

Public Service Commission of Wisconsin

Florence Gas Utility

Residential Gas Service

Application

This rate will be applied to residential customers for ordinary household purposes. Appliance BTU intake requirements may not exceed 425,000 BTU load limits. Customers who do not meet this BTU criterion will be served under Schedule Cg-2, Large Commercial Gas Service.

Conditions of Delivery

1. Gas billed under these rates shall be on a per therm basis.
2. Gas supplied under this rate schedule shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location.
4. Gas supplied hereunder shall not be resold.

Utility Charges

Customer Charges:

Residential Year-Round	\$ 5.50 per month
Residential Seasonal (June - November)	\$11.00 per month

Distribution Charge:

Distribution Service Rate	\$0.4708 per therm
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Gas Supply Charges:

Base Demand Rate	\$0.0779 per therm
Base Commodity Rate	\$0.5961 per therm

Adjustment to Base Rates for Cost of Purchased Gas

The base rates under this rate schedule are subject to adjustment, as defined in Schedule PGA, Purchased Gas Adjustment.

Minimum Monthly Bill

The minimum monthly bill shall be the customer charge.

Seasonal Customer Provisions:

1. Service for seasonal customers shall be billed for six months (June through November).
2. Service may remain connected during the off-season. Incidental gas use during the off-season will be included in the first billing of the following season.
3. If substantial gas use is recorded in any off-season month, such use may be billed on a monthly basis.
4. Seasonal customers will not be billed the minimum monthly bill during the off-season.

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Public Service Commission of Wisconsin

Florence Gas Utility

Residential Gas Service

Billing

Bills for gas service are rendered monthly or on a seasonal basis and become due and payable upon issuance following the period for which service is rendered.

Late Payment Charge

A late payment charge of 3 percent, but not less than 30 cents, will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage.

This late payment charge is applicable to all customers. The customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Wis. Adm. Code ch. PSC 134.

Public Service Commission of Wisconsin

Florence Gas Utility

Commercial Gas Service

Application

This rate will be applied to commercial customers for ordinary business purposes. Appliance consumption may not exceed 425,000 BTU load limits. Customers who do not meet these criteria will be served under the applicable rate.

Conditions of Delivery

1. Gas billed under these rates shall be on a per therm basis.
2. Gas supplied under this rate schedule shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location.
4. Gas supplied hereunder shall not be resold.

Utility Charges

Customer Charge:

Cg-1 Commercial \$6.50 per month

Distribution Charge:

Distribution Service Rate \$0.4708 per therm

Gas Supply Charges:

Base Demand Rate \$0.0779 per therm

Base Commodity Rate \$0.5961 per therm

Adjustment to Base Rates for Cost of Purchased Gas

The base rates under this rate schedule are subject to adjustment, as defined in Schedule PGA, Purchased Gas Adjustment.

Minimum Monthly Bill

The minimum monthly bill shall be the customer charge.

Billing

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered.

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Public Service Commission of Wisconsin

Florence Gas Utility

Commercial Gas Service

Late Payment Charge

A late payment charge of 3 percent, but not less than 30 cents, will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage.

This late payment charge is applicable to all customers. The customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Wis. Adm. Code ch. PSC 134.

Public Service Commission of Wisconsin

Florence Gas Utility

Large Commercial Gas Service

Application

This rate will be applied to commercial customers for ordinary business purposes. Appliance consumption must be over 425,000 BTU, but may not exceed 5,000,000 BTU load limits. Customers who do not meet these criteria will be served under the applicable rate.

Conditions of Delivery

1. Gas billed under these rates shall be on a per therm basis.
2. Gas supplied under this rate schedule shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location.
4. Gas supplied hereunder shall not be resold.

Utility Charges

Customer Charge:

Cg-2 Large Commercial \$13.00 per month

Distribution Charge:

Distribution Service Rate \$0.3910 per therm

Gas Supply Charges:

Base Demand Rate \$0.0779 per therm

Base Commodity Rate \$0.5961 per therm

Adjustment to Base Rates for Cost of Purchased Gas

The base rates under this rate schedule are subject to adjustment, as defined in Schedule PGA, Purchased Gas Adjustment.

Minimum Monthly Bill

The minimum monthly bill shall be the customer charge.

Billing

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered.

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Public Service Commission of Wisconsin

Florence Gas Utility

Large Commercial Gas Service

Late Payment Charge

A late payment charge of 3 percent, but not less than 30 cents, will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage.

This late payment charge is applicable to all customers. The customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Wis. Adm. Code ch. PSC 134.

Public Service Commission of Wisconsin

Florence Gas Utility

Industrial/School Gas Service

Application

This rate will be applied to industrial/school customers for ordinary business purposes. Appliance consumption must be over 5,000,000 BTU load limits. Customers who do not meet these criteria will be served under the applicable rate.

Conditions of Delivery

1. Gas billed under these rates shall be on the therm basis.
2. Gas supplied under this rate schedule shall not be used as standby for interruptible service nor shall it be used in lieu of such service.
3. This rate applies to gas supplied to one customer at one metering location.
4. Gas supplied hereunder shall not be resold.

Utility Charges

Customer Charge:

Lg-1 Industrial/School \$32.00 per month

Distribution Charge:

Distribution Service Rate \$0.3002 per therm

Gas Supply Charges:

Base Demand Rate \$0.0779 per therm

Base Commodity Rate \$0.5961 per therm

Adjustment to Base Rates for Cost of Purchased Gas

The base rates under this rate schedule are subject to adjustment, as defined in Schedule PGA, Purchased Gas Adjustment.

Minimum Monthly Bill

The minimum monthly bill shall be the customer charge.

Billing

Bills for gas service are rendered monthly and become due and payable upon issuance following the period for which service is rendered.

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Public Service Commission of Wisconsin

Florence Gas Utility

Industrial/School Gas Service

Late Payment Charge

A late payment charge of 3 percent, but not less than 30 cents, will be added to bills not paid within 20 days of issuance. This ONE-TIME 3 percent late payment charge will be applied only to any unpaid balance for the current billing period's usage.

This late payment charge is applicable to all customers. The customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Wis. Adm. Code ch. PSC 134.

Florence Gas Utility

Purchased Gas Adjustment and Refund Provision

PURCHASED GAS ADJUSTMENT

Florence (Utility) shall calculate a purchased gas adjustment (PGA) each month to reflect changes to the base average gas costs. The PGA shall also include reconciliation between the actual cost of gas supply and the amount recovered from customers during the PGA year. In addition to the PGA rate adjustment, the PGA filing shall also include any refunds received by the Utility from its wholesale suppliers, in accordance with the refund provision set forth below. All rate adjustments shall be taken to the nearest 0.01 cent per therm.

The Utility shall file with the Commission by the fifth working day of each month the proposed rate changes under the operation of this PGA schedule. Filings shall include the rate sheets, Commission’s standardized PGA report, source data and supporting calculations. The PGA rates shall be effective as of the first day of the month and upon Commission review may be subject to change and, if necessary, refund.

The Utility shall file with the Commission significant deviations from the Utility’s most recently approved Gas Supply Plan. Any significant change in sales data should be reflected in future PGA filings. Any significant changes in firm capacity, storage, firm supply and any other reliability-related change, such as capacity release without recall, must be filed for Commission approval at least 21 days prior to the effective date of the change.

For purposes of the operation of this schedule, the PGA year shall be the period that is consistent with the planning period from the Utility’s most recently approved Gas Supply Plan.

Base Average Gas Costs

The rates for the base average gas costs are as follows:

	Cost per Therm
Average Demand Costs	\$0.0779
Average Commodity Costs	\$0.5961
Total Base Average Gas Costs	\$0.6740

Florence Gas Utility**Purchased Gas Adjustment and Refund Provision****New Average Gas Costs**

When the Utility's cost of natural gas supply or sales data changes from the estimates reflected in the base average gas costs, new rates for average gas costs shall be calculated. The sources of supply, throughput data, and the purchased gas to sales ratio shall be from the Utility's most recently approved Gas Supply Plan.

The Utility's total PGA year gas costs associated with demand shall include costs for pipeline capacity reserved, less any capacity release and off-system sales credits related to these demand costs. The demand costs shall also include the Annual Charge Adjustment and any other demand surcharges applicable to the Utility's pipeline capacity reserved. The new rate for average demand costs shall be calculated by dividing the Utility's total demand costs by the total estimated therms of gas sales for the PGA year.

The Utility's gas costs associated with commodity shall include the estimated cost of commodity gas purchased for commodity sales based on volumes from the Utility's most recent approved Gas Supply Plan. Commodity costs shall also include all pipeline volumetric charges including fuel used in transportation and surcharges applicable to commodity transported by the pipelines, overrun costs, and supplier reservation fees. The new rate for average commodity costs shall be calculated by dividing the Utility's total estimated monthly commodity gas costs by the total estimated therms of commodity sales for the month.

Monthly Gas Cost Reconciliation

The actual cost of gas incurred by the Utility each month shall be compared to the gas costs actually recovered from customers at the conclusion of each month. The amount of the difference shall be recovered from or returned to customers through an adjustment included in the PGA in future months. A reconciliation adjustment shall be calculated separately for each of the base average gas cost components identified in this schedule.

For the demand cost component, the monthly reconciliation adjustment shall be calculated based on the total month-end over or under collection divided by the remaining projected sales volumes in the PGA year. Any over or under collection of the Average Demand Costs at the end of each PGA year shall become the beginning balance brought forward for the new PGA year.

For the commodity cost component, the monthly reconciliation adjustment shall be calculated based on the total month-end over or under collection divided by the projected commodity sales volumes for the next three months. Any over or under collection of the Average Commodity Costs at the end of each PGA year shall become the beginning balance brought forward for the new PGA year.

Florence Gas Utility

Purchased Gas Adjustment and Refund Provision

PGA Rate Adjustment

The charge per therm for gas sold under all rate schedules shall be increased or decreased by the sum of 1) the difference between the rate for new average gas costs and the rate for base average gas costs and 2) the monthly gas cost reconciliation for the gas cost components identified in the Base Average Gas Costs section of this schedule. The net change in rates from this calculation will be identified as the PGA adjustment.

REFUND PROVISION

Natural gas cost-related refunds received by the Utility from its wholesale suppliers resulting from actions taken by the Federal Energy Regulatory Commission (wholesale refunds) shall be refunded to customers by means of the PGA schedule. All refunds received by the Utility shall be placed in a refund account, and the Utility shall manage the refund account balance to return outstanding balances to customers as soon as practicable, while allowing for considerations such as those listed below.

The Utility shall devise a crediting plan for prospectively returning the account balance to its customers. An outstanding refund account balance sufficient to decrease the gas rate paid by the average residential customer by \$0.0010 per therm shall be considered material for these purposes. This does not prohibit the Utility from making refunds that would have an effect of less than \$0.0010. The Utility shall inform the Commission of the crediting plan no later than the date the Utility makes its first PGA filing after receiving the refund. The crediting plan shall state the amount of the refund, the current refund account balance, and the proposed distribution of the refund balance to appropriate service categories. In accordance with the crediting plan, each PGA filing shall include a summary of the refund account balance by service category showing the amount refunded through the PGA to date and the anticipated future refunds based on sales data from the Utility’s approved Gas Supply Plan.

The following factors shall be considered in the crediting plan in determining how refund credits shall be distributed to the Utility’s service categories:

1. Wholesale refunds shall be distributed to services eligible to receive refunds on the same basis by which related costs were collected.
2. To the extent practicable, refund distributions for pipeline services provided shall recognize the payment patterns authorized for those services provided over a recent 12-month period.

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Public Service Commission of Wisconsin

Florence Gas Utility

Purchased Gas Adjustment and Refund Provision

REFUND PROVISION (continued)

3. When executing multiple month refund plans, the Utility shall develop an amortization schedule, which appropriately distributes the refund credits on the same basis by which related costs were collected.

The following factors shall be considered in determining how refund credits shall be distributed to individual customers:

1. Prospective multi-month refund credits shall be based on an amortization schedule and a resulting pattern of monthly refund credits, which appropriately distributes the credit by the type of service and not by individual customer. Therefore, if the customer changes to another type of service during the refund credit period, the customer will then prospectively receive the refund credit level applicable to the new type of service. New active customers will receive the refund credit level applicable to the customer's type of service.
2. The Utility shall provide notice of the refund to customers by means of a billing insert, message, or identified credit.

The Utility shall credit interest to the refund account each month on the average daily balance of the unreturned refund balance consistent with the interest rate used to calculate interest for customer deposits as defined in Wis. Admin. Code ch. PSC 134.

The Utility may file for approval from the Commission to offset refund proceeds with Federal-level regulatory expenses related to the refund.

Notwithstanding the tariff provisions requiring prospective crediting of wholesale refunds, the Utility may file for approval from the Commission to execute refunds by means of lump-sum payments or other means if the circumstances of the wholesale refund warrants.

Florence Gas Utility

Purchased Gas Adjustment and Refund Provision

<i>Rate Schedule</i>	<i>Base Rate/ Therm</i>	<i>PGA</i>	<i>Refund</i>	<i>Effective Rate/Therm</i>
Rg-1 Residential Gas Service				
Customer Charge per Month:				
Year-Round	\$ 5.50			
Seasonal (June - November)	\$11.00			
Distribution Service Rate	\$ 0.4708			\$0.4708
Average Demand Costs	\$ 0.0779			\$0.0779
Average Commodity Costs	\$ 0.5961			\$0.5961
				\$1.1448

Cg-1 Commercial Gas Service				
Customer Charge per Month				
	\$ 6.50			
Distribution Service Rate	\$ 0.4708			\$0.4708
Average Demand Costs	\$ 0.0779			\$0.0779
Average Commodity Costs	\$ 0.5961			\$0.5961
				\$1.1448

Cg-2 Large Commercial Gas Service				
Customer Charge per Month				
	\$13.00			
Distribution Service Rate	\$ 0.3910			\$0.3910
Average Demand Costs	\$ 0.0779			\$0.0779
Average Commodity Costs	\$ 0.5961			\$0.5961
				\$1.0650

Lg-1 Industrial/School Gas Service				
Customer Charge per Month				
	\$32.00			
Distribution Service Rate	\$ 0.3002			\$0.3002
Average Demand Costs	\$ 0.0779			\$0.0779
Average Commodity Costs	\$ 0.5961			\$0.5961
				\$0.9742

Florence Gas Utility

Priority Use Program

- a. The Utility may limit or deny gas service to new customers and additional service to existing customers when the Utility determines it is necessary to conserve remaining gas supplies or if the supplies are totally depleted. A limitation or denial shall be imposed in a uniform manner with the lowest priority being restricted first. For control purposes, five priorities of use are established with Priority 5 consisting of the lowest priority use and Priority 1 consisting of the highest priority use. The priorities are as follows:

Priority 1 – Additional service to residential customers and new service to residential customers.

Priority 2 – Additional service to existing commercial and industrial customers with maximum daily requirements of less than 10 therms per day.

Priority 3 – New service to commercial and industrial customers with maximum daily requirements of less than 10 therms per day.

Priority 4 – Additional service to commercial and industrial customers with maximum daily requirements of 10 therms per day and larger.

Priority 5 – New service to commercial and industrial customers with maximum daily requirements of 10 therms per day and larger.

- b. Under the Priority Use Program, applications for interruptible service may be treated independently from applications for firm service, in that different limitations or denials of service may be imposed upon each type of customer depending upon the characteristics of the available gas supply and the type of service requested.

Public Service Commission of Wisconsin

Florence Gas Utility

Curtailment Plan

1. General:

- a. Whenever the Utility determines that the gas supply situation requires curtailment of service to customers, the Utility shall determine the quantity of gas which each affected customer will be entitled to receive and shall promptly notify each affected customer of the period of curtailment and the quantity of gas each customer will be entitled to receive during such period. The curtailment period or quantity of gas may be changed at any time by the Utility if conditions require.
- b. Curtailment shall be done in the inverse order of the priorities listed below, following the order of the priorities as closely as reasonably practicable. Priority 1 customers will be the last to be curtailed. 100% curtailment will be directed and achieved in each priority before proceeding to the next priority, if reasonably practicable. If curtailment is instituted and additional supplies of gas become available, customers will be reinstated in the descending order of priorities as closely as reasonably practicable.
- c. The Utility will determine in its sole discretion when it must curtail transportation customers as a result of restrictions on their gas supplies, pipeline transportation, or the Utility's distribution system.
- d. The Utility may, due to localized restrictions in gas supply or localized problems or *force majeure* events on the Utility's distribution system or on interstate pipelines, curtail only specific locations on its distribution system if this limited curtailment is sufficient to control gas usage within acceptable limits. The order of categories listed need not be followed in this localized area, and the Utility may limit or deny service in a manner that maintains service to the largest number of customers.
- e. The Utility reserves the right to physically control a customer's gas supply if the customer does not comply with an order to curtail usage.
- f. Customers are responsible for an additional charge for unauthorized use upon failure to curtail gas requirements when notified by the Utility. The additional charge for unauthorized use shall be assessed as follows:
 - 1. During a curtailment when interstate pipeline capacity is not limited, the additional charge shall be the greater of incremental cost to the Utility that results from a failure to curtail or interrupt, or \$2.50 per therm for gas used in excess of the maximum quantity level requested by the Utility.
 - 2. During a curtailment due to capacity limitations on interstate pipelines, the additional charge shall be the greater of incremental cost to the Utility that results from a failure to curtail or interrupt, or \$10.00 per therm for gas used in excess of the maximum quantity level requested by the Utility.Incremental cost, as referenced above, shall include any interstate pipeline penalties incurred as a result of customers' failure to curtail or interrupt, as well as the total cost of incremental interstate pipeline capacity and/or gas commodity purchased to serve customers' load on the day(s) of curtailment or interruption.

Florence Gas Utility

Curtailment Plan

2. Emergency Adjustment:

If any customer notifies the Utility that a planned curtailment will result in emergency conditions or a shutdown of essential operations, the Utility may depart from the priorities listed. The Utility may allow that customer to use gas when it would normally be curtailed, if, in the judgment of the Utility, gas can be made available. The Utility shall be under no obligation to grant such emergency adjustment.

3. Curtailment Priority Categories:

Priority 1 – Residential requirements for any purpose.

Priority 2 – Requirements for in session schools, hospitals, sanitation facilities, police protection and fire protection, except where the use of a fuel other than gas is reasonably available.

Priority 3 – Commercial and industrial requirements having a maximum day requirement of 10 therms per day or less.

Priority 4 – Commercial and industrial requirements having a maximum day requirement in excess of 10 therms per day.

Priority 5 – Interruptible commercial and industrial requirements.

4. Definitions:

Curtailed: When the Utility does not have adequate gas supply to service existing requirements due to restrictions of gas supply or problems or *force majeure* events on the Utility’s distribution system or on interstate pipelines, the Utility shall curtail service to customers beginning with the lowest priority category (Priority 5) until supplies are adequate to serve all remaining customers.

Public Service Commission of Wisconsin

Florence Gas Utility

Service Rules

Application for Gas Service

A customer desiring gas service must make application to the Utility before commencing use of the Utility's service. Along with this application, a notarized natural gas affidavit may be supplied listing construction and test records of that installation. A current contractor's liability insurance form must also be on record at the Utility office. The Utility reserves the right to require a signed application or a written contract for the service to be furnished. Receipt of gas service, however, shall cause the Utility to consider the receiver as a customer of the Utility, subject to its rates, rules and regulations, whether service is based upon a signed application, contract, or otherwise. All applications and contracts for service shall be made in the legal name of the party to be obligated to pay for the service.

Subject to its rates, rules and regulations, the Utility will continue to supply gas service until ordered to discontinue, and the customer will be responsible for payment of all service furnished until discontinued.

Any service requested and not activated within four months from the date of installation as per customer instructions will be subject to the minimum monthly service charge beginning the fourth month.

Availability

Gas at pressures higher than Utility's Standard Service Pressure of 7 inches water column will be made available to a customer upon request if high pressure gas is available at the customer's premises or may be made available in accordance with Utility's filed extension rules, and such high pressure is required for proper operation of the customer's present or proposed utilization equipment.

When a High Service Pressure is made available as provided above, a specific service pressure shall be agreed upon by the Utility and the customer.

Measurement

For the purposes of correcting high pressure gas measurements, the following values will be used:

Temperature base:	60 degrees F	
Assumed atmospheric pressure:	14.4 p.s.i.	Approx. altitude 1200
Pressure base:	14.73	

Florence Gas Utility

Service Rules

Gas Piping and Equipment

The customer shall furnish and install all building gas piping and gas utilization equipment. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority and by the Utility. The Utility assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet.

Utility Equipment on Premises Being Served

All meters and regulators and other facilities placed on any premises by the Utility for the purpose of rendering gas service shall, unless otherwise expressly provided, be and remain the property of the Utility and the customer shall exercise reasonable care to protect such property from loss or damage.

The customer shall be liable and shall reimburse the Utility for all damage to the Utility's equipment and for all loss resulting from interference or tampering therewith. Upon the discovery of any such damage or interference the Utility shall have the right to terminate service. Service may be restored upon the customer's payment of all losses and damages to the Utility and the current reconnection charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his/her service.

The Utility reserves the right to modify, change or exchange its facilities on the customer's premises, provided, that where any such modification, change or exchange is made for the Utility's convenience, the Utility will bear the expense thereof, including the expense of change required in the customer's house piping.

Where there is a change of any kind on the premises of the customer in operations or by reason of construction, reconstruction, alteration or demolition, which in the judgment of the Utility makes the relocation of the installed gas service facilities of the Utility necessary, or if the relocation of the gas service facilities of the Utility is requested by the customer, the Utility will move such facilities at the customer's expense to a location on the customer's premises acceptable to the Utility.

Owner's Consent

In case the customer is not the owner of the premises or of the intervening property between such premises and the utility main, the customer shall assist the Utility as necessary in obtaining consent for the installation and maintenance on the premises or on such intervening property of all gas piping and any other gas equipment required for the supplying of gas to the customer.

Florence Gas Utility

Service Rules

Regulating and Metering

The Utility will furnish and maintain all equipment necessary for regulating, metering, and billing the gas supplied. The customer will provide a suitable space for such equipment.

The Utility will furnish gas to a customer at any one location through a single service. The Utility may at its option supply gas to a customer at more than one metering point at one location. In such case, the volume of gas supplied for the same class of service will be combined for billing purposes.

Access to Premises

The Utility shall at all reasonable times have access to the customer's premises for the purpose of ascertaining the quantity of gas supplied, for the purpose of inspecting, examining and inspecting the customers installation of gas piping and equipment.

Temporary Gas Service

The following special requirement is prescribed to govern temporary gas service:

A customer taking temporary gas service shall pay the rates applicable to the class of service rendered, and shall be subject to these rules and regulations. In such case, the Utility may require that the customer pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.

Temporary Suspension of Gas Service

The Utility may temporarily suspend service in order to make repairs and improvements in its distribution system. Whenever possible, such changes shall be made so as to cause the least inconvenience to the customer as a whole.

Escaping Gas

The customer will immediately give notice to the Utility of any gas escaping in or about the premise.

Florence Gas Utility

Service Rules

Periodic Inspection of Customers' Appliances

Periodic inspection is made through the medium of service, during unscheduled visits to the customers premises to re-establish service, or when responding to a possible gas leak situation. Inspections consist of checking burners and pilots for proper operation and observation to the extent practicable, of the condition of controls and safety devices.

The customer is notified as to any improper or unsafe conditions which may be observed. Any necessary adjustments or repairs of the type generally performed by the Utility's service organization and requested by the customer are done at the Utility's prevailing rates.

No adjustment or services is provided for gas pilots on oil burners or other equipment where use of gas is merely incidental.

No inspection is made when the customer signifies that it is not desired.

The inspection is limited to conventional gas-consuming equipment such as cooking appliances, water heaters, refrigerators, incinerators, clothes dryers, gas space heating and space cooling equipment.

The Utility does not undertake to inspect industrial or commercial process equipment or special gas-consuming appliances.

The Utility inspection policy is solely for the benefit of customers and the Utility assumes no liability for the condition of any appliances, piping or equipment beyond the outlet side of its meters or for any injury or damage in any way resulting there from.

Florence Gas Utility

Service Rules

DEPOSITS

Residential and commercial customers will be required to make cash deposits or other guarantees as a condition for service, subject to the following requirements:

Residential Customers:

New Customers

The Utility will require a new residential customer to make a cash deposit or other guarantee, as a condition for new service, only if the customer has an outstanding account balance with the Utility which accrued within the last 6 years, which at the time of request for new service remains outstanding and not in dispute. In accordance with Wis. Admin. Code ch. PSC 134, a deposit will not be required if the customer provides the Utility with information showing that his or her gross quarterly income is at or below 200% of federal income poverty guidelines.

The deposit of a residential customer will be refunded after 12 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for nonpayment not in dispute.

Existing Customers

The Utility will require an existing residential customer to make a cash deposit or other guarantee, as a condition for continued service, only if: (a) the Utility has shut off or discontinued service of the customer within the last 12-month period for violation of the Utility's filed rules or for nonpayment of a delinquent account not currently in dispute, or (b) the Utility finds out that the initial application for service was falsified or (c) the customer had the ability to pay for the utility service but, during the cold weather disconnection rules period, had an arrears amount incurred during that period, that was 80 days or more past due. The Utility may request a deposit in this situation even if the customer's service has not been disconnected.

The deposit of an existing residential customer will be refunded after 12 consecutive months of prompt payment, as defined in the above section that applies to new residential customers.

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Florence Gas Utility

Service Rules

Commercial Customers:

New Customers

If the credit of a new commercial applicant for service has not been established satisfactorily to the Utility, the applicant will be required to deposit a sum not to exceed the estimated gross bills for any two consecutive billing periods selected by the Utility. The following factors will be considered in the establishing whether an applicant's credit is satisfactory:

- (a) Credit information from credit reporting services.
- (b) Letter of credit from a financial institution or another utility
- (c) Applicant's business characteristics, such as type of business, length of time the applicant has operated, the applicant's business experience and knowledge, and estimated size of applicant's bills.
- (d) Value of the assets of the business and
- (e) The financial condition of the business.

The Utility will notify the applicant within 30 days of the request for service as to whether a deposit will be required. The 30-day period will begin from the date the applicant provides all requested relevant information to the Utility. If no request for deposit is made within this period, no deposit will be required, except that if the provision pertaining to existing customers applies. If a request for a deposit is made, the applicant will be given at least 30 days to provide payment, or guarantee, or to establish an installment payment agreement.

The deposit of a commercial customer will be refunded after 24 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for nonpayment not in dispute.

Existing Customers

An existing commercial customer will be required to furnish a deposit if the customer has not made prompt payment of all bills within the last 24 consecutive months. Customers requested to make deposits will be given at least 30 days to provide the deposits, guarantees, or to establish installment payment agreements.

The deposit of an existing commercial customer will be refunded after 24 consecutive months of prompt payment, as defined in the above section that applies to new commercial customers.

(continued)

Florence Gas Utility

Service Rules

Conditions of Deposit:

Written Explanations

The Utility cannot require any commercial or residential customer to pay a deposit or establish a guarantee in lieu of deposit without explaining, in writing if requested, why that deposit is being required. The explanation shall include notice of the customer's right to appeal any deposit request or amount required in this provision to the Public Service Commission of Wisconsin.

Maximum Deposit

The maximum deposit for a new commercial or residential account will not exceed the highest estimated gross bill for any two consecutive billing periods selected by the Utility.

The maximum deposit for an existing commercial or residential account will not exceed the highest actual gross bill for any two consecutive months within the preceding 12 month review period as determined by the Utility, with the following exception: If, during the cold weather disconnection rules period, a customer had an arrears amount incurred during this period that was 80 days or more past due and had the ability to pay for utility service, the deposit will not exceed the highest actual gross for any 4 consecutive months within the preceding 12 month review period, as determined by the Utility.

Interest

Deposits for commercial or residential service will bear interest at an APR determined by the Public Service Commission of Wisconsin for each year, payable from the date of deposit to the date of refund or discontinuance of service, whichever is earlier.

Review

The Utility will review the payment record of each residential utility customer with a deposit on file at 12-month intervals. The Utility shall not require or continue to require a cash deposit unless a deposit is required, as specified under the provision on existing residential customers, which appears above. Commercial customers' deposits will be reviewed at 24-month intervals, after which time the deposit will be refunded if the commercial customer has paid its bill promptly, as specified under the provision on commercial customers.

Refund

Any deposit or portion thereof, including accrued interest, refunded to a commercial or residential customer will be refunded by check unless both the customer and the Utility agree to a credit on the regular billing. In case of the termination of commercial or residential service, the deposit, with accrued interest, will be credited to the final bill and the balance will be refunded promptly to the customer.

Public Service Commission of Wisconsin

Florence Gas Utility

Service Rules

Refusal of Service

Commercial or residential service will be refused or disconnected for failure to pay a deposit request subject to the rules pertaining to disconnection and refusal of service in Wis. Adm. Code ch. PSC 134.

Guarantee Terms and Conditions

The Utility may accept, in lieu of cash deposit, an irrevocable letter of credit, or a contract signed by a guarantor satisfactory to the Utility whereby payment of a specified sum not exceeding the cash deposit requirement is irrevocably guaranteed. The term of such contract will be for no longer than 1 year for residential service and 2 years for commercial service, but shall automatically terminate after the commercial or residential customer has closed its account with the Utility, or at the guarantor's request upon 30 days written notice to the Utility.

Upon termination of a guarantee contract or whenever the Utility deems same insufficient as to amount of surety, a cash deposit or a new or additional guarantee will be required upon 20-day written notice to the customer. The service of any customer who fails to comply with these requirements will be discontinued upon 8 days written notice, subject to the deferred payment agreement for a residential customer or the establishment of an installment payment agreement for a commercial customer.

The Utility will mail the guarantor copies of all disconnect notices sent to the customer whose account he has guaranteed unless the guarantor waives such notices in writing.

Deferred Payment

In lieu of cash deposit or guarantee, an applicant for new residential service who has an outstanding account accrued within the last 6 years with the same Utility has the right to receive service from that Utility under a deferred payment agreement for the outstanding account, as defined in Wis. Adm. Code ch. PSC 134.

A commercial customer or applicant for commercial service of which a deposit is requested has the right to receive service under an installment payment agreement.

Applicability

The rules pertaining to guarantee terms, and deferred payment, as they appear above, are not applicable to deposits or guarantees made in connection with the financing of extensions or other equipment.

Florence Gas Utility

Service Rules

DISCONNECTION AND REFUSAL OF SERVICE

Reasons for Disconnection

Service may be disconnected or refused for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a Deferred Payment Agreement as provided for in Wis. Adm. Code ch. PSC 134.
2. Violation of the utility's rules and regulations pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements as provided for in these rules and regulations.
4. Diversion of service around the meter.
5. The utility may disconnect without notice where a dangerous condition exists for as long as the condition exists. Service may be denied to any customer for failure to comply with the applicable requirements of the rules and regulations of the Public Service Commission of Wisconsin or of these rules and regulations, or if a dangerous or unsafe condition exists on the customer's premises.
6. Other reasons as outlined in Wis. Adm. Code ch. PSC 134.

Disconnection for Delinquent Accounts

A bill for service is delinquent if unpaid after the due date shown on the bill. The utility may disconnect service for a delinquent bill by giving the customer at least 8 calendar days prior to disconnection, a written disconnection notice which may be included with the bill for service. For purpose of this rule, the due date shall not be less than 20 days after issuance.

Reconnection of Service

Reconnection of service shall be made in compliance with Wis. Adm. Code ch. PSC 134.

Reconnection Charge

All customers whose service is disconnected in accordance with the disconnection rules as outlined in Wis. Adm. Code ch. 134 shall be required to pay a reconnection charge when service is reconnected. The charge shall be \$40.00 during normal office hours. After normal office hours, a minimum charge of \$40.00 applies, plus any overtime labor costs, not to exceed a total maximum charge of \$80.00. If gas and electric service are both reconnected at the same time, only one reconnection charge will be applied.

Customers that are connected and reconnected within a 12-month period shall pay the reconnection charge, and shall also be charged the minimum monthly bill which would have been incurred had the customer not temporarily disconnected service.

Florence Gas Utility

Service Rules

Deferred Payment Agreement

Florence Utility Commission shall offer deferred payment agreements to residential accounts and may offer such agreements to other customers. However, Florence Utility Commission will not offer a deferred payment agreement to a residential customer who is a tenant if any of the following criteria applies:

1. The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due for utilities that bill monthly; or, for utilities that do not bill monthly, has greater than \$100 of account arrearages that are past due for more than two billing cycles.
2. The tenant has defaulted on a deferred payment agreement in the past 12 months. This criterion only applies to deferred payment agreements and not to other types of payment extensions or agreements.
3. The residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months.
4. The residential tenant has a balance that accrued during the winter moratorium that is more than 80 days past due.

The deferred payment agreement shall provide that service will not be discontinued for the outstanding bill if the customer pays a stated reasonable amount of the outstanding bill and agrees to pay a stated reasonable portion of the remaining outstanding balance in installments until the bill is paid. In determining what amounts are "reasonable" the parties shall consider the:

1. Size of delinquent account.
2. Customer's ability to pay.
3. Customer's payment history.
4. Time that the debt has been outstanding.
5. Reasons why the debt has been outstanding.
6. Any other relevant factors concerning the circumstances of the customer.

Any payments made by the customer in compliance with a Deferred Payment Agreement, or otherwise, shall be first considered made in payment of the previous account balance with any remainder credited to the current bill.

If a deferred payment agreement cannot be reached because the customer's offer is unacceptable to the Utility, the Utility will inform the customer in writing why the customer's offer was not acceptable.

RATE FILE

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Schedule No. Srvc

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Public Service Commission of Wisconsin

Florence Gas Utility

Service Rules

Dispute Procedure

Whenever the customer advises the utility's designated office prior to the disconnection of service that all or part of any billing as rendered is in dispute, or that any matter related to the disconnection is in dispute, the utility shall investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute, and provide the opportunity for the customer to enter into a Deferred Payment Agreement when applicable in order to settle the dispute.

After the customer has pursued the available remedies with the utility, he or she may request that the Public Service Commission of Wisconsin's staff informally review the dispute issue and recommend terms of settlement.

Any party to the dispute after informal review may make a written request for a formal review by the Commission. To avoid disconnection pending a formal review, the customer must request a formal review by the Commission, in writing, within 7 days of the issue of the informal determination. Service shall not be discontinued or refused because of any disputed matter while the disputed matter is being pursued under the disputes procedure. In no way does this relieve the customer from the obligation of paying charges which are not disputed.

Florence Gas Utility

Service Rules

The form of disconnection notice to be used:

DISCONNECTION NOTICE

Customer Name	Date
Address	
City, State Zip Code	Account #

Dear Customer,

The amount past due on your account is \$ _____. We are required by Public Service Commission of Wisconsin (Commission) rules to send you this notice 8 DAYS prior to the contemplated date of disconnection.

1. Reason(s) for Disconnection
- | | |
|--|--|
| <input type="checkbox"/> A. Failure to pay delinquent account.
<input type="checkbox"/> B. Failure to comply with terms of deferred payment agreement which stated you would pay _____. | <input type="checkbox"/> C. Violation of utility rules of service.
<input type="checkbox"/> D. Failure to comply with deposit or guarantee agreement.
<input type="checkbox"/> E. Diversion of service around meter. |
|--|--|

2. **Date of Disconnection**
 Your service will be disconnected on or after **Day, Month, Date, Year** at **1 o'clock p.m.** unless the account is paid in full or if arrangements are not made to pay under a deferred payment agreement or if equipment changes are not made in keeping with the reason(s) listed above.

3. **Immediately contact the utility office** at 501 Spring Street or phone (715) 528-3330
- (a) if you dispute the notice of delinquent account.
 - (b) if you wish to negotiate a deferred payment agreement.
 - (c) if any resident is seriously ill.
 - (d) if there are extenuating circumstances such as: infants, young children, aged, or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.

4. **Serious Illness - Continued or Restored Service**
 Residential service will be continued or restored for 21 days if you submit a statement from a licensed Wisconsin physician or notice from a public health, social service official, or law enforcement identifying the serious illness or protective services emergency of a resident and the period of time during which disconnection would aggravate the circumstances.

5. **Right to Appeal the Public Service Commission of Wisconsin**
 You may appeal to the staff of the Commission if an agreement cannot be made concerning the reason(s) for disconnection or the amount of the utility service bill. The Commission's toll free number is 1-800-225-7729.

6. **Reconnection Charge and Payment Agreement**
 If service is disconnected, there is a charge for restoring service of \$10 during office hours and \$14 before or after office hours. Before service can be restored, payment arrangements will need to be negotiated on the overdue balance.

7. **Deposit Requirement**
 Customers whose service has been disconnected may be required to make a deposit or provide other guarantee of future payment.

Florence Gas Utility

Service Rules

Billing and Late Payment Charge

Meters are read monthly or at such other intervals as may be approved by the Public Service Commission of Wisconsin, and bills are issued. Such bills are payable at an office of the Utility or to its duly authorized agents during regular business hours. All bills not paid within 20 days of issuance shall be considered delinquent. All such bills shall be subject to a one time late payment charge of 3% of the net bill, but not less than 30¢. The late payment charge shall be added to the net bill. Customers shall be notified in writing when their bill has become delinquent.

If the Utility is unable to gain access to the meter, a meter reading form may, or if requested by the customer, shall be left. If no form is left, or if the form is not returned in time for the billing operation, an estimated (average) bill may be rendered. In case of emergency, the Utility may render estimated (average) bills without reading meters or supplying meter-reading forms to customers. Only in unusual cases or when approval is obtained from the customer, shall more than three consecutive estimated bills be rendered.

Budget Billing

A budget payment plan is available to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living (for example a residential apartment building). The budget plan is in accordance with section Wis. Adm. Code ch. PSC 134.

A budget payment plan may be established at any time of the year. The monthly budget amount shall be calculated by the Utility on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. A budget year begins and ends on August 31st.

An applicant for a budget plan shall be informed at the time of application, and an existing budget plan customer on at least a quarterly basis, that budget amounts shall be reviewed and changed every 6 months, if necessary, to reflect current circumstances. Adjustments to the budget amount will be made with the objective that the customer's under billed or over billed balances at the end of the budget year shall be less than one month's budget amount. Customers on the budget payment plan shall be notified of adjustments through either a bill insert or message on the bill. When an adjustment is made to a budget payment amount, the customer will be informed of the adjustment at the same time the bill containing the adjustment is rendered.

(continued)

Florence Gas Utility

Service Rules

Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears.

Budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not made the customer shall be notified with the next billing that if proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the appropriate amount due.

At the end of the budget year, if an under billed or over billed balance exists in a customer's account, the balance shall be handled as follows:

1. A customer's debit balance will be paid in full or, at the customer's option, on a deferred basis.
2. A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund shall be made.

Billing on Other Than Monthly Basis

Where an applicant or customer is unable to furnish either the required cash deposit or a satisfactory guarantor, or where the customer's business is of a hazardous or temporary nature, the Utility may, at its option, bill such applicant or customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement and disconnect procedures.

This rule does not apply to the financing of extensions or other equipment.

Insufficient Funds Charge

A charge of \$20.00, plus any additional fees charged by the utility by the financial institution involved, will be applied to the customer's account when a check rendered for utility service is returned for insufficient funds. However, if a customer pays for any combination of gas, electric, and water service with one check, only one insufficient funds charge will be charged for that one check.

Florence Gas Utility

Main Extension Rules

1. Mains

- (a) Upon written application, the Utility will extend its mains to serve new customers, provided that the customer(s) to be served deposit(s) with the Utility, in advance, an amount equal to the difference between the actual cost of the main extension and the free footage allowance calculated for the customer(s).
- (b) For nonresidential customers, a free footage allowance shall be calculated for each customer by dividing the product of the customer's estimated annual usage and gross margin to be produced by that customer, less service and meter costs not covered by the annual customer charge, by the Utility's current annual customer main footage cost per foot of newly installed main, and the current average maintenance cost per foot of installed main.
- (c) The free footage allowance for the average residential service customer shall be \$ 800.
- (d) The charge for main extension as of February 1, 1998 shall be:

<u>SIZE</u>	<u>COST PER FOOT</u>
2"	\$ 2.40
4"	\$ 4.40

2. Services

- (a) The following non-refundable charges shall be made for the original installation of service piping:

<u>Nominal Size of Pipe</u>	<u>First 100 Feet</u>	<u>Excess Footage</u>
5/8" or 1"	No charge	\$ 2.00
2"	No charge	\$ 2.40

- (b) The normal service entrance shall be in the customer's wall nearest to the main, or within 10 feet of that wall, or as close to such wall as is safe and practical.
- (c) The footage for the Excess Footage Chart will be measured from the customer's property line that is most nearly parallel to the Utility's main from which the service is installed to the service entrance.

Florence Gas Utility

Main Extension Rules

- (d) Service stubs from the Utility's main to the curb line, which may be required by municipal ordinance or requested by a property owner because installation of permanent pavement, will be installed with no charge. Extension of such stubs to the customer's premises will be made subject to these extension rules.
- (e) Services which are deactivated under PSC rules because of lack of use will be subject to a minimum \$300 charge to be reactivated.
- (f) A frost charge of \$ 2.40 per foot, shall be made whenever a service is installed through frost. This charge is in addition to the excessive footage charge and IS NOT included in the free footage allowance. The frost charge period is November 15 to April 15. The charge shall be waived if application is made for installation of the service at least 15 days prior to the date of the commencement of the above frost charge period and the premises are then in a condition to permit installation of the service. The frost charge may be waived if there is no frost in the ground at the time of installation.
- (g) Alterations or relocations of services required by construction, remodeling, or removal of the customer's structures will be done by the Utility and charged to the customer.
- (h) Service replacements which are required because of deterioration, obsolescence, or increased customer gas requirements will be made by the Utility at no charge to the customer.

3. **Ownership**

All mains and service piping from the Utility's main to and including the meter shall belong to the Utility and be subject to removal only by the Utility regardless of whether any charges were made to the customer.