

BAY CITY ELECTRIC LIGHT & POWER



Standard Rules and Regulations Governing Electric Service

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BAY CITY ELECTRIC LIGHT & POWER

TABLE OF CONTENTS

STANDARD RULES AND REGULATIONS GOVERNING ELECTRIC SERVICE

	<u>Sheet No.</u>
A1. CHARACTERISTICS OF SERVICE	
A1.1 Character of Service	2
A1.2 Hours of Service	2
A1.3 Use of Service	3
A1.4 Extraordinary Facility Requirements and Charges.	4
A1.5 Invalidity of Oral Agreements or Representations.	5
A1.6 General Provisions of Service.	6
A2. APPLICATION OF RATES	
A2.1 Classes of Service	9
A2.2 Choice of Rates	9
A2.3 Application of Residential Usage and Non-Residential Usage	10
A2.4 Resale	14
A2.5 Mobile Home Park - Individually Served.	16
A3. CUSTOMER RESPONSIBILITIES	
A3.1 Access to Customer's Premises	19
A3.2 Bills and Payments	20
A3.3 Restoration of Service	25
A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS	
A4.1 Overhead Extension Policy	26
A4.2 Underground Policy	28
A5. METERING AND METERING EQUIPMENT	38
A6. METER REQUIREMENTS	
A6.1 Metered Measurements of Electricity Required; Exceptions.	38
A6.2 Installation of Defective Meter Prohibited.	39
A6.3 Meter Reading Sheets or Cards; Content.	39
A6.4 Meter Charts and Data Collection System	39
A6.5 Meter Multiplier	39
A6.6 Meter Reading Interval	40
A6.7 Demand Meter Registration	40

	<u>Sheet No.</u>
A7. CUSTOMER RELATIONS	
A7.1 Customer Information and Service	40
A7.2 Metering Errors	41
A7.3 Billing Errors	45
A7.4 Estimated Demand Billing	46
A7.5 Servicing Utilization Control Equipment Used On the Customer's Premises	46
A7.6 Customer Complaints; Investigations; Records	47
A7.7 Temporary Service; Cost of Installing and Removing Facilities	47
A7.8 Protection of Utility's Facilities on Customer's Premises.	47
 A8. METERING EQUIPMENT INSPECTIONS AND TESTS	
A8.1 Customer-requested Meter Tests	48
A8.2 Meter and Associated Device Inspections and Tests; Certification of Accuracy	48
A8.3 Meters with Transformers; Post-installation Inspection; Exception	49
A8.4 Meters and Associated Devices; Retirement Tests	49
A8.5 Metering Electrical Quantities	49
A8.6 Non-direct Reading Meters and Meters Operating From Instrument Transformers; Marking of Multiplier on Instruments; Marking of Charts and Magnetic Tapes; Marking of Register Ratio on Meter Registers; Watt- Hour Constants.	50
A8.7 Watt-hour Meter Requirements	51
A8.8 Demand Meters, Registers and Attachments; Requirements	52
A8.9 Instrument Transformers Used in Conjunction With Metering Equipment; Requirements; Phase Shifting Transformers; Secondary Voltage.	53
A8.10 Portable Indicating Voltmeters; Accuracy	54
A8.11 Meter Testing Equipment; Availability; Provision and Use of Primary Standards	54
A8.12 Test Standards; Accuracy	55
A8.13 Metering Equipment Testing Requirements	57
A8.14 Metering Equipment Records	65
A8.15 Average Meter Error; Determination	66
 A9. TEMPORARY SERVICE	 67

	<u>Sheet No.</u>
A10. CUSTOMER DEPOSITS - RESIDENTIAL	
A10.1 Cash Deposits As Conditions of New Service .	68
A10.2 Cash Deposits or Other Guarantee For Previous Customers or Continued Service	69
A10.3 Other Standards Prohibited	70
A10.4 General Deposit Conditions	71
A10.5 Guarantee Instead of Deposit	74
A10.6 Guarantee Terms and Conditions	75
A10.7 Deposit Refund.	76
 A11. CUSTOMER DEPOSITS - COMMERICAL AND INDUSTRIAL	
A11.1 Customer Deposits	76
 A12. SUBSTATION OWNERSHIP CREDIT	78
 A13. SCHEDULE OF ON-PEAK AND OFF-PEAK RATES	79
 A14. RULE 12(F). SPECIAL MINIMUM CHARGES	80
 A15. POWER SUPPLY COST RECOVERY	80
 APPENDIX A - Definition of Terms	

BAY CITY ELECTRIC LIGHT & POWER

**STANDARD RULES AND REGULATIONS
GOVERNING ELECTRIC SERVICE**

These Standard Rules and Regulations contained herein have been adopted by the Utility to govern its relations with customers and have been approved by the City Commission as an integral part of its Electric Rate Schedule. All Components of these Rules & Regulations are subject to the approval of the Director of Power & Technology and may be modified at his or her discretion.

Copies of the Utility's rate schedules are available upon request.

BAY CITY ELECTRIC LIGHT & POWER

A1. CHARACTERISTICS OF SERVICE

A1.1 Character of Service

The Utility shall endeavor, but does not guarantee to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

The Utility 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 thereby, due to causes or conditions beyond the Utility's reasonable control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following acts: acts or omissions of customers or third parties; operations or safety devices except when such operation is caused by the negligence of the Utility; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment when the Utility has carried on a program of maintenance consistent with the general standards prevailing in the industry; act of God; war; action of the elements; storm or flood; fire; riot; labor dispute or disturbance; or the exercise of authority or regulation by governmental or military authorities.

Before purchasing equipment or installing wiring, the customer shall secure from the Utility the characteristics of the service available.

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

A1.2 Hours of Service

Electrical energy shall be supplied 24 hours per day except as provided elsewhere in the Utility's Electric Rate Schedule.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 2)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.3 Use of Service

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

Utility reserves the right to deny or discontinue service in accordance with rules of the Utility under the following conditions or for any of the following reasons:

- A. Without prior notice to any customer for a condition on the customer's premises which is determined by the Utility or a code authority to be hazardous.
- B. Without prior notice if the customer uses equipment in a manner, which adversely affects the Utility's equipment or the Utility's service to others.
- C. To any customer involved in metered or unmetered energy theft, including obtaining the use of equipment by submitting a falsified application. Energy theft includes but is not limited to:
 - (1) Tampering
 - (2) Unauthorized Use
 - (3) Diversion
 - (4) Interference
- D. For misrepresentation of identity for the purpose of obtaining utility service.
- E. For failure of the customer to permit the Utility reasonable access to equipment installed upon the premises for the purpose of inspection, meter reading, maintenance, replacement or removal.
- F. For failure of the customer to install and/or maintain necessary devices to protect his equipment in the event of service interruptions and other disturbances on the Utility's system.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 3)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.3 Use of Service (Cont'd)

- G. For failure of the customer to install and/or maintain necessary devices to protect the Utility's facilities against overload caused by the customer's equipment.
- H. For failure of the customer to fulfill contractual obligations for service or facilities.
- I. For failure of the customer to obtain all permits and inspections of customer's wiring or equip required by law.
- J. For failure of the customer to post a cash security deposit or other form of guarantee, when required in accordance with these rules.
- K. For failure of the customer to pay a delinquent account.
- L. For failure of the nonresidential customer to pay any delinquent nonresidential account incurred by the customer under a different account name, by the customer's predecessor in interest or by any other entity, provided that the customer is legally obligated to assume and pay such a debt.
- M. For failure of the customer to comply with the terms and conditions of a settlement agreement, interim determination or complaint determination between the customer and the Utility.
- N. For violation of, or noncompliance with, the Utility's Electric Rate Schedule.

A1.4 Extraordinary Facility Requirements and Charges

The Utility reserves the right to charge a monthly extraordinary facilities charge or to make special contractual arrangements when, in the opinion of the Utility, extraordinary facilities are required by the customer. Extraordinary facilities include, but are not limited to, the following:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 4)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.4 Extraordinary Facility Requirements and Charges (Cont'd)

- A. Facilities required to accommodate a customer whose capacity requirements exceed 1,000 kW.
- B. Facilities required to accommodate a customer whose establishment is remote from the Utility's existing suitable facilities.
- C. Facilities required to accommodate a customer's service requirements necessitating unusual investment by the Utility and/or not normally provided by the Utility.
- D. Facilities required to accommodate a customer's service requirements, which may be of a short-term, temporary, or transient nature.
- E. Facilities required to avoid disturbing the service to others.

The Utility shall build, own and maintain all such facilities, to and including any substation required at the customer's premises. The customer will have the following options:

- A. Pay a monthly extraordinary facilities charge equal to 2-½ % percent of the Utility's total investment in such facilities, or
- B. Make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills and other service conditions.

A1.5 Invalidity of Oral Agreements or Representations

When a written contract is required, no employee or agent of the Utility is authorized to modify or supplement the terms and conditions of the contract by oral agreement or representation, and no such oral agreement or representation shall be binding upon the Utility.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 5)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.6 General Provisions of Service

A. Service Requirements

The customer shall be required to provide at no expense to the Utility space for Utility facilities on the customer's premise. Utility facilities shall be utilized in accordance with the provisions of the applicable Electric Rate Schedule.

The Utility shall install service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the Utility.

Underground service facilities shall be installed subject to the provisions and charges specified in these rules and regulations.

Permanent overhead service facilities shall be installed without customer contribution, if the installation is to the point of attachment designated by the Utility utilizing a standard design consisting of one service, one voltage, one transformer and one meter or multiples thereof. Where the customer requests a point of attachment other than that specified by the Utility or the service design varies from the standard design outlined above, the additional cost resulting therefrom shall be borne by the customer.

When relocation or modification of Utility facilities is requested or made necessary by the customer, all costs for the relocation or modification shall be charged to the requesting party. However, relocation or modification necessary to accommodate load additions or changes in service characteristics as determined by the Director of the Electric Utility shall be installed at the cost of the electric utility.

Should it become necessary for any cause beyond the Utility's control to change the location of the point of attachment of service connections, the entire cost of any necessary changes in the customer's wiring shall be borne by the customer.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 6)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.6 General Provisions of Service (Cont'd)

A. Service Requirements (Cont'd)

All service entrances shall comply with the National Electric Code. Any poles, wires or other equipment required beyond the customer's meter shall be furnished, installed and maintained by the customer. The customer is responsible for obtaining all permits and inspections of customer's wiring or equipment required by applicable law. Service shall be denied for failure to obtain such permits or inspections.

All residential customers shall install three-wire service entrance connections of not less than 100-ampere capacity.

The customer shall have to provide a contribution if the service the customer requires cannot be provided from available distribution lines. The extension policy is stated in Rule A4.

The customer shall be required to provide, at no expense to the Utility, a dedicated telecommunication line(s) as required for metering purposes, located within ten feet of the meter involved.

B. Insulation Requirements for Electric Heat Customers

Any new customer or a conversion customer installing electric heat as the primary heat source in the building shall install insulation to meet the following minimum R-values:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 7)

A1. CHARACTERISTICS OF SERVICE (Cont'd)

A1.6 General Provisions of Service (Cont'd)

B. Insulation Requirements for Electric Heat Customers (Cont'd)

*Ceiling	R-35
**Sidewalls	R-11
Floors Above Unheated Areas	R-19
Basement Walls (if used as living area).....	R-11

Slab Construction - Use 2" rigid foam around perimeter of slab and extending down vertically or under slab horizontally 24".

*This does not apply to mobile homes or structures with cathedral ceilings or flat deck roofs.

**This does not apply to an existing building where it would not be practical to add sidewall insulation.

Failure to meet the minimum insulation requirements will result in refusal to provide service on the Space Heating Service Provision of the Residential Service Rates and General Service Electric Heating Rate.

C. Parallel Operation Requirements

The Utility shall not furnish service in parallel with a customer's generating facilities when, in the opinion of the Utility, such parallel operation may create a hazard, disturb, impair or interfere with communication circuits or with the Utility's service to other customers. The Utility may agree to parallel operation when the customer provides adequate protective equipment and has sufficient trained personnel to perform the necessary operations. It may further require the customer to pay the cost of and maintain private telephone connections with the offices of the Utility, for the purpose of assuring continuity of service to other customers.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 8)

A2. APPLICATION OF RATES

A2.1 Classes of Service

The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirement of each separate premises of the customer, unless otherwise provided for in the Utility's Electric Rate Schedule.

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

A2.2 Choice of Rates

A customer shall be eligible to have service billed on one of several rates or provisions of a rate. Upon request, the Utility shall advise the customer in the selection of the rate or rate provision, which is most likely to give the customer the lowest cost of service for their particular customer class. The proper selection of the rate or provision of a rate is the responsibility of the customer. Because of varying customer usage patterns and other reasons beyond its reasonable knowledge or control, the Utility does not guarantee that the most economic applicable rate will be applied.

After the customer has selected the rate and rate provision under which service shall be provided, the customer shall not be permitted to change from that rate and rate provision to another until at least twelve months have elapsed. The customer shall not be permitted to evade this rule by temporarily terminating service. However, the Utility may, at its option, waive the provisions of this paragraph where it appears a change is for permanent rather than for temporary or seasonal advantage. The provisions of this paragraph may also be waived where the customer can demonstrate that a bona fide change in load has occurred. This effective date of a rate change under this rule shall be the beginning read date of the next bill issued. The intent of this rule is to prohibit frequent shifts from rate to rate.

The Utility shall not make refunds in instances where the customer would have paid less for service had the customer been billed on another applicable rate or provision of a rate.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 9)

A2. APPLICATION OF RATES (Cont'd)

A2.2 Choice of Rates (Cont'd)

Where the customer has provided the Utility with incorrect information to gain an economic benefit, backbilling shall be rendered to the date the incorrect rate selection initially occurred.

A2.3 Application of Residential Usage and Nonresidential Usage

A. Residential Usage and Rate Application

(1) General

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

The term "household" includes single-family homes, farm homes, seasonal dwellings, duplexes, and individual living units within mobile home parks, condominiums, apartments and cooperatives; provided, however, to qualify for residential usage a household must have the normal household facilities such as a bathroom, individual cooking and kitchen sink facilities.

At the time a new service or a rate change is requested, the Utility shall advise the customer in the selection of the rate or rate provision which will give the lowest cost of service based on the information provided to the Utility. The Utility's recommendation will be based upon the customer's energy usages and responses to the following questions: (1) type of dwelling, (2) principal source of space heating, (3) type of energy used for water heating, (4) senior citizen status, and (5) life support usage.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 10)

A2. APPLICATION OF RATES (Cont'd)

A2.3 Application of Residential Usage and Nonresidential Usage (Cont'd)

(2) Private Family Dwellings

Private family dwellings where individual household usage is separately metered and consumed shall be billed on Residential Service Rate 1 or 12. A private family dwelling shall include:

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

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

Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for up to six persons where residential usage is metered and consumed shall be classified as residential and billed on Residential Service Rate 1. The landlord and his immediate family are not included in the six-person limitation.

(4) Multifamily Dwellings

(a) General

A "multifamily dwelling" shall be considered any duplex, apartment building, mobile-home-park, condominium, cooperative or other grouping of households. All newly constructed multifamily dwellings shall have separately metered households.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 11)

A2. APPLICATION OF RATES (Cont'd)

A2.3 Application of Residential Usage and Nonresidential Usage (Cont'd)

A. Residential Usage and Rate Application (Cont'd)

(b) Common Area Usage in Multifamily Dwellings Containing Separately Metered Households

(i) Dwellings containing less than five households shall be metered and billed on Residential Service Rate 1. When the landlord lives in one of the units, the common area usage may be metered and billed through the landlord's meter.

(ii) Dwellings containing five or more households shall be separately metered and billed on the appropriate General Service Rate.

Common area usage in mobile home parks shall be separately metered and billed on the appropriate General Service Rate.

(c) Multifamily Dwellings Served Through a Single Meter

A multifamily dwelling served through a single meter shall be billed as follows:

(i) Dwellings containing two households, including common area, shall be billed on Residential Service Rate 1.

(ii) Dwellings containing three or four households, including common area, shall be billed on Residential Service Rate 1 or the appropriate General Service Rate depending on the ratio of residential load to total load (i.e. 51% of load is General Service, then the General Service rate is used or visa versa.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 12)

A2. APPLICATION OF RATES (Cont'd)

A2.3 Application of Residential Usage and Nonresidential Usage (Cont'd)

(iii) Dwellings containing five or more households, including common area, shall be billed on the appropriate General Service Rate.

A. Residential Usage and Rate Application (Cont'd)

(5) Farm Service

Service shall be available to farms for residential use under the appropriate Residential Service Rate. In addition, service may be used through the same meter so long as such use is confined to single-phase 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.

B. Nonresidential Usage and Rate Application

For purposes of rate application, "nonresidential usage" shall be usage metered and consumed that does not qualify for residential usage. Nonresidential usage includes usage associated with the purchase, sale, or supplying (for profit or otherwise) of a commodity or service by a public or private person, entity, organization or institution. Nonresidential usage includes usage associated with penal institutions, corrective institutions, motels, hotels, separately metered swimming pool heater usage, yachts, boats, tents, campers or recreational vehicles as described in the Federal Standard Industrial Classification Index.

Nonresidential usage shall be billed on the Utility's appropriate General Service Rate.

Tourist homes, rooming houses, dormitories, nursing homes and other similarly occupied buildings containing sleeping accommodations for more than six persons shall be classified as

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 13)

A2. APPLICATION OF RATES (Cont'd)

A2.3 Application of Residential Usage and Nonresidential Usage (Cont'd)

non-residential and billed on the appropriate General Service Rate. The landlord and his immediate family are not included in the six-person rule.

Rules for Multifamily Dwellings and Farm Service can be found in Sections A (4) and (5) of this rule.

C. Combined Residential and Nonresidential Usage and Rate Application.

When the electricity supplied to a customer is used for both residential and nonresidential purposes, the wiring may be so arranged that the residential and nonresidential usage are metered separately. Each type of usage shall be billed on the appropriate rate. If the usage is not separately metered, the combined usage shall be billed on the appropriate Service Rate, depending on the ratio of residential load to total load (i.e. 51% of load is General Service, then the General Service rate is used or visa versa.

A2.4 Resale

No customer shall resell his service to others except when he is served under a Utility rate expressly made available for resale purposes, and then only as permitted under such rate and under this rule.

Where, in the Utility's opinion, the temporary or transient nature of the proposed ultimate use, physical limitation upon extensions, or other circumstances, make it impractical for the Utility to extend or render service directly to the ultimate user, energy may be purchased by a customer of the Utility for resale to others.

All of the energy used for resale shall be purchased from the Utility pursuant to a service contract providing for such resale privilege. Service to each ultimate user shall be separately metered, and the ultimate user shall be served and charged for such service under the appropriate

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 14)

A2. APPLICATION OF RATES (Cont'd)

A2.4 Resale (Cont'd)

General Service Rate applicable for similar service under like conditions.

The Utility shall 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 service contract shall provide that the reselling customer's billings to the ultimate user shall be audited once every 9 to 15 months using generally accepted auditing practices. At the option of the reselling customer the audit shall be conducted either by the Utility or by an independent auditing firm, approved by the Utility. The reselling customer shall be assessed a reasonable fee for an audit conducted by the Utility. Where the audit is conducted by an independent auditing firm, a certified copy of the results of such audit shall be submitted to the Utility in a form approved by the Utility.

The service contract shall also provide that the reselling customer shall be responsible for the testing of each ultimate users meter at least once every 3 years. The accuracy of such meters shall be maintained within the prescribed limits. Meters shall be tested only by outside testing services or laboratories approved by the Utility.

A record of each meter, including testing results, shall be kept by the reselling customer during his use of the meter and for an additional period of one year thereafter. When requested, the reselling customer shall submit certified copies of the meter results and meter records to the Utility.

The reselling customer shall render a bill once during each billing month to each of the customer's tenants in accordance with approved rate schedules of the Utility. Every bill rendered by the reselling customer shall specify the following information: the rate code; the due date; the beginning and ending meter readings of the billing period and the dates

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 15)

A2. APPLICATION OF RATES (Cont'd)

A2.4 Resale (Cont'd)

thereof; the difference between the meter readings; the Power Supply Cost Recovery factor; the subtotal of the bill before taxes; amount of sales tax; any previous balance; the amount due for energy use; the amount due for other authorized charges; and the total amount due. The due date of the customer's bill shall be 21 days from the date of rendition.

The reselling customer shall supply each ultimate user with an electric system adequate to meet the needs of the ultimate use with respect to the nature of service, voltage level and other conditions of service. If the reselling customer fails to meet his obligation under this rule, the Utility may discontinue electric service until such time as the problem is resolved.

The renting of premises with the cost of electric service included in the rental as an incident of tenancy is not considered to be a resale of such service.

A2.5 Mobile Home Park - Individually Served

For purposes of this rule, the definition of a mobile home park is a parcel or tract of land upon which three or more mobile homes are located on a continuous non-recreational basis.

Service to separately metered mobile homes shall be billed on the appropriate Residential Service Rate under the following conditions:

Service to all new mobile home parks and expanded service to existing mobile home parks receiving electrical service shall be provided through individual tenant metering.

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

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 16)

A2. APPLICATION OF RATES (Cont'd)

A2.5 Mobile Home Park - Individually Served (Cont'd)

It is the goal of the utility that all original electric distribution systems and service connections installed in such qualifying new mobile home parks and in existing mobile home parks in which electric distribution facilities have not already been constructed (including new extensions of distribution systems in such existing mobile home parks and service connections to lots which can be served from any such new extension) to be placed underground.

The Utility shall provide, own, maintain and specify the location of all distribution facilities as required to provide service except as otherwise expressly provided herein. No ownership rights therein shall pass to mobile home park occupants, owners or their representatives by any reason of any contribution required hereunder.

Prior to the installation of any distribution system and service connection, the mobile home park owner or his authorized representative shall enter into a written contract with the Utility generally describing the proposed installation and setting forth the respective agreements of the parties in regard to such installation. Such contract shall be subject in all respects to the provisions of this rule. Each proposed system shall be a separate and distinct unit and any extension thereof shall be made the subject of a separate written contract or supplemental agreement.

Prior to the installation of the distribution system, the mobile home park owner or an authorized representative shall furnish, at no expense to the Utility, recordable easements in form and substance satisfactory to the Utility, granting rights-of-way suitable for the installation and maintenance of the facilities and equipment comprising the distribution system.

The mobile home park owner or authorized representative shall provide, at no expense to the Utility, for rough grading (within three inches of finished grade) and for clearing the easement of trees, large stumps and other obstructions so that the distribution system and service connections can be properly installed in relation to the finished grade. Any subsequent relocation of Utility facilities require on account of a change in grade shall be done at the expense of the mobile home park owner or an authorized representative.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 17)

A2. APPLICATION OF RATES (Cont'd)

A2.5 Mobile Home Park - Individually Served (Cont'd)

A. Original Installation of Distribution Systems

The mobile home park owner or an authorized representative shall be required to make a nonrefundable contribution in aid of construction to the Utility, to cover the cost of overhead or direct burial underground facilities. Such contribution shall be computed on the basis of the rates set forth in the City's Schedule of Licenses and fees.

B. Original Installations of Service Connections From Underground Distribution Systems

The mobile home park owner or an authorized representative shall be required to make a nonrefundable contribution in aid of construction to the Utility, to cover the addition cost resulting from the installation of the service connections. Such contributions shall be computed on the basis of the rates set forth in the City's Schedule of Licenses and fees.

The Utility shall furnish, install, own and maintain the entire electric distribution system including the pre-meter portion of the service lateral cable for new mobile home parks. In the event of underground installations, the trenches for primary or secondary main cables will be occupied jointly by facilities of the Utility and other utilities where satisfactory agreement for reimbursement of applicable joint facility costs exist between the Utility and the other utilities. Certain related equipment, such as pad-mounted transformer, switching equipment, and service pedestals may be above grade. The area must be suitable for the direct burial installation of cable.

The mobile home park owner or an authorized representative shall provide, install and maintain suitable meter supports of a design satisfactory to the Utility.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 18)

A2. APPLICATION OF RATES (Cont'd)

A2.5 Mobile Home Park - Individually Served (Cont'd)

- C. If temporary overhead service is installed for the convenience of the mobile home park owner or an authorized representative for construction purposes, such owner shall be required to pay the rates set forth in the City's Schedule of Licenses and fees.

- D. Where, in the Utility's judgment, practical difficulties exist, such as frost or water conditions, rock near the surface, or where there are requirements for deviation from the Utility's filed construction standards, the per foot charges included in this rule shall not apply and the contribution in aid of construction shall be equal to the estimated difference in between overhead and underground facilities but not less than the contribution calculated under the appropriate per foot charge.

- E. Extension Policy

Service to mobile home parks shall be subject to the provisions of Rule A4, Distribution Systems, Line Extensions and Service Connections.

- F. Any charges, contributions or deposits may be required in advance of commencement of construction.

A3. CUSTOMER RESPONSIBILITIES

A3.1 Access to Customer's Premises

The Utility's authorized agent shall have access to the customer's premises at all reasonable hours, to install, inspect, read repair or remove its meter; to install, operate, maintain or remove other Utility Property, and to inspect and determine the connected electrical load on the customer's premises. Neglect or refusal on the part of the customer to provide access shall be sufficient cause for discontinuance of service by the Utility, and assurance of access may be required before service is restored.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 19)

A3. CUSTOMER RESPONSIBILITIES

A3.2 Bills and Payments

A. Billing Frequency

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

B. Meter Reads and Estimated Bills

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

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

C. Customer Meter Reads

Bills rendered for electric service for periods for which readings were not obtained shall have the same force and effect as those based upon actual meter readings. Any customer may read his/her own meter and send the readings to the Utility on appropriate forms, which will be provided by the Utility.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 20)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.2 Bills and Payments (Cont'd)

D. Responsibility for Payment

The customer is responsible for the payment of bills for all charges incurred.

E. Due Date

The Utility shall allow each customer at least 21 calendar days from the date of rendition of the bill for payment in full,

If the bill remains unpaid five days after its due date, the Utility shall then have the right to issue to the customer a notice of intent to discontinue service ten days after issuance of the notice.

F. Late Payment Charge

The Utility shall assess a late payment charge as authorized by the Utility's Electric Rate Schedule.

G. Returned Checks

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

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 21)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.2 Bills and Payments (Cont'd)

H. Billing Error

(1) Overcharge

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

(2) Undercharge

- (a) If a customer has been undercharged as a result of incorrect reading of the meter, incorrect use of meter constants, incorrect applications of the rate schedule, incorrect connection of the meter, or other similar reasons, the undercharge may be billed to the customer subject to Section (b) of this rule. The Utility shall not make retroactive adjustments when the customer has not notified the Utility as to pertinent conditions of service.
- (b) Except in cases of energy theft, stolen meters or switched meter, the following limitations shall apply to the back billing of customers.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 22)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.2 Bills and Payments (Cont'd)

- (c) Back billing of customers is limited to the one-year period immediately preceding discovery of the undercharge. In instances where the Utility could not have detected the undercharge through regular meter readings or the exercise of reasonable diligence in preparing and reviewing a customer's bills or records, the Utility may back bill a customer for a period of up to three years immediately preceding discovery of the undercharge. The customer shall be given a reasonable time in which to pay the amount of the back billing, not to exceed that in which the error occurred, and service shall not be discontinued during this time for non-payment of the amount of the back billing.

I. Meter Error of Non-registering Meter

(1) Overcharge

If a customer has been overcharged as a result of a meter error or non-registering meter, the amount of the overcharge shall be adjusted, refunded or credited to the customer promptly upon discovery by the Utility in accordance with Rule A7.2, Metering Errors.

(2) Undercharge

If a customer has been undercharged as a result of a meter error or non-registering meter, the amount of the undercharge may be billed to the customer subject to Rule A7.2, Metering Errors.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 23)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.2 Bills and Payments (Cont'd)

J. Energy Theft, Stolen Meter and Switched Meter

In cases where metered or unmetered energy theft, stolen meter or switched meter are involved, refunds and backbillings are for the determined duration of the period. Where the duration cannot be reasonably established or estimated, the Utility will adjust the billing for the past three years on the basis of actual monthly consumption determined from the most recent 36 months of consumption data.

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

The Utility reserves the right to recover all unbilled service revenue and costs associated with the theft of energy, stolen meters or switched meters. Therefore, that customer or other used is responsible for payment of the reasonable cost of the service used during the period such fraud or unauthorized use or tampering occurred or is reasonably assumed to have occurred and is responsible for the cost of field calls and the cost of making repairs necessitated by such use and/or tampering, plus a charge included in the rates set forth in the City's Schedule of Licenses and fees, with the exception that all costs be recovered in cases involving criminal prosecution. The customer who did not intentionally steal a meter, switch a meter or who did not intentionally become involved in energy theft shall pay for energy usage according to Section H of this rule.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 24)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.2 Bills and Payments (Cont'd)

J. Energy Theft, Stolen Meter and Switched Meter (Cont'd)

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

A3.3 Restoration of Service

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

Where service has been discontinued for reasons as outlined in Rule A1.3, Use of Service, a restoration charge included in the rates set forth in the City's Schedule of Licenses and fees shall be made for the connection or disconnection of service.

Where service has been discontinued for reasons as outlined in Rule A1.3, Use of Service, a meter relocation charge, if applicable, shall be collected from the customer whose service was discontinued. The Utility shall charge the customer for relocating the meter, based on the Utility's current cost.

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

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 25)

A3. CUSTOMER RESPONSIBILITIES (Cont'd)

A3.3 Restoration of Service (Cont'd)

If the customer about to be shut off for nonpayment elects to pay the energy arrears in full at the time of disconnection, the Utility shall be authorized to accept the payment. In addition to full payment of arrears, a charge shall be paid by the customer included in the rates set forth in the City's Schedule of Licenses and fees.

In case of discontinuation of service, the Utility shall restore service only after any metering changes, where deemed necessary by the Utility, have been made by the Utility and after the customer has paid for any unmetered energy used, paid for any damage to Utility property, paid the restoration charge and meter relocation charge, installed any necessary devices to protect the Utility's facilities and paid all charges as provided in the rates set forth in the City's Schedule of Licenses and fees.

A customer who orders a termination and a restoration of service at the same premises within a 12-month period shall be liable for a "turn-on" charge included in the rates set forth in the City's Schedule of Licenses and fees.

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS

A4.1 Overhead Extension Policy

Applications for electric service which require the construction of an overhead distribution system shall be granted under the following conditions:

A. Residential Customers

The Utility shall construct single-phase distribution line extensions at its own cost a distance of 400 feet, for each residential building.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 26)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.1 Overhead Extension Policy (Cont'd)

The length of the distribution line extension shall be measured from the nearest point of connection to the Utility's facilities from which the extension can be made to the point from which the service line to the customer shall be run.

Distribution line extensions in excess of the above free allowances shall require a deposit for the estimated cost of such excess footage. The per foot charge for such cases shall be \$3.11 per linear foot.

B. General Service Customers

The Utility shall construct single-phase and three-phase distribution line extensions, at its own cost when the cost of such extension does not exceed three times the estimated annual revenue from the customer(s) to be immediately served.

Extension in excess of the above free allowance shall require a deposit from the customer, in an amount equal to the estimated construction costs in excess of the free allowance.

- (1) The Utility reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, amount of deposit minimum bills or other service conditions with respect to the customers or prospective customers whose load requirements exceed the capacity of the available distribution system in the area, or whose load characteristics or special service needs require unusual investments by the Utility in service facilities or where there is not sufficient assurance of the permanence of the use of the service. The Utility shall construct overhead electric distribution facilities and extensions only in the event it is able to obtain or use the necessary materials, equipment and supplies.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 27)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.1 Overhead Extension Policy (Cont'd)

- (2) All service rendered shall be subject to the Utility's Standard Rules and Regulations for Electric Service.
- (3) Any charges, deposits or contributions shall be required in advance of commencement of construction.

A4.2 Underground Policy

A. General

This rule sets forth the condition under which the Utility shall install direct burial underground electric distribution systems and underground service connections for residential and general service customers. For the purpose of this rule, such underground distribution facilities are defined as those facilities operated at 15,000 volts or less phase to ground wye connected or 20,000 volts or less phase to phase delta connected.

It shall be mandatory that all original electric distribution systems installed in new residential subdivisions and in existing residential subdivisions in which overhead electric distribution facilities have not already been constructed be placed underground, except that a lot within a subdivision 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. It shall also be mandatory that all original service connections installed to serve one-family or two-family dwellings from an underground distribution system be placed underground.

Except as otherwise provided in the following paragraph, it shall be mandatory that all new general service distribution systems and service connections installed in the vicinity or on the customer's premises to be served, and constructed solely to serve the customer or a group of adjacent customers, be placed underground.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 28)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

Notwithstanding anything in this Rule A4.2 to the contrary, it shall not be mandatory that any new general service distribution systems or service connections be placed underground where, in the Utility's judgment, any of the following conditions exist:

- (1) Such facilities would serve general service customers having loads of temporary duration; or
- (2) Such facilities would serve general service customers in areas where little aesthetic improvement would be realized if such facilities were placed underground; or
- (3) Such facilities would serve general service 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 there from.

The general service customers referred to in (1) above would include in all instances, but are not limited to, those who operate carnivals or portable asphalt plants or who are engaged in construction or oil exploration activities. The general service customers referred to in (2) above would include in many instances, but are not limited to, those who operate gravel pits, junkyards, rail- road yards, steel mills or foundries. The general service customers referred to in (3) above would include in many instances, but are not limited to, those located in industrial parks which are under development.

The Utility shall provide, own, maintain and specify the location of all of its underground distribution facilities, and no ownership rights therein shall pass to any owner(s), or developer(s) or customer(s) by reason of any contribution required hereunder.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 29)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

Prior to the installation of every residential underground distribution system, and prior to the installation of every general service underground distribution system where the Utility desires a written contract in regard thereto, the owner(s), developer(s) or customer(s) who is to make any contribution required hereunder shall enter into a written contract with the Utility generally describing the proposed distribution system and setting forth the respective agreements of the parties in regard thereto. Such contract(s) shall be subject in all respects to the provisions of this Rule A4.2. Each proposed system shall be a separate and distinct unit and any extension thereof shall, if desired by the Utility, be made the subject of a separate written contract or supplemental agreement. A written contract shall not be required for the installation of any underground primary or secondary voltage service connection. Prior to the installation of any underground electric distribution system the owner(s), developer(s) or customer(s), as the case may be, shall be required, if desired by the Utility, to furnish, at no expense to the Utility, recordable easements, in form and substance satisfactory to the Utility, granting rights-of-way suitable for the installation and maintenance of the underground electric distribution system including any street lighting cable and transformers, as designed by the Utility for present and future service.

The owner(s), developer(s) or customers, as the case may be, shall be required, if desired by the Utility, to provide, at no expense to the Utility for rough grading (within three inches of finished grade) and for clearing the easement of trees, large stumps and other obstructions so that the underground electric distribution system street lighting cables, if any, can be properly installed in relation to the finished grade. In residential areas, permanent survey stakes indicating property lines must be installed and maintained by such owner(s), developer(s) or customer(s) at no expense to the Utility, after rough grading. Any subsequent relocation of Utility facilities required on account of a change in grade shall be done at the customer's expense.

If the temporary overhead service is installed for the convenience of the owner(s), developer(s) or customer(s) for construction purposes, they shall be required to pay the in-and-out costs of such overhead facilities in the underground area.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 30)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

B. Installations of Underground Distribution Facilities - Residential

(1) The provisions of this Section B shall be applicable only to one-family and two-family dwellings. All other dwellings shall be governed by Section C of this Rule A4.2.

(2) Original Installation of Underground Distribution Systems

(a) In subdivisions

The owner(s) or developer(s) of residential subdivisions shall be required to make a nonrefundable contribution in aid of construction to the Utility, to cover the estimated difference in cost between overhead and direct burial underground facilities. Such contribution shall be computed on the basis of a rate included in the rates set forth in the City's Schedule of Licenses and fees.

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 street border on more than one side of a lot, the shortest dimension shall be used. In the case of a curved lot line, which borders a street or streets and represents at least two sides of the lot, the front-foot measurement shall be considered as one-half of the total measurement of the curved line. Where a lot is served by an underground service from an overhead distribution line, the lot front-foot measurement of the lot to be served shall be deleted.

The trenches for primary or secondary main cables will be occupied jointly by facilities of the Utility and other utilities where satisfactory agreement from reimbursement exists between the Utility and other utilities.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 31)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

Where sewer and/or water lines will parallel Utility cables, sewer and/or water tapes must be extended into each lot for a distance of one foot beyond the easement prior to installation of the cables.

Where a residential underground distribution system serves lots on one side of a street, the later connection of lots on the other side of the street to that existing system shall be considered as an original installation of a residential underground distribution system for such later-connected lots.

Street lighting, if any, shall be served underground in areas served directly by residential underground distribution systems. The character and location of the street lighting cables, if any, and all equipment constituting the residential underground distribution system, shall conform to specifications prepared by the Utility.

Where the underground cable for a residential underground distribution system extends through areas within the subdivision which are undeveloped or consist of lots platted for future use and which are not to be served initially by the system, the front-foot measurement of both sides of the street or easement along which the cable extends through such areas shall be included in determining the contribution of the owner(s) or developer(s) for the residential underground distribution system.

Where the Utility and the owner(s) or developer(s) agree that it is desirable to extend the underground cable to the boundary of a subdivision property from a point outside the subdivision, a contribution included in the rates set forth in the City's Schedule of Licenses and fees shall be required.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 32)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

(b) Outside of subdivisions

The Utility shall 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 property where transition from overhead to underground can be made.

The customer shall be required to make a nonrefundable contribution in aid of construction to the Utility, to cover the estimated total difference in cost between overhead and direct burial underground facilities for all underground facilities required to serve the customer.

C. Installations of Underground Distribution Facilities - General Service

(1) Installations of Underground Distribution Systems

(a) The developer or customer shall be required to make a nonrefundable contribution in aid of construction to the Utility, to cover the estimated difference in cost between overhead and direct burial underground facilities. Such contribution shall be computed on the basis of a rate basis included in the rates set forth in the City's Schedule of Licenses and fees.

(b) In developments where a number of general service customers are to be served from an underground distribution system, such as is the case for shopping centers, industrial parks, apartment complexes, etc., the required contribution shall be based on the actual trench footage or the underground distribution system

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 33)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

and the kVA of transformer capacity to be installed to serve the entire development. Footage of underground distribution system installed bordering the property line whether on the customer's property, or on public right-of-way on the same side of a street or on the opposite side of a street, shall be included with footage of underground distribution system installed within the development in arriving at a total footage of underground distribution system for calculation of the required contribution.

- (c) Beyond the vicinity of the customer's premises or where an underground distribution system is not mandatory, installation of an underground distribution system shall be at the Utility's option. When an underground distribution system is such areas is installed at the request of the developer or customer, a contribution per trench foot and per kVA of transformer capacity to be installed shall be required pursuant to those charges included in the rates set forth in the City's Schedule of Licenses and fees.

D. Installations of Underground Distribution Facilities - General Service

(2) Installation of Underground Service Connections

The developer or customer shall be required to make a nonrefundable contribution in aid of construction, to cover the additional cost resulting from the installation of an underground service connection. The required contribution shall be:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 34)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

E. Underground Extension Policy

(1) (a) Residential in Subdivisions

The Utility shall construct single-phase underground direct burial distribution line extensions, at its own cost, when the cost of such extension, less contributions made under other sections of this rule, does not exceed a total of three times the estimated annual revenue to be received from the customer(s) to be immediately served.

Underground distribution line extensions in excess of the above free allowance shall require a deposit from the customer in an amount equal to the estimated costs in excess of the free allowance.

(b) Residential Outside of Subdivisions

Single-phase underground direct burial distribution line extensions shall be based on the free footage allowances and charges of the Overhead Extension

Policy, Rule A4.1A. Any deposit required shall be in addition to the non refundable contribution to cover the estimated difference in cost between overhead and direct burial underground facilities specified in Rule A4.2, B(2)(b).

(c) General Service

Single-phase and three-phase underground direct burial distribution line extensions shall be based on the free footage allowances and charges of the Overhead Extension Policy, Rule A4.1B. Any deposit required shall be in addition to the nonrefundable contribution to cover the estimated difference in cost between overhead and direct burial underground facilities specified in Rule A4.2, C(1).

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 35)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

(2) General

(a) This rule is subject to all provisions of Rule A4.1C, Overhead Extension Policy - General.

(b) Where the customer is eligible for an overhead distribution line extension but the Utility elects to provide an underground distribution line extension, the extension shall be governed by Rule A4.1, Overhead Extension Policy, as though the extension were overhead with deposits and contribution based on an equivalent line extension.

F. Where, in the Utility's best judgment, practical difficulties exist, such as frost or water condition, rock near the surface, or where there are requirements for deviation from the Utility's filed construction standards, the per foot charges included in the Rule A4.2 shall not apply and the contribution in aid of construction shall be equal to the estimated difference in cost between overhead and underground facilities but not less than the contribution calculated under the appropriate per foot charge.

G. Where electric facilities are placed underground at the option of the Utility for its own convenience, or where underground construction is required by ordinance in heavily congested downtown areas, the Utility shall bear the cost of such construction.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 36)

A4. DISTRIBUTION SYSTEMS, LINE EXTENSIONS AND SERVICE CONNECTIONS (Cont'd)

A4.2 Underground Policy (Cont'd)

H. Conditions

The Utility reserves the right to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, amount of deposit and refunds thereon, minimum bills or other service conditions with respect to the customers or prospective customers whose load requirements exceed the capacity of the available distribution system in the area, or whose load characteristics or special service needs require unusual investments by the Utility in service facilities or where there is not sufficient assurance of the permanence of the use of the service. The Utility shall construct underground electric distribution facilities and extensions only in the event it is able to obtain or use the necessary materials, equipment and supplies.

All service rendered shall be subject to the Utility's Standard Rules and Regulations for Electric Service.

- I. Any charges, deposits or contributions may be required in advance of commencement of construction.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 37)

A5. METERING AND METERING EQUIPMENT

The customer shall provide, free of expense to the Utility and close to the point of service entrance, a space suitable to the Utility for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the Utility or other persons lawfully authorized to do so, to initiate service or to inspect, test, repair or remove Utility-owned equipment. If the meters or metering equipment are tampered with, damaged or destroyed through either the intent or neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

The Utility shall make a test of any metering installation upon request of the customer if 12 months or more have elapsed since the last request test of the meter in the same location and if the customer agrees to accept the results of test as the basis for determining the difference claimed. The test will consist of a test for accuracy, a check of the register, and a check of the meter connections on the customer's premises.

The Utility shall be under no obligation to test meters more frequently than once in any 12-month period. If the customer requests a test on a more frequent basis, a test fee shall be included in the rates set forth in the City's Schedule of Licenses and fees. If such test reveals the meter registration to be outside the accuracy limits prescribed in Rule A8, Metering Equipment Inspection and Test, the cost of the test shall be refunded and a billing adjustment made. The customer may be present at the time of the test if the customer makes a request prior to the test. A written report shall be made to the customer by the Utility and the Utility shall maintain a record of the test.

A6. METER REQUIREMENTS

A6.1 Metered Measurements of electricity required; exceptions.

- Rule 1.
- (1) All electricity that is sold by the Utility shall be on the basis of meter measurement, except for temporary service or installations where the load is constant and a consumption may be readily computed.
 - (2) Where practicable, the consumption of electricity within the utility shall be metered.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 38)

A6. METER REQUIREMENTS (Cont'd)

A6.2 Installation of defective meter prohibited.

Rule 2. A meter shall not be installed if it is known to be mechanically or electrically defective, to have incorrect constants, or if it has not been tested, and adjusted if necessary. The capacity of the meter and the register mechanism shall be consistent with the electric load requirements of the customer.

A6.3 Meter reading sheets or cards; content.

Rule 3. The meter reading sheets or cards shall show all of the following information:

- (a) Customer's name and address.
- (b) Identifying number or description of the meter, or both.
- (c) Meter readings.
- (d) Whether or not the reading has been estimated.
- (e) Any applicable multiplier or constant.

A6.4 Meter charts and data collection system.

- Rule 4. (1) All meter and data collection systems charts taken from recording meters shall be marked with the date of the record, the meter number, the customer's name and location, and the chart multiplier.
- (2) Electronic data collection systems shall contain sufficient information to identify the customer name, location, date of record, equipment numbers and multipliers.

A6.5 Meter multiplier.

Rule 5. If it is necessary to apply a multiplier to the meter readings, the multiplier shall be marked on the face of the meter register.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 39)

A6. METER REQUIREMENTS (Cont'd)

A6.6 Meter reading interval.

- Rule 6. (1) For commercial and industrial customers, the utility shall schedule meters to be read monthly. To the extent practicable, the Utility shall not send a commercial or industrial customer two successive estimated bills.
- (2) For residential customers, the utility shall comply with the requirements set forth in Rule A3.2B.

A6.7 Demand meter registration.

- Rule 7. When an indicating or graphic demand meter registration is used for billing, the installation shall normally be designed so that the highest anticipated annual demand reading used for billing will appear in the upper half of the meter's range.

A7. CUSTOMER RELATIONS

A7.1 Customer information and service.

- Rule 1. The Utility shall do all of the following:
- (a) Maintain up-to-date maps, plans or records of the utility's entire transmission and distribution system and such other information as may be necessary to enable the Utility to advise prospective customers and others entitled to the information as to the facilities available for serving prospective customers in the Utility's service area.
- (b) Assist the customer or prospective customer in selecting the most economical rate schedule based on the information supplied by the customer. However, the selection of the best available rate is the responsibility of the customer. Once the selection is made, the customer shall stay on the rate not less than 12 months or until he or she notifies the Utility of changes in the conditions of his or her service, which would warrant a different rate schedule.
- (c) Notify customers affected by a proposed change in rate or schedule classification.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 40)

A7. CUSTOMER RELATIONS (Cont'd)

A7.1 Customer information and service (Cont'd).

- (d) Post a notice in a conspicuous place in each office or the Utility where applications for service are received which informs the public that copies of the rate schedules and rules relating to the service of the Utility are available for inspection.
- (e) Upon request, inform the Utility's customers as to the method of reading meters.
- (f) Furnish such additional information as the customer may reasonably request.

A7.2 Metering errors.

- Rule 2
- (1) If a meter creeps, if a metering installation is found upon any test to have an average error of more than 2.0%, if a demand metering installation is found upon any test to have an average error more than 1.0% in addition to the errors allowed, or if a meter registration has been found to be in error due to apparent tampering by person or persons unknown, an adjustment of bills for service for the period of inaccuracy shall be made in the case of over-registration and may be made in the case of under-registration.
 - (2) The amount of the adjustment shall be calculated on the basis that the metering equipment should be 100% accurate with respect to the testing equipment used to make the test. For single-phase watt-hour meters, the average accuracy shall be the arithmetic average of the percent registration at light load and at heavy load, giving the heavy load registration a weight of 4 and the light load registration a weight of 1. For polyphase meter, the average accuracy shall be the arithmetic average of the percent registration at light load given a weight of 1 and at heavy load and 100% power factor given a weight of 4 and at heavy load and 50% lagging power factor given a weight of 2.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 41)

A7. CUSTOMER RELATIONS (Cont'd)

A7.2 Metering errors (Cont'd)

Rule 2 (Cont'd)

- (3) If the date when the error is registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment and shall be subject to Sub-rule (12) of this rule.
- (4) If the date when the error occurred in registration began cannot be determined, it shall be assumed that the error has existed for a period equal to 1/2 of the time elapsed since the meter was installed or 1/2 of the time elapsed since the last test, whichever is later, except as otherwise provided in Sub-rule (6) of this rule and subject to Sub-rule (12) of this rule.
- (5) Recalculation of bills shall be on the basis on the corrected monthly consumption.
- (6) The error is registration due to creep shall be calculation by timing the rate of creeping and by assuming that this creeping affected the registration of the meter for 25.0% of the time since the meter was installed or since the last test, whichever is later.
- (7) If the average error cannot be determined by test because of failure of part or all of the metering equipment, it is permissible to use the registration or check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The customer shall be advised of the failure and of the basis for the estimate of the quantity billed. The same periods of error shall be used as explained in this rule.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 42)

A7. CUSTOMER RELATIONS (Cont'd)

A7.2 Metering errors (Cont'd)

- (8) If the recalculated bills indicate that more than \$1.00 is due an existing customer or that \$2.00 is due a person who is no longer a customer of the utility, the full amount of the calculated difference the amount paid and the recalculated amount shall be refunded.
- (9) Refunds shall be made to the two most recent consumers who received service through the meter found to be in error. In the case of a previous consumer who is no longer a customer of the utility, a notice of the amount due shall be mailed to such previous consumer at his or her last known address, and the utility shall, upon demand made within three months thereafter, refund the same.
- (10) If the recalculation of billing indicates that an amount due the utility is equal to or more than the amounts set forth in Sub-rule (8) of this rule as minimum refunds, the utility may bill the customer for the amount due, subject to Sub-rule (12) of this rule.
- (11) Each utility may establish a policy whereby the minimum sum above which it will commence billing for amounts due to under-registration is more than the amounts set forth in Sub-rule (8) of this rule as minimum refunds. The minimum sum established in the utility policy shall be applied in all cases of under-registration to determine whether the customer will be billed for the amount due the utility because of under-registration.
- (12) Except in cases of tampering, the following limitations shall apply to the backbilling of residential, commercial and industrial customers:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 43)

A7. CUSTOMER RELATIONS (Cont'd)

A7.2 Metering errors (Cont'd)

- (a) Backbilling of residential customers and commercial customers with single-phase 240 volt meters is limited to the one-year period immediately preceding the discovery of the error. The customer shall be given a reasonable time in which to pay the amount of the backbilling, and service shall not be discontinued during this time for nonpayment of the amount of the backbilling.

- (b) Backbilling of industrial customers and commercial customers not included in Subdivision (a) of the sub-rule is limited to the one-year period immediately preceding discovery of the error except in instances where the utility has complied with the requirements set forth in Part 6 governing the frequency and conditions under which a meter shall be tested and the utility could not have detected the error through regular meter readings or the exercise of reasonable diligence in preparing and reviewing a customer's bills and records. In these instances, the utility may backbill a customer for a period of up to three years immediately preceding discovery of the error. The customer shall be given a reasonable time in which to pay the amount of the backbilling, and service shall not be discontinued during this time for nonpayment of the amount of the backbilling.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 44)

A7. CUSTOMER RELATIONS (Cont'd)

A7.3 Billing errors.

- Rule 3.
- (1) If a customer has been overcharged as a result of incorrect reading of the meter, incorrect use of meter constants, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the overcharge shall be adjusted, refunded or credited to the customer. A utility is not required to adjust, refund or credit an overcharge beyond the three-year period immediately preceding discovery of the billing error, unless the customer is able to prevent a record establishing an earlier date of occurrence or commencement of the error.
 - (2) If a customer has been undercharged as a result of incorrect reading of the meter, incorrect use of meter constants, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the undercharge may be billed to the customer subject to Sub-rule (3) of this rule.
 - (3) Except in cases of tampering, the following limitations shall apply to the backbilling of residential, commercial and industrial customers:
 - (a) Backbilling of residential customers and commercial customers with single-phase 240 volt meters is limited to the one-year period immediately preceding discovery of the error. The customer shall be given a reasonable time in which to pay the amount of the backbilling, and service shall not be discontinued during this time for nonpayment of the amount of the backbilling.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 45)

A7. CUSTOMER RELATIONS (Cont'd)

A7.3 Billing errors. (Cont'd)

- (b) Backbilling of industrial customers and commercial customers not included in Subdivision (a) of this sub-rule is limited to the one-year period immediately preceding discovery of the error except in instances where the utility could not have detected the error through regular meter readings or the exercise of reasonable diligence in preparing and reviewing a customer's bills and records. In these instances, the utility may backbill a customer for a period of up to three years immediately preceding discovery of the error. The customer shall be given a reasonable time in which to pay the amount of the backbilling, and service shall not be discontinued during this time for nonpayment of the amount of the backbilling.

A7.4 Estimated demand billing.

- Rule 4. Upon request of the customer, and if the customer's demand is normally estimated for billing purposes, the utility shall measure the demand during the customer's normal operations and shall use the measured demand for billings.

A7.5 Servicing utilization control equipment used on the customer's premises.

- Rule 5. The Utility shall service and maintain its equipment used on customer's premises and shall correctly set and keep in proper adjustment any thermostats, clocks, relays, time switches or other devices which control the customer's service in accordance with the provisions in the Utility's rate schedules.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 46)

A7. CUSTOMER RELATIONS (Cont'd)

A7.6 Customer complaints; investigations; records (Cont'd).

Rule 6. Complaints concerning charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. The Utility shall keep records of customer complaints that will enable the Utility to review and analyze its procedures and actions.

A7.7 Temporary service; cost of installing and removing facilities.

Rule 7. If the Utility renders temporary service to a customer, it shall require that the customer bear the cost of installing and removing the facilities in excess of any salvage realized.

Refer to the Utility's approved Rule A1.4, Extraordinary Facility Requirements and Charges and Rule A9, Temporary Service.

A7.8 Protection of Utility's facilities on customer's premises.

Rule 8. The customer shall use reasonable diligence to protect the Utility's facilities located on the customer's premises and to prevent tampering or interference with such facilities. The utility shall discontinue service if the metering 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. If a Utility discontinues service for unauthorized use of service, the Utility is not required to restore service until the customer has made reasonable arrangements for payment of the unmetered energy used, agreed to pay the approved reconnection charges as may be requested by the Utility.

Failure to comply with the terms of such an agreement shall be cause to discontinue service. Restoration of services may also be contingent upon receipt of reasonable assurance of the customer's compliance with the Utility's approved standard rules and regulations.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 47)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS

A8.1 Customer-requested meter tests.

- Rule 1.
- (1) Upon request by a customer to a Utility, a Utility shall make a test of the meter serving the customer. Any charge to the customer shall conform with the Utility's filed and approved rates and rules. Provide, however, that the Utility need not make more than one test in any 12-month period.
 - (2) The customer, or his or her representative, may be present when his or her meter is tested.
 - (3) A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test, and a record of the report, together with a complete record of each test, shall be kept on file at the office of the Utility.

A8.2 Meter and associated device inspections and tests; certification of accuracy.

- Rule 2. Every meter and associated device shall be inspected and tested in the meter shop of the Utility before being placed in service. The accuracy of each meter shall be certified to be within the tolerances permitted by these rules, except that the Utility may rely on the certification of accuracy by the manufacturer on all new self-contained, single-phase meters.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 48)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS

A8.3 Meters with transformers; post-installation inspection; exception.

Rule 3. Meters with associated instrument transformers and phase shifting transformers shall be inspected to determine the proper operation and wiring connections. Inspections shall be made within sixty days after installation by a qualified person whom when possible, should be someone other than the original installer. All self-contained, socket-type meters, are excluded from post-installation inspections, except that the original installation shall be inspected when the meter is installed.

A8.4 Meters and associated devices; retirement tests.

Rule 4. All meters and associated devices shall be tested after they are retired from service.

A8.5 Metering electrical quantities.

- Rule 5.
- (1) All electrical quantities that are to be metered as provided in A6.1 shall be metered by commercially acceptable instruments, which are owned by the Utility.
 - (2) Every reasonable effort shall be made to measure at one point all the electrical quantities necessary for billing a customer under a given rate.
 - (3) Metering facilities located at any point where energy may flow in either direction, and where the quantities measured are used for billing purposes, shall consist of meters equipped with ratchets or other devices to prevent reverse registration and shall be so connected as to separately meter the energy flow in each direction.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 49)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.5 Metering electrical quantities. (Cont'd)

- (4) Reactive metering shall not be employed for determining the average power factor for billing purposes where energy may flow in either direction or where the customer may generate an appreciable amount of his or her energy requirements at any time, unless suitable directional relays and ratchets are installed to obtain correct registration under all conditions of operation.
- (5) All electric service of the same type rendered under the same rate schedule shall be metered with instruments having like characteristics. Either all of the reactive meters which may run backwards or none of the reactive meters used for measuring reactive power under one schedule shall be ratcheted.

A8.6 Nondirect reading meters and meters operating from instrument transformers; marking of multiplier on instruments; marking of charts and magnetic tapes, marking of register ratio on meter registers; watt-hour constants.

- Rule 7.
- (1) Meters that are direct reading and meters operating from instrument transformers shall have the multiplier plainly marked on the dial of the instrument or otherwise suitable marked. All charts and magnetic tapes taken from recording meters shall be marked with the date of the record, the meter number, customer and chart multiplier, except as provided in A6.4.
 - (2) The register ratio shall be marked on all meter registers.
 - (3) The watt-hour constant for the meter itself shall be shown on all watt-hour meters.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 50)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.7 Watt-hour meter requirements.

- Rule 8. (1) Watt-hour meters that are used for measuring electrical quantities supplied shall meet all of the following requirements:
- (a) Be of proper design for the circuit on which the meters are used; be in good mechanical and electrical condition; and have adequate insulation, correct internal connections and correct register.
 - (b) Not creep at no load with all load wires disconnected at a rate of one complete revolution of the moving element in ten minutes when potential is impressed.
 - (c) Be accurate to within plus or minus 1.0%, referred to the portable standard watt-hour meters as a base, at two unity power factor loads: light load (l.l.) and heavy load (h.l.). Light load test current for self-contained meters is equal to 10% of the rated test amperes of the meter. Heavy load test current for self-contained meters is between 75% and 100% of the rated test amperes of the meter. Heavy load test current for transformer-rated meters is between 75% and 200% of the rated test amperes of the meter. Light load test current for transformer-rated meters is between 5% and 10% of the rated test amperes of the meter.
 - (d) Be accurate to within plus or minus 2.0%, referred to the portable standard watt-hour meter as a base, at inductive load (i.l.), approximately 50% lagging power factor. Inductive load test current is approximately equal to have load test current.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 51)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.8 Demand meters, registers and attachments; requirements.

- (2) Polyphase meters shall have their elements in balance within 2.0% at rated test amperes at unity power factor and at approximately 50% lagging power factor.
- (3) Meters that are used with instruments transformers shall be adjusted so that the overall accuracy of the metering installation meets the requirements of this rule.
- (4) Meters and associated devices shall be adjusted as close as practical to zero error and within the accuracy limits specified in Sub-rule (1)(c) of this rule.

Rule 8. A demand meter, demand register or demand attachment that is used to measure a customer's service shall meet all of the following requirements:

- (a) Be in good mechanical and electrical condition.
- (b) Have proper constants, indicating scale, contact device, recording tape or chart and resetting device.
- (c) Not register at no load.
- (d) Be accurate to the following degrees:
 - (i) Curve-drawing meters that record quantity-time curves and integrated-demand meters shall be accurate to within plus or minus 2.0% of full scale throughout their working range. Timing elements measuring specific demand intervals shall be accurate to within plus or minus 2.0%, and the timing element which serves to provide a record of the time of day when the demand occurs shall be accurate to within plus or minus 4 minutes in 24 hours.
 - (ii) Lagged-demand meters shall be accurate to within plus or minus 4.0% of full scale at final indication.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 52)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.9 Instrument transformers used in conjunction with metering equipment; requirements; phase shifting transformers; secondary voltage.

Rule 9 (1) Instrument transformers used in conjunction with metering equipment to measure a customer's service shall meet both of the following requirements:

- (a) Be in proper mechanical condition and have satisfactory electrical insulation for the service on which used.
- (b) Have characteristics such that the combined inaccuracies of all transformers supplying one or more meters in a given installation will not exceed the percentages listed in the following chart:

<u>100% Power Factor</u>		<u>50% Power Factor</u>	
10%	100%	10%	100%
<u>Current</u>	<u>Current</u>	<u>Current</u>	<u>Current</u>
1%	.75%	3%	2%

- (2) Meters that are used in conjunction with instrument transformers shall be adjusted so that the overall accuracies will come within the limits specified in this part.
- (3) Instrument transformers shall be tested with the meter with which they are associated by making an overall test or may be checked separately. If the transformers are tested separately, the meters shall also be checked to see that the overall accuracy of the installation is within the prescribed accuracy requirements. (See A8.13(6)).
- (4) The results of tests of instrument transformers shall be kept on record and shall be available for use.
- (5) Phase shifting transformers shall have secondary voltages under balanced line voltage conditions within plus or minus 1.0% of the voltage impressed on the primary side of the transformer.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 53)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.10 Portable indicating voltmeters; accuracy.

Rule 10. All portable voltmeters that are used for determining the quality of service voltage to customers shall be checked against a suitable secondary reference standard at least once every six months. The accuracy of these voltmeters shall be rated so that the error of the indication is not more than plus or minus 1% of full scale. If the portable indicating voltmeter is found to be in error by more than the rated accuracy at commonly used scale deflections, it shall be adjusted.

A8.11 Meter testing equipment; availability; provision and use of primary standards.

- Rule 11.
- (1) The Utility shall maintain sufficient laboratories, meter testing shops, secondary standards, instruments and facilities to determine the accuracy of all types of meters and measuring devices used by the Utility. The Utility may, if necessary, have all or part of the required tests made or its portable testing equipment checked by another utility or agency and having adequate and sufficient testing equipment to comply with these rules.
 - (2) At a minimum, a utility shall keep all of the following testing equipment available:
 - (a) One or more portable standard watt-hour meters of a capacity and voltage range adequate to test all watt-hour meters used by the Utility.
 - (b) Portable indicating instruments that are necessary to determine the accuracy of all instruments used by the Utility.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 54)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.11 Meter testing equipment; availability; provision and use of primary standards (Cont'd).

- (c) One or more secondary standards to check each of the various types of portable standard watt-hour meters used for testing watt-hour meters. Each secondary standard shall consist of an approved portable standard watt-hour meter kept permanently at one point and not used for fieldwork. Standards shall be well compensated for both classes of temperature errors, shall be practically free from errors due to ordinary voltage variations, and shall be free from erratic registration due to any cause.
- (d) Suitable standards, which are not used for fieldwork, to check portable instruments used in testing.
- (E) A Utility shall provide and use primary standards with accuracies traceable to the United States National Bureau of Standards.

A8.12 Test standards; accuracy.

- Rule 12. (1) The accuracy's of all primary reference standards shall be certified as traceable to the National Bureau of Standards, either directly or through other recognized standards laboratories. These standards shall have their accuracy certified at the time of purchase. Standard cells shall be intercompared regularly and shall have at least one of them checked by a standardizing laboratory at intervals of not more than two years. Reference standards of resistance, potentiometers and volt boxes shall be checked at intervals of not more than three years.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 55)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.12 Test standards; accuracy (Cont'd).

- (2) Secondary watt-hour meter standards shall not be in error by more than plus or minus 0.3% at loads and voltages at which they are to be used, and shall not be used to check or calibrate working standards, unless the secondary standard has been checked and adjusted, if necessary, within the preceding six months. Each secondary standard watt-hour meter
- (3) Secondary standards indicating instruments shall not be in error by more than plus or minus 0.5% of indication at commonly used scale deflection and shall not be used to check or calibrate portable indicating instruments, unless the secondary standard has been checked and adjusted, if necessary, within the preceding 12 months. A calibration record shall be maintained for each standard.
- (4) Regularly used working portable standard watt-hour meters shall be compared with a secondary standard at least once a month. Infrequently used working standard shall be compared with a secondary standard before they are used.
- (5) Working portable watt-hour meters shall be adjusted so that their percent registration is within 99.7% and 100.4% at 100% power factor and within 99.5% and 100.5% at 50% lagging power factor at all voltages and loads at which the standard may be used. A history and calibration record shall be kept for each working standard.
- (6) The meter accuracies required in this rule for all primary, secondary and working standards shall be referred to 100%. Service measuring equipment shall be adjusted to within the accuracies required, assuming the portable test equipment to be 100% accurate with the calibration correction taken into consideration.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 56)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements.

- Rule 13.
- (1) The testing of any unit of metering equipment shall consist of a comparison of its accuracy with a standard of known accuracy. Units which are not properly connected or which do not meet the accuracy or other requirements of these meter and metering equipment rules at the time of testing shall be reconnected and rebuilt to meet such requirements and shall be adjusted to within the required accuracy and as close to zero error as practicable or else their use shall be discontinued.
 - (2) Self-contained, single-phase meters, except combination meters (meters which include demand devices or control devices), shall meet all of the following requirements:
 - (a) Be checked for accuracy at unity power factor at the point where a meter is installed, at a central testing point, or in a mobile testing laboratory within a period of from 12 months before to 60 days after a meter is placed in service, except as provided for in A8.2, and not later than 6 months after 192 months of service for a surge-resistant meter and not later than 6 months after 96 months of service for a nonsurge-resistant meter.
 - (b) Notwithstanding Subdivision (a) of this sub-rule, the testing of self-contained, single-phase meters in service shall be governed by a quality control plan as follows:
 - (i) Meters shall be divided into homogeneous groups by manufacturers' types, except as follows:
 - (A) Certain manufacturers' types shall be further divided into groups by manufacturers' serial numbers as follows: General Electric Type I-30 shall

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 57)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

be divided at Serial Number 20,241,829; Westinghouse Type C shall be divided at Serial Number 16,350,000; Duncan Type MF shall be divided at Serial Number 2,650,000; and Sangamo Type J meters shall be divided starting with Serial Number 10,000,000.

(B) Nonsurge-resistant meters that are installed in nonurban areas shall be treated as separate groups by manufacturers' type.

(ii) The meters in each homogeneous group shall then be further subdivided into lots of not less than 301 nor more than 10,000 meters each, except that meters of the most recent design may be combined into the aforementioned lots regardless of manufacturers' type, except that where the number of meters of a single type is 8,001 or more, such number of meters shall be segregated by types for the formation of lots.

(iii) From each assembled lot, a sample of the size specified in Table A-2, Page 4, Military Standard 414, June 11, 1957, shall be drawn annually using Inspection Level IV. The sample shall be drawn at random.

(iv) The meters in each sample shall be tested for accuracy pursuant to the provisions of these rules.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 58)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (v) The test criteria for acceptance or rejection of each lot shall be based on the test at heavy load only and shall be that designated for double specification limits and 2.50 acceptable quality level (normal inspection) as shown in Table B-3, Page 45, Military Standard 414, June 11, 1957.
- (vi) The necessary calculations shall be made pursuant to the illustration on Page 43 of Military Standard 414. The upper and lower specifications, U and L, shall be 102% and 98%, respectively.
- (vii) A lot shall be rejected if the total estimated percent defective (p) exceeds the appropriate maximum allowable percent defective (M) as determined from Table B-3 as specified in Paragraph (v) of this subdivision.
- (viii) All meters in a rejected lot shall be tested within a maximum period of 48 months and shall be adjusted pursuant to A8.7 or shall be replaced with meters, which meet the requirements of A8.7.
- (ix) During each calendar year, new meter samples shall be drawn as specified in this subdivision from all meters in service, with the exception that lots that have been rejected shall be excluded from the sampling procedure until all meters included in the rejected lots have been tested.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 59)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (x) The Utility may elect to test all of the meters included in any lot on a 48-month test schedule without following the sampling procedure described in this subdivision.
- (xi) This plan does not alter the rules under which customers may request special tests of meters.
- (c) Be checked for accuracy in all of the following situations:
 - (i) When a meter is suspected of being inaccurate or damaged.
 - (ii) When the accuracy of a meter is questioned by a customer. (See A8.1)
 - (iii) Before use if a meter has been inactive for more than one year after having been in service.
 - (iv) When a meter has been removed from service and has not been tested within the previous 48 months.
- (d) Be inspected for mechanical and electrical faults when the accuracy of the device is checked.
- (e) Have the register and the internal connections checked before the meter is first placed in service and when the meter is repaired.
- (f) Have the connections to the customer's circuits checked when the meter is tested on the premises or when removed for testing.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 60)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (g) Be checked for accuracy at 50% power factor when purchased and after rebuilding.
 - (h) A meter need not be tested or checked for any reason, except on complaint, if the device was tested, checked and adjusted, if necessary within the previous 12 months.
- (3) All single-phase meters that are not included in Sub-rule (2) of this rule together with associated equipment, such as demand devices, control devices and instrument transformer-rated meters, shall meet all of the following requirements:
- (a) Be checked for accuracy at unity power factor at the point where a meter is installed, at a central testing point, or in a mobile testing laboratory as follows:
 - (i) Within a period of from 12 months before to 60 days after a meter is placed in service, except as provided for in A8.2.
 - (ii) No later than six months after 144 months of service for a surge-proof meter and not later then 6 months after 96 months of service for a nonsurge-proof meter.
 - (iii) When a meter is suspected of being inaccurate or damaged.
 - (iv) When the accuracy of a meter is questioned by a customer. (See A8.1)
 - (v) Before use when a meter has been inactive for more than one year after having been in service.
 - (vi) When a meter is removed from service and has not been tested within a period equal to 1/2 of the normal test schedule.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 61)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (b) Be inspected for mechanical and electrical faults when the accuracy of the device is checked.
 - (c) Have the register and the internal connections checked before the meter is first placed in service and when the meter is repaired.
 - (d) Have the connections to the customer's circuits checked when the meter is tested on the premises or when removed for testing.
 - (e) Be checked for accuracy at 50% power factor when purchased and after rebuilding.
 - (f) A meter need not be test or checked for any reason, except on complaint, if the device was tested, checked and adjusted, if necessary, within the previous 12 months.
- (4) All self-contained, three-phase meters and associated equipment shall meet all of the following requirements:
- (a) Be tested for accuracy at unity and 50% power factor as follows:
 - (i) Before being placed in service.
 - (ii) Not later than 6 months after 120 months of service.
 - (iii) When a meter is suspected of being inaccurate or damaged.
 - (iv) When the accuracy of a meter is questioned by a customer (See A8.1).
 - (v) When a meter is removed from service.
 - (b) Be inspected for mechanical and electrical faults when the accuracy is checked.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 62)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (c) Have the register and internal connections checked before the meter is first installed, when repaired and when the register is changed.
- (d) Have the connections to the customer's circuits and multipliers checked when the equipment is tested for accuracy on the customer's premises.
- (5) All transformer-related, three-phase meters and associated equipment shall meet all of the following requirements:
 - (a) Be checked for accuracy at unity and 50% power factor as follows:
 - (i) Before being placed in service.
 - (ii) On the customer's premises within sixty days after installation, unless the transformers conform with the specifications outlined in the American National Standards Institute Standard ANSI C-57.13 of 1980, and are of the 0.3 accuracy class, and unless the meter adjustment limits do not exceed plus or minus 1.5% at 50% power factor.
 - (iii) Not later than 6 months after 48 months of service.
 - (iv) When a meter is suspected of being inaccurate or damaged.
 - (v) When the accuracy is questioned by a customer. (See A8.1)
 - (vi) When a meter is removed from service.
 - (b) Be inspected for mechanical and electrical faults when the accuracy is checked.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 63)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (c) Have the register and internal connections checked before the meter is first placed in service and when the meter is repaired.
- (d) Have the connections to the customer's circuits and multipliers checked when the equipment is tested for accuracy on the premises or when removed for testing and when instrument transformers are changed.
- (e) Be checked for accuracy at 50% power factor when purchased and after rebuilding.
- (6) Instrument transformers shall be tested in all of the following situations:
 - (a) When first received, unless a transformer is accompanied by a certified test report by the manufacturer.
 - (b) When removed from service.
 - (c) Upon complaint.
 - (d) Where there is evidence of damage.
 - (e) When an approved check, such as the variable burden method in the case of current transformers, made when the meter is tested indicates that a quantitative test is required.
- (7) Demand meters shall meet both of the following requirements:
 - (a) Be tested for accuracy in all of the following situations:
 - (i) Before a meter is placed in service.
 - (ii) When an associated meter is tested and the demand meter is a block interval nonrecording type or a thermal type.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet 64)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.13 Metering equipment testing requirements. (Cont'd)

- (iii) After two years of service if the meter is of the recording type, but it is not required if the meter is of the pulse-operated type and the demand reading is checked with the kilowatt-hour reading each billing cycle.
 - (iv) When a meter is suspected of being inaccurate or damaged.
 - (v) When the accuracy is questioned by a customer. (See A8.1)
 - (vi) When a meter is removed from service.
- (b) Be inspected for mechanical and electrical faults when a meter is tested in the field or in the meter shop.

A8.14 Metering equipment records.

- Rule 1.(1) A complete record of the most recent test of all metering equipment shall be maintained. The record shall show all of the following information:
- (a) Identification and location of unit.
 - (b) Equipment with which device is located.
 - (c) The date of test.
 - (d) Reason for the test.
 - (e) Readings before and after the test.
 - (f) A statement as to whether or not the meter creeps and, in case of creeping, the rate.
 - (g) A statement of meter accuracies before and after adjustment sufficiently complete to permit checking of the calculations employed.
 - (h) Indications showing that all required checks have been made.
 - (i) A statement of repairs made, if any.
 - (j) Identification of the testing standard and the person making the test.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 65)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.14 Metering equipment records. (Cont'd)

- (2) The Utility shall also keep a record for each unit of metering equipment, which shows all of the following information:
- (a) When the unit was purchased.
 - (b) The unit's cost.
 - (c) The Company's identification.
 - (d) Associated equipment.
 - (e) Essential nameplate date.
 - (f) The date of the last test.

The record shall also show either the present service location with the date of the installation or, if removed from service, the service location from which the unit was removed with the date of removal.

A8.15 Average meter error; determination.

- Rule 1. If a metering installation is found upon any test to be in error by more than 2% at any test load, the average error shall be determined in one of the following ways:
- (a) If the metering installation is used to measure a load which has practically constant characteristics, such as a street lighting load, the meter shall be tested under similar conditions of load the accuracy of the meter "as found" shall be considered as the average accuracy.
 - (b) If a single-phase metering installation is used on a varying load, the average error shall be the weighted algebraic average of the error at light load and the error at heavy load, the latter being given a weighting of four times the former.
 - (c) If a polyphase metering installation is used on a varying load, the average error shall be the weighted algebraic average of its error at light load given a weighting of 1, its error at heavy load and 100% power factor given a weighting of 4, and at heavy load and 50% power factor given a weighting of 2.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 66)

A8. METERING EQUIPMENT INSPECTIONS AND TESTS (Cont'd)

A8.15 Average meter error; determination. (Cont'd)

- (d) If a load, other than the light, heavy and low power factor specified for routine testing is more representative of the customary use of the metering equipment, its error at that load shall also be determined. In this case, the average error shall be computed by giving the error at such load and power factor a weighting of 3 and each of the errors at the other loads (light, heavy and 50% lagging power factor) a weighting of 1, each error shall be assigned its proper sign.

A9. TEMPORARY SERVICE

Customer desiring temporary general secondary service, such as for construction jobs, traveling shows, outdoor or indoor entertainments or exhibitions, etc., shall pay the monthly charges provided in General Service Secondary Rate 2. However, if such service extends for a period in excess of six months, the customer may qualify for other available Utility rates.

In addition, such customers shall pay installation and removal charges as follows:

- A. Where 120/240 volt single-phase service is desired and such service is available at the site, the applicant for service shall pay the cost of furnishing, installing, and removing such temporary service equipment in excess of any salvage realized.
- B. Where 120/240 volt single-phase service is not available at the site, or if other than 120/240 volt single-phase is desired, the charge for installation and removal shall be based on the cost hereof.

The customer will be required to pay the Utility in advance an amount to cover the cost of installing and removing these temporary facilities and may be required to deposit, in advance, the estimated cost of service under the terms of the rate set forth above. Meters may be read daily and the deposit modified as the energy used may justify such modifications.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 67)

A10. CUSTOMER DEPOSITS - RESIDENTIAL

A10.1 Cash deposits as conditions of new service.

- Rule 1. (1) The Utility may require a deposit as a condition of new service in any of the following situations:
- (a) The applicant has a prior service account which is past due with any utility, which accrued within the last six years, and which, at the time of the request for service, remains unpaid and is not in dispute.
 - (b) The applicant misrepresents his or her identity or credit standing or fails to provide positive identification at the time of application for new service, thus avoiding disclosure of pertinent credit information.
 - (c) The applicant is a previous customer who has, in an unauthorized manner, interfered with the service of the Utility situated or delivered on or about the customer's premises within the last six years, if such finding of unauthorized interference or use is made and determined after notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.
 - (d) The applicant requests service at a residence in which he or she does not reside.
 - (e) The Utility has had two or more checks for the customer's account returned from a bank within the past three years for insufficient funds or no account, excluding bank error.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 68)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.1 Cash deposits as conditions of new service (Cont'd).

- (f) The applicant requests service at a household that was inhabited by the applicant during a period in which all or part of a prior past-due service account was incurred by another household member who still resides at the household, if, at the time of the request for service, the account remains unpaid and is not in dispute.
- (g) The applicant is unable to provide prior utility service history information with any Michigan utility during the last six years.
- (h) The customer is a not a resident of Bay City.

A10.2 Cash deposits or other guarantee for previous customers or continued service.

- Rule 2. The Utility shall not require a cash deposit or other guarantee as a condition of providing or restoring service to a previous customer or continued service to a current customer, unless such customer has an unsatisfactory credit standing with the Utility due to any one of the following:
- (a) The customer or applicant is responsible for a prior service account which is past due; which accrued within the last six years, and which, at the time of the request for service, remains unpaid and is not in dispute.
 - (b) The service of the customer has been discontinued for nonpayment of a delinquent account not in dispute.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 69)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.2 Cash deposit or other guarantee for previous customers or continued service (Cont'd)

- (c) In an unauthorized manner, the customer interfered with the service of the Utility situated or delivered on or about the customer's premises, if the finding of unauthorized interference or use is made and determined after a notice and opportunity for hearing is provided to the customer pursuant to these rules and is not in dispute.
- (d) The applicant or customer misrepresents his or her identity or credit standing. Appropriate credit information may include positive identification or prior service account history with any Michigan utility.
- (e) The customer fails or is unable to provide appropriate credit information at the time service is provided or restored. Appropriate credit information may include positive identification or prior service account history with any Michigan utility.
- (f) The Utility has had two or more bad checks for the customer's account returned from a bank within the last three years for insufficient funds or no account, excluding bank error.

A10.3 Other standards prohibited.

- Rule 3. The Utility shall not require a cash deposit or other guarantee as a condition of new or continued utility service based upon any of the following:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 70)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.3 Other standards prohibited (Cont'd).

- (a) Commercial credit standards
- (b) Income
- (c) Home ownership
- (d) Residential location
- (e) Race
- (f) Color
- (g) Creed
- (h) Sex
- (i) Age
- (j) National origin
- (k) Any other criteria not authorized by these rules

A10.4 General deposit conditions.

- Rule 4. A cash deposit required pursuant to these rules is subject to all of the following terms and conditions:
- (a) A deposit required as a condition of new service or providing or continuing service due to a prior outstanding account not in dispute shall be the lesser of twice the average projected system-wide monthly bill or one-month's projected average bill for the premises. The Utility may also require payment of the prior outstanding account as a condition of new or continued service if the prior account is in the customer or applicant's name, is delinquent and is owed to the Utility, and was accrued within the last six years.
 - (b) A deposit required as a condition of providing or continuing service due to discontinuance for nonpayment shall be determined as follows:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 71)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.4 General deposit conditions (Cont'd)

- (i) If the customer has been disconnected once within the last three years, the deposit shall not exceed one times the average one-month bill for the premises or two times the utility system average one-month bill for residential service, whichever is less.
- (ii) If the customer has been disconnected twice within the past three years, the deposit shall not exceed two times the average one-month bill for the premises or two times the utility system average one-month bill for residential service, whichever is less.
- (iii) If the customer has been disconnected three times within the last three years, the deposit shall not exceed three times the average one-month bill for the premises or four times the utility system average one-month bill for residential service, whichever is less.

The Utility may also require payment of the prior outstanding usage and approved charges as a condition of providing or continuing service.

- (c) A deposit required as a condition for providing or continuing service due to interference, diversion, or unauthorized use shall not exceed the lesser of three times the average projected one-month premises bill or five times the utility's system average one-month bill for residential accounts. The Utility may also require payment of the prior outstanding and approved charges of the customer as a condition of providing or continuing service.
- (d) Before requiring a deposit as a condition of service, except in the case of unauthorized use, diversion, or interference, the Utility shall have offered the customer, prior to discontinuance for nonpayment, the opportunity to enter into a settlement agreement.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 72)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.4 General deposit conditions (Cont'd)

- (e) Interest shall be payable on all deposits. Interest shall be credited annually upon the service account of the customer or paid upon the return of the deposit, whichever occurs first.
- (f) Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill and the balance shall be returned promptly to the customer.
- (g) The credit of a customer shall be established and a deposit and accrued interest shall be refunded promptly by the Utility upon satisfactory payment by the customer of all proper charges for utility service for a period of 12 consecutive months. For purposes of this rule, payment is satisfactory if made before the issuance of a notice of discontinuance of service for nonpayment not in dispute or within three days after issuance of the next succeeding monthly bill, whichever is sooner. Deposits for unauthorized use, diversion, or interference may be retained by the Utility for a period of 24 months and shall be refunded upon satisfactory payment of the final 12 months of charges.
- (h) The Utility shall maintain a detailed record of all deposits received from customer. The record shall show all of the following information:
 - (i) The name of the customer.
 - (ii) The location of the premises occupied by the customer at the time of making the deposit and each successive location while the deposit is retained.
 - (iii) The date of making and the amount paid.
 - (iv) The date and amounts of interest paid.
- (i) Each customer posting a cash deposit shall receive, in writing, at the time of tender of deposit funds, a receipt as evidence thereof, which shall contain all of the following minimum information:

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 73)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.4 General deposit conditions (Cont'd)

- (i) Name of customer.
 - (ii) Place of payment.
 - (iii) Date of payment.
 - (iv) Amount of payment,
 - (v) Identifiable name and signature of the Utility employee receiving payment.
 - (vi) A statement of the terms and conditions governing the receipt, retention, and return of deposit funds.
- (j) The Utility shall provide means whereby a customer entitle to a return of his or her deposit is not deprived of deposit funds even though he or she may be unable to produce the original receipt for the deposit.
- (k) The Utility shall apply deposit standards uniformly as a condition of utility service to all customers.
- (l) For purposes of this rule, both of the following provisions apply:
- (i) The Utility's system average one-month bill for residential accounts shall be based upon the previous 12 months' consumption priced at current rates.
 - (ii) The average one-month bill for the premises shall be based upon the previous 12 months' consumption at the premises priced at current rates.

A10.5 Guarantee instead of deposit.

- Rule 5. Instead of a cash deposit required by these rules, the Utility may accept the written guarantee of a customer in good standing of the Utility or the guarantee of the Michigan Department of Social Services where payment to the Utility is the responsibility of the Department of Social Services.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 74)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.6 Guarantee terms and conditions.

- Rule 6. A guarantee accepted in accordance with these rules is subject to all of the following terms and conditions:
- (a) It shall be in writing and shall be renewed in a similar manner at least annually.
 - (b) It shall state the terms of guarantee, the maximum amount guaranteed, and that the Utility shall not hold the guarantor liable for sums in excess thereof, unless agreed to in a separate written instrument.
 - (c) Credit shall be established for the customer and the guarantor shall be released upon satisfactory payment by the customer of all proper charges for utility service for a period of 12 consecutive months, unless the guarantee was required due to unauthorized use, diversion, or interference.
 - (d) A guarantee resulting from unauthorized use, diversion, or interference may be retained for 24 months. Additionally, release of such guarantee is conditioned upon timely payment of the latest 12 months of the guarantee period, before rendering of the next succeeding bill.
 - (e) For purposes of this rule, payment is satisfactory if made before the issuance of a notice of discontinuation of service for nonpayment not in dispute or within three days after issuance of the next succeeding monthly bill, whichever is sooner.
 - (f) The Utility may withhold release of a guarantor pending the resolution of a discontinuance for nonpayment in dispute in accordance with these rules.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 75)

A10. CUSTOMER DEPOSITS - RESIDENTIAL (Cont'd)

A10.7 Deposit refund.

Rule 7. The Utility shall refund all cash deposits held as security for residential service currently in its possession and terminate all existing guarantees in lieu of deposits not maintained or executed in compliance with this part. The Utility shall notify each customer that any deposit so refunded is pursuant to these rules. Interest on refunded deposits shall accrue in accordance with the interest rate paid by the Utility on the effective date of these rules. The Utility may apply all deposits subject to refund against existing arrearages not in dispute prior to refund.

A11. CUSTOMER DEPOSITS - COMMERCIAL & INDUSTRIAL

A11.1 Customer deposits.

- Rule 1. (1) The following provisions apply to new customer deposits:
- (a) Except as provided in Subdivision (b) of the sub-rule, the Utility shall not require a deposit from a new customer as a condition of receiving service. The Utility may, with proper notification, require a deposit from a new customer if the customer exhibits an unsatisfactory record of bill payment within the first six months after service has commenced. Payment of bills on or before the due date shall constitute a satisfactory record of bill payment.
 - (b) The Utility may require a deposit for a new customer in cases involving service for short periods or special occasions, in cases where the new customer has an existing bad debt with the Utility, or in cases where other business accounts with the customer are experiencing collection activity.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 76)

A11. CUSTOMER DEPOSITS - COMMERCIAL & INDUSTRIAL (Cont'd)

A11.1 Customer deposits (Cont'd).

- (2) An existing customer shall be classified as one who has received service for more than a six-month period. A deposit may be required following the mailing of two or more final disconnect notices within the most recent 12-month period or if service has been discontinued for nonpayment.
- (3) A deposit of not more than three times an average monthly billing may be required from customers who are subject to deposit provisions. The Utility shall provide reasonable terms for the payment of the deposit.
- (4) A deposit may be retained by the Utility until the customer compiles a record of 18 continuous months of bill payment on or before the due date.
- (5) Simple interest on deposits shall be paid by the Utility each customer who is required to make such deposit for the time the deposit is held by the Utility. Interest need not be paid unless the deposit is held for more than 12 months. Payment of the interest to customer shall be made annually if requested by the customer. If payment of the interest is not requested, the interest shall be paid at the time the deposit is returned. Interest shall be accrued annually. The deposit shall cease to draw interest on the date the deposit is returned, on the date service is terminated, or on the date that notice that the deposit is no longer required is sent to the customer's last known address.
- (6) The Utility shall keep records, which show all of the following information:
 - (a) The name and address of each depositor.
 - (b) The amount and date of the deposit.
 - (c) Each transaction concerning the deposit.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 77)

A11. CUSTOMER DEPOSITS - COMMERCIAL & INDUSTRIAL (Cont'd)

A11.1 Customer deposits (Cont'd).

- (7) The Utility shall issue a receipt of deposit to each customer from whom a deposit is received and shall provide a means whereby a depositor may establish his or her claim if his or her receipt is lost.
- (8) A record of each unclaimed deposit shall be maintained for not less than three years, during which time the Utility shall make a reasonable effort to return the deposit.
- (9) Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of pursuant to Michigan statutes.
- (10) In order to continue receiving status, the Utility may require a cash deposit from any customer that files for bankruptcy in accordance with the applicable provisions of the federal bankruptcy code.

A12. SUBSTATION OWNERSHIP CREDIT

- A. The substation ownership credit is available for customers receiving primary voltage service on Rate 2-A, 4 or 15.

Where service is supplied at a nominal voltage of more than 25,000 volts and the customer provides all of the necessary transforming, controlling and protective equipment of all of the service there shall be deducted from the capacity charge a monthly credit equal to the maximum demand charge transmission level applied to the maximum demand used for billing the capacity charge. Customers on Rate 2-A are to receive the same credit per kW as Rate 4 and 15 customers. For those customers, part of whose load is served through customer-owned equipment. the credit shall be based on the maximum demand used for billing the capacity charge through such customer-owned equipment.

- B. These credits shall not operate to reduce the customer's billing below the prescribed minimum charges included in the rate.
- C. The credit shall be based on the kW after the 1% deduction of 3% addition referred to on the individual rate schedules has been applied to the metered kW.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 78)

A13. SCHEDULE OF ON-PEAK AND OFF-PEAK RATES

- A. Energy consumed under the following rate schedules shall be subject to the on-peak and off-peak charges as set forth in these rate schedules and as defined in the Schedule of On-Peak and Off-Peak Hours.

General Service Primary Rate 4
General Service Primary High Load Factor Rate 15

Demands created under the following rate schedules shall be subject to the on-peak and off-peak charges as set forth in these rate schedules and as defined in the Schedule of On-Peak and Off-Peak Hours.

General Service Secondary Rate 3 (Over 100 kW Minimum Guarantee)
General Service Primary Rate 4
General Service Primary High Load Factor Rate 15

- B. Schedule of On-Peak and Off-Peak Hours
Except where otherwise provided, the following schedule shall apply Monday through Friday (except holidays designated by the Utility). Weekends and holidays are off-peak.

- (1) On-Peak Hours: 11:00 A.M. to 7:00 P.M.
(2) Off-Peak Hours: 7:00 P.M. to 11:00 A.M.

- C. Holidays Designated by the Utility
The following are designated as holidays by the Utility:

- * New Year's Day -- January 1
- * Memorial Day -- Last Monday in May
- * Independence Day -- July 4
- * Labor Day -- First Monday in September
- * Thanksgiving Day -- Fourth Thursday of November
- * Christmas Eve Day -- December 24
- * Christmas Day -- December 25
- * New Year's Eve Day -- December 31

Whenever January 1, July 4, December 24, December 25 or December 31 falls on a Sunday, extended holiday periods such as Monday, January 2; Monday, July 5 and Monday, December 26 shall not be considered as holidays for application of off-peak hours.

BAY CITY ELECTRIC LIGHT & POWER
(Continued from Sheet No. 79)

A14. RULE 12(F). SPECIAL MINIMUM CHARGES.

Where the customer is billed on General Service Secondary Rate 2, and the use of service is seasonal or occasional, or where the equipment which creates high demands of momentary duration is used, and the Utility continuously maintains distribution facilities (including transformers) primarily for the customer's individual use, the sum of the net monthly bills, excluding the customer charge included in the rate, shall not be less than the following minimum charge for each contract year or any part thereof.

When, in any contract year, the customer's net monthly bills, excluding the customer charge included in the rate, total less than the annual minimum charge, the difference will be billed and paid for at the end of such contract year. Customers subject to the above Special Minimum Charges shall sign a contract providing for such minimum charges for a term of at least one year. The Utility may cancel the contract for Special Minimum Charges for any customer whose net monthly bills, excluding the customer charge included in the rate, have exceeded the Special Minimum Charge for three consecutive years.

A15. POWER SUPPLY COST RECOVERY

Retail Electric Customers of the City of Bay City Electric Department shall be entitled to the same Power Supply Cost Recovery as Consumers Power Company's Power Supply Cost Recovery.

APPENDIX A

Definition of Terms

Ampere (A)	Unit of electrical force.
Billing Month	The term "billing month" shall refer to the period between two successive, scheduled meter readings.
Contractor	Any person, firm or corporation installing any wiring equipment intended to obtain its electric supply from the Utility.
Customer	Any person, firm, corporation, association, partnership, municipality or governmental agency to be served by or legally using electrical energy supplied by the Utility. (Each metering point shall be considered a separate customer.)
Electrical Inspector	The representative of the authorized inspection agency having jurisdiction in an area for the enforcement of electrical codes applicable to the area.
Engineering Department	That Department of the Utility, which supplies electrical engineering services for the Utility and advises customers regarding their facilities.
Hertz (Hz)	Cycle per second.
Horsepower(hp)	Unit of mechanical power equivalent to 746 watts of electrical power.
Kilo (k)	Prefix meaning one thousand.
Kilovoltampere (kVA)	Unit of apparent electrical power, which at 100% power factor is equivalent to one kilowatt.
Kilowatt (kW)	Unit of electrical power representing rate of usage of energy, equivalent to about 1-1/3 horsepower.
Kilowatthour (kWh)	Unit of electrical energy equivalent to the use of one hour.
Load Factor (L.F.)	Equals the monthly kilowatt hours consumed divided by the maximum kilowatt demand times the total hours in the billing period.
Metering Department	That Department of the Utility, which installs and maintains the Utility's metering equipment.

Month	Unless preceded by the word "calendar" the term "month" shall refer to "billing month".
Operations Department	That Department of the Utility, which constructs and maintains the Utility's overhead and underground electric distribution system.
Power Factor	Ratio of kilowatt power to kilovoltampere apparent power.
Primary Voltage	Nominal voltage of 2,400 volts to 25,000 volts.
Satisfied	Action that has been taken by the customer that is satisfactory to the Utility for the collection of "just" charges due.
Secondary Voltage	Nominal voltage of less than 2,400 volts.
Service	The complete installation used to deliver electricity from the Utility supply mains to the customer's main disconnect device.
Service drop	The overhead or underground conductors between the Utility's supply mains and the first point of attachment to the customer's building.
Service Entrance	That part of the service between the service drop and the customer's main service disconnect including all conductors, raceways, and devices.
Subtransmission Voltage	Nominal voltage above 25,000 volts but less than 138,000 volts.
Transmission Voltage	Nominal voltage of 138,000 volts and above.
Utility	Bay City Electric Light and Power or its authorized representative.
Volt	Unit of electrical force.