 27.24 | 10/24 | 2016805 E Gresham Hwy, Pottersville | 54.91 | 10/26 |
| 2014182 Billwood Hwy, Pottersville | 31.07 | 02/25 | 2016826 Carol Lane, Dansville | 47.65 | 11/26 |
| 2014204 Valdo Dr, Eaton Rapids | 44.35 | 01/25 | 20161026 Round Lake Rd #2, Sunfield | 47.56 | 11/26 |
| 2015249 Wildwood Ct, Charlotte | 29.03 | 05/25 | | | |
| 2015256 Marsalle Rd, Portland | 48.15 | 06/25 | | | |
| 2015274 Zimmer Rd, Williamston | 44.72 | 08/25 | | | |
| 2015285 E Kinsel Hwy, Charlotte | 38.58 | 06/25 | | | |
| 2015292 Upton Rd, East Lansing | 55.05 | 08/25 | | | |
| 2015311 W Eaton Hwy, Grand Ledge | 36.71 | 08/25 | | | |
| 2015314 Sherwood Rd, Williamston | 48.48 | 07/25 | | | |
| 2015316 W Price Rd, Westphalia | 57.59 | 07/25 | | | |
| 2015420 S DeWitt Rd, DeWitt | 14.81 | 09/20 | | | |
| 2015423 Stoll Rd, East Lansing | 40.03 | 09/25 | | | |
| 2015431 Keefer Hwy, Portland | 79.55 | 10/25 | | | |
| 2015435 Hagadorn Rd, Mason | 44.62 | 12/25 | | | |
| 2015454 Grovenburg Rd #2, Holt | 38.88 | 09/25 | | | |
| 2015526 W Eaton Hwy #2, Grand Ledge | 41.56 | 10/25 | | | |
| 2015527 Bailey Rd, Dimondale | 49.19 | 08/25 | | | |
| 2015534 Nolan Dr, Eaton Rapids | 56.71 | 10/25 | | | |
| 2015562 Round Lake Rd, Sunfield | 47.56 | 09/25 | | | |

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C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

GROVELAND

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|--------------------------------------|-----------------------------|--|---|-----------------------------|--|
| 28 1202 Havens Rd, Dryden | \$21.46 | 01/23 | 2015366 Tu Van Trail, Addison | \$74.08 | 10/25 |
| 28 1301 Belle River Rd, Attica | 36.87 | 05/24 | 2015369 Granger Rd, Oxford | 58.89 | 08/25 |
| 29 1202 Brandon Twp. Phase 1 | 49.59 | 06/23 | 2015390 Barber Rd, Metamora | 132.97 | 09/25 |
| 29 1203 Cuthbert Rd, White Lake | 59.32 | 05/23 | 2015442 Tody Rd, Goodrich | 47.43 | 10/25 |
| 29 1206 N Coats Rd Part 2, Oxford | 63.43 | 05/23 | 2015448 Lake Pleasant Rd, Attica | 39.35 | 11/25 |
| 29 1208 N Coats Rd Part 3, Oxford | 16.17 | 03/23 | 2015451 Herd Rd, Metamora | 43.76 | 12/25 |
| 29 1209 Linda K Lane, Ortonville | 38.34 | 05/23 | 2015459 Casey Rd, Metamora | 70.09 | 12/26 |
| 29 1302 Phase 2, Brandon Twp | 49.50 | 10/24 | 2015468 Crawford Rd #2, Dryden | 47.48 | 10/25 |
| 29 1303 Cuthbert Rd #2, White Lake | 43.86 | 12/23 | 2015476 Ballantyne Ct, Phase 2, Oxford | 87.91 | 11/25 |
| 29 1305 Hummer Lake Rd, Oxford | 45.44 | 02/24 | | | |
| 29 1309 W Gunn Rd, Oakland | 135.96 | 12/23 | 2015484 Ormond Rd, Davisburg | 20.43 | 09/25 |
| 29 1311 Northfield Rd, White Lake | 24.97 | 02/24 | 2015533 Pauline Dr, Lapeer | 39.10 | 10/25 |
| 29 1312 Louise Dr, Lapeer | 20.29 | 12/23 | 2015556 Rowland Rd, Leonard | 60.84 | 09/25 |
| 29 1313 Phase 2 Augment, Brandon Twp | 49.50 | 03/24 | 2015573 Cobblestone Ln, Oxford | 82.28 | 10/26 |
| | | | 2015591 Granger Rd #2, Oxford | 71.80 | 10/26 |
| 29 1315 Sullivan Rd, Oxford | 37.47 | 07/24 | 2015597 French Ln, Davisburg | 36.30 | 11/26 |
| 29 1401 Center St, Clarkston | 15.92 | 07/24 | 2015627 Hunters Creek Rd #2, Imlay City | 80.26 | 11/26 |
| 2014139 Hillsboro Rd, Davisburg | 44.52 | 11/24 | 2015703 Havens Rd, Dryden | 70.09 | 11/26 |
| 2014140 E Gunn Rd, Rochester | 40.35 | 03/25 | 2016614 Windfall Trl, Ortonville | 43.82 | 11/26 |
| 2014141 Brandon Twp - Phase 3 | 49.53 | 05/25 | 2016630 Hosner Rd, Oxford | 89.81 | 10/26 |
| 2014143 Fry Rd, Highland | 12.83 | 03/25 | 2016641 Hummer Lake Rd, Oxford | 108.06 | 11/26 |
| 2014144 Woodgrove Rd, Ortonville | 43.25 | 01/25 | 2016684 Papadelis Ct, Oxford | 64.52 | 10/26 |
| 2014148 Deer Run, Leonard | 41.33 | 05/25 | 2016697 E Brocker Rd, #2 Metamora | 147.00 | 12/26 |
| 2014203 Addison Twp, Leonard | 51.47 | 02/25 | 2016711 Hollow Corners Rd, Almont | 55.56 | 11/26 |
| 2014224 Granger Rd, Oxford | 49.41 | 05/25 | 2016712 N Herd Rd, #2 Ortonville | 47.60 | 12/26 |
| 2014564 Markins Dr, Lapeer | 62.13 | 05/25 | 2016745 General Squier, Dryden | 69.29 | 12/26 |
| 2015133 Lakeview Blvd, Goodrich | 45.62 | 05/25 | 2016758 Shoemaker Rd, Almont | 55.67 | 11/26 |
| 2015240 Hayden Rd, Attica | 47.66 | 04/25 | 2016764 Shoup Rd, Leonard | 68.26 | 10/26 |
| 2015253 Ballantyne Ct, Oxford | 77.97 | 04/25 | 2016784 Sunrise Ln, White Lake | 57.12 | 09/26 |
| 2015332 Pennell Rd, Imlay City | 50.02 | 08/25 | 2016791 Tonda Dr, Ortonville | 46.07 | 11/26 |
| 2015339 Crosby Lake Rd, White Lake | 55.48 | 06/25 | 2016797 General Squier #2, Dryden | 51.09 | 12/26 |
| 2015341 Gregory Rd, Metamora | 47.56 | 01/26 | 2016819 Brookhaven Dr, Imlay City | 56.88 | 12/26 |
| 2015345 Kile Rd, Metamora | 43.87 | 08/25 | 2016936 Phillips Rd, Metamora | 46.88 | 11/26 |
| 2015349 Tubspring Rd, Almont | 61.02 | 08/25 | 2016984 Davison Lake Rd, Metamora | 147.00 | 11/26 |
| | | | 2016991 Herd Rd, Metamora-Augment | 43.76 | 11/26 |
| | | | 20161028 Walnut Hill Dr, Metamora | 43.87 | 10/26 |

(Continued on Sheet No. C-51.00)

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 Patti Poppe,
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 in Case No. U-10859

(Continued From Sheet No. C-50.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

LIVONIA

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|--|-----------------------------|--|-----------------|-----------------------------|--|
| 33 1301 Jessica J Ln (Julian Farms), Plymouth | \$30.46 | 02/24 | | | |
| 33 1303 W Buell Rd, Oakland | 93.69 | 07/24 | | | |
| 33 1305 E Lovell Dr, Troy | 23.54 | 07/24 | | | |
| 2015273 Salem Rd, Northville | 36.83 | 11/25 | | | |
| 2015304 7 Mile Rd, South Lyon | 44.35 | 08/25 | | | |
| 2015466 Tower Rd, South Lyon | 36.57 | 10/25 | | | |
| 2015470 Napier Rd, South Lyon | 20.88 | 09/25 | | | |
| 2015550 Curtis Rd, Plymouth | 72.37 | 09/25 | | | |

(Continued on Sheet No. C-52.00)

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(Continued From Sheet No. C-51.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

MACOMB

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|--------------------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| 2015433 19 Mile Rd, Sterling Heights | \$17.66 | 09/25 | | | |

(Continued on Sheet No. C-53.00)

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(Continued From Sheet No. C-52.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

MARSHALL

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|----------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| 2016622 23 Mile Rd, Albion | 88.25 | 08/26 | | | |

(Continued on Sheet No. C-54.00)

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(Continued From Sheet No. C-53.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

MIDLAND

| CAP Area | | CAP Charge Per Month | Billing Month Expires | CAP Area | | CAP Charge Per Month | Billing Month Expires |
|----------|----------------------------------|----------------------|-----------------------|----------|------------------------|----------------------|-----------------------|
| 24 1201 | N Five Mile Rd, Midland | \$26.23 | 05/23 | 2015400 | Siebert Rd, Midland | \$46.09 | 10/25 |
| 24 1203 | Perrine Rd, Midland | 35.10 | 05/23 | 2015403 | Clendening Rd, Gladwin | 19.37 | 09/25 |
| 24 1206 | Siebart/Stark, Midland | lspo | 04/18 | 2015436 | Lang Rd, Beaverton | 37.91 | 10/25 |
| 24 1222 | Blakely Rd, Sanford | 47.35 | 05/23 | 2015492 | N 5 Mile Rd, Midland | 31.87 | 08/25 |
| 24 1301 | Secord Twp, Gladwin | 31.91 | 01/25 | 2015661 | Hubbard Rd, Midland | 32.14 | 11/25 |
| 24 1305 | Ichabod Trl, Beaverton | 70.82 | 12/23 | 2016750 | Magruder Rd, Coleman | 60.32 | 11/26 |
| 24 1306 | Beamish Rd, Sanford | 49.13 | 12/23 | 2016787 | Baker Rd, Hope | 38.53 | 12/26 |
| 24 1308 | Chippewa River Rd, Midland | 45.89 | 04/24 | 2016789 | Miller Rd, Midland | 24.99 | 10/26 |
| 24 1309 | 8 Mile Rd, Midland | 30.92 | 03/24 | 2016806 | Shearer Rd, Midland | 51.98 | 12/26 |
| 24 1310 | N Perrine Rd, Midland | 20.25 | 12/23 | 2016808 | N Sturgeon Rd, Midland | 52.08 | 11/26 |
| 24 1311 | Sturgeon Rd, Midland | 46.05 | 12/23 | 2016817 | Garfield Rd, Auburn | 74.23 | 10/26 |
| 24 1316 | N Perrine Rd #2, Midland | 52.91 | 01/24 | | | | |
| 2014108 | N Hope Rd, Midland | 27.59 | 04/25 | | | | |
| 2014110 | Woodcock Rd, Midland | 67.71 | 01/25 | | | | |
| 2014111 | Sturgeon Ave, Midland | 22.52 | 12/24 | | | | |
| 2014112 | Lake Forest Dr, Sanford | 41.18 | 05/25 | | | | |
| 2014114 | Ingersoll Twp, Phase 1, Freeland | 45.89 | 03/25 | | | | |
| 2014202 | E Hubbard Rd #2, Midland | 60.86 | 02/25 | | | | |
| 2014205 | Bomen Rd North, Secord Twp | 31.91 | 04/25 | | | | |
| 2014206 | Birch Lane Dr, Beaverton | 25.57 | 06/25 | | | | |
| 2014207 | Deer Ln, Gladwin | 28.41 | 06/25 | | | | |
| 2014220 | Rogers Rd, Midland | 48.67 | 04/25 | | | | |
| 2014267 | N Eastman Rd, Midland | 32.14 | 11/25 | | | | |
| 2015134 | N Hawthorne Dr, Midland | 40.83 | 04/25 | | | | |
| 2015227 | N Fern Dr, Midland | 49.84 | 04/25 | | | | |
| 2015229 | N Coleman Rd, Shepherd | 42.21 | 04/25 | | | | |
| 2015261 | Waldo Rd, Midland | 41.86 | 09/25 | | | | |
| 2015286 | N Lake Sanford Rd, Sanford | 48.97 | 07/25 | | | | |
| 2015307 | Wauregan Dr, Hope | 14.93 | 07/20 | | | | |
| 2015315 | Buck Rd, Freeland | 45.97 | 08/25 | | | | |
| 2015321 | Gordonville Rd, Midland | 50.49 | 08/25 | | | | |
| 2015322 | Hi Acre Dr, Gladwin | 24.77 | 08/25 | | | | |

lspo = lump sum payment only

(Continued on Sheet No. C-55.00)

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(Continued From Sheet No. C-54.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

OWOSSO

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|----------------------------------|-----------------------------|--|-----------------|-----------------------------|--|
| 32 1201 Silver Lake Rd, Byron | \$14.92 | 03/18 | | | |
| 32 1202 Grand River Rd, Owosso | 11.92 | 04/23 | | | |
| 32 1203 E Hibbard Rd, Owosso | 28.71 | 12/22 | | | |
| 32 1205 Hollister Rd, Laingsburg | lspo | 12/17 | | | |
| 32 1303 S Delaney Rd, Owosso | 11.19 | 01/24 | | | |
| 2014163 Aiken Rd, Owosso | 63.99 | 03/25 | | | |
| 2015280 Reed Rd, Durand | 77.78 | 08/25 | | | |
| 2015373 Lake Dr, Owosso | 49.89 | 07/25 | | | |
| 2016668 <i>Lovejoy Rd, Byron</i> | 86.64 | 10/26 | | | |
| 2016799 <i>Lyons Rd, Owosso</i> | 61.26 | 10/26 | | | |

lspo = lump sum payment only

(Continued on Sheet No. C-56.00)

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(Continued From Sheet No. C-55.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

ROYAL OAK

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|-----------------|-----------------------------|--|-----------------|-----------------------------|--|
|-----------------|-----------------------------|--|-----------------|-----------------------------|--|

No current projects

(Continued on Sheet No. C-57.00)

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(Continued From Sheet No. C-56.00)

C8. CUSTOMER ATTACHMENT PROGRAM (Contd)

J. Customer Attachment Project Areas (Contd)

SAGINAW

| <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> | <u>CAP Area</u> | <u>CAP Charge Per Month</u> | <u>Billing Month Surcharge Expires</u> |
|---|-----------------------------|--|---------------------------------------|-----------------------------|--|
| 25 1201 S Vassar Rd, Vassar | \$12.08 | 01/23 | 2014208 Marshall/Burt Rd, Birch Run | \$45.11 | 03/25 |
| 25 1202 Stuart Rd, Chesaning | 12.49 | 07/17 | 2015130 Teft Rd, St Charles | 46.18 | 03/25 |
| 25 1203 S Gleaner Rd, Saginaw | 16.89 | 07/22 | 2015231 Dixon & Quanicassee Rd, Reese | 53.85 | 04/25 |
| 25 1204 Wadsworth Rd, Saginaw | 16.13 | 09/22 | 2015232 N Graham Rd, Freeland | 61.23 | 04/25 |
| 25 1205 Seymour Rd, Burt | 29.32 | 02/18 | 2015248 Moorish Rd, Birch Run | 56.02 | 06/25 |
| 25 1208 Marshall Rd, Birch Run | 45.70 | 04/23 | 2015251 Pettit Rd, Birch Run | 80.84 | 03/25 |
| 25 1209 Webster/Laduke Rds, Freeland | 28.87 | 05/23 | 2015275 Wilkinson Rd, Freeland | 54.42 | 06/25 |
| 25 1215 Swaffer Rd, Vassar | 26.82 | 12/22 | 2015302 N Graham Rd 2, Freeland | 47.63 | 07/25 |
| 25 1217 Baker Rd, Frankenmuth | 51.06 | 01/23 | 2015325 Schomaker Rd, Saginaw | 48.23 | 08/25 |
| 25 1220 Dixie Hwy/Busch Rd, Birch Run | 22.78 | 12/22 | 2015337 Murphy Lake Rd, Vassar | 35.25 | 09/25 |
| 25 1222 Riley Rd, Caro | 11.85 | 01/23 | 2015380 Freewald Blvd, Millington | 54.09 | 07/25 |
| 25 1302 Marshall/Lange, Birch Run | 40.90 | 12/23 | 2015453 S Orr Rd #2, Freeland | 55.22 | 08/25 |
| 25 1303 Birch Run/Dorwood Rd, Burt | 43.20 | 01/24 | 2015457 S Dehmel Rd, Frankenmuth | 49.57 | 09/25 |
| 25 1305 Wadsworth Rd, Saginaw | 61.78 | 12/23 | 2015490 Dehmel Rd, Birch Run | 43.95 | 09/25 |
| 25 1307 Bray Rd, Vassar | 31.79 | 03/24 | 2015516 S Lewis Rd, Vassar | 57.77 | 10/25 |
| 25 1309 N Block Rd, Reese | 41.96 | 12/23 | 2015540 Niver Rd, Oakley | 22.82 | 11/25 |
| 25 1310 S Quanicassee Rd, Reese | 18.65 | 06/24 | 2015547 Bradley Rd, Frankenmuth | 52.47 | 11/26 |
| 25 1311 McIntosh Rd, Birch Run | 45.11 | 01/24 | 2015585 Dorwood Rd, Saginaw | 47.58 | 08/26 |
| 25 1313 Fulmer Rd/Arbela Rd, Millington | 82.00 | 06/24 | 2016760 Canada Rd, Birch Run | 42.59 | 09/26 |
| 25 1314 Brown Rd, Millington | 45.92 | 07/24 | 2016612 Hack Rd, Saginaw | 43.43 | 08/26 |
| 25 1315 Dixon Rd, Reese | 43.69 | 06/24 | 2016695 Baldwin Rd, Chesaning | 39.64 | 09/26 |
| 25 1316 Herzog Rd, Bridgeport | 107.21 | 06/24 | 2016719 King Rd, Frankenmuth | 80.65 | 11/26 |
| 25 1317 Wahl Rd, St Charles | 74.46 | 12/23 | 2016720 S Beyer Rd, Frankenmuth | 93.49 | 11/26 |
| 25 1402 E Townline Rd, Frankenmuth | 31.82 | 07/24 | 2016724 N Dehmel Rd, Reese | 53.84 | 09/26 |
| 2014115 S Beyer Rd, Birch Run | 44.92 | 11/24 | 2016731 Bender Rd, Frankenmuth | 80.13 | 11/26 |
| 2014116 Warnick Rd, Frankenmuth | 41.74 | 11/24 | 2016767 Chesaning Rd, Chesaning | 52.25 | 09/26 |
| 2014117 Rathbun Way, Birch Run | 30.50 | 03/25 | 2016781 W Vassar Rd, Reese | 97.45 | 09/26 |
| 2014118 Dempsey Rd, St Charles | 41.74 | 02/25 | 2016809 Holland Rd, Saginaw | 151.25 | 11/26 |
| 2014119 Block Rd, Birch Run | 61.20 | 03/25 | 2016818 Hemlock Rd, Hemlock | 51.01 | 10/26 |
| 2014126 Hanes Rd, Vassar | 28.97 | 04/25 | | | |

(Continued on Sheet No. C-58.00)

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This sheet has been cancelled and is reserved for future use.

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**SECTION C - PART II
COMPANY RULES AND REGULATIONS
(ENERGY EFFICIENCY FOR ALL CUSTOMERS)**

C9. ENERGY EFFICIENCY

C9.1 Energy Efficiency Program - Gas

This rule implements the Energy Optimization requirements of 2008 PA 295 in accordance with Orders issued by the Commission in Case No. U-15889. The monthly Energy Efficiency surcharges to be applied to each rate schedule are shown on Sheet No. D-1.10 of this Rate Book. Customers served on the Customer Choice program or with aggregated accounts under Rule C4.7 shall pay the applicable surcharge based on the selected distribution rate schedule.

SECTION C - PART III
COMPANY RULES AND REGULATIONS
(FOR NON-RESIDENTIAL CUSTOMERS AND MULTIFAMILY DWELLING
SERVICE RATE A-1 CUSTOMERS)

INTENT OF SECTION C - PART III

These General Rules and Regulations for Non-Residential customers and Multifamily Dwelling Service Rate A-1 customers are not to supersede but are in addition to Rule B1, Technical Standards for Gas Service, and Rule B4, Billing Practices Applicable to Non-Residential Electric and Gas Customers.

C10. CUSTOMER DEPOSITS

The Company may require a cash deposit from the customer upon receipt of a bulk transfer notice. In order to continue receiving service, the Company shall require a cash deposit from any customer that files for bankruptcy in accordance with the applicable provisions of the federal bankruptcy code. The Company shall pay interest on such deposits in accordance with Rule B4, Billing Practices Applicable to Non-Residential Electric and Gas Customers, R 460.1607, Customer Deposits.

C11. SHUTOFF OF SERVICE

Rule B1, Technical Standards for Gas Service, R 460.2373, Shutoff of Service, provides the Company the right to shut off gas service without prior customer notification if a hazardous condition exists. In case of any other breach of the Gas Rate Book by the customer, the Company shall have the right to shut off service pursuant to the customer notification procedures as provided in Rule B4, Billing Practices Applicable to Non-Residential Electric and Gas Customers, R 460.1625, Discontinuation, Termination or Denial of Service.

**SECTION C – PART IV
COMPANY RULES AND REGULATIONS
(FOR ALL CUSTOMERS)**

INTENT OF SECTION C - PART IV

These Company Rules and Regulations for all customers are not to supersede but are in addition to Rule B1., Technical Standards for Gas Service; Rule B2., Consumer Standards and Billing Practices for Electric and Gas Residential Service; Rule B4., Billing Practices Applicable to Non-Residential Electric and Gas Customers.

C17. CUSTOMER DATA PRIVACY

C17.1. Definitions

- A. "Aggregated Data" means any Consumption Data or Customer Account Information, from which all identifying information has been removed so that the individual data or information of a customer cannot be associated with that customer without extraordinary effort.
- B. "Contractor" means an entity or person performing a function or service under contract with or on behalf of the Company, including customer service, demand response, energy efficiency programs, payment assistance, payroll services, bill collection, or other functions related to providing natural gas service.
- C. "Customer" means a purchaser of natural gas that is supplied or distributed by a utility for residential or Non-Residential purposes
- D. "Customer Account Information" means individually identifiable information including customer address, contact information, payment history, account number, and amount billed. Customer Account Information also includes information received by the Company from the Customer for purposes of participating in regulated utility programs, including, but not limited to, bill payment assistance, shutoff protection, renewable energy, demand-side management, load management, or energy efficiency.
- E. "Consumption Data" means customer specific gas usage data, including but not limited to ccf, Mcf, therms, dth, and other information that is collected by the gas meter by the Company and stored in its systems.
- F. "Informed Customer Consent" means, in the case where consent is required: (1) the Customer is provided with a clear statement of the data or information to be collected and allowable uses of that data or information by the party seeking consent; (2) the frequency of data or information release and the duration of time for which the consent is valid; and (3) process by which the Customer may revoke consent. In no case shall silence by the Customer ever be construed to mean express or implied consent to a request by the Company, or its Contractors. Customer consent may be documented in writing, electronically, or through recording of an oral communication.
- G. "Personal Data" means specific pieces of information collected or known by the Company that merit special protection including the standard types of positive identification information used to establish an account. Personal Data includes, but is not limited to, name and address in conjunction with birth date, telephone number, electronic mail address, Social Security Number, financial account numbers, driver's license number, credit reporting information, bankruptcy or probate information, health information, network, or Internet protocol address.
- H. "Primary Purpose" means the collection, use, or disclosure of information collected by the Company or supplied by the Customer in order to: (1) provide, bill, or collect for, regulated natural gas service; (2) provide for system, grid, or operational needs; (3) provide services as required by state or federal law or as specifically authorized by an order of the Commission; (4) plan, implement, or evaluate programs, products or services related to energy assistance, demand response, energy management, energy efficiency, or renewable energy by the Company or under contract with the Company, under contract with the Commission, or as part of a Commission-authorized program conducted by an entity under the supervision of the Commission, or pursuant to state or federal statutes governing energy assistance.

(Continued on Sheet No. C-61.00)

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(Continued from Sheet No. C-60.00)

C17. CUSTOMER DATA PRIVACY (Contd)

C17.1. Definitions (Contd)

- I. "Secondary Purpose" means any purpose that is not a Primary Purpose.
- J. "Standard Usage Information" means the usage data that is made generally available by the gas utility to all similarly situated Customers on a regular basis, delivered by the gas utility in a standard format.
- K. "Third-party" means a person or entity that has no contractual relationship with the Company to perform services or act on behalf of the Company.

C17.2 Collection and Use of Data and Information

- A. The Company collects Customer Account Information, Consumption Data, and Personal Data as necessary to accomplish Primary Purposes only.
- B. The Company may collect and use Customer Account Information, Consumption Data, and Personal Data for Primary Purposes without Informed Customer Consent.
- C. Informed Customer Consent is necessary before collection, use, or disclosure of Customer Account Information, Consumption Data, and Personal Data for Secondary Purposes.
- D. The Company will not sell Customer Account Information, Consumption Data, and Personal Data except in connection with sales of certain aged receivables to collection firms for purposes of removing this liability from its accounts.

C17.3 Disclosure without Informed Customer Consent

- A. The Company shall disclose Customer Account Information, Consumption Data, or Personal Data when required by law or Commission rules. This includes law enforcement requests supported by warrants or court orders specifically naming the Customers whose information is sought, and judicially enforceable subpoenas. The provision of such information will be reasonably limited to the amount authorized by law or reasonably necessary to fulfill a request compelled by law.
- B. Informed Customer Consent is not required for the disclosure of customer name and address to a provider of appliance repair services in compliance with MCL 460.10a(9)(a), or to otherwise comply with the Code of Conduct.
- C. The Company may disclose Customer Account Information, Consumption Data, or Personal Data in the context of a business transaction such as an asset sale or merger to the extent permitted by law.

C17.4 Disclosure to Contractors

- A. The Company only shares information in the smallest increment necessary for the Contractor to provide service to the Company. When practical, the Company shall only provide aggregated data to a Contractor.
- B. Contracts between the Company and its Contractors specify that all Contractors are held to the same confidentiality and privacy standards as the Company, its employees, and its operations. These contracts also prohibit Contractors from using any information supplied by the Company for Secondary Purposes.
- C. The Company requires its Contractors who maintain Customer Account Information to implement and maintain reasonable data security procedures and practices appropriate to the private nature of the information received. These data security procedures and practices shall be designed to protect the Customer Account Information, Consumption Data, and Personal Data from unauthorized access, destruction, use, modification, or disclosure. The data security procedures and practices adopted by the Contractor shall meet or exceed the data privacy and security policies and procedures used by the Company to protect Customer Account Information, Consumption Data, and Personal Data.
- D. The Company requires Contractors to return or destroy any Customer Account Information, Consumption Data, or Personal Data that is no longer necessary for the purpose for which it was transferred.
- E. The Company maintains records of the disclosure of customer data to Contractors in accordance with Company record retention policies and Commission rules. These records include all contracts with the Contractor and all executed non-disclosure agreements.

(Continued on Sheet No. C-62.00)

(Continued from Sheet No. C-61.00)

C17. CUSTOMER DATA PRIVACY (Contd)

C17.4 Disclosure to Contractors (Contd)

- F. A Customer may request that his or her Customer Account Information or Consumption Data be released to a Third-party of the Customer's choice. Once the Company verifies the Customer's request, the Company is not responsible for loss, theft, alteration, or misuse of the data by Third-parties or Customers after the information has been transferred to the Customer or the Customer's designated Third-party.

C17.5. Customer Access to Data

- A. The Customer has a right to know what Customer Account Information, Consumption Data, or Personal Data the Company maintains about the Customer. The Company shall not provide information to a Customer that the Company considers proprietary or used for internal Company business. The Company will make a reasonable effort to respond to requests for this information within 30 business days of being contacted by the Customer.
- B. Customers have the right to share their own Customer Account Information, Consumption Data, or Personal Data with Third-parties of their choice to obtain services or products provided by those Third-parties. These services or products may include, but are not limited to, in-home displays, energy audits, or demand response programs. The Company is not responsible for unauthorized disclosure or use of this information by a Third-party.
- C. Customers have the opportunity to request corrections or amendments to Customer Account Information or Personal Data that the Company collects, stores, uses or distributes. Requests of this nature shall be made in writing.
- D. Fulfilling certain requests for data in accordance with the provisions of this tariff is consistent with the provision of normal utility service to our Customers. When the data requested is Standard Usage Information, the request will be fulfilled without charge. Some requests for information extend beyond Standard Usage Information. Fulfilling these requests requires special data processing that is not a part of normal utility service and results in expenses that would not otherwise be incurred. Such requests are fulfilled at the discretion of the Company within the parameters of this Data Privacy Tariff. The costs of fulfilling any special requests shall be borne solely by the Customer, and be based on the specifics of the data request and the associated costs of developing, processing, and transmitting the requested data.

C17.6. Customer Notice of Privacy Policies

- A. Notice of the Company's privacy policies is prominently posted on the Company's website. The notice includes a customer service phone number and Internet address where Customers may direct additional questions or obtain additional information regarding how to obtain customer data or more information about the Company's privacy policies and procedures.
- B. Customers receive a copy of the privacy policy upon initiating utility service with the Company. The Company shall provide a written copy of these privacy policies upon Customer request.

C17.7. Limitation of Liability

The Company and each of its directors, officers, affiliates, and employees that disclose Customer Information, Consumption Data, Personal Data or Aggregated Data to Customers, Contractors, or Third-parties as provided in this tariff, shall not be liable or responsible for any claims for loss or damages resulting from such disclosure.

SECTION D
RATE SCHEDULES

GENERAL TERMS AND CONDITIONS OF THE RATE SCHEDULES

- A. Bills for utility service are subject to Michigan State Sales Tax. Customers may file a request with the Company for partial or total exemption from the application of sales tax in accordance with the laws of the State of Michigan and the rules of the Michigan State Department of Treasury.
- B. Bills shall be increased within the limits of political subdivisions which levy special taxes, license fees or rentals against the Company's property, or its operation, or the production and/or sale of gas, to offset such special charges and thereby prevent other customers from being compelled to share such local increases.
- C. Bills shall be increased to offset any new or increased specific tax or excise imposed by any governmental authority upon the Company's production or sale of gas.
- D. A customer that commences service under any of the Company's Rate Schedules thereby agrees to abide by all of the applicable Rules and Regulations contained in this Rate Book for Natural Gas Service.
- E. *Bills shall be increased within the limits of political subdivisions which adopt ordinances that require the Company to provide special services not generally provided to other political subdivisions, when such special services increase the cost of service with the political subdivision, in order to offset such costs and thereby prevent other customers from being compelled to share such local interests.*

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SURCHARGES

Each Rate Schedule may be subject to Rule No. C8., Customer Attachment Program.

| <u>Rate Schedule</u> | <u>Energy Efficiency⁽¹⁾ Program Surcharge (Case No. U-18025) Effective beginning the⁽²⁾ January 2017 Billing Month</u> | <u>Energy Efficiency Large Gas Transportation Opt-Out Pilot Program Surcharge (Case No. U-16670)⁽³⁾</u> |
|----------------------|--|--|
| Rate A | \$0.1980/Mcf | NA |
| Rate A-1 | 0.1980/Mcf | NA |
| Rate GS-1 | 0.1438/Mcf | NA |
| Rate GS-2 | 0.1438/Mcf | NA |
| Rate GS-3 | | |
| 0 – 100,000 / Year | 0.1438/Mcf | NA |
| > 100,000 / Year | 0.0047/Mcf | NA |
| Rate GL | NA | NA |
| Rate ST | | |
| 0 – 100,000 / Year | 0.1438/Mcf | NA |
| > 100,000 / Year | 0.0047/Mcf | \$0.0018/Mcf |
| Rate LT | | |
| 0 – 100,000 / Year | 0.1438/Mcf | NA |
| > 100,000 / Year | 0.0047/Mcf | 0.0018/Mcf |
| Rate XLT | | |
| 0 – 100,000 / Year | 0.1438/Mcf | NA |
| > 100,000 / Year | 0.0047/Mcf | 0.0018/Mcf |
| Rate CC | Per applicable distribution Rate Schedule | NA |

⁽¹⁾ All surcharges shall be applied on a monthly basis. The customer's consumption will be reviewed annually in the January bill month. Following the annual review, the customer may be subsequently moved to the surcharge level for their applicable rate for the next billing period based on the customer's average consumption for the previous year. No retroactive adjustment will be made due to the application of EE surcharges associated with increases or decreases in consumption.

⁽²⁾ An Energy Efficiency Program Surcharge will be in effect for the period of the June 2009 Bill Month through the December 2017 Bill Month. The amount may vary during specific months as authorized by the Michigan Public Service Commission. Applicable cases include Case Nos. U-15889, U-16302, U-16303, U-16412, U-16770, U-16736, U-17281, U-17351, U-17601, U-17831, U-17771 and U-18025. The surcharge for the period of the January 2017 Bill Month through the December 2017 Bill Month includes a financial incentive award in Case No. U-18025 and low-income accounting adjustment in Case No. U-17771, both of which were approved by the Michigan Public Service Commission. The Company will file a new tariff sheet to reflect the change in surcharges once the financial incentive recovery period has been completed.

⁽³⁾ Gas Transportation customers on Rate ST, LT or XLT using more than 100,000 Mcf per year may be eligible to opt-out of the Energy Efficiency program. Eligible customers who elect to opt-out of the Energy Efficiency program will pay the Energy Efficiency Large Gas Transportation Opt-Out Pilot Program surcharge per Mcf on a monthly basis. Eligibility is determined solely by the Company and is dependent upon terms and conditions of the Energy Efficiency Large Gas Transportation Customer Opt-Out Pilot Program as authorized in the April 17, 2012 order in Case No. U-16670.

Issued November 16, 2016 by
Patti Poppe,
 President and Chief Executive Officer,
 Jackson, Michigan

Effective for bills rendered on and after
 the January 2017 Billing Month

Issued under authority of the
 Michigan Public Service Commission
 dated September 8, 2016
 in Case No. U-18025

SURCHARGES

| <u>Rate Schedule</u> | Interim Rate Increase Subject to Refund (Case No. U-18124) Effective for Service Rendered on and after <u>January 29, 2017</u> |
|----------------------|---|
| Rate A | \$0.0935/Mcf |
| Rate A-1 | 0.0683/Mcf |
| Rate GS-1 | 0.0746/Mcf |
| Rate GS-2 | 0.0532/Mcf |
| Rate GS-3 | 0.0360/Mcf |
| Rate GL | NA |
| Rate ST | 0.0292/Mcf |
| Rate LT | 0.0195/Mcf |
| Rate XLT | 0.0127/Mcf |
| Rate CC | Per applicable distribution Rate Schedule |

Issued May 16, 2017 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

Effective for bills rendered on and after
the Company's April 2017 Billing Month

Issued under authority of
Michigan Public Service Commission
Dated November 22, 2016
in Case No. U-18136

GAS COST RECOVERY (GCR) FACTORS

| <u>2016-2017 Plan Case Billing Months</u> | <u>Maximum Allowable GCR Factor \$/Mcf (Subject to Ceiling Price Adjustment)</u> | <u>Actual GCR Factor Billed \$/Mcf</u> |
|---|--|--|
| April 2016 | \$2.8328 | \$2.5351 |
| May 2016 | 2.8328 | 2.7160 |
| June 2016 | 2.8328 | 2.7941 |
| July 2016 | 2.8734 | 2.8507 |
| August 2016 | 3.0357 | 3.0165 |
| September 2016 | 2.9951 | 2.9951 |
| October 2016 | 2.9546 | 2.9546 |
| November 2016 | 3.0357 | 3.0357 |
| December 2016 | 2.8734 | 2.8734 |
| January 2017 | 3.0357 | 3.0357 |
| February 2017 | 2.9951 | 2.9951 |
| March 2017 | 2.9951 | 2.9951 |

| <u>2017-2018 Plan Case Billing Months</u> | <u>Maximum Allowable GCR Factor \$/Mcf (Subject to Ceiling Price Adjustment)</u> | <u>Actual GCR Factor Billed \$/Mcf</u> |
|---|--|--|
| April 2017 | \$3.4582 | \$3.1910 |
| May 2017 | 3.4582 | 3.4486 |
| June 2017 | 3.4582 | 3.3153 |
| July 2017 | 3.4582 | 3.1634 |
| August 2017 | | |
| September 2017 | | |
| October 2017 | | |
| November 2017 | | |
| December 2017 | | |
| January 2018 | | |
| February 2018 | | |
| March 2018 | | |

The listed monthly Gas Cost Recovery (GCR) factors are authorized pursuant to Rule No. C7., Gas Cost Recovery Clause and Standard Refund Procedures. The Maximum Allowable GCR Factors shown above are subject to adjustment pursuant to the GCR Factor Ceiling Price Adjustment (Contingency) Mechanism beginning on Sheet No. D-3.00 for the April 2017 through March 2018 period. Sheet No. D-2.00 will be updated if adjustments are made pursuant to this mechanism. The Commission is authorized to approve GCR ceiling price adjustments contingent on future events pursuant to Section 6h(6) of 1982 PA 304, as amended.

The Maximum Allowable GCR Factors, adjusted pursuant to the GCR Factor Ceiling Price Adjustment (Contingency) Mechanism beginning on Sheet No. D-3.00, are the maximum rates the Company may charge. The actual GCR Factor Billed in any month may be less than the Maximum Allowable GCR Factor.

The Company has filed for Maximum Allowable GCR Factors for April 2017 - March 2018 in Case No. U-18151 currently pending before the Michigan Public Service Commission. Pursuant to MCL 460.6h, the Company will adjust its rates to incorporate all or part of the requested factors as filed, including contingent factors, until the issuance of an order in Case No. U-18151.

The Company will file on or before December 31, 2017 for Maximum Allowable GCR Factors for April 2018 - March 2019 pursuant to MCL 460.6h.

The Company will file a revised Sheet No. D-2.00 at least 15 days before the actual GCR factor is billed to its customers in the subsequent billing month.

Issued June 14, 2017 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

Effective for bills rendered for the
April 2017 - March 2018 Billing Months

Issued under authority of
1982 PA 304 Section 6h and the
Michigan Public Service Commission
in Case No. U-18151

MONTHLY GAS COST RECOVERY (GCR) FACTOR CEILING PRICE ADJUSTMENT (CONTINGENCY) MECHANISM

The Maximum Allowable Gas Cost Recovery (GCR) Factors on Sheet No. D-2.00 may be adjusted on a monthly basis, for the remaining months of the GCR Plan Year, contingent upon Michigan prices for natural gas for the Plan Year increasing to a level above the Plan prices which were incorporated in the calculation of the base GCR ceiling factor. Any adjustment of the Maximum Allowable GCR Factor shall be determined using the tables set forth on Sheet D-4.00.

The Company shall file with the Commission an updated Sheet No. D-2.00 at least 15 days before any adjustment in the Maximum Allowable GCR Factor if a contingency calculation under the method described below results in an increase or decrease to the Maximum Allowable GCR ceiling factors on Sheet No. D-2.00. All supporting documents necessary to verify an adjustment in the Maximum Allowable GCR Factor will be provided to the Michigan Public Service Commission Staff.

Definitions:

| | |
|--------------------------------------|--|
| NYMEX Futures Month Prices | NYMEX natural gas futures month settlement prices for the first five trading days (in \$/MMBtu). |
| Michigan Futures Month Basis | The MichCon natural gas basis futures settlements published by CME Group for the first five trading days (in \$/MMBtu). |
| 5-day Average Michigan Futures Strip | Five day average of the sum of the NYMEX Futures Month Prices and the Michigan Futures Month Basis for the remaining months of the GCR period. |
| Michigan Price Forecast | Average of the actual monthly MichCon Citygate Index prices for months in which they have become available and the 5-day Average Michigan Futures Strip. |

Step 1 Determine an updated 12-month Plan Michigan Price Forecast for the GCR period. The updated 12-month Michigan Price Forecast should be a 12-month average calculated using actual monthly MichCon Citygate Index prices for months in which they have become available and the 5-day Average Michigan Futures Strip for the remaining months in the GCR period.

Step 2 Subtract the 12-month Plan Michigan Price Forecast shown on Sheet No. D-4.00 from the updated 12-month Michigan Price Forecast calculated in Step 1. The "Contingent GCR Ceiling Factor" will be based on the price increases calculated.

Step 3 Determine the "Contingent GCR Ceiling Factor" using the following table on Sheet No. D-4.00. This "Contingent GCR Ceiling Factor" will be the Maximum Allowable GCR Factor for the remaining months of the GCR Plan year, unless adjusted during a subsequent monthly review.

(Continued on Sheet No. D-4.00)

Issued March 15, 2017 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

Effective for bills rendered for the
April 2017 - March 2018 Billing Months

Issued under authority of
1982 PA 304 Section 6h and the
Michigan Public Service Commission
in Case No. U-18151

**MONTHLY GAS COST RECOVERY (GCR) FACTOR
 CEILING PRICE ADJUSTMENT (CONTINGENCY) MECHANISM**
 (Continued From Sheet No. D-3.00)

12-month Plan Michigan Price Forecast \$3.4420/MMBtu
 Base GCR Ceiling Factor \$3.4582/Mcf
 Fractional Multiplier 0.8322

Contingent GCR Ceiling Factor

| <u>Michigan Price Forecast Increase</u> | <u>\$/Mcf</u> | <u>Michigan Price Forecast Increase</u> | <u>\$/Mcf</u> | <u>Michigan Price Forecast Increase</u> | <u>\$/Mcf</u> |
|---|---------------|---|---------------|---|---------------|
| <\$0.05 | 3.4582 | <\$1.05 | 4.2904 | <\$2.05 | 5.1226 |
| <0.10 | 3.4998 | <1.10 | 4.3320 | <2.10 | 5.1642 |
| <0.15 | 3.5414 | <1.15 | 4.3736 | <2.15 | 5.2058 |
| <0.20 | 3.5830 | <1.20 | 4.4152 | <2.20 | 5.2474 |
| <0.25 | 3.6246 | <1.25 | 4.4568 | <2.25 | 5.2890 |
| <0.30 | 3.6663 | <1.30 | 4.4985 | <2.30 | 5.3307 |
| <0.35 | 3.7079 | <1.35 | 4.5401 | <2.35 | 5.3723 |
| <0.40 | 3.7495 | <1.40 | 4.5817 | <2.40 | 5.4139 |
| <0.45 | 3.7911 | <1.45 | 4.6233 | <2.45 | 5.4555 |
| <0.50 | 3.8327 | <1.50 | 4.6649 | <2.50 | 5.4971 |
| <0.55 | 3.8743 | <1.55 | 4.7065 | <2.55 | 5.5387 |
| <0.60 | 3.9159 | <1.60 | 4.7481 | <2.60 | 5.5803 |
| <0.65 | 3.9575 | <1.65 | 4.7897 | <2.65 | 5.6219 |
| <0.70 | 3.9991 | <1.70 | 4.8313 | <2.70 | 5.6635 |
| <0.75 | 4.0407 | <1.75 | 4.8729 | <2.75 | 5.7051 |
| <0.80 | 4.0824 | <1.80 | 4.9146 | <2.80 | 5.7468 |
| <0.85 | 4.1240 | <1.85 | 4.9562 | <2.85 | 5.7884 |
| <0.90 | 4.1656 | <1.90 | 4.9978 | <2.90 | 5.8300 |
| <0.95 | 4.2072 | <1.95 | 5.0394 | <2.95 | 5.8716 |
| <1.00 | 4.2488 | <2.00 | 5.0810 | <3.00 | 5.9132 |
| | | | | ≥3.00 | 5.9548 |

Issued March 15, 2017 by
 Patti Poppe,
 President and Chief Executive Officer,
 Jackson, Michigan

Effective for bills rendered for the
 April 2017 - March 2018 Billing Months

Issued under authority of
 1982 PA 304 Section 6h and the
 Michigan Public Service Commission
 in Case No. U-18151

This sheet has been cancelled and is reserved for future use.

This sheet has been cancelled and is reserved for future use.

Issued March 15, 2010 by
J. G. Russell,
President and Chief Operating Officer,
Jackson, Michigan

Effective for bills rendered for the
April 2010 - March 2011 billing months

Issued under authority of the
1982 PA 304, Section 6h and
Michigan Public Service Commission
in Case No. U-16149

RATE CATEGORIES

| <u>Description</u> | <u>Rate Category</u> |
|--|----------------------|
| RESIDENTIAL SERVICE RATE A | |
| Residential Space Heating | 250 |
| Residential Without Space Heating | 260 |
| Aggregation | 052 |
| Customer Choice | 752 |
| MULTIFAMILY DWELLING SERVICE RATE A-1 | |
| Residential | 251 |
| Sales to Transportation | 480 |
| Master Account | 043 |
| Customer Choice Multi | 753 |
| GENERAL SERVICE RATE GS-1 | |
| Commercial | 261 |
| Commercial - Sales to Transportation | 273 |
| Commercial - Master Account | 265 |
| Commercial - Contiguous | 269 |
| Commercial - Customer Choice | 277 |
| <i>Commercial - Temporary Construction Service</i> | 299 |
| Industrial | 263 |
| Industrial - Sales to Transportation | 275 |
| Industrial - Master Account | 267 |
| Industrial - Contiguous | 271 |
| Industrial - Customer Choice | 279 |
| GENERAL SERVICE RATE GS-2 | |
| Commercial | 262 |
| Commercial - Sales to Transportation | 274 |
| Commercial - Master Account | 266 |
| Commercial - Contiguous | 270 |
| Commercial - Customer Choice | 278 |
| Industrial | 264 |
| Industrial - Sales to Transportation | 276 |
| Industrial - Master Account | 268 |
| Industrial - Contiguous | 272 |
| Industrial - Customer Choice | 280 |
| GENERAL SERVICE RATE GS-3 | |
| Commercial | 281 |
| Commercial - Sales to Transportation | 287 |
| Commercial - Master Account | 283 |
| Commercial - Contiguous | 285 |
| Commercial - Customer Choice | 289 |
| Industrial | 282 |
| Industrial - Sales to Transportation | 288 |
| Industrial - Master Account | 284 |
| Industrial - Contiguous | 286 |
| Industrial - Customer Choice | 290 |

(Continued on Sheet No. D-7.00)

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J. G. Russell,
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Jackson, Michigan

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Issued under authority of the
Michigan Public Service Commission
dated January 13, 2015
in Case No. U-17643

(Continued From Sheet No. D-6.00)

RATE CATEGORIES (Contd)

| <u>Description</u> | <u>Rate Category</u> |
|--|----------------------|
| GENERAL SERVICE OUTDOOR LIGHTING RATE GL - Commercial | 048 |
| TRANSPORTATION SERVICE RATE | |
| Small, Cost-Based | ST-1* |
| Small, Negotiated | ST-2* |
| Large, Cost-Based | LT-1* |
| Large, Negotiated | LT-2* |
| Extremely Large, Cost-Based | XLT-1* |
| Extremely Large, Negotiated | XLT-2* |
| CUSTOMER CHOICE RATE CC | CC* |

*A numeric rate *category* will not be shown on the customer's bill due to the complexity and number of rate *categories* necessitated by the flexible transportation program.

Issued May 26, 2010 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

Effective for service rendered on
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Issued under authority of the
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dated May 17, 2010
in Case No. U-15986

RESIDENTIAL SERVICE RATE A

Availability

Subject to any restrictions, this rate is available to any customer desiring gas service for any usual residential use in private family dwellings; tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for up to six persons; or multifamily dwellings containing two households served through a single meter.

This rate is not available for resale service, multifamily dwellings containing more than two living units served through a single meter or for tourist homes, rooming houses, dormitories, nursing homes and similarly occupied buildings containing sleeping accommodations for more than six persons or for any other Non-Residential usage.

Residences in conjunction with commercial or industrial enterprises and mobile home parks may take service on this rate only under the Rules and Regulations contained in the Company's Gas Rate Book.

Monthly Rate

Customer Charge

\$11.75 per customer per month, plus

Income Assistance Service Provision:

When service is supplied to a Principal Residence Customer, where the total household income does not exceed 150% of the Federal Poverty level, verified by confirmation of an authorized State or Federal agency, a credit shall be applied during all billing months.

The monthly credit for the residential Income Assistance Service Provision shall be applied as follows:

Income Assistance Credit: \$(11.75) per customer per month

Distribution Charge

\$2.7937 per Mcf for all Mcf purchased.

Gas Cost Recovery Charge

The gas cost recovery factors are shown on Sheet No. D-2.00.

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10, and any applicable charges shown on Sheet No. D-1.20.

Minimum Charge

The minimum charge shall be the customer charge included in the rate.

Due Date and Late Payment Charge

The due date of the customer's bill shall be 21 days from the date of transmittal. A late payment charge of 2%, not compounded, of the portion of the bill, net of taxes, shall be assessed to any bill that is delinquent. A customer who participates in the Winter Protection Plan or who is 65 years of age or older and who has notified the Company the customer is 65 years of age or older, shall be exempt from a late payment charge as described in Rule B2, Consumer Standards and Billing Practices for Electric and Gas Residential Service, R 460.122, Allowable Charges.

Term and Form of Contract

Service under this rate shall not require a written contract.

Issued April 26, 2016 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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Issued under authority of the
Michigan Public Service Commission
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in Case No. U-17882

MULTIFAMILY DWELLING SERVICE RATE A-1

Availability

Subject to any restrictions this rate is available to any multifamily dwelling installation containing more than two households served through a single meter and where, in the Company's opinion, it is impractical to provide gas service to each household through an individual meter. This rate is not available for multifamily dwellings containing two households served through a single meter.

Monthly Rate

Customer Charge

The charge per customer per month shall be the sum of the following charges:

\$11.75 per month, plus
\$0.0715 per Mcf of excess peak demand, plus

Distribution Charge

\$2.7937 per Mcf for all Mcf purchased.

Gas Cost Recovery Charge

The gas cost recovery factors are shown on Sheet No. D-2.00.

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10, and any applicable charges shown on Sheet No. D-1.20.

Minimum Charge

The minimum charge shall be the customer charge included in the rate.

Due Date and Late Payment Charge

The due date of the customer's bill shall be 21 days from the date of mailing. A late payment charge of 2% of the unpaid balance outstanding, net of taxes, shall be assessed to any bill which is not paid in full on or before the due date shown thereon.

(Continued on Sheet No. D-10.00)

Issued April 26, 2016 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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and after April 22, 2016

Issued under authority of the
Michigan Public Service Commission
dated April 21, 2016
in Case No. U-17882

MULTIFAMILY DWELLING SERVICE RATE A-1
(Continued From Sheet No. D-9.00)

Determination of Excess Peak Demand

The Mcf used for billing the excess demand shall be equal to all usage in excess of 45 Mcf in the peak month. The peak month shall be that month in the latest 12 months in which the greatest consumption occurred.

If 12 months of historical data are not available for a premises, then the Company shall use an estimated peak usage while accumulating 12 months of data. If, during the accumulation of 12 months of data, any month's actual usage exceeds the original estimated peak usage, then the actual usage shall become the new peak demand. However, if after 12 months the estimated peak usage exceeds the actual peak month's usage, then the customer's bills shall be recalculated using the actual and any overcharge shall be refunded with interest.

Term and Form of Contract

Service under this rate shall *not* require a written contract.

**GENERAL SERVICE RATE
(Rates GS-1, GS-2 and GS-3)**

Availability

Subject to any restrictions, this rate is available to any customer desiring gas service for any Non-Residential usage which includes tourist homes, rooming houses, dormitories, nursing homes and similarly occupied buildings containing sleeping accommodations for more than six persons. Gas shall not be purchased under any other rate for any equipment or process which uses gas under this rate.

This rate is not available for residential usage or for resale purposes.

Rates and Charges

| <u>Service Category</u> | <u>Customer Charge per Month</u> | <u>Distribution Charge</u> |
|-------------------------|----------------------------------|----------------------------|
| GS-1 | \$13.58 per meter | \$2.5250 per Mcf |
| GS-2 | \$21.65 per meter | \$2.2744 per Mcf |
| GS-3 | \$632.10 per meter | \$1.1811 per Mcf |

Customers may choose the Service Category under which they take service, consistent with the provisions of Rules C4.1, Classes of Service, and C4.2, Choice of Rates. When the Customer is selecting its initial Service Category, the Company must advise them that the economic breakeven point between GS-1 and GS-2 is approximately 386 Mcf per year and the economic breakeven point between GS-2 and GS-3 is approximately 6,700 Mcf per year. After the initial selection is made, then it is the customer's responsibility to determine when it is appropriate to switch Service Categories, as permitted by Rule C4.2, Choice of Rates.

Gas Cost Recovery Charge

The gas cost recovery factors are shown on Sheet No. D-2.00.

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10, and any applicable charges shown on Sheet No. D-1.20.

Minimum Charge

The minimum charge shall be the customer charge included in the rate.

Due Date and Late Payment Charge

The due date of the customer's bill shall be 21 days from the date of mailing. A late payment charge of 2% of the unpaid balance outstanding, net of taxes, shall be assessed to any bill which is not paid in full on or before the due date shown thereon.

Term and Form of Contract

Service under this rate shall not require a written contract.

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J. G. Russell,
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Jackson, Michigan

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and after April 22, 2016

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GENERAL SERVICE OUTDOOR LIGHTING RATE GL

This Rate Is Not Open to New Business

Availability

Subject to any restrictions, this rate is available to any commercial or industrial customer for streetlighting or outdoor area lighting service for any system consisting of two or more gas luminaires where the Company has an existing gas distribution system.

Nature of Service

The customer shall furnish the necessary posts, luminaires and fixtures. The Company shall install this equipment and make all connections to its gas distribution system. The Company shall supply the gas, renew the mantles, clean the luminaires and paint all metal parts as needed; all other renewals and maintenance shall be paid for by the customer.

Monthly Rate

\$11.00 per luminaire having a rated consumption of 2.5 cubic feet or less per hour.

\$19.00 per luminaire having a rated consumption of more than 2.5 cubic feet but not more than 4.5 cubic feet per hour.

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10, and any applicable charges shown on Sheet No. D-1.20.

Due Date and Late Payment Charge

The due date of the customer's bill shall be 21 days from the date of mailing. A late payment charge of 2% of the unpaid balance outstanding, net of taxes, shall be assessed to any bill which is not paid in full on or before the due date shown thereon.

Term and Form of Contract

Minimum term of three years on written contract and year to year thereafter until terminated by mutual consent or upon three months' written notice given by either party.

Special Terms and Conditions

The Company reserves the right to make special contractual arrangements as to term or duration of contract, termination charges, contributions in aid of construction, monthly charges or other special consideration when the customer requests service, equipment or facilities not normally provided under this rate.

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J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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in Case No. U-17882

SECTION E
TRANSPORTATION SERVICE
GAS TRANSPORTATION STANDARDS AND BILLING PRACTICES

E1. GENERAL PROVISIONS AND DEFINITIONS

E1.1 Definitions.

As used in this section:

- (a) "Account" shall mean customer's facilities and operations directly connected with the individual facilities identified in the transportation contract between the Company and the customer. The gas for each account being measured by a single Company meter.
- (b) "Allowance for Use and Loss" is defined in Rule E4.1.D. in this Section E.
- (c) "Annual Contract Quantity" (ACQ) means the greatest quantity of gas *that can be delivered* for transportation on the customer's behalf for any given year as specified in the contract. The contracted ACQ shall be adjusted based on the customer's highest consecutive 12-month usage determined from the latest 36 months of data except that the ACQ may be adjusted, *at the Company's sole discretion, for known or expected changes, or special operating conditions. The Company will conduct a review of the customer's ACQ once each 5-year period and may adjust the ACQ value based on the highest consecutive 12-month usage determined from the latest 36 months of data as adjusted. The Company may review and adjust a customer's ACQ if the customer requests a change to their gas transportation agreement.*
- (d) "Authorized Tolerance Level" means 6.5%, 7.5%, 8.5%, 9.5%, or 10.5% of the customer's ACQ.
- (e) "Business Day" means Monday through Friday, excluding Company holidays.
- (f) "Cubic Foot of Gas" means the volume of gas which occupies one cubic foot when such gas is at a temperature of sixty degrees (60°) Fahrenheit and at a pressure base of fourteen and sixty-five hundredths (14.65) psia dry.
- (g) "Day" means a period of 24 consecutive hours (23 hours when changing from Standard to Daylight Time and 25 hours when changing back to Standard Time) beginning at 10:00 AM Eastern Clock Time or at such other time as may be mutually agreed.
- (h) "Designated Sales Rate" means the rate under which the customer would take service if purchasing system-sales service.
- (i) "Gas" means natural gas, manufactured gas or a combination of the two which meets the "quality" standards as specified in Rule E3, Gas Quality, in this Section E.
- (j) "Gas Rate Book" means the standard rules and regulations and rates governing the sale of natural gas service as approved by the Michigan Public Service Commission.
- (k) "Load Balancing Charge" is defined on the Transportation Service Rate Schedules.
- (l) "Maximum Daily Quantity" (MDQ) means the greatest quantity of gas *that can be delivered* for transportation on the customer's behalf on any day. The MDQ shall not exceed the customer's peak monthly usage in the last 36 months of such service divided by 30, *multiplied by 110% and adjusted, at the Company's sole discretion, for known or expected changes or special operating conditions. The Company will conduct a review of the customer's MDQ once each 5-year period and may adjust the MDQ value based on the preceding 36 months of data. The Company may review and adjust a customer's MDQ if the customer requests a change to their gas transportation agreement.*
- (m) "MMBtu" means one million Btu.
- (n) "Month," except as provided with respect to billing, means a period beginning at 10:00 AM Eastern Clock Time on the first day of a calendar month and ending at 10:00 AM Eastern Clock Time on the first day of the following calendar month or at such other time as may be mutually agreed.

(Continued on Sheet No. E-2.00)

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J. G. Russell,
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in Case No. U-17643

(Continued From Sheet No. E-1.00)

E1. GENERAL PROVISIONS AND DEFINITIONS (Contd)

E1.1 Definitions. (Contd)

- (n) "Nominations" means the process by which the customer or the customer's agent notifies the Company of expected transportation quantities.
- (o) "Total Heating Value Per Cubic Foot" means the number of Btu produced by the combustion, at constant pressure, of one cubic foot of gas, with air of the same pressure and temperature as the gas, when the products of combustion are cooled to the initial temperature of the gas and air, and when the water formed by the combustion is condensed to the liquid state. This definition applies regardless of the equipment used to determine the total heating value per cubic foot.
- (p) "Unauthorized Gas Usage Charge" is defined on the Transportation Service Rate Schedule.

E1.2 Application of Rules.

Unless otherwise provided for within this Section E or under their contracted Transportation Service Rate, transportation rate customers are subject to the Company's Gas Rate Book. Customers taking transportation service shall be considered utility service customers of the Company.

E1.3 Possession of Gas.

A. Responsibility for Gas

The Company and the customer shall each be responsible for its own equipment, facilities and gas on its own side of a delivery point. The customer shall have good title or good right to make delivery and, further, shall warrant for itself, its successors and assigns that such gas shall be free and clear of all liens, encumbrances, and claims whatsoever. With respect to any such adverse claim that may arise to said gas or to royalties, taxes, license fees or charges thereon, the customer shall indemnify and save the Company harmless from all suits, actions, debts, accounts, damages, costs, losses, and expenses arising from or out of same.

B. Indemnification of the Company

In the absence of negligence, recklessness or willful misconduct on the part of the Company or of the Company's officers, employees or agents, the customer waives any and all claims against the Company, its officers, employees or agents, arising out of or in any way connected with (1) the quality, use or condition of the gas after delivery from the Company's line for the account of such customer; (2) any losses or shrinkage of gas during or resulting from transportation and (3) all other claims and demands arising out of the performance of the duties of the Company, its officers, employees, or agents.

E2. RECORDS, ACCOUNTING AND CONTROL

E2.1 Transmittal of Notices, Bills and Payments.

All notices, bills and payments required or permitted to be given in connection with this service shall be transmitted as specified in the customer's contract, and shall be valid and sufficient if delivered in person, dispatched by first class mail, Western Union, telex, facsimile or transmitted electronically.

(Continued on Sheet No. E-3.00)

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J. G. Russell,
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in Case No. U-15152

(Continued From Sheet No. E-2.00)

E2. RECORDS, ACCOUNTING AND CONTROL (Contd)

E2.2 Nominations, Accounting and Control.

- A. If the customer designates some other party as agent for purposes of nominating, and of giving and receiving notices, the customer shall provide the Company with written notice of such designation. Any such designation shall be effective until revoked in writing by the customer.
- B. All nominations shall be submitted by facsimile, e-mail or an available electronic nomination system.
- C. **Daily:** The customer or the customer's authorized representative shall notify the Company's Gas Transportation Services Department of the daily quantity of gas (in MMBtu) that the customer is nominating for delivery to the Company on behalf of the customer. Such nominations shall be submitted by 2:00 PM Eastern Clock Time on the Business Day prior to the effective day of the proposed delivery. Nominations made after the 2:00 PM deadline shall be accepted at the sole discretion of the Company. Customers are required to have nomination on file for each day of the month. (A single nomination shall be assumed to apply for each subsequent day of the month, unless otherwise indicated.)
- D. The customer or the customer's authorized representative may transfer all or any portion of their gas balance to another customer. The customer from whom the gas is transferred shall be charged a \$25 fee. Such transactions are prospective and may not be used to avoid penalties once charged.
- E. The Company may at its sole discretion, allow one transfer of gas per month between customers. The customer to whom the gas is transferred shall be charged a \$500 fee. Such transfers shall be received by the Company prior to 2:00 PM Eastern Clock Time one business day prior to the last business day of that month.

E3. GAS QUALITY

E3.1 Quality.

The gas delivered to the Company shall meet the following requirements:

- A. Gas shall not contain more than 0.005 percent (50 ppm) oxygen by volume;
- B. Gas shall be commercially free from objectionable odors, solid or liquid matter, bacteria, dust, gum or gum-forming constituents which might interfere with its merchantability or cause injury to or interference with proper operation of the lines, regulators, meters or other appliances through which it flows;
- C. Gas shall not contain more than 0.25 grain of hydrogen sulphide nor more than 0.5 grain of mercaptan sulfur per 100 cubic feet;
- D. Gas shall not contain more than 5.0 grains of total sulfur (including hydrogen sulphide and mercaptan sulfur) per 100 cubic feet;
- E. Gas shall not at any time have a carbon dioxide content in excess of two percent by volume;
- F. Gas shall not contain an amount of moisture which at any time exceeds seven pounds per million cubic feet;
- G. Gas shall be fully "interchangeable" in accordance with the provisions of AGA Research Bulletin No. 36.
- H. The temperature of the gas shall not exceed 100° F;
- I. The hydrocarbon dewpoint of the gas shall not exceed 30° F at 500 pounds per square inch.

(Continued on Sheet No. E-4.00)

(Continued From Sheet No. E-3.00)

E3. GAS QUALITY (Contd)

E3.2 Heating Value.

Except for gas received from the Hanover 19 Transport Meter Station (TMS) as provided for in the MPSC Order in Case No. U-17929, the gas transported shall have a total heating value per cubic foot of not less than 965 Btu nor more than 1,110 Btu. Unless otherwise agreed, differences in the thermal value of the gas transported shall be determined by the Company based on the assumption that the gas delivered to the customer has a Btu content per Mcf that is the same as the Company's then-current system average Btu content per Mcf which shall be redetermined monthly.

E4. SERVICE REQUIREMENTS

E4.1 Quantities.

- A. The customer may deliver, or cause to be delivered, and the Company shall, subject to other provisions in the Company's Gas Rate Book, accept quantities of gas up to the MDQ specified in the transportation contract. If deliveries to the Company exceed the agreed upon quantities, the Company may terminate the contract upon 30 days' written notice to the customer.
- B. Deliveries to the Company may be made by or on behalf of the customer at existing interconnections between the gas transmission facilities of the Company and other pipeline systems. These points of receipt shall be those that are agreed to from time to time by the customer and the Company.
- C. The Company shall endeavor to deliver gas to the customer, and the customer shall endeavor to take a quantity of gas that is thermally equivalent to the gas that it delivers or causes to be delivered. Such delivery on the part of the Company and take on the part of the customer is to be made at the outlet of the Company gas meter(s) identified in the transportation contract.
- D. The Company shall retain 1.83 percent of all gas received from customers being billed for distribution service on the Transportation Service Rate at the points of receipt to compensate it for the Company's use and lost and unaccounted for gas on the Company's system ("Allowance for Use and Loss"). Gas received from customers being billed for distribution services on the General Service Rate shall not be subject to this provision. This volume shall not be included in the quantity available for delivery to the customer.
- E. If, in any month, the quantity of gas received by the Company at the points of receipt, less the Allowance for Use and Loss, is more than the quantity of gas taken by the customer at the points of delivery, then the difference shall be retained by the Company and delivered to the customer in those succeeding months when the quantity of gas received by the Company is less than the customer's requirements. Such subsequent deliveries to the customer shall be subject to the withdrawal limitations identified on the Transportation Service Rate Schedule. Should the aggregate quantity of gas, less the Allowance for Use and Loss, retained by the Company at any month-end exceed the authorized tolerance level, then the Company shall have the right: (1) to refuse to receive any additional quantity of gas for that customer until the Company has satisfied itself that the quantity of gas retained for the customer is less than the authorized tolerance level and (2) to assess the customer a Load Balancing Charge for any month-end balance that exceeds the authorized tolerance level. The customer shall withdraw or transfer any gas retained by the Company within 60 days of the termination of the contract. If the customer has not withdrawn or transferred gas retained by the Company within the 60 days, the Company, at its sole discretion, may (i) assess a holdover fee of \$0.25 per MMBtu per month for any gas volumes remaining in storage or (ii) cash out the remaining gas at the then current cost of gas billed to sales customers pursuant to the Company's Rule C7.
- F. Nothing herein shall prevent the Company and the customer from entering into a separate storage agreement.

(Continued on Sheet No. E-5.00)

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Patti Poppe,
President and Chief Executive Officer,
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in Case No. U-17929

(Continued From Sheet No. E-4.00)

E4. SERVICE REQUIREMENTS (Contd)

E4.2 Delivery Pressure.

All deliveries of gas by the customer and the Company shall be made at a pressure sufficient to effect same, provided that neither party shall directly or indirectly cause the other to make such deliveries at a pressure in excess of that which would be a reasonably expected maximum.

E4.3 Shutoff of Service.

The Company shall not be required to perform service under a transportation contract on behalf of any customer failing to comply with any and all terms of the customer's contract, and the Company's Gas Rate Book.

E5. BILLING

On or before the 20th of each calendar month, the Company shall endeavor to render a statement to the customer for service during the prior calendar month, such statement to show a separate billing for each of the customer's accounts. The Company and the customer shall have the right at all reasonable times to examine the books, records and charts of the other party, to the extent necessary to verify the accuracy of any statement, charge or computation made under or pursuant to any provisions of this service.

(Continued on Sheet No. E-6.00)

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(Continued From Sheet No. E-5.00)

E6. AUTHORIZED GAS USAGE CHARGE

A customer may apply to obtain access to the Company's system supply for gas requirements in excess of the cumulative quantity delivered to the Company (less gas used by the customer and less the Allowance for Use and Loss) on behalf of that customer. To obtain access, the customer shall make a prior written application to the Company specifying the quantity required and the time period requested (not to exceed 90 days). The Company, at its sole discretion, may grant the request if it has sufficient quantity to do so without jeopardizing service to other customers. If the Company is unable to grant the request, in whole or in part, it shall notify the customer of the quantity available (if any), and shall maintain the application on file. If multiple customers request access, service shall be made available on a first-requested, first-served basis. Priorities will be established based on the time of receipt of the application by the Company. Existing unserved applications shall have priority over any new application.

E7. UNAUTHORIZED GAS USAGE CHARGE

A customer who has not obtained authorized access to the Company's system supply shall be subject to an unauthorized gas usage charge as designated on their contracted Transportation Service Rate.

E8. TRANSPORTATION RATE RESTORATION CHARGE

A turn-on charge of the sum of the intervening months' Customer Charges since the service was shut off, shall be made to any transportation rate customer who orders a shutoff and a restoration of service at the same premises within a period of 12 months.

(Continued on Sheet No. E-7.00)

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(Continued From Sheet No. E-8.00)

E9. TRANSPORTATION STANDARDS OF CONDUCT

This rule is intended to promote fair competition and a level playing field among all participants involved in transportation within the Company's regulated gas service territory. The Company will conduct its business to conform to the following Transportation Standards of Conduct:

- A. The Company will apply any tariff provision relating to transportation service in the same manner without discrimination to all similarly situated persons.
- B. The Company will not give its marketing affiliate or customers of its affiliate preference over any other non-affiliated gas marketers or their customers in matters relating to transportation service including, but not limited to, nominating, balancing, metering, billing, storage, standby service, curtailment policy or price discounts.
- C. The Company will not communicate to any customer, Supplier or third parties that any advantage may accrue to such customer, Supplier or other third party in the use of the Company's services as a result of that customer, Supplier or other third party dealing with its marketing affiliate and shall refrain from giving any appearance that it speaks on behalf of its affiliate.
- D. The Company will process all similar requests for transportation service in the same manner and within the same period of time.
- E. The Company will not provide leads or provide market sensitive information regarding a current or potential customer or marketer to its marketing affiliate. If a customer requests information about marketers, the Company will provide a list of all marketers operating on its system, including its affiliate, but will not promote its affiliate.
- F. If a customer makes a request in writing that its historic volumetric sales and transportation data be provided to a particular marketer or marketers in general, that request will be honored by the Company until revoked by the customer. To the extent the Company provides to its marketing affiliate a discount or information related to the transportation, sales or marketing of natural gas, including but not limited to the Company's customer lists, that is not readily available or generally known to any other marketer or Supplier or has not been authorized by a customer, it will provide details of such discount or provide the information contemporaneously to all potential marketers on its system that have requested such information. A marketer may make a standing request for contemporaneous disclosure of such information.
- G. The Company will not condition or tie its agreement to release interstate pipeline capacity to any agreement by a gas marketer, customer, Supplier or pipeline transporter relating to any service in which its marketing affiliate is involved.
- H. The Company will not condition or tie an agreement to provide a transportation discount to any agreement by a marketer, customer, Supplier or pipeline transporter relating to any service in which its marketing affiliate is involved.
- I. The Company's operating employees and the operating employees of its marketing affiliate will function independently of each other, be employed by separate business entities, and reside in separate offices.
- J. The Company will keep separate books of accounts and records from those of its marketing affiliate.

(Continued on Sheet No. E-10.00)

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(Continued From Sheet No. E-9.00)

E10. TRANSPORTATION STANDARDS OF CONDUCT COMPLAINT PROCEDURES

If the Company receives a verbal complaint related to its Rules, Regulations and Rate Schedules Governing the Sale or Transportation of Natural Gas, M.P.S.C. No. 2, Section *E9*, Transportation Standards of Conduct, the Company will attempt to resolve the complaint on an informal basis. If the Company and the complainant are unable to resolve the complaint on an informal basis, the procedures outlined below will be followed:

A. Complainant will route all formal complaints in writing to:

Consumers Energy
One Energy Plaza
Jackson, MI 49201

Attention: Legal Department

- B. The Company will acknowledge the receipt of the formal written complaint, in writing, within five working days of receipt by the Company.
- C. The Company will confirm and amend the prepared written statement of the complainant to ensure the complaint includes the name of the complainant, relevant dates and specific claims.
- D. The Company will prepare a written statement communicating to the complainant the results of the Company's preliminary investigation within 30 days of the initial receipt of the complaint by the Company with a description of the action taken or proposed to be taken.
- E. (1) If the complainant is satisfied with the action taken or proposed to be taken, complainant will acknowledge its agreement by signing and returning a copy of the Company's written statement addressing the action taken or proposed to be taken.
- (2) If the complainant is not satisfied with the Company's response, then the complainant may address the complaint to the Commission.

TRANSPORTATION SERVICE RATE
 (Rates ST, LT and XLT)

Availability

Subject to any restrictions, service under this Rate Schedule is available to any customer that could otherwise purchase gas under another Company Rate Schedule. A customer selecting transportation service, is not eligible to receive gas under any of the Company's firm gas sales rates for a minimum period of one year from the date the customer commenced taking Transportation Service.

Under this rate schedule, the Company shall transport gas for the customer to the interconnections between the Company's facilities and those of the customer (points of delivery) from the interconnections between the Company's facilities and those of a third party that delivers gas to the Company for redelivery to the customer (points of receipt).

A producer or a broker may contract for service on this Rate Schedule for the transportation of gas from a wellhead through the Company's system to another pipeline, for the transportation of gas from one pipeline to another pipeline or for the transportation of gas from a specified interconnection between the Company's facilities and those of a third party for delivery to a specific customer within the Company's integrated distribution system, provided that all gas transported for a producer or broker pursuant to this Rate Schedule is consumed in and never leaves the State of Michigan after entering the Company's system.

All customers requesting transportation service under this Rate Schedule shall make written application for such service on a form provided by the Company.

Rates and Charges

| | Service Category | | |
|-----------------------------|--------------------|----------------------|----------------------|
| | ST | LT | XLT |
| Monthly Charges | | | |
| Customer Charge | \$680.20 per meter | \$3,644.70 per meter | \$9,732.70 per meter |
| Remote Meter Charge | NA | NA | \$70.00 per meter |
| Transportation Rates | | | |
| Cost Based Rate | \$1.0285 per Mcf | \$0.6728 per Mcf | \$0.5250 per Mcf |
| Optional Rates: | | | |
| Maximum Rate | \$1.5428 per Mcf | \$1.0092 per Mcf | \$0.7876 per Mcf |
| Minimum Rate | \$0.5143 per Mcf | \$0.3364 per Mcf | \$0.2625 per Mcf |

Selection of Service Category and Rates

A customer may choose the Service Category under which they take service, consistent with the provisions of Rules C4.1, Classes of Service, and C4.2, Choice of Rates. When the customer is selecting its initial Service Category, the Company must advise them that the economic breakeven point between ST and LT is 100,006 Mcf per year and the economic breakeven point between LT and XLT is 500,030 Mcf per year. After the initial selection is made, then it is the customer's responsibility to determine when it is appropriate to switch Service Categories, as permitted by Rule C4.2, Choice of Rates.

(Continued on Sheet No. E-12.00)

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 Jackson, Michigan

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 dated April 21, 2016
 in Case No. U-17882

TRANSPORTATION SERVICE RATE
(Rates ST, LT and XLT)
(Continued From Sheet No. E-11.00)

Rates and Charges (Contd)

Selection of Service Category and Rates (Contd)

The customer will be charged the Cost Based Rate under its chosen Service Category, unless the customer chooses to negotiate a different rate under the Optional Rate provision. The Company must advise the customer of its right to negotiate rates under the Optional Rate provision, however the Company is under no obligation to offer a rate different than the Cost Based Rate. The Company, at its discretion, may negotiate different transportation rates for individual customers between the maximum and minimum rates under the appropriate Optional Rate provision. The negotiated rate may be applied to the customer's entire load or a portion of its load; however, under no circumstances can the Company charge an average rate per Mcf greater than the maximum rate or less than the minimum rate. The transportation rate is charged for each Mcf of gas delivered to the customer in a given month.

Authorized Gas Usage Charge

A customer may request in advance to purchase authorized gas in accordance with the Company's Gas Rate Book. The Company may grant such request if sufficient supplies are available. In such instances, the customer shall be billed for such authorized usage at the customer's Designated Sales Rate, plus \$1.00 per Mcf. The customer shall pay \$.10 per Mcf for any unused volume that the customer received authorization to take. The Customer Charge shall be that as contained on the customer's designated service category.

Unauthorized Gas Usage Charge

A customer who has not obtained authorized access to the Company's system supply for such Account(s) shall be billed for unauthorized usage at its designated sales rate plus an Unauthorized Gas Usage Charge. Such Unauthorized Gas Usage Charge shall be the highest Midpoint price reported for Michigan or Chicago LDC's during the applicable month as reported by Gas Daily or, in the event that Gas Daily discontinues its reporting of such prices, any comparable reporting service, plus \$10 per Mcf for all gas taken by the customer in excess of the cumulative volume delivered to the Company (less gas used by the customer less the Allowance for Use and Loss) on behalf of the customer.

Monthly withdrawals from the customer's previous month-end balance during November through March will be limited to the customer's Contract Storage Quantity (CSQ), if any, plus 3% of the customer's ACQ. If in any month the quantity of gas received by the Company, less the allowance for gas-in-kind plus 3% of the transportation customer's ACQ and its allowed CSQ is less than the quantity of gas taken by the customer at the points of delivery, then the excess delivery will be treated as unauthorized gas usage and subject to the "Unauthorized Gas Usage Charge". For purposes of this calculation, gas transferred to or from another customer during the billing month shall not be considered.

Load Balancing Charge

A customer shall be charged \$.25 per MMBtu for any month-end balance of gas that exceeds the sum of its Authorized Tolerance Level (ATL) plus its contract storage quantity. In addition, there is a 2.0 percent gas-in-kind for fuel used for injection, for any month-end balance of gas that exceeds the authorized tolerance level and is in excess of the prior month-end balance.

(Continued on Sheet No. E-13.00)

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TRANSPORTATION SERVICE RATE
(Rates ST, LT and XLT)
(Continued From Sheet No. E-12.00)

Rates and Charges (Contd)

Load Balancing Charge (Contd)

A customer's ATL shall be 8.5% of the Customer's ACQ unless the customer contracts for a different percent in accordance with the following table. The Transportation Charge shall be adjusted as follows:

| <u>Authorized As a % of ACQ Tolerance Level</u> | <u>Transportation Charge Adjustment</u> |
|---|---|
| 6.5% | \$(0.0532) Per Mcf |
| 7.5% | \$(0.0266) Per Mcf |
| 8.5% | No Change |
| 9.5% | \$ 0.0266 Per Mcf |
| 10.5% | \$ 0.0532 Per Mcf |

The monthly injection of gas into the customer's ATL and additional CSQ, if any, shall be at the customer's discretion except in September and October when any monthly injections in excess of the customer's CSQ plus 1.43% of the customer's ACQ, will be charged the Load Balancing Charge.

Excess Pipeline Costs Surcharge

This surcharge shall be assessed to the customer.

Due Date and Late Payment Charge

The due date of the customer's bill shall be 21 days from the date of mailing. A late payment charge of 2% of the unpaid balance outstanding, net of taxes, shall be assessed to any bill which is not paid in full on or before the due date shown thereon.

Metering Requirements

All eligible XLT customers shall be required to provide, at no expense to the Company, a dedicated telecommunication line(s) as required for metering purposes, to a location specified by the Company. The communication link must be installed and operating prior to a transportation customer receiving service under Service Category XLT. The customer shall be responsible for (i) ensuring that the communication links allow access to the meter data by the Company and are compatible with the Company's metering and billing systems, and (ii) all associated costs relating to the communication links including other accompanying equipment and monthly fees. The Company shall own and maintain the actual metering equipment and modem.

(Continued on Sheet No. E-14.00)

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TRANSPORTATION SERVICE RATE
(Rates ST, LT and XLT)
(Continued From Sheet No. E-13.00)

Rates and Charges (Contd)

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10 and *any applicable charges* shown on Sheet No. D-1.20 of the Company's Gas Rate Book.

Term and Form of Contract

All service under this rate shall require a written contract with a minimum term of one year and month-to-month thereafter which must be approved by an officer of the Company or a duly authorized agent before it shall be binding upon the Company. A customer is eligible to request a return to sales rates 12 months from the date that the customer commenced taking service under the Transportation Service Rate Schedule. A customer requesting a return to sales service must provide the Company with a minimum of 12 months written notice of the customer's intent to return to sales rates. For purpose of the notice requirement, notice must be delivered to and received by the Company. The burden is on the customer to establish that notice has been given. The Company reserves the right to deny return to sales rates subject to the Company's Rule C2, Controlled Service.

Issued June 9, 2011 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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in Case No. U-16418

CONTRACT STORAGE SERVICE RATE CS

This Rate Is Not Open to New Business

Availability

Subject to any restrictions, this rate is available to any transportation customer desiring storage service provided the Company has determined that it has sufficient available and uncommitted storage capacity to perform the service requested, *and the storage capacity currently under contract was contracted prior to the Order in Case No. U-17643.*

Delivery of gas into or out of storage may be subject to interruption at the sole discretion of the Company.

A customer requesting service on this rate shall make written application for such service on a form provided by the Company. A storage agreement shall also be required.

Monthly Rate

Administrative Fee

\$200 per account per month, plus

Storage Charge

Annual minimum of \$0.20 per MMBtu to an annual maximum of \$1.50 per MMBtu, billed monthly as negotiated.

Unauthorized Gas Usage Charge

The Company is authorized to charge storage customers for deliveries to, or redeliveries from, storage in excess of the maximum quantities set forth in the storage agreement. The penalty rates shall not exceed the current Unauthorized Gas Usage Charge stated in the applicable Transportation Service Rate Schedule.

Fuel Used for Injection

All gas placed in storage shall be subject to a 2.0 percent gas-in-kind for fuel used for injection.

Due Date and Late Payment Charge

The due date of the customer's bill shall be not more than 21 days from the date of mailing. A late payment charge of 2% of the unpaid balance outstanding, net of taxes, shall be assessed to any bill which is not paid in full on or before the due date shown thereon.

General Terms and Conditions

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00 of the Company's Gas Rate Book.

Term and Form of Contract

All service under this rate shall require a written contract which must be approved by an officer of the Company or a duly authorized agent before it shall be binding upon the Company.

This sheet has been cancelled and is reserved for future use.

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J. G. Russell,
President and Chief Executive Officer,
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SECTION F
GAS CUSTOMER CHOICE PROGRAM

F1. GENERAL PROVISIONS

A Supplier desiring to supply gas to customers under Gas Customer Choice Rate CC must receive a license from the Commission, register with the Commission Staff and execute an "Authorized Gas Supplier Agreement" with the Company prior to any solicitation of the Company's customers. Such agreement shall require compliance with all of the terms of this Rule F1 through Rule F5.

Definitions (applicable to all of Section F of this Rate Book):

Alternative Gas Supplier (AGS) or Supplier means a marketer, broker, producer, or other entity that has received a license from the Commission and executed an Authorized Gas Supplier Agreement with the Company to deliver gas supplies to customers under Rate CC.

Customer:

- (1) Residential means a purchaser (account holder) of natural gas that is supplied or distributed by a utility for residential purposes.
- (2) Small Commercial means a Non-Residential customer (business name) with aggregate usage of 500 Mcf of natural gas or less per year.
- (3) Large Commercial means a Non-Residential customer (business name) with aggregate usage above 500 Mcf of natural gas per year that is supplied or distributed by a utility for non-residential purposes.

Legally Authorized Person means a person that has legal documentation or legal authority to enroll a Residential or Commercial customer into a binding contract. A Legally Authorized Person includes, but is not limited to, an individual with power of attorney or a corporate agent authorized to enter into contracts on a corporation's behalf.

Program means the Gas Customer Choice Program approved by the Commission.

The terms signature or signed include electronic signatures as defined in the Michigan Uniform Electronic Transactions Act.

- A. Customers may elect to participate in the GCC Program and Suppliers may solicit customer participation at any time. However, if a customer is in arrears with the Company, the customer is not eligible to participate in this customer choice program until arrearages have been paid in full to the Company.
- B. A customer who is a transportation or sales customer of the Company must comply with any minimum term requirements of those tariffs before being permitted to switch to Rate CC.
- C. The customer's selection of a Supplier shall remain in effect until (i) terminated by the customer or the Supplier, or (ii) the Supplier becomes disqualified from participating in the GCC Program, or (iii) the Company receives an enrollment for that customer from another Supplier. The Company shall incur no liability for relying on information from a customer or a Supplier which the Company believes to be genuine.
- D. A Supplier shall provide the Company a cash deposit in the amount of \$10.00 per Mcf for 10/365ths of the Company-estimated total annual load for those customers selecting that Supplier. *The initial cash deposit shall be provided to the Company by the last day of the calendar month prior to the month in which the Supplier's customers commence service. Subsequent changes to the cash deposit will be included in the monthly remittance to the Supplier.* The cash deposit shall be adjusted if the Company-estimated total annual load for those customers changes. As an alternative to a cash deposit, the Supplier may provide an irrevocable letter of credit from a financial institution, a surety bond, or a parental guarantee satisfactory to the Company in not less than the amount of the cash deposit. Any such letter of credit, surety bond or parental guarantee shall be in a form acceptable to the Company. The amount of cash deposit, letter of credit, surety bond or parental guarantee shall be applied against any unpaid charges and/or fees, as well as any price reconciliation liabilities, or liabilities associated with Supplier default. Cash deposit amounts not so applied shall be refunded to the Supplier if the Supplier ceases to serve customers under the Program.

(Continued on Sheet No. F-2.00)

Issued April 26, 2016 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

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and after April 22, 2016

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in Case No. U-17882

(Continued From Sheet No. F-1.00)

F1. GENERAL PROVISIONS (Contd)

- D. The Company shall pay simple interest to each Supplier who makes a cash deposit for the time the deposit is held. The interest rate shall be the average monthly short-term borrowing rate available to the Company for each month, or months in which the deposit is held. Payment of the interest to the Supplier shall be made at least semi-annually. The deposit shall cease to draw interest on the date the deposit is returned on the date service is terminated, on the date the deposit is applied against any unpaid charges, fees or liabilities or the date that notice that the deposit is no longer required is sent to the Supplier's last known address.
- E. The monthly remittance to the Supplier will be adjusted by a Supply Equalization Charge. The Supply Equalization Charge shall be equal to the product of: (a) and (b) where (a) equals the Company's weighted average monthly cost of gas purchased and produced for the month *the Supply Equalization Charge is incurred* less the *average actual* price per Mcf, *billed to the Supplier's customers in that billing month* converted to price per MMBtu using the monthly system average Btu content, and (b) equals the increase for that month, if any, in the amount by which the cumulative Mcf quantity billed to customers for the Program year, converted to MMBtu using the monthly system average Btu content, exceeds the cumulative Supplier deliveries for the Program year in MMBtu. The charge shall not be less than zero. *For the month of April, gas returned to the Supplier in accordance with Section F1, M., that was not nominated for delivery in May, will be added to the Supplier's deliveries for purposes of this calculation.* The Program year is the year beginning April 1 and ending the following March 31.
- F. A Supplier shall pay a monthly Administrative Fee of \$100.00 per Supplier-designated pricing category.
- G. The Company will provide each Supplier with a monthly schedule of quantities for delivery of gas into the Company system on behalf of the Supplier's customers. The initial schedule will indicate volumes that the Supplier is required to deliver each day *on an aggregate basis for all accounts served by the Supplier, i.e., all Supplier-designated pricing categories will be combined.* This schedule will be updated by the Company on a monthly basis. For most Gas Customer Choice customers, scheduled daily volumes will not normally vary *for the delivery months of April – December* by more than plus/minus 10% from 1/365th of the estimated annual customer load to be served by the Supplier. *For the delivery months of January – March the Company will apply variances in deliveries up to plus/minus 30% from the 1/365th of the estimated annual customer load to be served by the Supplier as needed to keep Supplier annual imbalances as close to zero as practical. The estimated annual customer load in all months will include a cold weather design factor based on the Company's filing in the current Gas Cost Recovery (GCR) plan case.* The Supplier shall be responsible for obtaining sufficient pipeline capacity to meet its delivery obligations.
- H. Gas delivered into the Company's system shall comply with Rule E3, Gas Quality.
- I. Each Supplier shall notify the Company's Gas Transportation Services Department of the daily quantity of gas (in MMBtu) that the Supplier is nominating for delivery. Such nominations shall be made in accordance with the Company's nomination requirements, Rule E2.2 C. - Nominations, Accounting and Control.
- J. A Supplier that falls short of the delivery schedule, described in Paragraph G, above, shall pay a per MMBtu "Failure Fee" for all shortages in the amount of \$6/MMBtu (\$10.00/MMBtu during periods of Company-declared supply emergency in accordance with Rule C3, Curtailment of Gas Service) plus the higher of (a) the cost of gas billed to sales customers pursuant to the Company's Rule C7, Gas Cost Recovery Clause and Standard Refund Procedures, or (b) the current highest spot price paid for gas delivered to ANR Pipeline Company, Trunkline Gas Company, Panhandle Eastern Pipe Line Company or at Chicago city gate for the corresponding date as published in Gas Daily, plus associated firm pipeline delivery costs.
- A Supplier that falls short of the required delivery schedule obligation to the extent that the cumulative unpaid Failure Fees exceed any cash deposit or alternative assurance described in Paragraph D., above, shall have its Authorized Supplier status revoked. Subject to Rule C2, Controlled Service, the Supplier's customers shall become sales rate customers of the Company.

(Continued on Sheet No. F-3.00)

Issued November 16, 2016 by
Patti Poppe,
President and Chief Executive Officer,
Jackson, Michigan

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(Continued From Sheet No. F-2.00)

F1. GENERAL PROVISIONS (Contd)

- K. All customer billing and remittance processing functions for services provided under Rate CC will be performed by the Company. The Supplier will be charged a monthly fee of \$.30 per customer account. The Company will be responsible for credit and collection activities for the amounts billed directly to the customer by the Company. The Supplier must, at least three business days before the start of each billing month, furnish to the Company, in a format acceptable to the Company, the price per Mcf to be billed to each Supplier-designated pricing category on its behalf or the most recently supplied price will be used.
- L. The Company shall remit to the Supplier, approximately 21 days from the end of each calendar month, an amount for the cost of gas equal to the MMBtu quantities that the Supplier has delivered onto the Company's system, not in excess of the Suppliers' delivery obligation, multiplied by the lesser of the *average actual price per Mcf converted to MMBtu*, billed to the Supplier's customers that month or 110% of the cost of gas billed to sales customers pursuant to the Company's Rule C7, Gas Cost Recovery Clause and Standard Refund Procedures. *The average actual price per Mcf billed to the Supplier's customers is the total amount billed to the Supplier's customers for that billing month divided by the total quantity, in Mcf, billed to the Supplier's customers for the same month.* The amount to be remitted shall be reduced for any applicable Supply Equalization Charges, Administrative Fees, Billing Fees, Failure Fees, and/or amounts owed pursuant to the annual price reconciliation per Paragraph M.
- M. Except as set forth below, within 60 working days after (i) the end of the March billing cycle, or (ii) revocation of a Supplier's Authorized Supplier status, or (iii) withdrawal by a Supplier from participation in the Gas Customer Choice Program, the Company will reconcile the cost per MMBtu remitted to the Supplier per Paragraph L, before reductions for Administrative Fees, Billing Fees, Failure Fees, and Supply Equalization Charges, converted to cost per Mcf using monthly system-average Btu content, with the price per Mcf billed to customers over the course of the Program year on the Supplier's behalf. Any difference multiplied by the smaller of the Mcf delivered by the Supplier or the billed customer consumption for the year being reconciled, will be reflected in an adjustment on the next monthly remittance to the Supplier.
- In those instances where the MMBtu delivered by the Supplier converted to Mcf exceeds the billed customer consumption for the year being reconciled, then the following procedure will be used. In such instances, (i) within 60 working days after the end of the March billing cycle, or revocation of a Supplier's Authorized Supplier status, or withdrawal by a Supplier from participation in the Gas Customer Choice Program, the Company will reconcile the amount billed to customers on the Supplier's behalf with the Company's remittance to the Supplier for the gas delivered, and any difference will be reflected in an adjustment on the next monthly remittance to the Supplier, and (ii) gas delivered by the Supplier in excess of the actual customer consumption will be returned to the Supplier in kind unless the Company and the Supplier mutually agree on a price for the Company to purchase the excess gas.
- For gas volumes returned to the Supplier, the Supplier shall have until the end of the second full month from when the reconciliation statement is distributed to remove the volume from his storage pool. At the end of the second full month and any month thereafter, the Company, at its sole discretion, may: (i) assess a holdover fee of \$0.25 per MMBtu per month for any gas volume remaining in storage or (ii) cash out the remaining gas in storage at the then current cost of gas billed to sales customers pursuant to the Company's Rule C7, Gas Cost Recovery Clause and Standard Refund Procedures.
- N. If the Commission or its Staff determines that a Supplier has not complied with the terms and conditions of the Program, the Commission or its Staff shall direct a utility or utilities to suspend the Supplier's Authorized status until the Commission or its Staff determines that necessary changes have been made to comply with the requirements. Failure to make the necessary changes or further noncompliance with the requirements of the terms and conditions of the Program may result in the Supplier's termination from the Program. If a Supplier is terminated subject to Rule C2, Controlled Service, its customers shall become sales rate customers of the Company.
- O. The Company will convert customer consumption from Mcf to MMBtu using monthly system-average Btu content.
- P. Where used in this rule, the term "month," unless otherwise indicated, means billing month when referring to customer consumption and calendar month when referring to deliveries by Suppliers.

(Continued on Sheet No. F-3.10)

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(Continued From Sheet No. F-3.00)

F1. GENERAL PROVISIONS (Contd)

- Q. The annual *reconciliation*, load requirement, delivery schedules, Supply Equalization Charges, and delivery shortfall Failure Fees shall apply on an aggregate basis for all accounts served by a Supplier, i.e., all Supplier-designated pricing categories will be combined.
- R. The Company may disclose, at such times as requested by the Commission or its staff, the gas rates charged to Rate CC customers.
- S. The Company shall have the authority to issue operational flow orders, or take other action which it deems necessary, to ensure system reliability, even if such action may be inconsistent with other provisions of these Program rules.
- T. The Company will act as Supplier of last resort under the Program.
- U. A Supplier must include the Company's required tariff language in all of its contracts.
- V. If a customer has a complaint against a Supplier, the customer should try to resolve it first with the Supplier. If the complaint is unresolved, the customer should involve the Commission by contacting the Commission Staff. Should the customer choose to involve the Company in a complaint, the Company shall forward the complaint information to the Commission Staff and the Supplier for resolution. The Company shall have no responsibility for resolving disputes between customers and Suppliers but shall provide information if requested by the customer or Commission Staff.
- W. The Transportation Standards of Conduct, Rules E9 and E10, shall apply to the GCC Program.

F2. CUSTOMER PROTECTIONS

These provisions shall be monitored and enforced solely by the Commission or its Staff.

- A. A Supplier must provide residential and small commercial customers with a 30-day unconditional right to cancel the contract without termination fees following the date the customer signs the contract. The first day of the 30-day period is the day after the contract is entered into by the customer. The exercise of this unconditional right by the customer may occur through a verbal or written communication with the Supplier. The Supplier shall promptly submit a de-enrollment file to the Company within three (3) business days after receiving notice that a customer has cancelled the contract in order to return to the Company sales rate. The Supplier shall not submit a de-enrollment file to the Company if the customer is transferring to another AGS. A customer who cancels within the specified period will be treated as not having exercised their customer choice option with respect to the enrollment which is cancelled. The Company is not required to de-enroll a customer until after it receives a de-enrollment file from the Supplier or a new enrollment file from a different Supplier.
- B. A customer has the right to terminate participation with a Supplier at any time after the unconditional cancellation period, through verbal or written communication with the Supplier. The customer may switch Suppliers or cancel their contract at any time with a Supplier. However, the customer shall be made aware of the existence and amount of any early termination fee by the Supplier. The Supplier shall execute a customer's request for cancellation without delay, irrespective of whether an early termination fee or other penalty is paid to the Supplier.
- C. A Supplier's sales representatives, agents, or employees must not represent itself in any manner as an employee, affiliate, subcontractor, or agent of the Company. A Supplier's sales representatives or agents must prominently display identification on the front of their outer clothing that identifies them as employees or agents working on behalf of a Supplier and includes the name of the Supplier and the name and identification number of the person representing the supplier. Suppliers must comply with all local ordinances before their sales representatives, agents, or employees begin door-to-door marketing. Door-to-door marketing and telephone marketing must be performed between 9:00 AM and 8:00 PM.

(Continued on Sheet No. F-4.00)

(Continued From Sheet No. F-3.10)

F2. CUSTOMER PROTECTIONS (Contd)

- D. All contracts offered by the Supplier and signed by the customer must be clearly labeled at the top of the contract as "Gas Customer Choice Contract" with the Supplier's name, the type of contract being offered and in a font size of at least 16 point and bold.
- (1) A Supplier must use a font size of at least 12 point for its contract with residential and/or small commercial customers.
 - (2) All terms and conditions of the contract are considered part of the contract and must be included in the contract document and provided to the customer as one document at the time of signing the contract. The signature can appear on a separate or easily separable document from the terms and conditions as long as the signature page also includes an identifier that is the same as that which appears on the terms and conditions and also includes the customer's name, account number and the language contained in F2H(10).
 - (3) Customers enrolling through verbal means shall have the entire contract including the rate, terms and conditions included in the contract provided to them in writing via U.S. mail or verifiable electronic mail. This correspondence shall be postmarked within seven (7) days of the customer's verbal enrollment.
 - (4) Customers enrolling through electronic means shall have the entire contract including the rate, terms and conditions included in the contract provided to them in writing via U.S. mail and by verifiable electronic mail. These correspondences shall be postmarked within seven (7) days of the customer's electronic enrollment with the Supplier.
- E. The maximum early termination fee for residential contracts of one year or less shall not exceed \$50. The maximum early termination fee for residential contracts of longer than one year shall not exceed \$100. The maximum early termination fee for small commercial contracts of one year or less shall not exceed \$150. The maximum early termination fee for small commercial contracts of longer than one year shall not exceed \$250.
- F. Contracts may continue after initial term expiration on a month-to-month basis, cancelable at anytime without penalty.
- G. Any contract that is not signed by the customer or legally authorized person shall be considered null and void. Only the customer account holder or legally authorized person shall be permitted to sign a contract. A Supplier and its agent shall make reasonable inquiries to confirm that the individual signing the contract is a legally authorized person.
- H. The following information must be included in all residential and commercial Supplier's contracts with a customer:
- (1) The Supplier's name.
 - (2) The Supplier's address.
 - (3) The Supplier's toll-free telephone number.
 - (4) Cancellation rights.

All residential and small commercial customers have a 30-day unconditional right to cancel the contract without termination fees following the date the customer signs the contract.

All large commercial customers have a 14-day unconditional right to cancel the contract without termination fees following the date the customer signs the contract. This class of customer may waive this right of cancellation by affirmatively agreeing to waive this right on the contract. This customer protection waiver should be prominent in the contract language.

(Continued on Sheet No. F-4.10)

(Continued From Sheet No. F-4.00)

F2. CUSTOMER PROTECTIONS (Contd)

- H. (5) Any customer fees or penalties related to the contract.
- (6) The contract pricing provisions in unit rates the customer is typically billed for.
- (7) The terms regarding contract length.
- (8) If the Supplier does not offer a fixed price, the contract and all related marketing materials must contain a clear explanation of the pricing factors used to determine the price and an example of how the pricing factors would be implemented.
- (9) Provision for a 60-day advance notice to the customer of any price change at the expiration of a fixed price contract.
- (10) Residential Contracts must include: In bold 14 point type above the place for the customer's signature, the following statement: I acknowledge that I am the account holder or, Legally Authorized Person to execute a contract on behalf of the account holder. I understand that by signing this *contract*, I am switching the gas Supplier for this account to (new Supplier name). I understand that gas purchased for this account by (new Supplier name) will be delivered through Consumers Energy Company's delivery system. The account holder, or the person who signed this contract on behalf of the account holder, has 30 days after today to cancel this contract for any reason through written or verbal notification to (new Supplier name).

Small Commercial Contracts must include: In bold 12 point type above the place for the legally authorized customer's signature and company business title, the following statement: I acknowledge that I am the account holder or Legally Authorized Person to execute a contract and legally bind the business in this contract. I understand that by signing this contract, I am switching the gas Supplier for this commercial account to (new Supplier name). I understand that gas purchased for this commercial account by (new Supplier name) will be delivered through Consumers Energy Company's delivery system. The legally authorized person to execute a contract and legally bind the business in this contract has 30-days after today to cancel this contract for any reason through written or verbal notification to (new Supplier name).

Large Commercial Contract must include: In bold 12 point type above the place for the legally authorized customer's signature and company business title, the following statement: I acknowledge that I am the account holder or Legally Authorized Person to execute a contract and legally bind the business in this contract. I understand that by signing this contract, I am switching the gas Supplier for this commercial account to (new Supplier name). I understand that gas purchased for this commercial account by (new Supplier name) will be delivered through Consumers Energy Company's delivery system. The Legally Authorized Person to execute a contract and legally bind the business in this contract has 14-days after today to cancel this contract for any reason through written or verbal notification to (new Supplier name). I may waive this right of cancellation by affirmatively agreeing to this waiver on the contract. If you terminated your contract today, and if the unconditional cancellation period did not apply, based on current gas prices and your historical usage, a good-faith estimate of your termination fee would be (AGS places its fee here). This termination fee is subject to change as your usage and the market price of gas fluctuate.

(Continued on Sheet No. F-4.20)

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Jackson, Michigan

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(Continued From Sheet No. F-4.10)

F2. CUSTOMER PROTECTIONS (Contd)

- I.* A Supplier must allow the Commission Staff an opportunity to review and comment on its *residential and small commercial* contract(s), *marketing materials and scripts* at least five (5) business days before the Supplier intends to use the contract(s) *and marketing materials* in the marketplace.
- J.* A Supplier that does not comply with the requirements of *Section F of this Gas Rate Book* will have its participation in the *Program* suspended until the *Commission or its Staff* has determined that necessary changes have been made to comply with the requirements. Any continuing or further noncompliance or use of materials that the *Commission or its Staff* determines do not meet all of the requirements *Section F of this Gas Rate Book* may result in the Supplier's termination from the *Program*.
- K.* A Supplier must *distribute* a confirmation letter to *residential* customers by *U.S. mail*. The confirmation letter must be *postmarked* within seven (7) days of the customer or *Legally Authorized Person* signing a contract with the Supplier. The confirmation letter must include the date the letter was sent, the date the contract was signed, the term of the contract with end date, the fixed or variable rate charged, the unconditional cancellation period, any early termination fee, the Supplier's toll-free number, the Commission's toll-free number and any safety-related messages required by the Company. The confirmation letter may be sent with the contract in cases where a contract must be sent. The Company is not required to send letters to customers confirming a customer's choice of an alternative Supplier.

A Supplier must distribute a confirmation letter to all commercial customers by certified U.S. mail, verifiable facsimile or verifiable electronic mail within seven (7) days of the customer or Legally Authorized Person signing a contract with the Supplier. The Supplier shall be responsible for maintaining records that verify delivery and receipt of the confirmation letter, facsimile or e-mail. The confirmation letter must be sent to the business's principal office. The confirmation letter must include the date the letter was sent, the date the contract was signed, the term of the contract with end date, fixed or variable rate charged, the unconditional cancellation period, if any, any early termination fee, the Supplier's toll-free number, the Commission's toll-free number and any safety-related messages required by the Company. Suppliers must include a good-faith estimate of the Large Commercial customer's early termination fee, identifying the applicable pricing factors and an example of how the fee is calculated.

(Continued on Sheet No. F-5.00)

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(Continued From Sheet No. F-4.20)

F3. SOLICITATION REQUIREMENTS

These provisions shall be monitored and enforced solely by the Commission or its Staff.

- A. It is the Supplier's responsibility to have a current valid contract with the customer at all times. For each customer, a Supplier must be able to demonstrate that a customer has made a knowing selection of the Supplier by at least one of the following verification records:
- (1) An original signature from the customer or Legally Authorized Person.
 - (2) Independent third party verification with an audio recording of the entire verification call.
 - (3) An e-mail address if signed up through the Internet.
- The Commission or its Staff may request a reasonable number of records from a Supplier to verify compliance with this customer verification provision and, in addition, may request records for any customer due to a dispute.
- B. Suppliers and agents who are soliciting customers must comply with the following requirements:
- (1) The Supplier and its agents must clearly identify the AGS on whose behalf they are soliciting.
 - (2) The Supplier and its agents must not represent themselves as employees or agents of the Company.
 - (3) The Supplier and its agents must affirmatively indicate if they are a marketing affiliate of the Company, that the affiliate is a separate entity and that the affiliate is not regulated by the Michigan Public Service Commission.
 - (4) The Supplier and its agents must submit residential and small commercial contract(s), marketing materials and scripts to the Commission Staff for review at least five (5) business days prior to using the materials in the marketplace.
 - (5) The Supplier and its agents cannot remove the original of the customer's bill from the residence or small commercial office.
 - (6) The Supplier and its agents must comply with truth in advertising in all verbal, written, or electronic statements to the customer.
 - (7) *A Supplier who is actively marketing and/or enrolling customers in the Company's territory will post to the Commission's gas rate comparison website at MI.gov/CompareMIGas its generally available offers for residential and small commercial customers per the Terms and Conditions of the AGS licensing application.*
- C. A Supplier must provide a copy of the contract to the customer, including all terms and conditions. The contract must contain all provisions as set forth in Section F2.

F4. SUPPLIER LICENSING AND CODE OF CONDUCT

These provisions shall be monitored and enforced solely by the Commission or its Staff.

- A. A Supplier is required to be licensed by the Commission and provide the following information prior to any solicitation:
- (1) The name of the Supplier's company/corporation and type of organization.
 - (2) The Supplier's mailing address.
 - (3) The Supplier's principal place of business address.
 - (4) The Supplier's Michigan office address and toll-free phone number during normal business hours for customer inquiries and concerns.
 - (5) The Supplier and its agents must submit residential and small commercial contract(s), marketing materials and scripts to the Commission Staff for review at least five (5) business days prior to using the materials in the marketplace.
 - (6) Name, address, phone number, and e-mail address of person designated to receive and respond to requests from the Commission or its Staff with respect to inquiries, complaints and regulatory matters.

(Continued on Sheet No. F-6.00)

(Continued From Sheet No. F-5.00)

F4. SUPPLIER LICENSING AND CODE OF CONDUCT (Contd)

- B. As a condition of licensing as a Supplier, a Supplier must agree to abide by a code of conduct that provides:
- (1) The Supplier will issue accurate and understandable contract(s) and marketing materials.
 - (a) The Supplier and its agents will not engage in communications or practices that are fraudulent, deceptive or misleading.
 - (b) The Supplier and its agents will maintain sufficient documentation to support any claims made to customers in advertising, marketing, promoting or representing the sale of gas supply or related services.
 - (c) The Supplier will provide this documentation to the Commission or its Staff, upon request.
 - (d) Marketing materials must contain the average price per Mcf, the period of time over which the price is valid, the term of the contract, the Supplier's name and telephone number, the area which the Supplier serves and the types of customers that the Supplier serves.
 - (e) If the Supplier does not offer a fixed price, the marketing materials must contain a clear explanation of the pricing factors used to determine the price and an example of how the pricing factors would be implemented over a relevant time period and for relevant usages. Marketing materials shall clearly identify optional services.
 - (2) The Supplier will commit to truth in advertising. The Supplier will provide gas supply and related services at advertised terms and conditions.
 - (3) The Supplier will comply with all Company Program Rules and Regulations and Rate Schedules as they are contained in the Company's Rate Book for Natural Gas Service as well as applicable laws.
 - (4) The Supplier must comply with Commission rules relating to response to customer complaints, formal complaints and customer service.
 - (5) The Supplier will provide accurate and sufficient customer service information. The Supplier will advise customers of their name, address, toll-free telephone number and other service information, including dispute resolution procedures. The Supplier will give customers accurate and complete information on the customer's rights and responsibilities. The Supplier will maintain regular hours during which customers can make inquiries and complaints. Customer inquiries to a Supplier that are related to gas emergencies, such as gas leaks or outages, should be directed to the Company.
 - (6) The Supplier must inform a customer of the amount of its early termination fee prior to de-enrollment or transfer to another AGS. A customer is responsible to know if early termination fees apply in their contract. If after the Supplier discloses the early termination fee amount and the customer returns to the Company sales rate or switches to another AGS, the customer may be responsible for early termination fees or other penalties owed to the Supplier. The Supplier shall execute a customer's request for cancellation without delay, irrespective of whether an early termination fee or other penalty is paid to the Supplier.
 - (7) The Supplier will not switch a customer to the Supplier's service without the express authorization of the customer. The Supplier will use appropriate marketing and verification methods for switching customers. The Supplier will agree not to charge the customer for services that the customer has not expressly authorized. The Supplier will apply appropriate verification methods for any charges applied to the customer's account.

The Supplier shall maintain verification records for as long as the customer's contract is valid, plus an additional three (3) more years. Suppliers who switch or charge customers without the proper authorization must refund the supply or other charges to the customer and pay any administrative fees, such as switching fees, necessary to reverse the actions.

(Continued on Sheet No. F-7.00)

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(Continued From Sheet No. F-6.00)

F4. SUPPLIER LICENSING AND CODE OF CONDUCT (Contd)

- (8) The Supplier will make a good faith effort to resolve customer disputes. The Supplier will have an internal customer dispute procedure which allows for complete, courteous, fair and timely responses to customer disputes and inquiries. The Supplier will investigate each complaint, report the results to the customer and attempt to resolve the complaint to the customer's satisfaction. If the complaint cannot be resolved, the Supplier will refer the customer to the Commission or its Staff. The Supplier will provide complete reports of the complaint investigation and resolution to the Commission or its Staff within ten (10) business days for the resolution of customer complaints. The Supplier will appoint at least one employee to be a contact person between the Supplier and the Commission or its Staff. The Supplier will cooperate with the Commission or its Staff in trying to resolve disputes, including the provision of informational materials, contracts and verification records. The Supplier will keep a record of all customer disputes. Dispute records will be made available to the Commission, upon request.
- (9) The Supplier will retain pipeline capacity sufficient to meet its customer requirements.
- (10) *A Supplier who is actively marketing and/or enrolling customers in the Company's territory will post to the Commission's gas rate comparison website at MI.gov/CompareMIGas its generally available offers for residential and small commercial customers per the Terms and Conditions of the AGS licensing application.*

F5. PROCEDURES FOR COMPLAINTS BETWEEN SUPPLIERS AND THE COMPANY

If the Company receives a verbal complaint from a Supplier related to the Gas Customer Choice Program Rules and Regulations and operational features, the Company will attempt to resolve the complaint on an informal basis. If the Company and the complainant are unable to resolve the complaint on an informal basis, the procedures outlined below will be followed:

- A. Complainant will route all formal complaints in writing to:

Consumers Energy
One Energy Plaza
Jackson, MI 49201

Attention: Legal Department

- B. The Company will acknowledge the receipt of the formal written complaint, in writing, within five (5) working days of receipt by the Company.
- C. The Company will confirm and amend the prepared written statement of the complainant to ensure the complaint includes the name of the complainant, relevant dates and specific claims.
- D. The Company will prepare a written statement communicating to the complainant the results of the Company's preliminary investigation within 15 working days of the initial receipt of the complaint by the Company with a description of the action taken or proposed to be taken.
- E. (1) If the complainant is satisfied with the action taken or proposed to be taken, complainant will acknowledge its agreement by signing and returning a copy of the Company's written statement addressing the action taken or proposed to be taken.
- (2) If the complainant is not satisfied with the Company's response, then the complainant may address the complaint to the Commission.

GAS CUSTOMER CHOICE RATE CC

Availability

Subject to any restrictions, this rate is available to any active customer desiring gas service where the customer's gas is provided by an Authorized Gas Supplier under Rule F1, General Provisions. If a customer is in arrearages with the Company, the customer is not eligible to participate in this customer choice program until arrearages have been paid in full to the Company. A customer will take service under this rate *in accordance with an accepted enrollment from a Supplier*. A Rate CC customer may switch Suppliers at the end of any billing month provided the Company receives sufficient notice in a form acceptable to the Company. A customer may change Suppliers one time in any 12-month period beginning April 1 at no cost to the customer. A fee of \$10 will be required for each additional change of Supplier within the same 12-month period. If a Supplier's actions force a Customer to the Company's sales service, the Customer may choose another Supplier within 60 days without a switching fee regardless of the length of time that has elapsed since the Customer left the Company's sales service. Except as set forth in the preceding sentence, a Customer returning to the Company's sales service rates from Rate CC is subject to the Choice of Rates provisions of those sales rates and except as otherwise provided, must remain on the sales rate for 12 months.

Minimum Term

A customer who has elected to take service under Rate CC may switch or cancel Suppliers at any time. A customer who has elected to take service under Rate CC may return to the Company sales rate at any time, but must remain on the sales rate for 12 months.

A customer may also change from Rate CC to another rate if (i) the customer exercises an unconditional right of cancellation pursuant to Section F with the initial Supplier selected by the customer, (ii) the customer establishes that the customer was enrolled by a Supplier without the customer's knowing consent, (iii) the Supplier's action forces the customer to the Company's sales service, (iv) the Supplier selected by the customer defaults under its Supplier Agreement, or (v) the Supplier selected by the customer has its Authorized Supplier status revoked or terminated.

Nature of Service

The customer will remain a customer of the Company. The Company will read the meter and render a bill to the customer for the monthly customer charge, distribution charge, surcharges, penalties and taxes. The authorized Supplier's cost of gas charges will be billed as part of the Company's bill. Service is subject to the Company's Rate Book for Natural Gas Service as approved by the Commission. By requesting service on this rate, the customer gives consent to the Company to furnish to the customer's authorized Supplier pertinent customer sales or transportation data.

Monthly Rate

Customer Charge

As shown on the customer's applicable sales Rate Schedule.

Distribution Charge

As shown on the customer's applicable sales Rate Schedule.

Gas Commodity Charge

The customer's cost of gas will be as communicated to the Company each month by the customer's Authorized Supplier. If a participating customer obtains gas supply from the Company as a result of its chosen Supplier becoming disqualified, or the customer otherwise returns to Company sales supply, the customer is subject to Rule C2, Controlled Service.

(Continued on Sheet No. F-9.00)

Issued April 26, 2016 by
J. G. Russell,
President and Chief Executive Officer,
Jackson, Michigan

Effective for service rendered on
and after April 22, 2016

Issued under authority of the
Michigan Public Service Commission
dated April 21, 2016
in Case No. U-17882

GAS CUSTOMER CHOICE RATE CC
(Continued From Sheet No. F-8.00)

Monthly Rate (Contd)

General Terms and Surcharges

This rate is subject to all general terms and conditions shown on Sheet No. D-1.00, surcharges shown on Sheet No. D-1.10 and *any applicable charges* shown on Sheet No. D-1.20. This rate is also subject to charges, terms and conditions set forth in Section F.

Minimum Charge

The minimum charge shall be the customer charge included in the rate.

Due Date and Late Payment Charge

The due date of a customer's bill shall be 21 days from the date of mailing. A late payment charge of 2%, not compounded, of the unpaid portion of the bill, net of taxes, shall be assessed to any bill that is delinquent.

Term and Form of Contract

Service under this rate shall require authorization in a manner specified by the Company.

SECTION G

STANDARD CUSTOMER FORMS INDEX

STANDARD FORMS INCLUDING APPLICATIONS, AGREEMENTS AND CONTRACTS FOR GAS SERVICE, GAS MAIN EXTENSIONS AND FOR SURVEY AND MAINTENANCE OF CUSTOMER-OWNED GAS FACILITIES IN CENTRALLY METERED INSTALLATIONS

<https://www.consumersenergy.com/residential/billing-and-payment/gas-standard-customer-forms>

*This sheet has been cancelled and
is reserved for future use.*

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