

COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-8.00)

C2.14. Metering and Metering Equipment (Cont.)

B. *A nonstandard meter option is available to residential and commercial customers, served on rate schedules Rg1, Cg1, and Cg2 who have had no instances of unauthorized use of or tampering with the company's service or facilities, including unauthorized reconnection after disconnection with due notice. The Company will install at the customer's premise an AMI meter with the communications on the meter deactivated. Each month the customer is responsible for reading their electric meter and submitting their electric energy information to the Company through the Company's customer self-read web portal. The customer shall submit their monthly read within one day of the read date printed on their bill. If a customer fails to supply a meter read in time for billing, an estimated reading may be rendered. If more than three estimated meter readings occur for any customer within one year the Company may transition the customer to its standard meter option in place at that time.*

A customer requesting a non-standard meter shall pay the daily charge as indicated in the Company's Terms and Conditions of Service, Section C2.15. The daily charge is in addition to the customer's otherwise applicable charges as indicated in the rate schedule under which the customer is served and will commence upon installation of the non-standard meter.

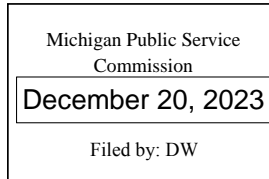
Each year the Company shall perform a true-up of the amount billed and electric service received for each customer using a Company-authorized technician's manual read. If it is determined that there is a discrepancy between the amount billed and electric service received caused by human error in meter reading and/or customer self-reporting of the metering reads, (i) in the case of an amount due, the Company will bill the customer, and (ii) in the case of an over collection, the Company will credit the amount owed. The Company will offer the customer reasonable payment arrangements for the amount due. If a true-up discrepancy for a customer exceeds 40% of the correct meter read more than two times, or if the customer fails to pay their bill in full, by the date upon which the Company would assess a late payment charge, the Company may transition the customer to its standard meter option in place at that time.

The Company may have an authorized technician manually read the customer's meter separate from its standard annual true-up if the Company's validation of the customer-submitted meter read fails, and after the Company has worked with the customer to try and resolve any issue(s). If a Company-authorized technician visits the customer's premise to manually read the customer's meter separate from the Company's standard annual true-up, and it is determined that a discrepancy between the meter read submitted by the customer and electric service received was caused by human error, an excess meter reading charge shall apply for the month in which the technician reads the customer's meter, as indicated in Section C2.15. The Company shall provide notice to the customer of the excess meter reading charge.

A customer who receives power supply service from an Alternative Energy Supplier will be served by a meter deemed appropriate for the level of detail required for the supplier. The Company reserves the right to make the final decision with respect to the non-standard equipment used in measurement of loads for billing purposes. This option is not available for customers billed seasonally or those served under a generation rate schedule

(Continued on Sheet No. C-9.01)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-9.00)

C2.14. Metering and Metering Equipment (Cont.)

- C.** Meter Testing - All testing of metering equipment will be done by qualified personnel, either Company employees or by independent agents meeting the requirements of both the Company and the commission. The Company may, at its option, either conduct field tests on the customer's premises, or remove metering equipment for shop testing.
- D.** Routine Tests - The Company will, through test procedures established by the commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the commission. Test procedures and accuracy limits are set forth in R 460.3101 - R 460.3804.
- E.** Location of Meters - Meters for all single family residential service will be installed outdoors. Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather, while being serviced or tested, shall be located indoors or in a suitable housing where such work can be performed.

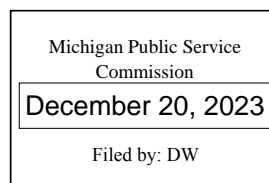
Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

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

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

(Continued on Sheet No. C-10.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-9.01)

C2.15. Special Charges (Cont.)

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

| | |
|--|-------------------------------|
| Charge for any Special Services at Customer's Request: | |
| During Regular Working Hours | \$35 |
| Outside Regular Working Hours | \$70 |
| Non-standard Meter Charges Pursuant to C2.14: | |
| <i>Recurring daily charge</i> | <i>\$0.46356 per day</i> |
| <i>Excess meter reading charge</i> | <i>\$18.84 per occurrence</i> |
| Meter Reading Charge | \$10 |
| Meter Test Charge | \$20 |
| Reconnect Charge: | |
| During Regular Working Hours | \$31 |
| Outside Regular Working Hours | \$77 |
| Disconnect Charge: | |
| Disconnect at Pole, During Regular Working Hours Greater of | \$31 or actual cost |
| Disconnect at Pole, Outside Regular Working Hours Greater of | \$77 or actual cost |
| Bad Check Handling Charge | \$15 |
| Connections Outside Regular Working Hours | \$40 |
| Charge for usage and billing information per request beyond one within a calendar year | \$15 |
| Switch processing charge per switch request beyond one within a calendar year | \$62 |
| Manual meter interrogation charge (per 2.5.3 of RAS 1) | \$15 |

Bills may be paid at authorized pay stations. A convenience fee may be charged by the third party processing the payment at the authorized pay stations. The Company will not be responsible for payments made to unauthorized pay stations.

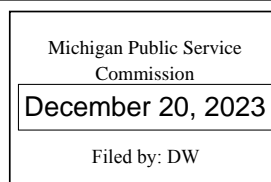
C2.16. Service Disconnect at Customer's Request

Service to the customer's premises may be disconnected by the Company at the customer's request under the following conditions:

- A. Upon Termination – The Company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve month period immediately following disconnect.
- B. For Repairs – The Company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section C2.15, will be applicable.

(Continued on Sheet No. C-11.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-10.00)

C2.17. Rate Application

- A. The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in these rules and regulations. In no case may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately metered and separately billed.
- B. Customers who have switched to an Alternative Electric Supplier will be allowed to only contract with a single Alternative Electric Supplier for each meter that serves them as described in the Company's Retail Access Service RAS-1.
- C. The customer may be eligible to take service under any one or two or more of the Company's delivery or power supply rates. Upon request, the Company will advise the customer in the selection of the rate which will give him or her the lowest cost of service, based on the information provided to the Company, but the responsibility for the selection of the Company rate lies with the customer. However, the Company will not advise the customer on the rates or services offered by an Alternative Electric Supplier nor compare the rates or services offered by an Alternative Electric Supplier to the Company's rates and services. The Company will provide information on the Company's rates.
- D. After the customer has selected the rate under which he or she elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer be permitted to evade this rule by temporarily terminating service. However, the Company may, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.
- E. No refund will be made of the difference in charges under different rates applicable to the same class of service.
- F. The Retail Access Service RAS-1, provides the necessary information on a customer's rights and limitations associated with retail access, if they choose to exercise that option.

C3. CONSTRUCTION POLICY

C3.1. General

- A. This section of the rules and regulations sets forth the terms and conditions under which the Company will construct and extend its facilities to serve new loads and replace, relocate or otherwise modify its facilities.
- B. Except where specifically stated otherwise, service extension policy is based on overhead construction and any financial participation by the customers for underground facilities shall be in addition to other charges provided for in these rules.
- C. Contributions in aid of construction and other deposits made with the Company under the provisions of this section shall be considered nonrefundable except where provisions for refunds are specifically stated.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-11.00)

C3.1. General (cont.)

- D. No refunds will be made in excess of the refundable amount deposited, and deposits shall not bear interest. Refunds, where applicable, will be made in accordance with the terms stated hereinafter.
- E. Each distribution line extension shall be a separate, distinct unit and any further line extension therefrom shall have no effect upon the agreements under which such extension is constructed.
- F. See also Section C2.8, Non-standard Service and Section C2.12, Service to House Trailers, Vans, and Buses Used as Dwelling Units.

C3.2. Residential Overhead Extension Policy

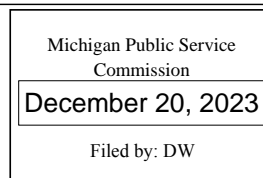
- A. Charges- For each permanent, year around dwelling, the Company will provide a single-phase line extension excluding service drop at no additional charge for a distance of 600 feet, of which no more than 200 feet is a lateral extension on the customer's private property. For each permanent, seasonal type dwelling, the Company will provide at no extra charge a 200 foot extension from a main line distribution feeder. Distribution line extension in excess of the above footages will require an advance deposit in the entire amount of excess estimated construction costs. There will also be a non-refundable contribution equal to the cost of right-of-way and clearing on such excess footage. Three-phase extensions will be on the same basis as Commercial and Industrial.
- B. Measurement- The length of any main line distribution feeder extension will be measured along the route of the extension from the Company's nearest facilities from which the extension can be made to the customer's property line. The length of any lateral extension on the customer's property shall be measured from the customer's property line to the service pole. Should the Company, for its own reasons, choose a longer route, the applicant will not be charged for the additional distance. However, if the customer requests special routing of the line, the customer will be required to pay the extra cost resulting from the special routing.
- C. Refunds – During the five year period immediately following the date of payment, the Company will make refunds of the charges paid for a financed extension under provisions of Paragraph (A) above. The amount of any such refund shall be \$500 for each permanent electric service subsequently connected directly to the facilities financed by the customer. Directly connected customers are those which do not require the construction of more than 300 feet of lateral primary distribution line. Such refunds will be made only to the original contributor and will not include any amount of contribution in aid of construction for underground service made under the provisions of the Company's underground service policy as set forth in this section. The total refund shall not exceed the refundable portion of the contribution.

C3.3. Non-residential Overhead Extension Policy

- A. Company Financed Extensions – Except for contributions in aid of construction for underground service made under the provisions of Section C3.5 of these rules, the Company will finance the construction cost necessary to extend its facilities to serve commercial or industrial customers when such investment does not exceed 2 times the annual distribution revenue anticipated to be collected from customers initially served by the extension.
- B. Charges – When the estimated cost of construction of such facilities exceeds the Company's maximum initial investment as defined in Paragraph (A), the applicant shall be required to make a deposit in the entire amount of such excess construction costs. Owners or developers of mobile home parks shall be required to deposit the entire amount of the estimated cost of construction, subject to the refund provisions of Paragraph (C).

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-12.00)

C3.3. Non-residential Overhead Extension Policy (cont.)

- C. Refunds - That portion of the deposit related to the difference in the cost of underground construction and the equivalent overhead facilities shall be considered nonrefundable.

This amount shall be determined under applicable provisions of the Company's underground service policy as set forth in this section. The Company will make refunds on remaining amounts of deposits collected under the provisions of Paragraph (B) above in cases where actual experience shows that the electric revenues supplied by the customer are sufficient to warrant a greater initial investment by the Company. Such refunds shall be computed as follows:

- (1) Original Customer – At the end of the first complete 12-month period immediately following the date of initial service, the Company will compute a revised initial investment based on 2 times the actual distribution revenue provided by the original customer in the 12-month period. Any amount by which twice the actual annual distribution revenue exceeds the Company's initial investment will be made available for refund to the customer; no such refund shall exceed the amount deposited under provisions of Paragraph (B) above.
- (2) Refunds for additional new customers directly connected to the financed extension during the refund period will be governed by Section C3.2, C.

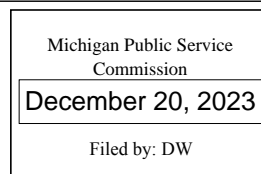
C3.4. Service Extensions to Loads of Questionable Permanence

When service is requested for loads of questionable permanence, such as, but not limited to, saw mills, mixer plants, gravel pits, oil wells, oil facilities, etc., the Company will install, own, operate and maintain all distribution facilities up to the point of attachment to the customer's service equipment subject to the following:

- A. Charges – Prior to commencement of construction, the customer shall make a deposit with the Company in the amount of the Company's estimated construction and removal less cost of salvage. Such estimates shall include the cost of extending the Company distribution facilities and of increasing capacity of its existing facilities to serve the customer's load.
- B. Refunds – At the end of each year the Company will make a refund on the amount deposited from distribution revenues derived from the customer for electric service from the facilities covered by the deposit. The amount of such refund for any given year or part thereof shall be computed as follows:
 - (1) Year to year for the first four years of the deposit period.
 - (a) Twenty percent (20%) of the deposit if this amount is equal to or less than 20% of the new annual distribution revenue, excluding sales tax revenues.
 - (b) Twenty percent (20%) of the new annual distribution revenue, excluding sales tax revenues, if this amount is less than 20% of the deposit.

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-13.00)

C3.4. Service Extensions to Loads of Questionable Permanence (cont.)

- (2) The final year of the five-year refund period
- (a) If at the end of the five-year refund period, the total distribution revenue for that period, excluding sales tax revenues, is equal to or greater than 5 times the original deposit, the balance of the deposit will be refunded.
 - (b) If at the end of the five-year refund period, the total distribution revenue, excluding sales tax revenue, is less than 5 times the original deposit, the refund for the fifth year will be applied in accordance with (1), (a) or (b) above.

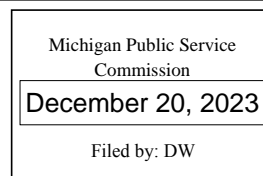
No refund is to be made in excess of the deposit and the deposit shall bear no interest.

C3.5. General Underground Service Policy

- A. This portion of the rules provides for the extension and/or replacement of underground electric distribution facilities. The Upper Peninsula of Michigan was excluded from the mandatory underground rules adopted by the Michigan Public Service Commission in Case No. U-3001. The general policy of the Company is that real estate developers, property owners or other applicants for underground service shall make a contribution in aid of construction to the Company in an amount equal to the estimated difference in cost between underground and equivalent overhead facilities.
- B. Methods for determining this cost differential for specific classifications of services are provided herein. In cases where the nature of service or the construction conditions are such that these provisions are not applicable, the general policy stated above shall apply.
- C. The Company, at the request of the developer, will install an underground electric distribution system for all new residential subdivisions, mobile home parks, multiple occupancy building complexes, and commercial subdivisions, in cooperation with the developer or owner, evidenced by a signed agreement, and in compliance with the following specific conditions:
 - (1) The developer or owners must provide for recorded easements or rights-of-way acceptable to the Company. The easements are to be coordinated with other utilities and will include easements for streetlighting cable.
 - (2) The developer or owner must provide for grading the easement to finished grade or for clearing the easement of trees, large stumps and obstructions sufficiently to allow trenching equipment to operate. Survey stakes indicating easements, lot lines and grade must be in place. The developer or owner must certify to the Company that the easements are graded to within four inches of final grade before the underground distribution facilities are installed.
 - (3) The developer or owner requesting underground construction must make a nonrefundable contribution to the Company for primary switching cabinets. When a switching cabinet is required exclusively for one customer, that customer will contribute the actual installed cost of the switching cabinet. When more than one customer is served from the switching cabinet, each customer's contribution will be the prorated total installed cost of the switching cabinet based on the number of positions required for each customer

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C3.5. General Underground Service Policy (cont.)

- (4) If trenching is required where practical difficulties exist, such as in rock or in sodden ground or when boring under streets, driveways, patios or any other paved areas, the per foot charges stated in this rule shall not apply; and the contribution in aid of construction shall be an amount equal to the total cost differential between overhead and underground construction costs, but not less than the amount calculated on the per foot basis.
- (5) The developer or owner will be responsible for any costs of relocating Company facilities to accommodate changes in grade or other changes after underground equipment is installed, and also be responsible for any damage to Company facilities caused by his or her operations or the operations of his or her contractors. An amount equal to the total costs involved, including overheads, is required for relocation or rearrangement of facilities whether specifically requested by the developer or owner, or due to the facilities becoming endangered by a change in grade.
- (6) An additional amount of \$1.00 per foot shall be added to trenching charges for practical difficulties associated with winter construction in the period from November 15 to April 30 inclusive. This charge will not apply to jobs which are ready for construction and for which the construction meeting has been held prior to September 30.

C3.6. Residential Underground Service Policy

If underground is requested, these provisions will apply to permanent dwellings. Mobile homes will be considered permanent dwellings when meeting the Company's requirements for permanent installations.

- A. New Platted Subdivisions – Distribution facilities in all new residential subdivisions and existing residential subdivisions in which electric distribution facilities have not already been constructed shall be placed underground, except that a lot facing a previously existing street or county road and having an existing overhead distribution line on its side of the street or county road shall be served with an underground service from these facilities and shall be considered a part of the underground service area.
- (1) New Platted Subdivision Distribution System – The Company will install an underground distribution system, including primary and secondary cable and all associated equipment, to provide service to the lot line of each lot in the subdivision.

For purposes of definition, all one-family and two-family buildings on individual lots are residential. The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cable for new residential subdivisions. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and other utilities.

The service normally available from the system will be at secondary voltage, single-phase, three wire, 60 Hz. Three phase service will be made available for schools, pumping stations, and other special installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment and service pedestals may be above grade. The area must be suitable for the direct burial installations of cable.

The use of the lot front-foot measurements in these rules shall not be construed to require that the underground electric distribution system be placed at the front of the lot.

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COMPANY RULES AND REGULATIONS
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C3.6. Residential Underground Service Policy (Cont.)

Where sewer and/or water lines will parallel Company cables, taps must be extended to each lot for a distance of four feet beyond the route of the cables prior to installation of the cables.

The property owner shall not make any changes in established grade in or near the easement that will interfere with utility facilities already installed. In the event the property owner requests relocation of facilities, or such facilities are endangered by change in grade, the property owner shall pay the cost of the relocation or rearrangement of the facilities.

(a) Charges – Prior to commencement of construction, the owner or developer shall deposit with the Company an amount equal to the estimated cost of construction of the distribution system, but not less than the nonrefundable charges set forth in the following Paragraph (b) below.

(b) Refunds – That portion of the deposit related to the difference in the cost of underground construction and the equivalent overhead facilities shall be considered non-refundable. This amount shall be determined by multiplying the sum of the lot front footage for all lots in the subdivision by \$1.75, except for those lots served by an underground service from an overhead distribution line under the provision of Section C3.6, A. Where underground extensions are necessary in unplatted portions of the property, the nonrefundable portion of the deposit shall be computed at the rate of \$3.50 per trench foot. The balance of the deposit shall be made available to the depositor on the following basis:

Following completion of its construction work order covering construction of the distribution system, the Company will refund any amount by which its original estimate exceeds the actual construction costs. During the five year period immediately following completion of the construction, the Company will refund \$500 for each permanent residential customer connected within the subdivision. Such refunds will be made only to the original depositor and in total shall not exceed the refundable portion of the deposit. The deposit shall bear no interest.

(c) Measurement – The front foot measurement of each lot to be served by a residential underground distribution system shall be made along the contour of the front lot line. The front lot line is that line which usually borders on, or is adjacent to, a street. However, when streets border on more than one side of a lot, the shortest distance shall be used. In case of a curved lot line which borders on a street or streets and represents at least two sides of the lot, the front foot measurement shall be considered as one-half the total measurement of the curved lot line. The use of the lot front foot measurement in these rules shall not be construed to require that the underground electric distribution facilities be placed at the front of the lot.

(2) New Platted Subdivision Service Laterals – The Company will install, own, operate and maintain an underground service lateral from termination of its facilities at the property line to a metering point on each new residence in the subdivision.

(a) Contribution – For a standard installation the applicant shall make a nonrefundable contribution in aid of construction in the amount of \$2.00 per trench foot.

(b) Measurement – The “trench feet” shall be determined by measuring from the termination of Company facilities at the property line along the route of the trench to a point directly beneath the electric meter.

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C3.6. Residential Underground Service Policy (Cont.)

- B. Other Residential Underground Facilities - At the option of the applicant(s) the Company will provide underground facilities from existing overhead facilities in unplatted areas or in subdivisions where overhead electric distribution facilities have been installed.

The Company reserves the right to refuse to install its facilities underground in cases where, in the Company's opinion, such construction would be impractical or present a potential detriment to the service to other customers. The Company may designate portions of existing subdivisions as "underground service areas" where, in the Company's opinion, such designation would be desirable for aesthetic or technical reasons.

All future applicants for service in areas so designated will be provided with underground service subject to the applicable provisions of these rules.

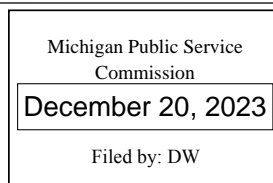
- (1) Extension of Existing Distribution Systems in Platted Subdivisions – Any such extension shall be considered a distinct, separate unit, and any subsequent extensions therefrom shall be treated separately.
- (a) Charges (In Addition to those Charges Set Forth in Section C3.2, A) – Prior to commencement of construction the applicant shall make a deposit in an amount equal to \$1.75 per foot for the total front footage of all lots which can be directly served in the future from the distribution system installed to serve the initial applicant. Any subsequent applicant(s) for service on these lots shall be required to make a nonrefundable contribution in aid of construction in the amount of \$1.75 per front foot for all lots owned by the subsequent applicant(s) which can be directly served from the original distribution extension.
- (b) Refunds – The Company will make available for refund to the original depositor from amounts contributed in aid of construction by subsequent applicant(s) as provided in Paragraph (a) above the amount included in the original deposit to cover the front footage of the lot(s) owned by the subsequent applicant(s). The total amount refunded shall not exceed the amount of the original deposit, and will be made only to the original depositor. The Company will endeavor to maintain records for such purposes but the depositor is ultimately responsible to duly notify the Company of refunds due; any refund not claimed within five years after completion of construction shall be forfeited. Refunds made under the provisions of the paragraph shall be in addition to refunds made under the Company's overhead extension policy.
- (c) Measurement – The lot front footage used in computing charges and contributions in Paragraph (a) above shall be measured the same as for new subdivisions as set forth in Section C3.6, A, 1, (c).

The front footage used in determining the amount of the original deposit or any refunds of subsequent contributions shall include only the frontage of lots directly served by the distribution system extension covered by the original deposit.

- (2) Distribution Systems in Unplatted Areas – The Company will extend its primary or secondary distribution system from existing overhead or underground facilities. When any such extension is made from an existing overhead system the property owner may be required to provide an easement(s) for extension of the overhead system to a pole on his or her property where transition from overhead to underground can be made.

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C3.6. Residential Underground Service Policy (Cont.)

- (a) Contribution – Prior to commencement of construction, the applicant shall make a contribution in aid of construction equal to the difference between the estimated overhead construction costs and the underground construction costs, plus a deposit based on the Company’s overhead extension policy. Refunds will be based on the overhead extension refund policy and shall apply only to that portion related to the overhead deposit.
- (3) Service Laterals – The Company will install, own, operate and maintain an underground service lateral from the termination of its primary or secondary system to a metering point on each new residence to be served. Such underground service laterals may be served either from an underground or overhead system.
 - (a) Contributions – When a service lateral is connected to an underground system the applicant shall make a nonrefundable contribution in aid of construction in the amount equal to the product of the trench length in feet multiplied by \$2.00. When the service lateral is connected to existing overhead facilities, the contribution shall be \$50 plus \$2.00 per trench foot.
 - (b) Measurement – The “trench length” shall be determined by measuring from the pole or underground secondary terminal to which the service lateral is connected along the route of the lateral trench to a point directly beneath the electric meter.

C3.7. Non-residential Underground Service Policy

- A. Commercial Service – Distribution facilities in the vicinity of new commercial loads and built solely to serve such loads will be placed underground (optional for companies serving the Upper Peninsula). This includes service to all buildings used primarily for business purposes, where the major activity is the sale of goods or services at wholesale or retail. This category shall include, but not be limited to, apartment houses, motels, and shopping centers.

It shall not be mandatory that any new commercial or industrial distribution systems or service connections be placed underground where, in the Company’s judgment, any of the following conditions exist:

Such facilities would serve commercial or industrial customers having loads of temporary duration; or

Such facilities would serve commercial or industrial customers in areas where little aesthetic improvement would be realized if such facilities were placed underground; or

Such facilities would serve commercial or industrial customers in areas where it is impractical to design and place such facilities underground because of uncertainty of the size and character of the loads to be ultimately served therefrom.

- (1) The Company will furnish, install, own and maintain the entire underground electric distribution system including the service lateral cables for new commercial subdivisions. Generally, the trenches will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.

(Continued on Sheet No. C-19.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-18.00)

C3.7. Non-residential Underground Service Policy (Cont.)

- (2) The service for individual customers within a commercial subdivision will be furnished as provided for in Underground Service Connections. Certain related equipment, such as pad-mounted transformers, switching, equipment, and service pedestals, may be above-grade.
- (3) In the event the developer(s), owner(s), customer(s) or tenant(s) request relocation of facilities which are endangered by change in grade, the total cost of relocation or rearrangement of the facilities shall be borne by the requesting party(s).
- (4) The Company will install underground service connections to commercial and industrial customers and other installations within designated underground districts in cooperation with the developer or owner, evidenced by a separate signed agreement, subject to the following specific conditions:
- (5) When required, the developer or owner must provide suitable space and the necessary foundations and/or vaults for equipment and provide trenching, back-filling, conduits and manholes acceptable to the Company for installation of cables on his or her property.
 - (a) Contribution – For standard installation of distribution facilities, the applicant(s) shall make a nonrefundable contribution in aid of construction in the amount equal to the product of the total of trench length in feet to the point of beginning service multiplied by \$1.90.

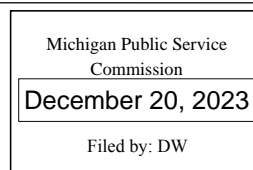
Transformers will be charged on an installed basis of \$4.00 per kVA.

Service, as this term is generally understood in the electric utility field (on customer's property), is charged on the basis of \$4.00 per trench foot.

- (b) Measurement – “Trench length” shall be determined by measuring along the centerline of the trench as follows:
 - i. Primary Extensions – shall be measured along the route of the primary cable from the transition pole to each transformer or other primary termination.
 - ii. Secondary Extensions – shall be measured from each transformer or other secondary supply terminal along the route of the secondary cable to each secondary pedestal or termination. No charge will be made for secondary cable laid in the same trench with primary cable.
 - iii. Service Laterals – shall be measured from the pole or underground secondary terminal to which the serve lateral is connected along the route of the lateral trench to the point of connection to the customer's facilities. No charge will be made for service laterals laid in the same trench with primary or secondary cable.
- B. Industrial Service – Distribution facilities in the vicinity of new industrial loads and built solely to serve such loads will be placed underground at the option of the applicant. This includes service to all buildings used primarily for the assembly, processing or manufacturing of goods.
 - (1) Contribution – The applicant(s) shall make a contribution according to the provisions above for commercial service.

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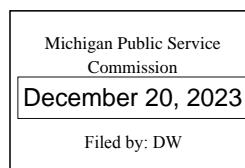
COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-19.00)

C3.7. Non-residential Underground Service Policy (Cont.)

- C. Mobile Home Parks – Distribution facilities in new mobile home parks shall be placed underground. Extension from existing overhead systems in mobile home parks will be placed underground at the option of the park owner.
- (1) The Company will furnish, install, own and maintain the entire underground electric distribution system including the re-meter portion of the service lateral cables for new mobile home parks. The trenches for primary or secondary main cables will be occupied jointly by facilities of the Company and other utilities where satisfactory agreement for reimbursement exists between the Company and the other utilities.
 - (2) The service for tenant loads normally available from the system will be at secondary voltage, single-phase, 120/240 volt, three wire, 60 Hz. Three-phase service will be made available for pumps and service installations only under terms of a separate agreement. Certain related equipment, such as pad-mounted transformers, switching equipment, and service pedestals may be above-grade. The area must be suitable for the direct burial installation of cable.
 - (3) This service is limited to mobile home parks in which the service is metered by the Company at secondary voltage.
 - (4) Company cables shall be separated by at least five feet from paralleling underground facilities which do not share the same trench. The park owner's cable systems, such as community antenna systems, should be in separate trenches, if possible. Subject to an agreement with the Company, these cable systems may occupy the same trench. The park owner must agree to pay a share of the trenching cost plus the extra cost of the additional backfill if required and agree to notify the other using utilities when maintenance of his or her cables requires digging in the easement.
 - (5) The park owner must provide for each mobile home lot a meter pedestal of a design acceptable to the Company.
 - (6) In the event the park owner requests relocation of facilities or such facilities are endangered by change in grade, the park owner shall pay the cost of the relocation or rearrangement of the facilities.
 - (a) Contribution – The park owner shall be required to make a nonrefundable contribution in aid of construction as follows:
 - i. Primary and Secondary Extensions – An amount equal to the product of the total trench length in feet multiplied by \$1.90.
 - ii. Service Loops or Laterals – An amount equal to the product of the total trench length in feet multiplied by \$1.90.
 - iii. Transformers – \$4.00 per kVA.
 - iv. The “trench length” shall be measured the same as provided for measurement of cable trench in commercial installations.

(Continued on Sheet No. C-21.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-20.00)

C3.8. Other Conditions Underground Construction Policy

- A. Obstacles to Construction – Where unusual construction costs are incurred by the Company due to physical obstacles such as, but not limited to: rock, surface water, frost, other utility facilities, heavy concentration of tree roots, or roadway crossings, the applicant(s) shall make a nonrefundable contribution in aid of construction equal to the estimated difference in cost of the underground installation and that of equivalent overhead facilities. In no case shall this contribution be less than the per foot charges above for the type of service involved. The Company reserves the right to refuse to place its facilities under road or railroad rights-of-way in cases where, in the Company’s judgment, such construction is impractical.
- B. Contributions – Prior to commencement of construction, the applicant shall make a contribution in aid of construction as required by the underground extension rules plus a contribution based on the Company’s overhead extension policy. Refunds will be based on the overhead extension refund policy and shall apply only to that portion related to the overhead contribution.
- C. Geographic Exceptions – The Upper Peninsula of Michigan was excluded from the mandatory underground rules adopted by the Michigan Public Service Commission in Case No. U-3001.
- D. Replacement of Overhead Facilities – Existing overhead electric distribution service lines shall, at the request of an applicant(s), be replaced with underground facilities where, in the opinion of the Company, such replacement will not be detrimental to the electric service to other customers.

Before construction is started, the applicant(s) shall be required to pay the Company the depreciated cost (net cost) of the existing overhead facilities plus the cost of removal less the value of materials salvaged and also make a contribution in aid of construction toward the installation of underground facilities in an amount equal to the estimated difference in cost between the underground facilities and equivalent new overhead facilities.

- E. Underground Installations for Company’s Convenience – Where the Company, for its own convenience, installs its facilities underground, the differential between estimated overhead construction costs and underground costs of such installation will be borne by the Company. All other costs will be governed by the Company’s Overhead Extension Policy.
- F. Underground Extensions on Adjacent Lands – When a primary extension to serve an applicant or group of applicants must cross adjacent lands on which underground construction is required by the property owner (such as on State or Federal lands) the applicant(s) shall make a contribution to the estimated difference in cost between the underground and equivalent overhead facilities. The Company may establish a per foot charge to be considered the difference in cost. Such charge shall be adjusted from time to time to reflect the Company’s actual construction cost experience.
- G. Local Ordinances- The Company reserves the right, where local ordinance requirements are more stringent than these rules, to apply to the Michigan Public Service Commission for such relief as may be necessary.

C3.9. Miscellaneous General Construction Policy

See also Section C2.8, Non-standard Service. Except where specifically designated as overhead or underground construction policies, the following general policies will be applied to either overhead or underground construction:

(Continued on Sheet No. C-22.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-21.00)

C3.91. Easements and Permits

- A. New Residential Subdivisions – The developer of a new residential subdivision shall cause to be recorded with the plat of the subdivision a public utility easement approved by the Company for the entire plat. Such easement shall include a legal description of areas within the plat which are dedicated for utility purposes, and also other restrictions as shall be determined by the Company for construction, operation, maintenance and protection of its facilities.
- B. Other Easement and Permits – Where suitable easements do not exist, the Company will provide the necessary easement forms, and solicit their execution. The applicant(s), as a condition of service, will be ultimately responsible for obtaining all easements and permits as required by the Company, for construction, operation, maintenance and protection of the facilities to be constructed. Where State or Federal lands are to be crossed to extend service to an applicant or group of applicants, the additional costs incurred by the Company for rights-of-way and permit fees shall be borne by the applicant(s).

C3.92. Temporary Service

Customers desiring temporary service for a short time only, such as for construction jobs, traveling shows, outdoor or indoor entertainment or exhibitions, etc., shall pay the charge per customer per month provided in applicable rate schedules. In addition, such customer shall pay installation and removal charges as follows:

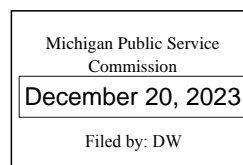
- A. When 120/240 volt single-phase service is desired and when such service can be provided at the site without exceeding 100 feet overhead or 10 feet underground at the time temporary service is desired, the charge for installation and removal of temporary, single-phase, three wire, 120/240 volt service shall be:
- | | |
|--|---------|
| (1) For temporary overhead service | \$40.00 |
| (2) For temporary underground service, during the period from April 1 to December 14 | \$45.00 |
| (3) For temporary underground service, during the period from December 15 to March 31 | \$60.00 |
- B. When 120/240 volt single-phase service is desired, and requires more than 100 feet overhead or 10 feet underground of extension, or if other than 120/240 volt single-phase service is desired, the charge for installation and removal shall be based on the cost thereof.

The customer shall be required to deposit in advance of construction with the Company an amount (in excess of any salvage realized) to cover the cost of installing and removing temporary facilities plus the estimated cost of service under the terms of applicable rate schedules. Meters may be read daily and the deposit modified as the energy used may justify such modifications.

If service extends for a period in excess of six consecutive months, the customer may qualify for other of the Company's available rates, provided he or she meets all of the applicable provisions of the filed tariffs.

(Continued on Sheet No. C-23.00)

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-22.00)

C3.93. Moving of Buildings or Equipment

When the Company is requested to assist in the moving of buildings or equipment through, under or over the Company's distribution lines, the Company will require a deposit from the mover in advance of providing such assistance. The amount of the deposit required will be based upon the Company's estimate of the probable cost, but in no event will the required deposit be less than \$100. Upon completion of moving assistance, the Company will determine actual costs and will bill or credit the mover according to the difference between actual costs and the deposit, except the minimum actual cost will not be less than \$100. Actual costs will be determined in accordance with the following:

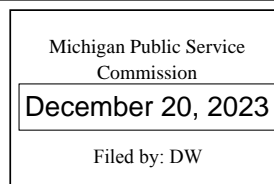
- A. Within regular working hours:
 - (1) Average individual wage rate applicable to employee(s) involved.
 - (2) Actual material used.
 - (3) Appropriate overhead charges.
- B. Outside regular working hours:
 - (1) Overtime wage rate applicable to employee(s) involved.
 - (2) Actual materials used.
 - (3) Appropriate overhead charges.
- C. The minimum billing for moving assistance shall not be less than \$100.00.

C3.94. Relocation of Facilities

- A. The Company will cooperate with political subdivisions in the construction, improvement or rehabilitation of public streets and highways. It is expected that the Company will receive reasonable notice so that any required relocation work can be properly scheduled.
- B. If the Company's poles, anchors, or other appurtenances are located within the confines of the public right-of-way, the Company will make the necessary relocation at its own expense with exceptions:
 - (1) The facilities were originally installed within the confines of the public right-of-way at the request of the political entity.
 - (2) Existing facilities being within the confines of a new public right-of-way obtained after the construction of the Company's facilities.
 - (3) The facilities provide public services such as lighting, traffic signals, etc.
- C. If the Company's poles, anchors or other appurtenances are located on private property, the political subdivision must agree in advance to reimburse the Company for any expenses involved in relocating its facilities.

(Continued on Sheet No. C-24.00)

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**COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-110.00)**

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

RIIM

5. METERING AND METERING EQUIPMENT (con't)

A nonstandard meter option is available to residential and commercial customers, served on rate schedules Rg-1M, Cg-1M, and Cg-3M who have had no instances of unauthorized use of or tampering with the company's service or facilities, including unauthorized reconnection after disconnection with due notice. The Company will install at the customer's premise an AMI meter with the communications on the meter deactivated. Each month the customer is responsible for reading their electric meter and submitting their electric energy information to the Company through the Company's customer self-read web portal. The customer shall submit their monthly read within one day of the read date printed on their bill. If a customer fails to supply a meter read in time for billing, an estimated reading may be rendered. If more than three estimated meter readings occur for any customer within one year the Company may transition the customer to its standard meter option in place at that time.

A customer requesting a non-standard meter shall pay the daily charge as indicated in the Company's Terms and Conditions of Service, Section C3(6)(g). The daily charge is in addition to the customer's otherwise applicable charges as indicated in the rate schedule under which the customer is served and will commence upon installation of the non-standard meter.

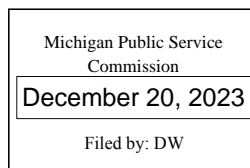
Each year the Company shall perform a true-up of the amount billed and electric service received for each customer using a Company-authorized technician's manual read. If it is determined that there is a discrepancy between the amount billed and electric service received caused by human error in meter reading and/or customer self-reporting of the metering reads, (i) in the case of an amount due, the Company will bill the customer, and (ii) in the case of an over collection, the Company will credit the amount owed. The Company will offer the customer reasonable payment arrangements for the amount due. If a true-up discrepancy for a customer exceeds 40% of the correct meter read more than two times, or if the customer fails to pay their bill in full, by the date upon which the Company would assess a late payment charge, the Company may transition the customer to its standard meter option in place at that time.

The Company may have an authorized technician manually read the customer's meter separate from its standard annual true-up if the Company's validation of the customer-submitted meter read fails, and after the Company has worked with the customer to try and resolve any issue(s). If a Company-authorized technician visits the customer's premise to manually read the customer's meter separate from the Company's standard annual true-up, and it is determined that a discrepancy between the meter read submitted by the customer and electric service received was caused by human error, an excess meter reading charge shall apply for the month in which the technician reads the customer's meter, as indicated in Section C3(6)(g). The Company shall provide notice to the customer of the excess meter reading charge.

A customer who receives power supply service from an Alternative Energy Supplier will be served by a meter deemed appropriate for the level of detail required for the supplier. The Company reserves the right to make the final decision with respect to the non-standard equipment used in measurement of loads for billing purposes. This option is not available for customers billed seasonally or those served under a generation rate schedule

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-110.01)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

RIIM

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

a. Meter Testing

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

1) Routine Tests

The company will, through test procedures approved by the Commission, endeavor to maintain its metering equipment within the accuracy limits prescribed by the Commission.

In-service self contained single phase and 3 wire network meters will be tested with the company's Wisconsin meters under a statistical sample test plan as specified in the following sections of the Wisconsin Administrative Code:

"PSC 113.518 Statistical sample testing plan for in-service, self-contained, single phase, and 3-wire network meters."

"(1) The statistical sample testing plan described in pars. (a)-(e) may be used for testing self-contained, single phase and 3-wire network meters without demand or electronic registers or pulsing devices in place of the periodic testing requirements of s. PSC 114.51, if the commission authorizes the adoption of the plan by a utility."

"(a) All extended range, surge proof designed meters shall be divided into homogeneous groups based on meter design features and age. The groups shall be further divided into lot sizes categorized by manufacturer, type, serial number, group size or load duty cycle with lot sizes containing a minimum of 301 meters and a maximum of 22,000 meters. The number of lots or lot composition and size may be changed at the end of the sample testing year to allow for increasing or decreasing analysis of accuracy testing requirements on any segment of meters in any lot."

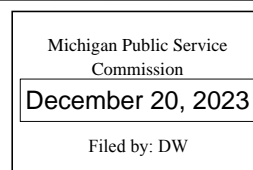
"(b) Annually, from each of the assembled lots, a coded sample size specified in Table A-2, Inspection Level IV, page 4 of Military Standard 414, (MIL-STD-414) dated 11 June 1957 and a corresponding actual sample size as shown on Table B-3, page 45, (MIL-STD-414), shall be randomly selected for testing and analysis purposes. Each meter in the lot sample shall be provided with a full load and light load test for accuracy at unity power factor, as specified under s. PSC 113.40 (1)(c). A separate statistical analysis shall be performed on each lot sample at each of these 2 load ranges."

"In selecting meters to be included in the required sample, a limited number of meters found to be defective as defined below may be removed from the sample and replaced with the next meter in the same lot identified by the random selection process for that lot:

- (1) "Any meter found to be not registering (stopped) at either the full load or light load test point may be removed and replaced.
- (2) "Not more than two meters found to be registering less than 95 percent or more than 105 percent at either full load or light load test point may be removed and replaced (Continued on

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-111.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

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"The number of defective meters removed under this rule from the initially selected sample for any test lot and nature of the defects shall be reported to the commission with the annual summary report required under s. PSC 113.23(4)."

"(c) The statistical analysis calculations for both the full and light load accuracy results from the sample lot tests shall be made following the example outlined on page 43 of MIL-STD-414 with the upper and lower specification limits, U and L designated at 102% and 98% respectively. The test criterion for acceptance or rejection of each lot shall be by the Standard Deviation Method, Double Specification Limit with an Acceptable Quantity Level (AQL) of 1.00 for the full load analysis and 4.00 for the light load analysis (both normal inspection) as shown on Table B-3, page 45 of MIL-STD-414."

in the sample lot may be adjusted for acceptable accuracy as required or maintained as necessary and returned to the lot."

"(d) A lot shall be deemed acceptable for continued use if the total estimated percent defective (P) is less than the appropriate maximum allowable percent defective (M) as determined from Table B-3, page 45 of MIL-STD-414, following the procedure of par. (c) for both the full load and light load analysis test points at the respective designated Acceptable Quality Levels. All of the meters in the accepted lot may be retained in use without further accuracy adjustments and will be concluded to have the accuracy characteristics specified in s. PSC 113.40 (1) (c). Meters

"(e) A lot shall be deemed unacceptable and rejected for continued use if the total estimated percent defective (P) is greater than the appropriate maximum allowable percent defective (M) as determined from Table B-3, page 45 MIL-STD-414, following the procedure of par. (c) for both the full load and light load analysis test points at the respective designated Acceptable Quality Levels on any 2 annual sample testing analysis years for the lot or any meters in the lot. All meters in a rejected lot shall be provided with an appropriate test within a period of 48 months from the date of completion of the sample analysis and all the meters tested in the rejected lot shall be adjusted to the accuracies specified in s. PSC 113.40 (1) (c). Annual statistical sample testing shall be terminated during the period when all of the meters in a rejected lot are being provided with a test and accuracy adjustment."

"(f) All meters in any lot may be tested and adjusted for proper accuracy over a 48 month period at the discretion of the utility without a sample analysis determination specifying the lot test is necessary."

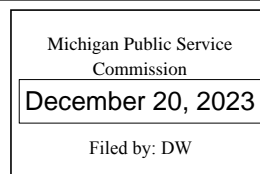
"PSC 113.40 Accuracy of watthour meters."

"(1) Watthour meters used for measuring electrical quantities supplied to customers shall:"

"(c) If they are designed for use on alternating current circuits, be accurate to within plus or minus 1.0% at 2 unity power factor loads, one equal to approximately 10% and the other approximately 100% (plus or minus 10%) of the reference test current; and shall register correctly within 2.0% plus or minus at a power factor of approximately 50% lagging and at a load between 75% and 100% of the reference test current of the meter. For self-contained meters the reference test current shall be the ampere or test ampere rating of the meter, whichever is shown on the nameplate. For meters used with current transformers the reference test current shall be

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-112.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

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the test-ampere rating of the meter or the secondary rating of the current transformers."

"Metering Equipment Records"

"(1) A test record shall be made whenever a unit of metering equipment is tested and such shall be retained until a superseding test, but not less than two years or as may be necessary to comply with service rules regarding refunds on fast meters. This record shall show information to identify the unit and its location; equipment with which the device is associated; the date of test; reason for the test; readings before and after the test; a statement as to whether or not the meter "creeps" and in case of creeping, the rate; a statement of "as found" and "as left" accuracies sufficiently complete to permit checking of the calculations employed; indications showing that all required checks have been made; a statement of repairs made, if any, and identification of the testing standard and the person making the test. Test results from automatic testing equipment need not show the detail of the calculations employed."

"(2) Each utility shall keep a record for each unit of metering equipment showing when the unit was purchased; its cost; utility's identification; associated equipment; essential name-plate data; dates of the last two tests; results of the last "as found" and "as left" tests unless separate records are kept of each test for each unit; and locations where installed with dates of installation and removal. These records shall be maintained for the life of the meter or as may be necessary to comply with service rules regarding refunds on fast meters."

2) Tests Requested by Customer

Tests of individual meters will be made upon request of the customer with payment of a meter test fee in advance of test. The company reserves the right to refuse to test any meter upon request more frequently than once in six (6) months. If such test reveals meter registration of more than 102% of that of the test equipment, the charge will be refunded and a billing adjustment made. If meter accuracy is found to be within the plus or minus two percent (2%) accuracy range, the charge will not be refunded and a billing adjustment will not be required. If such test reveals meter registration of less than 98% of that of the test equipment, the charge will be billed. When it appears that there may be sufficient reason to question meter accuracy (for example, a marked increase in metered consumption without a corresponding change in a customer's living or working patterns or in the number and kind of appliances or equipment in use on the customer's premises), the company may waive the meter test charge or it may install a second meter, at no charge to the customer, to provide check readings.

3) Failure to Register

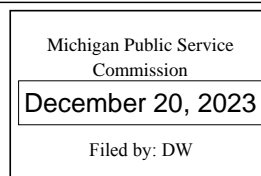
When a meter has stopped, or has failed to register all of the energy used, the company will make a charge to the customer for the energy estimated to have been used.

b. Location of Meters

Meters for all single-family residential service will be installed outdoors. Meters for other services may be installed outdoors if they are located so they are protected from traffic and are readily accessible for reading and testing. Meters which must be protected from inclement weather, while being serviced or tested, shall be located indoors or in a suitable housing where such work can be performed. Meters located indoors shall be as near as possible to the service entrance, in a clean, dry place, reasonably secure from injury, not subject to vibration, and readily accessible for reading and testing.

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**COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-113.00)**

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

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

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

6. SPECIAL CHARGES

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

a. Supplemental Utility Services – The rates and charges shown in this section are not approved by the Michigan Public Service Commission. Changes will be made by the Company from time-to-time to include the current rates and charges for services offered.

- 1) The Company will charge the prevailing Time, Material and/or Vehicle rates for services which shall include, but are not limited to the following:
 - a) Relocating Company owned facilities, including services and meters when requested by the Customer.
 - b) Repairs to correct safety code violations on Customer owned facilities when required by applicable laws, codes or regulations.
 - c) Installing meter protection when the Customer fails or is unable to provide a safe location for the meter assembly.
 - d) Upgrading Company owned facilities to accommodate increased energy usage by the Customer. The Customer's payment for this service may be partially offset by a credit based on the Customer's expected annual load increase.
 - e) Installing a temporary meter set.
 - f) Returning to the Customer's location a second (and each subsequent) time to perform required work, when the second (and each subsequent) call is required due to the Customer not being ready for the Company to perform the requested work.

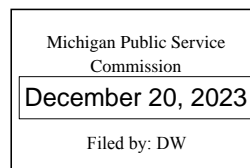
b. Special Meter Readings

- 1) When the Company, at the request of the customer:
 - a) Reads a meter on a day other than the scheduled meter reading date, and/or
 - b) Issues a written bill on a day other than the scheduled billing date.

The customer will be billed a \$28.00 charge unless there is a change in the customer of record. There will be only one \$28.00 charge if both the gas and electric meters are read at the same time:

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(Continued from Sheet No. C-114.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

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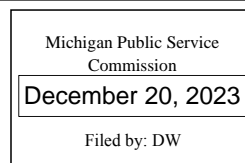
- 2) The customer may read his/her meter(s) and provide the reading(s) to the Company. The Company will then calculate the amount due and provide this information to the customer verbally, at no cost, and no written bill will be issued.
- c. Meter Test Charge \$30.00
- d. Reconnect Charge -
During Regular Working Hours \$45.00
Outside Regular Working Hours \$90.00
- e. Unhonored Checks And Electronic Transfers
When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reasons of insufficient funds, account closed, stop payment order issued, etc.), the customer shall be billed an additional charge of \$20.00 per check or electronic transfer.
- f. Connection or Disconnection Outside Regular Working Hours
When application is made for service with the request that meters be connected or disconnected outside regular hours or on Saturdays or Sundays or holidays, the charges specified for reconnections outside regular hours shall apply.
- g. Non-standard Meter Charges Pursuant to C3(5)
Recurring daily charge \$0.46356 per day
Excess meter reading charge \$18.84 per occurrence

7. OTHER CONDITIONS OF SERVICE

- a. Service Disconnect
Service to the customer's premises may be disconnected by the company under the following conditions:
- 1) At Customer's Request
- a) Upon Termination
The company will disconnect service with no charge to the customer upon due notice as provided elsewhere in these rules. However, if restoration of service at the same location is requested by the same customer or property owner(s), a reconnect charge will be applied. The reconnect charge will be increased by the amount of the minimum charge in the applicable rate schedule for the months service was disconnected, provided such reconnect is made during the twelve (12) month period immediately following disconnect.
- b) For Repairs
The company will temporarily disconnect service to facilitate repairs or other work on the customer's equipment or premises. Special service charges as set forth in Section II., 6. will be applicable.

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2) At Company's Option - Commercial & Industrial (Also see Section II., 4.)

a) With Due Notice

The company may disconnect service upon due notice for any of the following reasons:

- 1) For violation of these rules and regulations.
- 2) For failure to fulfill contractual obligations.
- 3) For failure to provide reasonable access to the customer's premises.
- 4) For failure to pay any bill within the established collection period.
- 5) For failure to provide deposits as provided elsewhere in these rules.
- 6) Upon written notice from governmental inspection authorities of condemnation of the customer's facilities or premises.
- 7) For fraudulent representation as to the use of service.

b) Without Notice

The company reserves the right to disconnect service without notice for any of the following reasons:

- 1) Where hazardous conditions exist in the customer's facilities.
- 2) Where the customer's use of service adversely affects the company's facilities or service to other customers.
- 3) For unauthorized reconnection after disconnection with due notice.
- 4) For unauthorized use of or tampering with the company's service or facilities.

c) Reconnect

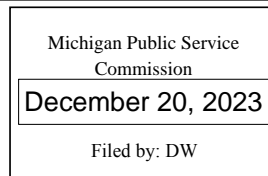
After service has been discontinued at the company's option for any of the above reasons, service will be reconnected only after the customer has taken necessary corrective action and made satisfactory arrangement for payment of all fees and charges, including any applicable reconnect fees and deposits to guarantee payment for service.

b. Rate Application

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

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COMPANY RULES AND REGULATIONS
(Continued from Sheet No. C-116.00)

C3. STANDARD RULES & REGULATIONS-TERMS & CONDITIONS OF SERVICE

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1) Selection of Rates

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

After the customer has selected the rate under which he elects to take service, the customer will not be permitted to change from that rate to another rate until at least twelve months have elapsed. Neither will the customer be permitted to evade this rule by temporarily terminating service.

However, the company may, at its option, waive the provisions of this paragraph where it appears that an earlier change is requested for permanent rather than for temporary or seasonal advantage. The intent of this rule is to prohibit frequent shifts from rate to rate.

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

2) Apartment Buildings and Multiple Dwellings

An apartment building or multiple dwelling shall be considered as one containing nine or more rooms in which single rooms, suites, or groups of rooms have individual cooking and kitchen sink accommodations. Service supplied through a single meter to an apartment building or multiple dwelling containing less than three apartments may be billed on the residential service rates on a single customer basis. Service supplied through a single meter to an apartment building or multiple dwelling containing three or more apartments shall be billed in accordance with the following provisions:

a) Apartment Buildings or Multiple Dwellings Containing Three or Four Apartments

The customer may have the option of being billed under either the residential service rate or the appropriate general service or commercial and industrial service rate. For the purpose of billing under the residential service rate, the initial charge, the kilowatt hour blocks, and the minimum charge shall be multiplied by the number of apartments served through one meter.

b) Apartment Buildings or Multiple Dwellings Containing Five or More Apartments

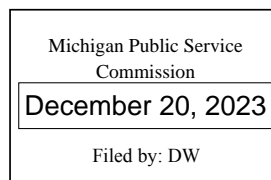
The customer shall be billed under the appropriate general service or commercial and industrial service rate.

3) Homes or Dormitories for Groups Other Than Private Family Units

Service supplied through a single meter to rooming houses, dormitories, nurses' homes, and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as commercial and billed on the appropriate service rate.

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- 4) Farm Service
Service shall be available to farms for residential use under the residential service rate, and, in addition, service may be used through the same meter for any purpose as long as such use is confined to service for the culture, processing, and handling of products grown or used on the customer's farm. Use of service for purposes other than set forth above shall be served and billed on the appropriate general service rate.
 - 5) Year-Round Service
Service to customer at the address shown on his driver's license and voter's registration card.
 - 6) Seasonal Service
Service to customers other than to year-round customers.
- c. Deposits - Commercial & Industrial
Deposits for nonresidential customers are governed by the provisions of R460.108 and R460.111a.
- d. Deposits – Residential
Deposits for residential customers are governed by the provisions of R 460.108, R 460.109, and R 460.111 et seq.

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