
COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-1.00)

C2.2. Company-Owned Facilities (Contd)

- B. Access to Premises – The customer shall provide at no expense to the Company suitable space with provisions for installation and maintenance of the Company’s facilities on the customer’s premises. Authorized agents of the Company shall have access to the premises at all reasonable times for construction, operation, maintenance, removal or inspection of the Company’s facilities, or to inspect the customer’s facilities or measure the customer’s load. Authorized employees and agents shall carry identification furnished by the Company and shall display it upon request. Failure to provide access for any of the above reasons may result in termination of service.
- C. Use of Facilities – The Company will not allow use of its poles or other facilities by others for installations or attachments of any kind without written authorization from the Company. This includes, but is not limited to, electrical or communication equipment, lights, signs and fences. The Company assumes no liability for property owned by others attached to its facilities. Unauthorized attachments to Company facilities may be removed by the Company.
- D. Protection – The customer shall use reasonable diligence to protect the Company’s facilities located on the customer’s premises, and to prevent tampering or interference with such facilities. The Company may discontinue service in accordance with any applicable rules of the Michigan Public Service Commission, in case the meter or wiring on the customer’s premises has been tampered with or altered in any manner to allow unmetered or improperly metered energy to be used. In case of such unauthorized use of service, the Company will continue service only after the customer has agreed to pay for the unmetered energy used, cost of discovery, and make provisions and pay charges for an outdoor meter installation or other metering changes as may be required by the Company. Failure to enter into such an agreement or failure to comply with the terms of such an agreement shall be cause to discontinue service in accordance with any applicable rules of the Company or commission. Restoration of service will be made upon receipt of reasonable assurance of the customer’s compliance with the Company’s approved Standard Rules and Regulations.

C2.3. Customer-Owned Facilities

- A. The Company reserves the right to deny or terminate service to any customer whose wiring or equipment shall constitute a hazard to the Company’s equipment or its service to others. However, it disclaims any responsibility to inspect the customer’s wiring, equipment or any subsequent wiring changes or modifications and shall not be held liable for any injury or damage or billing errors resulting from the condition thereof.
- B. The customer shall be responsible for inadequate performance of such facilities. Before purchasing equipment or installing wiring, it shall be the customer’s responsibility to check with the Company as to the characteristics of the service available. Any changes required to bring customer’s service into compliance with code will be paid for by customer. The Company reserves the right to make reasonable service charges for work performed by Company personnel resulting from malfunction of the customer’s facilities.

(Continued on Sheet No. C-3.00)

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-2.00)

C2.3. Customer-Owned Facilities (Contd)

- C. The customer shall be responsible for notifying the Company of any additions to or changes in the customer's equipment which might exceed the capacity of the Company's facilities, or otherwise affect the quality of service. The customer shall also be responsible for the installation of auxiliary or standby equipment and of alarms and protective devices as required to provide reasonable protection in the event of disturbance or interruption of electrical service. The customer shall install and maintain the necessary devices to protect his or her other equipment against service interruptions and other disturbances on the Company's system, as well as the necessary devices to protect the Company's facilities against overload caused by the customer's equipment. Characteristics and installation of all such equipment or devices shall meet the approval of the Company.

C2.4. Customer-Owned Generating Systems

- A. Interconnection of a generating facility with the Company's system shall not be permitted until application has been made to and approval received from the Company. The Company may withhold approval only for good reason such as failure to comply with applicable Company rules or governmental laws. The Company shall require a contract specifying reasonable technical connection and operating aspects for the parallel generating facility.
- B. The Company may require that for each generating facility there be provided between the generator (or generators) and the Company's system a lockable load-break disconnect switch. For installations interconnected at greater than 600 volts, a fused cutout switch may be substituted, where practicable. The switches shall be accessible to the Company for the purpose of isolating the parallel generating facility from the Company's system, when necessary.
- C. The Company shall require a separate distribution transformer for a customer having a generating facility, where necessary for reasons of public or employee safety or where the potential exists for the generating facility to cause problems with the service of other customers. Ordinarily this requirement should not be necessary for an induction-type generator with a capacity of 5 kW or less, or other generating units of 10 kW or less that utilize line-commutated inverters.
- D. Where necessary, to avoid the potential for a generating facility causing problems with the service of other customers, the Company should limit the capacity and operating characteristics of single-phase generators in a manner consistent with its existing limitations for single-phase motors. Ordinarily single-phase generators should be limited to a capacity of 10 kW or less.
- E. The Company shall require that each generating facility have a system for automatically isolating the generator from the Company's system upon loss of the Company supply, unless the Company desires that the local generation be continued to supply isolated load. For synchronous and induction generators such protection against continued operation when isolated from the utility system will ordinarily consist of overcurrent protection, fuse or circuit breaker, plus a voltage or frequency controlled contactor which would automatically disconnect the unit whenever its output voltage or frequency drifted outside predetermined limits. Other suitable protective systems against abnormal voltages or frequencies may be accepted by the Company.

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-3.00)

C2.4. Customer-Owned Generating Systems (Contd)

- F. The Company shall require that the customer discontinue parallel generation operation when it so requests and the Company may isolate the generating installation from its system at times:

When considered necessary to facilitate maintenance or repair of utility facilities.

When considered necessary during system emergencies.

When considered necessary during such times as the generating facility is operating in a hazardous manner, or is operating such that it adversely affects service to other customers or to nearby communication systems or circuits.

- G. The owner of the generating facility shall be required to make the equipment available and permit entry upon the property by Company personnel at reasonable times for the purposes of testing isolation and protective equipment, and evaluating the quality of power delivered to the Company's system; and testing to determine whether the local generating facility is the source of any electric service or communication systems problems.
- H. The power output of the generating facility shall be maintained such that frequency and voltage are compatible with normal Company service and do not cause the Company service to fall outside the prescribed limits of commission rules and other standard limitations.
- I. The generating facility shall be operated so that variations from acceptable voltage levels and other service impairing disturbances do not result in adverse effects on the service or equipment of other customers, and in a manner which does not produce undesirable levels of harmonics in the Company power supply.
- J. The owner of the generating facility shall be responsible for providing protection for the owner's installed equipment and for adhering to all applicable national, state and local codes. The design and configuration of certain generating equipment, such as that utilizing line-commutated inverters, sometimes requires an isolation transformer as part of the generating installation for safety and for protection of the generating facilities.

C2.5. Use of Service

Each customer shall, as soon as electric service becomes available, receive delivery from the Company practically all electric energy used on the premise, and shall become liable for all charges incurred in the delivery of said electrical energy from the Company. The customer's power supply may be purchased from an Alternative Electric Supplier or the Company. Standby and/or supplemental on-site generation may be utilized only if approved by the Company and properly connected so as to prevent parallel operations with the Company's system.

C2.6. Notice of Intent

- A. Application – Prior to use of electrical service, each customer shall make proper application to the Company, and shall furnish all reasonable information required by the Company. Failure to comply with this requirement may result in refusal by the Company to provide service.

(Continued on Sheet No. C-5.00)

COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-4.00)

C2.6. Notice of Intent (Contd)

Any customer using service without first notifying and enabling the Company to establish a beginning meter reading may be held responsible for any amounts due for service supplied to the premises from time of last reading reported immediately preceding his or her occupancy.

- B. Termination – Any customer desiring termination of service shall so notify the Company a minimum of five working days in advance so the service may be discontinued on a mutually agreeable date. Customers failing to give proper notice of intent to vacate the premises may be held responsible for use of service until a meter reading acceptable to the Company is obtained.
- C. Switching - An eligible customer electing to purchase their power supply service from a licensed Alternative Electric Supplier with power delivered through the Company's distribution system shall abide by the terms specified in the Company's Retail Access Service RAS-1.

C2.7. Conditions of Use

- A. The rules in this section are designed to assist in maintaining a high standard of electric service for all customers with maximum economy of facilities and are based on industry standards of good practice. When installing any utilization equipment, it shall be the customer's responsibility to comply with the provisions of this section.
- B. The customer shall not use the service in any way that causes a safety hazard, endangers the Company's facilities, or disturbs service to other customers. Failure to comply with this provision may result in discontinuance of the customer's service.
- C. Customer shall install only such motors or other apparatus or appliances as are suitable for operation with the character of the service supplied by the Company, and electric energy must not be used in such a manner as to cause detrimental voltage fluctuations or disturbances in the Company's distribution system.
- D. In order to limit the impact of voltage variations and disturbances to acceptable industry limits, the Company may establish starting and operating criteria for equipment on customer premises. Customer loads shall be sized and operated in accordance with such criteria.
- E. The Company may require the installation of a separate retail power service to serve equipment which does not conform to the rules which govern standard retail service or to serve other devices which are likely to interfere with standard voltage regulation. Power service, as defined in these rules, means service furnished principally for electromotive or industrial purposes and may include service for lighting thereto. Equipment or operations associated with a power service may affect voltage regulation or cause flicker or other disturbances that are not adequate for standard retail service.
- F. Where a customer connects single-phase equipment to a three-phase service, the single-phase equipment shall be connected to prevent unbalance of the loads on the three phases in excess of 10%, and the power factor of such single-phase loads shall not be less than 75% at rated load. When these requirements cannot be met the customer may contract for separate single-phase service.

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-5.00)

C2.7. Conditions of Use (Contd)

- G. It shall be the customer's responsibility to install any protective devices such as time-delay under-voltage relays, phase reversal relays, devices to protect against unbalanced phase operation of three-phase equipment and any other device necessary to prevent damage to utilization equipment which might result from imperfections in the service provided.
- H. It shall be the customer's responsibility to avoid installing and/or operating any utilization equipment that causes objectionable distortion of the system voltage waveform, or produces objectionable harmonic or other high frequency currents in the system, or interferes with the operation of any other customer's equipment or the Company's equipment or causes interference with the operation of another utility's facilities which may be in close proximity to the power system facilities. When the source of objectionable voltage distortion or interference is determined to be equipment owned by a specific customer, the customer will be informed and advised of his or her responsibility to correct the problem to acceptable industry limits. The Company has the right to require the customer to correct the problem or to disconnect the equipment causing the objectionable voltage distortion or interference.
- I. The Company may advise the customer concerning specific installations on request, but will not test or investigate any customer's equipment except when necessary to determine the cause of interference or substandard voltage conditions. The Company may refuse to connect service or may suspend service when such equipment does not conform to these rules and has not been corrected after reasonable notice.

C2.8. Non-standard Service

- A. The Company shall not be required to provide nonstandard service voltages or service at any voltage other than the standard voltages adopted for use on the distribution system.
- B. Customers shall be liable for the cost of any special installation necessary to meet particular requirements for service at other than standard voltages adopted by the Company, or to provide closer voltage regulation or meet specific criteria which exceed that required for standard retail service. (See also, Section C 8.3 Special Service.)
- C. The usual supply of electric service shall be subject to the provision of Michigan Public Service Commission rules, but where special service-supply conditions or problems arise for which provision is not otherwise made, the Company may modify or adapt its supply terms to meet the peculiar requirements of such case.
- D. 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 whose establishments are remote from the Company's existing suitable facilities, or whose service requirements exceed the capabilities of the Company system in the area, or otherwise necessitate unusual investments by the Company in service facilities or where the permanence of the service is questionable.

C2.9. Resale of Electric Energy

Customers shall not resell to, or share with others, any electric service furnished by the Company under the terms of its filed rate schedules not applicable to such resale of energy, unless otherwise authorized by the Michigan Public Service Commission.

(Continued on Sheet No. C-7.00)

COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
(Continued from Sheet No. C-6.00)

C2.10. Service to a Single Metering Point

Where resale of electric service exists, the Company will be under no obligation to furnish or maintain meters or other facilities for the resale of service by the reselling customer to the ultimate user. The use of “Master Metering” will be limited to existing customers.

Electric service will no longer be granted where connection is made to a single metering point for the purpose of resale to the reselling customer’s ultimate user. Each user will be metered as an individual unit. For the purposes of this rule, resale will also include sales where the electric service is included in the rent.

C2.11. Point of Attachment

- A. Not more than one service drop or service lateral for either standard retail service or retail power service will be installed to the same building or utilization point except:
- (1) where more than one point of delivery is necessary because of voltage regulation, governmental requirements, or regulatory orders;
 - (2) for installations where, in the opinion of the Company, more than one service drop or lateral is necessary to meet the load requirements;
 - (3) for row houses and other multiple occupancy buildings in compliance with Electrical Code requirements; or
 - (4) where additional services may be required for billing under different rate schedules.
- B. Where suitable service is available, the Company will install service connections from its distribution lines to a suitable point of attachment on the customer’s premises designated by the Company. Where the customer requests a point of attachment other than that specified by the Company, and such alternative point of attachment is approved by the Company, the cost of installing additional intermediate supports, wires or fixtures necessary to reach the point of attachment requested by the customer, shall be borne by the customer.
- C. Should it become necessary for any cause beyond the Company’s control to change the location of the point of attachment of service connections, the entire cost of any changes in the customer’s wiring made necessary thereby, shall be borne by the customer.
- D. A service connection will not be made unless the customer has installed his or her service entrance facilities in compliance with code requirements and specifications set forth by the Company.
- E. The customer may be required to provide at no expense to the Company space for Company facilities on the customer’s premises.
- F. For overhead service, the location of the point of attachment must be such that the Company’s service conductors can be installed without attachment to the building in any other locations.
- G. For underground service, the point of attachment may be on the building, meter pedestal, or other agreed point.

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
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C2.11. Point of Attachment (Contd)

- H. Service will be provided to meter poles for farm service or other service where more than one structure is to be supplied from a single meter. The customer shall be required to install a fused disconnect switch on the pole at his or her own expense in accordance with Company specifications.

C2.12. Service to House Trailers, Vans, Buses, Used as Dwelling Units

The Company will make service connections to house trailers, vans, buses, or any other dwelling of a mobile nature without special charges, except as specified herein under Section C3, when the customer owns the premises and has installed an approved septic tank and well for his or her own use.

If the above conditions are not met, such installation and service facilities shall be considered to be Temporary Service as applicable under Section C3.92.

C2.13. Nature and Quality of Service

- A. The Company will endeavor to, but does not guarantee to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.
- B. The Company shall not be liable for interruptions in the service, phase failure or reversal, 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 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 practices 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.
- C. The customer shall be responsible for giving immediate notice to the Company of interruptions or variations in electric service so that appropriate corrective action can be taken.
- D. The Company reserves the right to temporarily interrupt service for construction, repairs, emergency operations, shortages in power supply, safety, and state or national emergencies and shall be under no liability with respect to any such interruption, curtailment or suspension.

C2.14. Metering and Metering Equipment

- A. The customer shall provide, free of expense to the Company and close to the point of service entrance, a space suitable to the Company for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the Company or other persons lawfully authorized to do so, to inspect, test or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer. Customers who desire to purchase their power supply from an Alternative Electric Supplier may have additional metering requirements as described in the Company's Retail Access Service Tariff, RAS 1. The Company reserves the right to make final decisions with respect to methods and equipment used in measurement of loads for billing purposes.

(Continued on Sheet No. C-9.00)

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

C2.14. Metering and Metering Equipment (Contd)

- B. 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.
- C. 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 460.3908.
- D. 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.

C2.15. 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:

Charge for any Special Services at Customer's Request:	
During Regular Working Hours	\$35
Outside Regular Working Hours	\$70
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

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COMPANY RULES AND REGULATIONS (FOR ALL CUSTOMERS)
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C2.15. Special Charges (Contd)

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.

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.

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C2.17. Rate Application (Contd)

- 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.
- 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.

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