

**ELECTRIC SERVICE**

**WISCONSIN ELECTRIC POWER COMPANY**

**ELECTRIC SERVICE RULES AND REGULATIONS**  
**FOR RATE AREAS ONE AND TWO IN THE STATE OF WISCONSIN**

This Volume 17 supercedes and cancels Volume 16 of Electric Service Rules and Regulations of Wisconsin Electric Power Company, Rate Areas One and Two, respectively.

The following rate areas have been designated:

- Rate Area One – The service area in southeastern Wisconsin, described more fully in Wisconsin Electric Power Company, Electric Service Rates, Volume 19.
- Rate Area Two - The service areas in east-central and northeastern Wisconsin, described more fully in Wisconsin Electric Power Company, Electric Service Rates, Volume 19.
- Michigan Rate Area – The service area in the State of Michigan, more fully described in Wisconsin Electric Power Company Electric Service Rates, Volume M.P.S.C. No. 2.

NOTE: Revisions are noted in the right margin as follows:

N -- New Provision

R -- Revision

D -- Deletion

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Issued: 12-23-14

Effective: For service furnished on and after 1-1-15

PSCW Authorization: Docket No. 05-UR-107 Order dated 12-23-14

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Effective In All Areas Served In Wisconsin

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12

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Issued: 12-29-22

Effective: For service furnished on and after 1-1-23

PSCW Authorization: Docket No. 5-UR-110 Order dated 12-29-22

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Issued: 12-29-22

Effective: For service furnished on and after 1-1-23

PSCW Authorization: Docket No. 5-UR-110 Order dated 12-29-22

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100. GENERAL INFORMATION AND RULES PERTAINING TO ELECTRIC SERVICE,  
DISTRIBUTION SYSTEM, METERING, WIRING AND UTILIZATION EQUIPMENT

101. GENERAL INFORMATION

- (a) The following information embodying the general rules and practices of Wisconsin Electric Power Company regarding electric service installations is published for the convenience and guidance of the Company's customers and their architects, consultants and contractors.
- (b) These rules conform to and supplement the various municipal electrical codes, the Wisconsin State Electrical Code, the Wisconsin Statutes, the National Electrical Code, the National Electric Safety Code, and all laws, rules and regulations applicable. Electrical installations must conform to the provisions of all of the above as they are applicable, such local regulations as may be in effect, and these rules and regulations of the Company.
- (c) The Company may refuse to connect a customer's installation that fails to comply with these rules, because such failure may seriously affect service furnished to other customers. The Company assumes no responsibility for approving the work of contractors. Legal restrictions, changes in the art, wisdom or safety may require that these rules be revised from time to time.
- (d) The Company will cooperate with customers and their contractors in order to facilitate the completion of service connections. Information relative to the application for new or additional services and rates may be obtained from the Company. Information relative to the status of any service connection where the application for service has been initiated may be obtained from the Company. Information relative to service, construction details, metering equipment and responsibility to provide specific hardware is covered in the Electric Service & Metering Manual of the Company. Information relative to the character of service available in specific areas and technical information not covered in the Electric Service & Metering Manual may be obtained from the Company.
- (e) Applications for service should be made as far in advance as possible of the date service is required so service can be provided without inconvenience or delay. Where a line extension is necessary, considerable time may be required for engineering, easement and permit acquisition, equipment delivery, and construction. **R**

101. GENERAL INFORMATION, (continued)

- (f) When applying for new service, or a change to an existing service, customers should provide information concerning the date service is required, the type of structure, nature of the electrical load, and the size and voltage of service desired. For service to new buildings, a site layout showing property lines, obstructions and building location should also be provided.
- (g) In case of underground service, municipalities ordinarily do not issue permits to open-cut streets or alleys in winter months when there is frost on the ground, and requests for underground service should be made with this in mind. The Company's winter construction rates are in effect during the winter months when there is frost on the ground and underground costs are adjusted to reflect conditions affecting construction accordingly.
- (h) Continuity of service is extremely important to hospitals, pumping stations, public meeting places, etc., where safety to life and property is involved, also to some industries whose manufacturing processes, dependent upon continuous service, cannot be stopped without serious economic losses. The customer is invited to consult the Company to assist with the electrical plans so that the customer may receive maximum benefits from the Company's service and that continuity of service may be safeguarded for all customers.
- (i) Under no circumstances will a customer be permitted to configure their system to allow the transfer of loads between services that are subject to different rate schedules.

**D**

102. AVAILABILITY AND CHARACTER OF SERVICE

102.1 General

- (a) Electric service is available in accordance with these rules and as provided in the Electric Service Rates of the Company. The Company supplies service of several voltage classes. The boundaries of the districts in which each class of service is available are not easily described and are subject to modification from time to time. The customer is advised to consult the Company before a new installation is made concerning the class of service available and the proper type of equipment to install.
- (b) Service will be supplied and metered at one point on the customer's premises most accessible to the Company's lines, except as otherwise provided in these rules (See Rule 103.1(j)). The customer must provide wiring and equipment necessary to receive service, as specified by illustration and equipment lists in the Electric Service & Metering Manual. **R**
- (c) The Company may supply service at one point to a customer for distribution by the customer to a number of buildings owned by the customer, provided that such buildings are located on contiguous properties including those directly across public thoroughfares. **N**
- (d) The Company will use reasonable diligence to provide, but cannot guarantee an uninterrupted and regular supply of power and it shall not be liable for interruption, deficiencies or imperfections of service. The Company may suspend temporarily the delivery of service when necessary for the purpose of making repairs, changes and improvements upon any part of the generation, transmission or distribution system. Whenever it is possible to anticipate such interruptions, they shall be made at a time that least affects service to the customers as a whole. **R**
- (e) Under normal operating conditions, a neutral-to-earth current or voltage may exist on the grounded or grounding conductors or other conductive objects on the customer's premises. The source of the current or voltage may be located on the premises, off the premises, or a combination of both. Upon the customer's request, the utility will investigate inquiries associated with neutral-to-earth current or voltage concerns. **R**

102.1 General (continued)

- (f) Stray voltage is a 60 Hz steady state AC RMS voltage that can be measured across a 500-ohm shunt resistor which has been connected between two points which livestock may contact simultaneously. **R**
- “Steady state” means the value of a current or voltage after all transients have decayed to a negligible value.
- “Transients” mean changes in the steady state current or voltage caused by faults, operation of protective devices, switching, reclosing, tap changing, motor starts or stops, motor stalls or other phenomena that are temporary in nature.
- (g) If a customer requests stray voltage investigative analysis more than two times in a 12-month period, and the utility has not found stray voltage above the level of concern in any of these analyses, the utility may charge a fee for any further stray voltage analyses it performs during the remainder of the 12-month period. The fee may not exceed \$320, which is estimated to be the cost of the additional requested service. **R**
- (h) Following a determination by the utility that, under normal operating conditions, the contribution to animal contact current from off-farm sources is in excess of 1 mA, the utility shall implement, at its expense, measures to reduce this contribution to below 1.0 mA. For farm facilities housing livestock where stray voltage from off-farm sources is a concern, it may be necessary under certain conditions to modify the farm or utility electrical system, or both. **R**
- (i) The utility shall, based on a technical and economic analysis of acceptable alternatives for lowering levels of stray voltage at the given location, determine whether long-term system modification should be on-farm, off-farm, or both. If the utility, with the consent of the customer, chooses to install a long-term mitigation device (e.g., an electronic grounding system or equipotential plane) on farm property, the customer will assume ownership of the device. The utility will respond to reasonable customer requests regarding maintenance of the device. The customer is responsible for the daily monitoring and energy costs of the on-farm device, if any. The customer may be required to sign a Stray Voltage Reduction Agreement prior to installation of an on-farm mitigation device. **R**

102.1 General (continued)

- (j) The utility will not install any mitigation device(s) where its stray voltage investigation reveals unsafe conditions, or the inspection report of a state certified commercial electrical inspector or a state certified master electrician reveals that conditions do not comply with applicable electrical codes. If the utility's investigation reveals unsafe conditions, the utility shall notify the customer of the problems found and the potential hazards, and shall recommend the customer take prompt action to remedy the hazard. **R**
  
- (k) In the event modification of on-farm or off-farm systems, to reduce off-farm stray voltage contribution, is not required, the customer may request separation of primary and secondary neutrals. The neutral reconnection device(s) ("isolator(s)") used for this purpose shall be approved for use by the utility and the PSCW. Prior to installation, the customer shall submit an application form, a satisfactory farm wiring inspection report which has been issued by a state certified commercial electrical inspector or a state certified master electrician, and submit payment for all costs associated with the neutral separation. The customer may be required to sign a Customer Requested Neutral Separation Agreement and may also be required to sign a Hold Harmless/Indemnification Agreement and Release approved by the PSCW. Separation costs shall include labor, equipment, and materials (excluding the isolator(s)) necessary for both isolator(s) installation and a post-separation analysis of possible bypass circuitry. Costs may vary and may, therefore, be subject to a specific determination for each farm location. The isolator(s) shall be owned by the utility and shall be leased to the customer at a lease rate of \$35.00 per farm, per month. This lease rate includes an appropriate amortized fee to cover the cost of an annual inspection designed to assess isolator effectiveness and to ensure that the isolator(s) continues to perform its intended function of neutral reconnection under fault conditions. Lease agreement shall require monthly billings. **R**
  
- (l) If within one year of the date of installation of a customer-requested isolator(s), the customer requests isolator(s) removal, the utility shall refund to the customer all lease amounts which the customer has paid to date. **R**
  
- (m) Where modification of on-farm or off-farm systems to reduce off-farm contribution is required but cannot be accomplished within five working days, the utility may install a temporary isolator(s). The customer may be required to sign a Temporary Neutral Separation Agreement prior to installation. The utility must remove the isolator(s) and reconnect the neutrals within 90 days, **R**

102.1 General (continued)

(m) (continued)

unless it receives a waiver from the PSCW or the customer completes a Customer Requested Neutral Separation Agreement. Upon receiving a completed Customer Requested Neutral Separation Agreement, the utility (not the customer) will provide the inspection of farm wiring by a state certified master electrician or state certified commercial electrical inspector. If any wiring code violations are found and the customer corrects them within 60 days, the utility will keep the isolator(s) in place. Otherwise, it must remove the isolator(s) and substitute another mitigation technique to reduce off-farm stray voltage to 1.0 mA or less.

(n) Should the customer whose neutrals were temporarily separated as provided for in (m) above desire the isolator(s) be left in place following the required reduction of off-farm stray voltage contribution, the customer may request the continuation of this service in accordance with the terms and conditions established in (k) above. The agreement shall be contingent upon receipt of a satisfactory wiring inspection report issued by a state certified commercial electrical inspector or a state certified master electrician. Initial installation costs will be waived. **R**

(o) At farm locations where primary and secondary neutrals have been separated at the request of the customer as provided for in (k) and (n) above, cost-free stray voltage investigative services may be limited to an annual investigation that determines the effectiveness of the isolator and isolation, and an analysis of utility facilities only. If on-farm stray voltage analysis or additional determinations of isolation effectiveness are requested by the customer, the Company may charge a \$320 analysis fee. **R**

(p) Numerous locations exist where primary and secondary neutrals have been separated for various reasons prior to the order date, July 16, 1996. As stray voltage investigations are performed at these locations, either at customer request or incident to existing utility isolator removal efforts or system modifications, and the utility's stray voltage contribution under normal operating conditions is determined to be less than 1.0 mA, these customers shall become subject to all of the conditions set forth above.

(q) The utilities shall perform the required stray voltage investigation and separate within 30 days of receipt of the above-referenced documentation. The utility shall not be required to initiate the neutral separation work requested prior to receipt by the utility of full payment for all costs associated with the neutral separation, as specified in (k) above. **R**

**WISCONSIN ELECTRIC POWER COMPANY**

Revision 1 Sheet 11.4  
Amendment No. 729

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102.1 General (continued)

- (r) The utility may not install, or permit the continued use of, an isolator(s) at locations where livestock are not and/or no longer will be housed.

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Issued: 12-18-09

Effective: For service furnished on and after 1-1-10

PSCW Authorization: Docket No. 05-UR-104 Order dated 12-18-09

102.2 Sixty Hertz Secondary Nominal Retail Service Voltages

(a) 120 Volt, Single-phase, Two-wire Service

This service is available in all territories for loads not larger than 3,000 watts and is limited to installations with not more than two branch circuits.

(b) 120/240 Volt, Single-phase, Three-wire Service

This service is available in all territories served except in areas designated as 208Y/120 volt areas. This service is generally available for a maximum demand not greater than 100 kilowatts. A customer with a demand greater than 100 kilowatts may be served at this voltage at the option of the Company.

(c) 208Y/120 Volt, Single-phase, Three-wire Service

This service is available for small loads in areas where three-phase, four-wire 208Y/120 volt distribution facilities exist. The service capacity is generally limited to 100 amperes without specific approval.

(d) 208Y/120 Volt, Three-phase, Four-wire, Grounded-wye, Combination Single-phase and Three-phase Service

(1) This service is generally available in all territories where the three-phase, primary system presently exists, and where a duplication of facilities would not result.

(2) This service is generally available to a customer having a demand of at least 100 kilowatts or to a group of customers located on adjacent premises under common ownership if the aggregate demand served from any one point of service is at least 100 kilowatts. Point of service is defined as the point of attachment of the customer-owned service to the company-owned conductors. **N**

(3) This service is generally available to a customer having a demand less than 100 kilowatts, provided that the customer's connected load includes motors of more than five horsepower per motor or the total connected load of all three-phase equipment is 25 kilowatts or more. **R**

(4) This service is the only three-phase service available in areas where the system is a 208Y/120 volt, three-phase, four-wire, secondary system.

(5) The Company may regard this service as special service under Section 102.4 where it is not standard, or at any location where, in its opinion, such an extension would result in duplication of distribution facilities.

(6) At the option of the Company, a customer that does not meet the requirements of (2) or (3) may be able to obtain 208Y/120 volt, three-phase, four-wire, secondary service as a special service under section 102.4. Consult the Company. **N**



102.2 Sixty Hertz Secondary Nominal Retail Service Voltages, (continued)

(e) 480Y/277 Volt Three-phase, Four-wire, Grounded-wye Combination Single-phase and Three-phase Service

- (1) This service is generally available in all territories where the three-phase, primary system presently exists, and where a duplication of facilities would not result. **R**
  - (2) This service is generally available to a customer having a demand of at least 100 kilowatts or to a group of customers located on adjacent premises under common ownership if the aggregate demand served from any one point of service is at least 100 kilowatts. Point of service is defined as the point of attachment of the customer-owned service to the company-owned conductors. **R**
  - (3) At the option of the Company, a customer having a demand less than 100 kilowatts, may be able to obtain 480Y/277 volt three-phase, four-wire service as a special service under section 102.4. **R**
- Note: Service at 480Y/277 volts for demands less than 100 kilowatts may not be available in all areas. Consult the Company. **R**
- (4) The Company may regard this service as special service under Section 102.4 where it is not standard, or at any location where, in its opinion, such an extension would result in duplication of distribution facilities. **R**

102.2 Sixty Hertz Secondary Nominal Retail Service Voltages. (continued)

**R**

(f) 240 Volt, Three-phase, Three-wire, Power Service

This service voltage is no longer available for new service.

(1) Exceptions, at the option of the Company:

- (a) In areas with existing 240 volt, three-phase, three-wire secondary distribution facilities which are adequate, and where a duplication of facilities would not result.
- (b) For special circumstances where warranted by engineering or economic considerations, as special service under Section 102.4 of these rules.

- (2) Where 240 volt, three-phase, three-wire service existed as of the date of issue of these rules, the Company, at its option, may allow service upgrades at the same location. Such upgrades may be regarded as special service under Section 102.4 of these rules.

(g) 480 Volt, Three-phase, Three-wire, Ungrounded, Power Service.

This service voltage is no longer available for new service.

- (1) Exception: At the option of the Company, for special circumstances where warranted by engineering or economic considerations, as special service under Section 102.4 of these rules.
- (2) Where 480 volt, three-phase, three-wire service existed as of the date of issue of these rules, the Company, at its option, may allow service upgrades at the same location. Such upgrades may be regarded as special service under Section 102.4 of these rules.

102.3 Sixty Hertz Primary Service

**R**

(a) General

Three-phase service is generally available at a standard primary or subtransmission line voltage at or above 12,470 volts. Single-phase service is available at a standard primary voltage for street lighting purposes. The Company will specify the primary voltage level at which it will serve the customer.

102.3 Sixty Hertz Primary Service. (continued)**R**(b) Change in Voltage

When entering into a contract to supply primary service, the Company will specify the voltage at which it will serve the customer's load up to a specified maximum measured demand, and the customer shall provide a substation of an appropriate size and design. Should the customer later desire to increase the size of his load above that specified in his contract, or change its character, a new contract for primary service will be entered into between the Company and the customer, in which case the Company may specify a higher voltage for the service. In such cases the customer shall have the following options:

- (1) Taking the added requirements at the higher voltage and maintaining the existing load at the present voltage. At the option of the Company, the customer may be billed on a conjunctive basis.
- (2) Taking service at one point at the higher voltage and constructing a new high voltage substation. At the Company's discretion, it may purchase the existing lower voltage substation equipment at depreciated cost.

102.4 Special Service

(a) The Company shall not be required to furnish service voltages or combinations of service voltages other than those available under these rules.

**R**

(b) Where special service, power service, a combination of service voltages, or separate lighting and /or power service is requested due to the nature of the customer's loads or operations, the Company may, at its option, supply such special service where:

**N**

- (1) such service can be reasonably provided by the Company and
- (2) the customer pays, in advance of construction and in addition to any line extension costs, the total amount by which the extension of special service(s) exceed the cost of extending the service(s) to which the customer is entitled.

102.5 Resale of Energy

(a) Resale of electric energy by a customer of the Company, except an electric public utility or electric cooperative under contract, is prohibited except as hereinafter provided. Resale is defined as the furnishing of electric service by a customer to another person or persons where the service so furnished is separately charged in whole or in part, whether as a flat charge or on the basis of submetering or any other measure of the quantity or value of the service used. Rent inclusion, defined as the furnishing of electric service as an incident to tenancy with the charge therefore being included in the rent without identification, is permitted except as hereinafter provided.

102.5 Resale of Energy, (continued)

- (b) A customer who owned and operated facilities for the furnishing of electric service to his or her tenants or lessees and was engaged in resale prior to November 29, 1962, in Rate Area One, or August 15, 1963, in Rate Area Two, may continue such resale, but only at that location.
- (c) The provisions of this rule do not apply to resale of electricity by the Milwaukee Board of Harbor Commissioners at locations where the Board is authorized to fix fees by Section 30.38(9), Wisconsin Statutes, and where on November 29, 1962, the public-owned and operated harbor facilities included electric distribution facilities serving said locations.
- (d) A customer who is allowed to resell under these rules must currently be purchasing electric energy under the general primary rate, except as allowed pursuant to paragraph (k) below. Permission to resell is granted by the Company through a written agreement that is not transferable or assignable. If the resale is to a number of buildings owned by a customer such buildings must be on contiguous properties, including those directly across public thoroughfares. Where such resale is permitted, the lease agreements which the customer has with his tenants shall contain a provision that the tenants agree to accept electric service from the customer. **R**
- (e) A customer who is permitted to submeter and resell electricity in accordance with these rules shall charge rates which are not higher than the currently filed rates of the Company for comparable service to the ultimate user. The rates shall be applied on the basis of single meter service or as such service would be metered by the Company. In case a customer is a party to an existing contract entered into before January 29, 1963, which provides for resale of electricity and imposes a charge which is not based on submetering, said charge may be continued in effect for the balance of the term of said contract.
- (f) Distribution facilities used for resale shall be subject to the following requirements:
  - (1) They shall be provided by the customer and maintained so that their operation will not interfere with service to other customers of the Company.
  - (2) They shall not be extended to serve additional locations without written consent of the Company, and such consent shall be given only where the rendering of service directly by the Company would be impractical.
  - (3) Submeters, where used, shall be provided by the customer and their accuracy shall be maintained within the limits prescribed by the Public Service Commission of Wisconsin.
  - (4) If the practice of resale at any location is discontinued, the Company will not again furnish service for that purpose at that location except in accordance with these rules.

102.5 Resale of Energy, (continued)

- (g) The practice of rent inclusion shall not be established in premises where the ultimate users are being served directly by the Company.
- (h) Failure to observe any of the provisions of this section shall subject a customer to disconnection of service after reasonable notice of not less than ten days.
- (i) The preceding paragraphs (a) through (g) are not applicable after March 1, 1980. Individual metering is required for each residential or commercial unit except:
  - (1) where commercial unit space requirements are subject to alteration with change in tenants as evidenced by temporary versus permanent unit spaces;
  - (2) for electricity used in central heating, ventilating and air conditioning systems; or
  - (3) for electric back-up service to storage heating and cooling systems or when alternative renewable energy resources are utilized in connection with central heating, ventilating and air conditioning systems.
- (j) Any existing building which undergoes alterations involving a change in type of occupancy or substantial remodeling shall have installed a separate electric meter for each separate tenant space.
- (k) The Company, at its sole discretion, may allow municipal customers currently receiving metered service on either the Cg1 or Cg6 rate schedule, to furnish electric service, from the municipal customer's service/meter pedestal, to a registered Incumbent or Competitive Local Exchange Carrier ("ILEC" or "CLEC") of telecom service that requires an electric service connection to equipment owned by the ILEC or CLEC or leased from a third party, where service capacity is limited to a maximum of 200 amperes per each service/meter pedestal. The municipal customer may charge a flat fee for providing electric service. In no case, shall the per point of connection flat fee be higher than the Company's per point of connection charges under its currently filed TE1 rate schedule (where connected telecom service equipment cannot maintain a minimum of 25 watts per connection point) or its currently filed TE2 rate schedule (where connected telecom service equipment does not exceed 5,000 watts per connection point). Municipal customers may not furnish electric service to an ILEC or CLEC where connected telecom service equipment per connection point is greater than 5,000 watts. Charging for electric service on a per kWh basis is not permitted. Availability of service under this paragraph (k) does not preclude an ILEC or CLEC from receiving electric service from any other available Company tariff.

**N**

103. DISTRIBUTION SYSTEM AND SERVICE FACILITIES

103.1 General

- (a) For the purposes of these rules, the distribution system is generally defined as the high voltage lines and cables, secondary lines and cables, conduit, transformers, and control equipment necessary to extend electric service to points of connection with service facilities but not including service facilities.
- (b) For a customer receiving secondary service, service facilities include both service drop and service lateral plus the necessary metering equipment. A service drop is defined as the overhead conductors from the last pole or other aerial support to and including the splice, if any, connecting to the service entrance conductors at the building or other structure. A service lateral is defined as the underground facilities between the underground secondary junction on the distribution system and the supply end of the service entrance facilities of the customer.
- (c) For a customer receiving primary service, service facilities include the necessary metering equipment only.
- (d) Illustrations and definitions of the parts of services are presented in the Electric Service & Metering Manual of the Company.
- (e) A customer desiring service shall upon request obtain and furnish suitable easements for installation of Company-owned facilities located on private property without expense to the Company.
- (f) The distribution system will be overhead construction except where
  - (1) underground facilities are more feasible or economical as determined by the Company, or
  - (2) the customer requests underground service and agrees to meet the requirements for underground service.
- (g) A customer's service entrance facilities shall be located at a point most readily accessible to the Company's distribution system. The Company will specify the proper location of the service entrance facilities and will furnish this information in writing upon request. For overhead service, suitable anchorage shall be provided by the customer for the attachments of brackets or insulators for supporting service drops on buildings. If for any reason a customer's service entrance must be extended to enable the Company to connect its service facilities, the customer shall make the necessary extension at his own expense, except as provided in Section 103.2(b).

**R**

103.1 General, (continued)

- (h) All areas in which lines, cables, drops, laterals, or equipment are to be placed shall be staked and rough-graded by the customer or property owner to within four inches of final grade or the customer may pay the Company to clear and grade such property. Any restoration of lawn and/or landscaping shall be the responsibility of the property owner, land developer or subdivider. Grade changes of more than four inches in the vicinity of the Company's distribution system and service facilities shall not be made without written approval of the Company.
- (i) The Company shall have the right to install, maintain and inspect its facilities and shall at any reasonable time have access to the customer's premises for such purposes.
- (j) The Company will supply to the same building or utilization point:
  - (1) No more than one service drop or service lateral for either standard retail service or retail power service and no more than one meter, except:
    - (a) where more than one point of delivery is necessary because of voltage regulation, governmental requirements, or regulatory orders; (the customer charge will be assessed for the first meter at each drop or lateral, and an additional meter charge will be assessed for each meter after the first meter at each drop or lateral) R
    - (b) for large installations where, in the opinion of the Company, more than one service drop or service lateral is necessary to meet the load requirements (the customer charge will be assessed for the first meter at each drop or lateral, and an additional meter charge will be assessed for each meter after the first meter at each drop or lateral) R
    - (c) for row houses and other multiple occupancy buildings which comply with the Wisconsin - State Electrical Code by having areas separated by fire walls (customer charge will be assessed for each meter) R
    - (d) where additional services may be required for billing under different rate schedules (customer charge will be assessed for each meter) . A residential customer will not be allowed an additional service to the same building under the same rate class. R

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103.1 General, (continued)

- (e) as may be needed for emergency exit lighting, fire alarm system or fire pump purposes (a customer charge will be assessed for each meter) R
  
- (k) In those instances where there is a single service drop or lateral with multiple meters, for a single customer, where all meters receive service under the same rate schedule, the consumption of the meters can be combined for billing under a single service. The customer will be charged a customer charge for the first meter and an additional meter charge will be assessed for each meter after the first meter). (This section does not apply to multiple occupancy buildings. For multiple occupancy buildings, see paragraph (l) and (m) below.) R
  
- (l) In multiple occupancy buildings where there is a single service drop or service lateral with multiple meters, for multiple customers, each meter will be considered a distinct customer and will be billed separately.
  
- (m) In multiple occupancy buildings where a single large commercial, industrial, or institutional customer occupies more than one unit of space in the conduct of the same business, each separate unit will be metered separately and considered a distinct customer, unless the customer makes the necessary provisions for circuits approved by the Company to permit the metering of all the energy and coincidental demands for each class of service in the various units at a single metering location. This rule will apply only where the units are located on contiguous property with no intervening public property or private property controlled by others.
  
- (n) In those instances where multiple service drops or service laterals serve multiple meters on the same premise, each meter will be treated as a separate service (i.e. house and barn/garage), except as provided for in Section 103.1(o) below.
  
- (o) In those cases where, at the Company's election due to a constraint on the Company's existing system or if it is the Company's economically preferable option two or more meters and/or service drops/laterals are installed at the same premises for the same customer, the amount of electricity (kW and kWh) supplied for the same class of service through all such meters will be combined in arriving at the total charge as though one meter was installed and only one customer charge will be assessed. R
  
- (p) Under no circumstances will meter consumptions of services that are subject to different rate schedules be combined.
  
- (q) The Company will attempt to set all the meters at a multi-meter installation during one site visit. If an installation is ready for meters to be set, and the customer requests that the Company not set all the meters, the customer will be charged **the total cost** for each subsequent trip to set a meter. Billing for service will begin at the time the meter is installed.

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Issued: 12-29-22

Effective: For service furnished on and after 1-1-23

PSCW Authorization: Docket No. 5-UR-110 Order dated 12-29-22



103.2 Relocation of Distribution System and Service Facilities

- (a) At the request of a customer, property owner, or a representative of a group of customers or property owners, the Company will relocate its distribution system, Company-owned street lighting, or service facilities provided that the customer makes payment, in advance of construction, as described in Section 202(h). The cost of any necessary changes in the customer's wiring or service equipment shall be borne by the customer.
- (b) Where the Company relocates its distribution system of its own volition and it is practicable to bring a service drop or lateral to the existing service entrance facilities, the Company will make the change without expense to the customer. If, in the opinion of the Company, it is not practicable to use the existing service entrance facilities, the Company will make the necessary changes in the customer's wiring and service equipment without expense to the customer.
- (c) In the event that the Company is ordered by a unit of government to move its distribution facilities, a new service drop will be installed, where practicable, to the existing service location without expense to the customer. If, in the opinion of the Company, it is not practicable to utilize the existing service entrance facilities, the Company will specify a new service location and the expense of the necessary changes in the customer's wiring and service equipment shall be borne by the customer.
- (d) In the event that the Company must make changes to its facilities in order to comply with state and/or local electrical codes and ordinances as a result of a customer's use of, or modifications to, his or her property, the Company will make the necessary changes in its facilities to comply with such codes or ordinances.

The cost of any changes to Company facilities as a result of a customer caused violation shall be borne by the customer or property owner causing the change. Any changes in the customer's wiring or service equipment shall be borne by the customer. Any additional cost of changes to Company facilities made for other purposes, such as voltage conversion, at the time the violation is corrected shall not be charged to the customer.

**103.3 Company Facilities on Customer's Premises**

This rule shall apply to the distribution facilities required to serve either a group of customers in multi-tenancy premises or a single customer where, in either case, the Company finds that it is necessary to install portions of such facilities on the premises being served. Such customer or property owner, when requested by the Company, shall make provision on the property for the installation of Company-owned facilities required for service or services in accordance with the following:

- (1) Company facilities shall consist of those which, in the opinion of the Company, are necessary to furnish adequate service at Company-owned junction boxes on or adjacent to the enclosure of the Company's substation or at customer-owned service entrance facilities located at the nearest accessible point to the Company's distribution system. The Company will not supply wiring in or on a building beyond the junction box or on a building beyond the service entrance facilities. The Company will design such installations and will install facilities which, in its opinion, are most economical or feasible to the Company under the conditions met. At each installation the Company shall have the option of extending its primary conductors to two or more substations conveniently located with respect to the customers to be served, or to furnish service for all customers from one substation. Where the Company's installation is located in a property owner's building, the applicable provisions of Volume 2 of the Wisconsin State Electrical Code shall be observed. Construction details for typical installations are shown in the Electric Service & Metering Manual .
- (2) A customer or property owner shall furnish, own and maintain the necessary indoor conduits, indoor or outdoor enclosures, vaults, building structural supports, mounting pads and accessories as specified by the Company.
- (3) If a customer or property owner requests any changes in the plan proposed by the Company, the customers shall pay the Company, in advance of construction, the excess of the substituted installation.

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103.4 Customer's Responsibility for Company's Equipment

- (a) The customer shall be responsible for all damage to the Company's equipment, including compensation for consumed energy not recorded on the meter. **R**
- (b) The customer shall be responsible for all loss resulting from interference or tampering therewith, caused by the customer or the customer's permittees, including compensation for consumed energy not recorded upon the meter. **R**
- (c) Upon the discovery of any damage or interference, the Company shall have the right to terminate service. The service shall be restored upon the customer's demand and upon payment of the following: **R**
  - (1) the cost of reconnection, as specified in Section 406.3;
  - (2) the cost of making the installation tamperproof;
  - (3) the reasonable cost of investigation;
  - (4) the cost of repairing the damage to the Company's property; and
  - (5) the amount due the Company for all energy consumed, including that not recorded on the meter as the result of tampering or damage. Where the Company, in its judgment, does not have adequate historical usage data upon which to estimate the energy consumed, the Company may use 25 kWh per day for each day of the period in which the Company in its judgment believes adequate usage data is not available.
- (d) In the event any tamper-proof installation so installed shall be the subject of further damage or interference by the customer, or the customer's permittees, the Company shall have the right to terminate service without further notice. **R**

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Issued: 12-23-14

Effective: For service furnished on and after 1-1-15

PSCW Authorization: Docket No. 05-UR-107 Order dated 12-23-14

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Effective In All Areas Served In Wisconsin

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Amendment No. 752

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103.5 Transfer of Privately-Owned Property to Company Ownership

- (a) Overhead or underground extensions of the distribution system presently owned by a customer or property owner shall be maintained in safe and adequate condition without expense to the Company. The owner of such lines shall indemnify the Company against any loss or liability caused by their inadequacy or failure. The Company shall have the right to disconnect any privately-owned line extension when, in its judgment, the line is inadequate or unsafe. The customer shall pay for the cost of reconnection in accordance with Section 406.3. Where privately-owned lines are in need of replacement, the Company will install new facilities in accordance with Section 201, Extension of New Electric Service. If any part of a privately-owned line is in need of repair or replacement, the Company will make such repair or replacement provided that the customer conveys an interest in the usable portion of such line to the Company without cost to the Company. When requested, the Company will remove all or part of a privately-owned line being replaced and give credit to the property owner for the salvage value less the removal costs. New privately-owned extensions of the distribution system shall not be connected.
- (b) In a mobile home park, where energy is resold under the provisions of Section 102.5, Resale of Energy, the operator has the option of negotiating with the Company for a mutually satisfactory transfer of property. In such cases the customer will convey an interest to the Company of those portions of the existing distribution system which are acceptable to the Company.
- (c) Upon written request of the owner, the Company will, without cost, assume ownership and responsibility for privately-owned service laterals.

**R**

104. METERING EQUIPMENT, SERVICE ENTRANCE FACILITIES AND SERVICE SWITCH EQUIPMENT

104.1 General

- (a) The Company will furnish, install and maintain the necessary metering equipment to meter energy and demand as required under the filed rates for each class or type of service furnished.
- (b) The customer shall furnish, install and maintain service entrance facilities and suitable meter mounting devices as specified in these rules, the Electric Service & Metering Manual of the Company, and the Wisconsin State Electrical Code.
- (c) In the following rules, service entrance facilities refers generally to the conductors and associated equipment between the point of connection of customer and Company-owned conductors and the customer's service switch.
- (d) Prior to establishing service to any customer, the Company will determine to its satisfaction that the customer's installation complies with these rules. The Company assumes no responsibility for approving the work of contractors. The Company will not energize a service until the customer provides confirmation that all facilities conform to the necessary state and local codes and regulations. Evidence of such affirmation will consist of either the Company being authorized by the electrical inspector in districts where there is an inspector or the Company receiving a wiring affidavit signed by the electrician who wired the premises. It shall be the responsibility of the customer to insure that his or her electrical equipment is properly connected.

104.2 Location of Metering Equipment

- (a) The customer shall provide for the location of Company-owned metering equipment, subject to the approval of the Company, so that
  - (1) it is readily accessible for installation, meter reading, testing and inspection;
  - (2) it is not exposed to damage; and
  - (3) it conforms with good safety practices.
- (b) Outdoor metering is required for residential one or two customer and farm installations of single-phase service, of 200 amperes or less, where the meter-switch-fuse sequence is used. This requirement shall not apply to other installations nor in special cases where the Company may grant specific exemption.
- (c) Outdoor metering may be used for any installation over 200 amperes, where the meter-switch-fuse sequence is used.
- (d) Meters must be installed out of doors in such cases as summer dwellings and other premises which are not occupied during the entire year or which are not accessible during the regular work hours of Company personnel.
- (e) Metering equipment located out-of-doors must be accessible to Company personnel without trespass on adjacent property and shall not be located over public walks, in alleys or driveways.

104.3 Service Entrance Facilities

- (a) Service entrance conductors shall be of a capacity not less than that required by the Wisconsin State Electrical Code, National Electrical Code or local ordinances where they are more restrictive.
- (b) Service entrance facilities shall be located at a point most readily accessible to the Company's distribution system and in accordance with Section 103.

104.4 Service Switch Equipment

- (a) The device for disconnecting service shall be in accordance with the Wisconsin State Electrical Code or local ordinances where more restrictive, and may consist of switches or manually operable circuit breakers in a common enclosure or in separate enclosures grouped at a readily accessible location nearest to the point where the service entrance conductors enter the building. The number of such devices shall conform to the Wisconsin State Electrical Code or local ordinances, where more restrictive.
- (b) Where a fused switch is used, it shall be connected so that the fuses are not energized when the switch is open.
- (c) Service switch equipment shall be of a capacity not less than that required by the Wisconsin State Electrical Code or local ordinances, where more restrictive.

104.5 Changes in Customer Installations

- (a) When any change or replacement of a customer's installation is contemplated, the Company shall be given advance notice to facilitate prompt inspection and installation of the necessary Company facilities. Failure to give such notice may result in interruption of service and may cause damage to Company equipment. The customer shall be liable for damage to Company equipment under such conditions.
- (b) If alterations to a building require moving or removal of Company equipment, the Company shall be given reasonable advance notice. In case temporary service is required during construction the customer shall provide the necessary wiring, including provisions for metering, satisfactory to the Company as illustrated in the Company's Electric Service & Metering Manual. Temporary service will be provided by the Company, subject to the conditions in Section 204, Extension of Lines for Temporary Service.

**R**

104.6 Sealing of Equipment

- (a) All meters and associated equipment must be of a type and so arranged to permit effective sealing by the Company. Such seals shall not be broken or tampered with except in cases of emergency. The Company shall be promptly notified when seals are broken.
- (b) All cabinets and troughs containing conductors carrying unmeasured energy shall provide for sealing by the Company.

104.7 Grounding of Services

Services shall be grounded in accordance with the Wisconsin State Electrical Code or local ordinances, where more restrictive.

104.8 Construction and Equipment Details

Installation of metering equipment, service entrance facilities, and service switch equipment shall be made in accordance with the Wisconsin State Electrical Code, local ordinances and the Company's standards of construction. The applicable standards of construction are contained in the Company's Electric Service & Metering Manual and its addendum for Primary Rate Substations.

104.9 Customer Requested Meter Tests

When a customer requests more than one meter test within the allowable timeframe defined by the Wisconsin Administrative Code, and where the meter is found to be accurate, the customer will be billed for the meter test at actual cost.

**N**



105. WIRING ON CUSTOMER'S PREMISES

105.1 Inspection

- (a) All electrical work must comply with Wisconsin State Electrical Code requirements or local codes if more restrictive, and the Company must receive proof of such compliance before it will furnish service. Proof of such compliance consists of a certificate furnished by local inspection authorities, and in locations where there is no regular municipal inspection it consists of an affidavit furnished by the contractor or other person doing the work, affirming that there has been such compliance.
- (b) In order that service may be connected at the earliest possible date, the contractor should promptly notify the local inspection office that the installation is ready for inspection, or furnish an affidavit if there is no local inspection, upon the completion of the work. Local inspection certificates or wiring affidavit if there is no local inspection certificates or wiring affidavits should be forwarded to the Company.
- (c) Affidavits must clearly indicate the nature of the work done, such as residential wiring, residential fixtures, garage wiring, barn wiring, range, heaters, motors, or other wiring or equipment.
- (d) In cases of additional wiring or changes of any kind requiring meters to be replaced or moved to new locations, an inspection is required by local authorities or, in localities where there is no local inspection, an affidavit must be furnished. Where such changes require new service entrances at a new location, the existing service entrances should not be disconnected, leaving the customer without service, before the new service entrances are connected and ready for operation. Upon receipt of the local inspection certificate or the affidavit, the Company will make every effort to cooperate with the contractor and local authorities so that service entrances and meter changes may be completed as promptly as possible.
- (e) **UNDER NO CIRCUMSTANCES WILL A CUSTOMER, A CONTRACTOR OR ANY OTHER UNAUTHORIZED PERSON BE PERMITTED TO CLOSE METER LOOPS EITHER BEFORE OR AFTER THE INSPECTION CERTIFICATE OR AFFIDAVIT HAS BEEN ISSUED.** Upon receipt of the certificate for meter installation, or affidavit, the Company will install the meter promptly. The Company will not authorize any individual to disconnect service wires from a building or reconnect the same, nor will the Company be responsible for damage or injury resulting from such disconnection or reconnection.
- (f) If in an investigation the Company determines that the cause of a problem on the system (including but not limited to low voltage flicker, outage, etc.) is due to a problem on the customer side of the meter, the customer may be billed for the cost of the investigation. At the Company's discretion, and following a request by the customer, the Company may correct the situation, and subsequently bill the customer for parts and labor which the Company incurs to correct the situation.

**N**

105.2 Meter Connections

- (a) Wiring must be so arranged that a separate meter may be installed for each class of service contracted for under the various rates shown in the Company's rate schedule.
- (b) Where one or more meters are grouped, as in office or apartment buildings, and meters are connected by the Company to the meter loops or sockets as installed and tagged by the customer, under no circumstances is the Company responsible for an interchange of circuits which will result in incorrect metering.

106. UTILIZATION EQUIPMENT

106.1 General

- (a) The rules in this section are designed to assist in maintaining a high standard of electric service for all classes of customers with maximum economy of facilities. The limitations in the customer's equipment specified herein are based on the electric service rules of the Public Service Commission of Wisconsin governing the variation of voltage at the customer's service entrances on reasonably adequate supply mains, and are intended to cover all types of equipment.
- (b) When installing any utilization equipment, it shall be the customer's responsibility to comply with the provisions of this section. The Company will advise the customer concerning specific installations on request, but will not test or investigate any customer's equipment except when necessary to determine the cause of substandard voltage conditions. The Company shall, at all reasonable times, have the right to enter a customer's premises to examine the customer's equipment. The Company may refuse to connect service or may suspend service when such equipment does not conform to these rules and has not been corrected after reasonable notice.
- (c) The Company may require the installation of a separate retail power service to serve equipment which does not conform to the rules which govern standard retail service or to serve other devices which are likely to interfere with standard voltage regulation. **R**
- (d) Where a customer connects single-phase equipment to a three-phase service, the single-phase equipment shall be connected to prevent unbalance of the loads on the three phases in excess of 10%, and the power factor of such single-phase loads shall not be less than 75% at rated load. When these requirements cannot be met the customer may contract for separate single-phase service.
- (e) It shall be the customer's responsibility to install any protective devices such as time-delay under-voltage relays, phase reversal relays, devices to protect against unbalanced phase operation of three-phase equipment and any other device necessary to prevent damage to utilization equipment which might result from imperfections in the service provided. **R**

106.1 General, (continued)

- (f) It shall be the customer's responsibility to avoid installing and/or operating any utilization equipment that distorts the system voltage waveform or produces harmonic or other high frequency currents in the system such that the voltage distortion, harmonic or other high frequency currents interfere with the operation of any other customer's equipment, or the Company's equipment, or cause interference with the operation of another utility's facilities which may be in close proximity to the power system facilities. Interference by voltage distortion, harmonic or high frequency currents may result from intentional operation of customer-owned carrier systems for various control purposes such as clock resetting, energy control, and security system. Interference may also result from the use of equipment that generates higher order harmonic voltages or currents such as rectifiers (AC-DC conversion devices), welders, and electric arc furnaces. Interference may also be caused unintentionally by a specific piece of equipment. When the source of objectionable interference is determined to be equipment owned by a specific customer, the customer will be informed and advised of his or her responsibility to correct the problem. The Company has the right to require the customer to correct the problem or to disconnect the equipment causing the objectionable interference.
- (g) The customer's total demand referred to in Section 106 is the normal fifteen-minute integrated kilowatt demand of a customer's total load on the service connection under consideration.

106.2 Motors

(a) Definitions and Conditions

**R**

- (1) The starting current of a motor is defined as the current taken from the line by the motor and its associated equipment in starting position with the rotor locked and with standard voltage and frequency applied. Where the starting current of a motor exceeds the values given in these rules, either suitable starting devices or separate power service may be required. Starting devices, when required on standard retail services, shall be of the increment type which will limit the current on any step to the permissible value during the entire starting cycle.

106.2 Motors, (continued)

- (2) Unless otherwise stated, the starting current of a group of motors refers to the starting current of the largest motor or the starting current of any group of motors which normally start simultaneously, whichever is greater. Any motor in a group may have a starting current equal to that allowed for the largest motor connected.
- (3) Horsepower refers to the manufacturer's output rating of a motor. The rating of synchronous motors shall be computed at unity power factor.
- (4) Industry standard code letters designate the starting characteristics of motors as defined in the Wisconsin State Electrical Code.
- (5) Frequently started motors are those which normally start more frequently than once in 2 hours. Unless otherwise approved by the Company, all automatically started motors shall be classified as frequently started. The Company reserves the right to specify restrictions for motors which start more frequently than once every twenty minutes or for motors used to drive equipment requiring variable torque during each cycle of equipment operation.
- (6) Infrequently started motors are those which normally do not start more often than once in 2 hours. Motors which are started less frequently than once in 4 hours may be referred to the Company for special consideration.

(b) Motors Operated on Standard Retail 120/240 Volt Single-Phase Services

**R**

- (1) The maximum permissible starting current of motors operated at 120 volts shall be as follows:

24 Amperes for frequent starting  
48 Amperes for infrequent starting

106.2 Motors, (continued)

- (2) The maximum permissible starting current of frequently started motors operated at 240 volts shall be as follows:

<u>Customer's Total Demand – kW</u>	<u>Maximum Starting Current-Amperes</u>
10 or less	60
11 to 20	70
21 to 40	85
41 to 60	120
61 to 80	150
81 to 100	240

For customers with a total demand over 100 kilowatts or for motors started less frequently than once every two hours, consult the Company for maximum starting currents.

- (3) The maximum horsepower ratings given here were developed from the limitations set forth in (1) and (2) using standard horsepower ratings. Due to the use of standard horsepower power ratings this table is more restrictive than (1) and (2). If desired (1) and (2) may be used in lieu of these values.

The maximum standard horsepower rating of single-phase frequently started motors for across-the-line starting, for all motors operated at 120 volts and for motors operated at 240 volts where the total demand on the service is 0-10 kilowatts or 11-20 kilowatts, are as follows:

106.2 Motors, (continued)

<u>Industry Standard Code Letter</u>	<u>Frequently Started Motors*</u>		
	<u>120 Volt Motors All customer Demands</u>	<u>240 Volt Motors</u>	
		<u>0-10 kW Cust Demand</u>	<u>11-20 kW Cust Demand</u>
A	3/4 HP	3 HP	5 HP
B	1/2	3	3
C	1/2	3	3
D	1/2	3	3
E	1/2	2	3
F	1/3	2	3
G	1/3	2	2
H	1/3	2	2
J	1/3	1-1/2	2
K	1/4	1-1/2	1-1/2
L	1/4	1	1-1/2
M	1/6	1	1-1/2
N	1/6	1	1
P	1/6	1	1
R	1/6	3/4	1
S	1/8	3/4	3/4
T	1/8	1/2	3/4
U	-----	1/2	3/4
V	-----	*	*

\*For motors with an Industry standard code letter of V or those which are started less frequently than once every two hours, consult the Company.

106.2 Motors, (continued)

**R**

(c) Motors Operated on Standard Retail 208Y/120 Volt, Combination Single-Phase and Three-Phase Services

- (1) The maximum permissible starting current of motors operated at 120 volts shall be as follows:

24 Amperes for frequent starting  
48 Amperes for infrequent starting

- (2) Motors connected to 208Y volt circuits shall have starting current limitations as follows:

<u>Customer's Total Demand kW</u>	<u>Maximum Starting Current – Amperes</u>	
	<u>Frequent Starting</u>	<u>Infrequent Starting</u>
25 or less	40	80
26 to 50	60	120
51 to 75	90	180
76 to 100	120	240
101 to 150	150	300
151 to 250	185	370
251 to 350	235	470
351 to 450	285	570
Over 450	Consult the Company	



106.2 Motors, (continued)

- (3) Existing motors connected to 208Y volt circuits of the designated 208Y/120 volt district in downtown Milwaukee shall have starting current limitations as follows: **R**

<u>Customer's Total Demand kW</u>	<u>Maximum Starting Current – Amperes</u>	
	<u>Frequent Starting</u>	<u>Infrequent Starting</u>
150 or less	200	400
151 to 300	250	500
301 to 500	400	800
Over 500	600	1,200

- (d) Motors Operated on Standard Retail 480Y/277, Volt, Combination Single-Phase and Three Phase Services **R**

- (1) Single-phase motors connected to 277 volt or 480 volt circuits shall have starting current limitations as follows:

<u>Customer's Total Demand kW</u>	<u>Maximum Starting Current – Amperes</u>	
	<u>Frequent Starting</u>	<u>Infrequent Starting</u>
250 or less	100	200
251 to 325	110	220
Over 325	Consult the Company	

- (2) Three-phase motors connected to 480 volt circuits shall have starting current limitations as follows:

<u>Customer's Total Demand kW</u>	<u>Maximum Starting Current – Amperes</u>	
	<u>Frequent Starting</u>	<u>Infrequent Starting</u>
250 or less	125	250
251 to 325	135	270
Over 325	Consult the Company	

- (e) Motors Operated on Special Services, Secondary Retail Power Services, or Other Services Supplied From Individual Distribution Transformers, or Three-Phase Primary Services **N**

Maximum starting currents for these types of services are generally less restrictive than those for standard retail services. For determination of maximum starting current contact the Company.

106.3 Electric Welders

- (a) Motor-generator type welders shall be connected and served in accordance with the Company's rules governing motors.
- (b) Transformer-type welders supplied from secondary circuits providing standard retail service shall not have maximum input currents greater than 15 amperes without specific approval of the Company. **R**
- (c) Transformer-type welders supplied from secondary retail power services or other services supplied from individual distribution transformers shall not have maximum input currents greater than 37.5 amperes without specific approval of the Company. **R**
- (d) Welders having input currents greater than provided in Section 106.3(b) and (c) shall not be connected without the approval of the Company. The Company's approval of such welders shall be based on the electric service rules of the Public Service Commission of Wisconsin governing regulation of voltage at the customer's service entrance.

106.4 Space Heating Equipment **R**

- (a) On standard retail services, the capacity of equipment connected to any control switch shall be limited to the allowable starting current specified herein for motors. Thermostatically controlled space heating equipment shall be classed as frequently started.
- (b) The starting current of any installation connected to a retail power service shall not exceed 105 amperes on one control switch without specific approval of the Company.

106.5 Miscellaneous Equipment

- (a) X-ray equipment operated on standard retail services shall not have maximum input currents in excess of 24 amperes without specific approval of the Company. **R**
- (b) All other equipment not specifically provided for in this section will be subject to approval of the Company on the basis of starting currents specified herein for motors with the same frequency of starting. A customer is advised to consult the Company before connecting any such apparatus.

106.6 Private Power Plants

- (a) No customer-owned power generating equipment shall be operated in parallel with the Company's system without the written approval of the Company as provided in Section 107, Customer- Generating Systems or without the customer entering into a Distributed Generation Interconnection Agreement with the Company. **R**

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### 107. CUSTOMER GENERATING SYSTEMS

R

- (a) Interconnection of a generating facility with the Company's electrical system shall not be permitted until approval is received from the Company as required by PSC 119, of the Wisconsin Administrative Code. The Company may withhold approval only for good cause such as failure to comply with applicable Company rules or governmental laws, rules or regulations. The Company shall require a Distributed Generation Interconnection Agreement specifying reasonable technical connection and operating aspects for the parallel generating facility.
- (b) The Company may, in accordance with PSC 119, require that for each generating facility there be provided between the generator (or generators) and the Company's electrical system a lockable load-break disconnect switch. The switches shall be accessible to the Company for the purpose of isolating the parallel generating facility from the Company electrical system, when the company deems necessary.
- (c) The Company shall require a separate distribution transformer for a customer having a generating facility, where necessary for reasons of public or employee safety or where the potential exists for the generating facility to cause problems with the service of other customers. Ordinarily this requirement may not be necessary for an induction-type generator with a capacity of 5 kilowatts or less, or other generating units of 10 kilowatts or less that utilize line-commutated inverters.
- (d) To avoid the potential for a generating facility causing problems with the service of other customers, the Company may limit the capacity and operating characteristics of single-phase generators in a manner consistent with its existing limitations for single-phase motors. Ordinarily single-phase generators may be limited to a capacity of 10 kilowatts or less.
- (e) The Company shall require that each generating facility have a system for automatically isolating its generation from the Company's distribution system upon loss of the Company electrical supply, unless the Company desires that the local generation be continued to supply isolated load. For synchronous and induction generators such protection against continued operation when isolated from the utility electrical system will ordinarily consist of overcurrent protection, fuse or circuit breaker, plus a voltage or frequency controlled contractor which would automatically disconnect the unit whenever its output voltage or frequency drifted outside predetermined limits. Other suitable protective systems against abnormal voltages or frequencies may be accepted by the Company.

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Issued: 1-26-06

Effective: For service furnished on and after 1-26-06

PSCW Authorization: Order date 1-26-06 in Docket No. 05-UR-102

107. CUSTOMER GENERATING SYSTEMS, (continued)

**R**

(f) The Company shall require that the customer discontinue parallel generation operation and the Company may isolate the generating installation from its system at times:

**R**

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

(2) When considered necessary during system emergencies.

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

(g) The owner of the generating facility shall be required to make the equipment available and permit entry upon the property by Company personnel at reasonable times for the purposes of testing isolation and protective equipment, and evaluating the quality of power delivered to the Company's system; and testing to determine whether the local generating facility is the source of any electric service or communication systems problems.

(h) The power output of the generating facility shall be maintained such that frequency and voltage are compatible with normal Company service and do not cause the Company service to fall outside the prescribed limits of commission rules and other standard limitations.

(i) The generating facility shall be operated so that variations from acceptable voltage levels and other service impairing disturbances do not result in adverse effects on the service or equipment of other customers, and in a manner which does not produce undesirable levels of harmonics in the Company power supply.

107. CUSTOMER GENERATING SYSTEMS, (continued)

**R**

- (j) The owner of the generating facility shall be responsible for providing protection for the owner's installed equipment and for adhering to all applicable national, state and local codes. The design and configuration of certain generating equipment such as that utilizing line-commutated inverters sometimes requires an isolation transformer as part of the generating installation for safety and for protection of the generating facilities.

108. PRIMARY RATE SUBSTATION INSTALLATIONS

- (a) Customers purchasing service under a primary rate shall at their expense install all apparatus and materials necessary for the proper utilization of power furnished by the Company in accordance with the Company's Primary Rate Substations General Requirements Book. All such apparatus shall be safe and adequate and shall be maintained by the customer in good operating condition.
- (b) The Company shall have the right at any time to make an examination of the installation of surge protective apparatus, circuit breakers, fuses, transformers, motors, lights and other apparatus of the customer. The Company may refuse to make service connections or to continue the supply of energy unless the installation is in proper condition to receive and utilize safely the power furnished by the Company, or if the installation is found to be in such condition as to unduly disturb the operation of its system.
- (c) Primary rate customers should always consult the Company before making any changes in their installation which may affect the operation of the Company's system.
- (d) In certain cases, the customer will be required to provide bridging switches and other equipment necessary to assure the customer of adequate service and to facilitate work on cables and lines without interfering with the customer's operation. Stations in which bridging switches are installed must be accessible at all times to Company employees.
- (e) In addition to the foregoing rules for primary rate substation installations, other general rules of the Company shall be followed where applicable and not inconsistent with these rules.
- (f) At the request of a customer, the Company may perform substation and distribution facilities investigations, as well as maintenance and repair of the customer's equipment. The customer shall pay all costs associated with such investigations, maintenance, and repair. In some instances, the Customer may contract with the Company to perform routine maintenance and repair of the Customer's substation and distribution facilities on an on-going basis. **R**
- (g) If, in the course of investigating an outage or other customer related incident on the customer's premises, Company personnel determines the problem resided with the customer's transformer or related equipment, the customer may be billed for the cost of investigation and the Company may, at the written request of the customer, make the necessary repairs and charge the customer for the work performed. **N**

200. EXTENSION OF SERVICE

201. EXTENSION OF NEW ELECTRIC SERVICE

201.1 General

- (a) Company-owned facilities installed on the customer's premises shall be over the most direct and practical route convenient to the Company. Service entrance conductors shall be located so as to be most readily accessible to the Company's lines. If the customer elects a service entrance location other than that most convenient to the Company, the customer shall pay the cost of excess facilities required to serve the customer's preferred service entrance location. For any portion of an extension which in the Company's judgment would be hazardous or where the operation of the customer or others may introduce a hazard, the customer shall pay all costs of removing such hazards or the cost of rerouting the Company's extension to avoid hazards.
- (b) The estimated cost of distribution system facilities will include the cost of extension of primary and secondary mains; reconstructing of existing main feeders including changing from single-phase to three-phase or construction of new feeders made necessary solely by addition of such customers; the cost of tree trimming or right of way clearing; securing easement; moving conflicting facilities; and all other costs incident to furnishing service. This definition applies to the overhead and underground distribution system. D
- (c) The Company will design the distribution facilities to provide safe, reliable, environmentally acceptable service at the lowest reasonable cost following accepted engineering and planning practices. If it is found to be advantageous for the Company to install facilities in excess of facilities normally installed, the added costs of these facilities will not be used in determining the extension costs for purposes of that customer's contribution.
- (d) The customer shall provide or shall be responsible for the cost of all right-of-way easements and permits necessary for the Company to install, maintain, or replace distribution facilities. The customer shall either clear and grade such property or pay the Company to clear and grade such property prior to construction.



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### 201.1 General, continued

- (e) Where extensions to the Company's distribution system and service facilities are made under these rules, title and control of such extensions shall at all times lie with the Company.
- (f) The Company reserves the right to further extend its distribution system at any time without procuring the consent of the customer or group of customers for whom the original extension was made. The Company further reserves the right to connect any of its present or new customers to an extension without obligation to refund any portion of the contribution or deposit received for such customer to the original customers for whom the extension was made, except as provided in Sections 201.2(g) and 201.2 (n).
- (g) Proposed extensions may be reviewed for economic considerations. If the cost of an extension exceeds five times the average embedded cost to serve a customer in the same class as the customer for whom the extension is to be made, the Company may require a contract with the customer. Under the terms of the contract, the customer will be required to pay, on a monthly basis, the recurring estimated operation and maintenance expenses associated with that portion of the extension that is in excess of five times the average embedded cost at the time the extension is made. Alternatively, the Company and the customer may agree to a one-time payment based upon the present worth of the stream of future operation and maintenance expenses. Such one-time payment shall be due before commencement of construction. The reasons and supporting analysis for each contract will be furnished to the customer and the Public Service Commission of Wisconsin in writing. The Company will inform the customer of the customer's right to ask the Commission for a review of the extension costs and contract provisions.
- (h) Alterations, removals or relocations of distribution facilities and/or alterations or relocations of service facilities (except for service facilities changes provided for in Section 202(e) & (f) required by but not limited to, construction, remodeling, or removal of the customer's structures will be done by the Company and the net cost charged to the customer.
- (i) For customer requested service facilities removal, not related to an alteration or relocation, the Company will remove the meter and 1) for direct buried facilities abandon the cables in place and 2) for overhead and conduit/cable facilities will remove the service cable if no successor customer is likely. If the customer requests that the Company remove the direct buried cables when the Company's practice is to abandon in place, the removal will be done by the Company and the net cost charged to the customer. If new service facilities are requested in the future, such facilities will be provided in accordance with Wisconsin Administrative Code provisions.
- (j) Customer initiated work, including but not limited to, construction, remodeling, relocation or removal of their facilities that causes temporary alterations, temporary adjustments or temporary relocations of Company facilities will be done by the Company and the cost charged to the customer after completion of the job at the client job rate.
- (k) Any payment made in advance of construction, which later becomes subject to refund, shall bear no interest.

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Issued: 12-23-19

Effective: For service furnished on and after 1-1-20

PSCW Authorization: Docket No. 05-UR-109 Order dated 12-19-19

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### 201.1 General, continued

- (l) These rules do not apply to the interconnection of customer-owned generation facilities. The details associated with the interconnection of customer-owned generation facilities are specified in Section 107 of those rules and the appropriate rate schedule.
- (m) The Company shall, upon request, provide the customer at no charge, one estimate of the customer cost within a 12-month period. Should the Company be asked by the customer to estimate multiple scenarios or re-estimate the customer cost (due to installation changes, timing changes, etc) within 12 months of providing the first estimate, the Company shall prepare new estimates and bill the customer for the cost to prepare such estimates. The bill for the estimate is due within 30 days of being billed.

### 201.2 Installation Charges

- (a) Customers and developers for whom an extension of the Company's distribution system as defined in Section 103.1(a) is required, will be required to pay an installation charge in advance of construction as specified by these rules.
- (b) Installation charges for single-phase secondary voltage service, including service to residential and farm customers, will be the estimated cost of distribution facilities to be installed, excluding transformers, less the average depreciated embedded cost of distribution facilities of \$1,757 determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this group of customers by the number of customers in the group. R
- (c) Installation charges for three-phase secondary voltage service, including service to three phase residential customers and farm customers served under the Company's Fg 1, Cg 1 or Cg 6 rate schedules will be the estimated cost of distribution facilities to be installed, excluding transformer; less the average estimated depreciated embedded cost of distribution facilities of \$4,392 determined by dividing the original cost of overhead and underground lines accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this group of customers by the number of customers in the group. R
- (d) Installation charges for single-phase secondary voltage service to general secondary customers billed on the energy tariff (no demand component) will be the estimated cost of distribution facilities to be installed, excluding transformers, less an estimated amount of \$2,002 determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this customer group. R

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Issued: 12-27-2024

Effective: For service furnished on and after 1-1-25

PSCW Authorization: Docket No. 5-UR-111 Order dated 12-19-2024

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201.2 Installation Charges, (continued)

(e) Installation charges for three-phase secondary service to general secondary customers billed on the energy tariff (no demand component) will be the estimated cost of the distribution facilities to be installed, excluding transformers, less the calculated depreciated embedded cost of \$4,004 for distribution facilities. The depreciated embedded cost is determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to the entire regular general secondary rate classification. This difference is then divided by the average number of three-phase general secondary customers served. R

(f) Installation charges for general secondary customers billed on the Company TE1 or TE2 rate schedule will pay the estimated costs of the distribution facilities to be installed, excluding transformers, less the calculated depreciated embedded cost of \$7.68 for distribution facilities. The depreciated embedded cost for TE1 or TE2 is determined by subtracting the contribution in aid of construction and customer advances allocated to TE1 from the depreciated embedded cost of overhead and underground lines (accounts 364 through 367) allocated to TE1 or TE2 and dividing by the average number of TE1 or TE2 accounts. R

(g) Residential developers and subdividers of single- and two family subdivisions shall pay, in advance of construction, the total estimated cost of the distribution facilities required, excluding transformers. The developer or subdivider may receive a refund as structures are built and customers are connected to the extended distribution system. The refund, if any, shall equal the amount by which the average embedded cost applicable at the time the extension was installed or the current embedded cost, whichever is greater, exceeds the estimated cost of any additional distribution facilities required for the new customer. If the estimated cost of the additional distribution facilities exceeds the average embedded cost, no refund is due the developer or subdivider and the new customer will be required to pay an installation charge, as provided in Section 201.2. If the installation date of the original extension is on or after July 1, 1982, then, the developer or subdivider shall receive refunds, if any, for five years from that installation date. In no case shall the developer or subdivider receive funds in excess of the original charge.

(h) Installation charges for multi-family residential housing units will be the cost of distribution facilities to be installed, excluding transformers, less the average embedded cost as determined in Section 201.2(b), per each living unit in the multi-family building.

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Issued: 12-27-2024

Effective: For service furnished on and after 1-1-25

PSCW Authorization: Docket No. 5-UR-111 Order dated 12-19-2024

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### 201.2 Installation Charges, (continued)

- (i) Installation charges for general secondary customers billed on a demand and energy tariff will be the estimated cost of distribution facilities to be installed, excluding transformers, less the average depreciated embedded cost of \$148.31 per kilowatt for distribution facilities, determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this group of customers by the estimated average billed demand of these customers, to produce an average depreciated embedded cost per kilowatt of demand. The customer will then nominate a minimum contractual demand on which the embedded cost credit will be based, and will contract with the Company for such minimum demand for a period of 1 year. The Company shall allow the Customer to be served under a non-demand General Secondary Service Rate for a start-up period not to exceed twelve months and ending with the month in which the minimum contract demand is reached. When the start-up period has ended, the twelve month period for which the minimum contract demand shall be billed will begin. R
- (j) Installation charges for general primary customers will be the estimated cost of distribution facilities to be installed less the average depreciated embedded cost of \$146.78 per kilowatt for distribution facilities, determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this group of customers by the estimated average monthly billed demand of these customers, to produce an average embedded cost per kilowatt of demand. The customer will then nominate a minimum contractual demand on which his embedded cost credit will be based, and will contract with the Company for such minimum demand for a period of 1 year. The Company shall allow the Customer to be served under a demand General Secondary Service Rate for a start-up period not to exceed twelve months and ending with the month in which the minimum contract demand is reached. When the start-up period has ended, the twelve month period for which the minimum contract demand shall be billed will begin. R

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Issued: 12-27-2024

Effective: For service furnished on and after 1-1-25

PSCW Authorization: Docket No. 5-UR-111 Order dated 12-19-2024

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201.2 Installation Charges, (continued)

- (k) Installation charges for governmental units contracting for street lighting service from Company-owned facilities, other than nonstandard street lighting, will be the estimated cost of the distribution system to be installed, excluding transformers, less the average depreciated embedded cost of \$106.16 per lighting unit for such systems, determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to this type of service by the number of street lighting fixtures to produce an average embedded cost per fixture. **R**
  
- (l) Installation charges for governmental units contracting for primary voltage service for customer-owned street lighting installations will be the estimated cost of the distribution system to be installed less the average depreciated embedded cost of \$146.78 per kilowatt for distribution facilities, determined by dividing the original cost of overhead and underground lines (accounts 364 through 367) less accrued depreciation, contribution in aid of construction and customer advances, allocated to primary voltage customers by the estimated average monthly billed demand of general primary customers, to produce an average embedded cost per kilowatt of demand. The allowance for embedded cost credit will be based on the total wattage of the lamps to be connected. **R**
  
- (m) The cost of installing distribution facilities for nonstandard street lighting service will be recovered as shown on Rate Schedule Ms 4 in the Company's tariffs on file with the Public Service Commission of Wisconsin.

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Issued: 12-27-2024

Effective: For service furnished on and after 1-1-25

PSCW Authorization: Docket No. 5-UR-111 Order dated 12-19-2024

201.2 Installation Charges, continued

- (n) Should additional customers be connected to an existing extension of the distribution system outside of a single- or two-family subdivision, which extension has required an installation charge from the original customer for whom the extension was first made, that original customer may receive a refund. The original customer will receive a refund only if that customer is continuing to receive service at that location at the time the additional customers are connected; refunds will be made to subsequent customers. The refund, if any, shall equal the amount by which the average embedded cost applicable at the time the extension was installed or the current embedded cost, whichever is greater, exceeds the estimated cost of any additional distribution facilities required for the new customer. If the estimated cost of the additional distribution facilities exceeds the average embedded cost, no refund is due the original or subsequent customer, and the new customer will be required to pay an installation charge, as provided in Section 201.2. If the installation date of the original extension is on or after July 1, 1982, then, the original or subsequent customer shall receive refunds, if any, for 5 years from that installation date. In no case shall the original or subsequent customer receive refunds in excess of the original installation charge.
  
- (o) The Company shall require a contract between the Company and a retail customer before the Company extends or modifies its transmission facilities to serve the retail customer. The contract shall describe the facilities to be constructed, list the cost of construction, apportion the responsibility for the construction costs between the Company and the customer, and include the supporting analysis for the construction and the cost apportionment. The contract shall be submitted to the Public Service Commission of Wisconsin for approval. The contract is approved if the Public Service Commission does not respond to the Company within 20 working days from the receipt of the contract.
  
- (p) Seasonal customers shall receive one-half the average embedded cost of a year-round customer for the same customer classification.
  
- (q) Service facilities, as defined in Section 103.1(b) and transformers shall be provided without charge, except as may be appropriate in cases described in Section 201.2(r), 201.2(s), 201.2(v), 201.2(w) and Section 102.4, Special Service.

**R**

PSCW Authorization: Docket No. 05-UR-107 Order dated 12-23-14

201.2 Installation Charges, (continued)

- (r) In addition to the installation charges provided above, the Company shall require the customer to pay, in advance of construction, the estimated costs for those distribution and service facilities that are in excess of standard utility design and construction or follow a route different than the most direct route, as determined by the Company. For example, an underground service lateral from an overhead distribution system shall be considered non-standard utility design. Payments for excess or non-standard distribution facilities shall be refundable in accordance with Sections 201.2(g) and (n). Payments for excess or nonstandard service facilities are nonrefundable.
- (s) The Company may require the customer to pay, in advance of construction, the estimated costs for those distribution and service facilities that have abnormally high installation costs due to abnormal soil conditions, including trenching in rocky soil, boring under roads and sidewalks, pavement cutting, etc., or for winter construction costs that apply between December 1 and April 1. Included in winter construction costs are the added costs resulting from frost, snow, brittle wire and cold weather requiring additional time to complete work. Payments for these conditions will be non-refundable.
- (t) The average embedded costs shall be reviewed by the Company on an annual basis and shall be submitted to the Public Service Commission of Wisconsin for review and approval by January 1 of each year.
- (u) Upon completion of the installation, the estimated cost of construction will be adjusted to reflect those costs actually incurred. If the customer's contribution differs by more than \$20 from the customer's original contribution, then the customer will receive a refund or be asked to pay the additional contribution.
- (v) If the customer requests a non-standard or custom transformer be installed, the Company shall require the customer to pay, in advance of construction, the difference between the cost of a standard Company transformer and the non-standard/custom transformer. (Non-standard is defined as either a type or size of transformer the Company does not normally stock). The calculated incremental price difference will be multiplied by two, which will allow the Company to purchase a second non-standard/custom transformer to keep in stock in the event the first transformer fails.
- (w) For customers served on a non-demand rate, who request a transformer sized to meet their intermittent testing loads rather than their normal loads, the Company shall require the customer to pay, in advance of construction, the difference between the cost of the Company transformer that meets their normal load and the cost of the Company transformer that meets their testing load. **N**
- (x) For customers receiving an embedded credit, if the customer requests that the Company remove the meters upon which the embedded credit was based, within 12 months of the later of installation of or the energizing of the meters, the customer shall repay to the Company the embedded credit associated with that meter. **N**

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Issued: 12-23-14

Effective: For service furnished on and after 1-1-15

PSCW Authorization: Docket No. 05-UR-107 Order dated 12-23-14



202. CHANGES TO EXISTING FACILITIES

- (a) If a customer changes the nature of his service equipment or connected load in such a manner that changes to the existing distribution system are required, the customer shall pay, in advance of construction, the estimated cost of the new facilities, excluding transformers. The customer's contribution shall be refundable as additional customers attach to the distribution facilities as provided in Sections 201.2(g) and 201.2(n). **R**
- (b) A customer served under a demand tariff as described in Sections 201.2(i), (j) and (l) shall receive an embedded cost credit based on the customer's estimated average billed demand after the change less the customer's average billed demand before the change. **R**
- (c) If a customer is served under an energy only tariff as described in Sections 201.2(b), (c), (d) and (e) and the customer transfers to another energy only tariff, the customer shall receive an embedded cost credit equal to the difference between the two embedded cost credits.
- (d) If a customer is served under an energy only tariff as described in Sections 201.2(b), (c), (d) and (e) and the customer transfers to a demand tariff as described in Sections 201.2(i), (j), and (l), the customer shall receive an embedded cost credit based on the estimated average billed demand after the change less an estimate of the average billed demand before the change. **R**
- (e) If a customer is served with an overhead service drop, the Company shall provide a larger overhead service drop at no charge to the customer.
- (f) If a customer is served with an underground service lateral, the Company shall provide a larger underground service lateral at no charge to the customer.
- (g) A customer served with an overhead service drop that upgrades the service and requests an underground service lateral shall pay, in advance of construction, the cost of the underground service lateral less the cost of an equivalent overhead service drop. If the customer requests an underground service lateral and does not upgrade the service, the customer shall pay, in advance of construction, the total cost of the underground service lateral.

202. CHANGES TO EXISTING FACILITIES (continued)

- (h) If relocation of Company distribution facilities or service facilities is requested under provisions of Section 103.2(a), the customer shall pay, in advance of construction, the cost of making the desired relocation, in addition to any charges for necessary changes and additions to remaining facilities, as described in Section 202(a). The customer 's contribution shall be refundable as additional customers attach to the relocated facilities as provided in Sections 201.2(g) and 201.2(n). **R**
  
- (i) Customer initiated work, including but not limited to, construction, remodeling, relocation or removal of their facilities that causes temporary alterations, adjustment or relocations of Company facilities will be done by the Company and the cost charged to the customer after completion of the job at the client job rate.

203. MILWAUKEE NETWORK SERVICE

203.1 General

- (a) For connected loads of less than 75 kilowatts in the Milwaukee Network District, the Company will generally extend secondary service from the network distribution system.
- (b) At the Company's option it may extend 13,200-volt, 60-hertz cables to buildings in the Milwaukee Network District. The owners of such buildings or customers therein shall provide on their premises, without expense to the Company, suitable space for the proper housing of the Company's transformers and other apparatus to which the Company shall have access at all times. Such transformer space shall be adequate to house all the equipment necessary for the ultimate electric requirements of the building. The Company will provide the transformer installation and deliver secondary service to the customer.
- (c) The Company shall have the right to connect any such transformer substation with other similar substations, all of which constitutes the Milwaukee Network Distribution System.
- (d) Where the load of a single customer served from the low voltage Milwaukee Network System is of such size as to require the installation of more than one transformer substation in order to provide efficient secondary distribution and to assure the continuity of network service, the Company may, at its option, deliver service to the customer at more than one point. In such cases the sum of the readings of the separate demand and energy meters shall be used for billing purposes. At the customer's option simultaneous demands will be used in lieu of the sum of the separate demands provided the customer will furnish and install the necessary metering circuit as specified by the Company. Such accumulation of readings of meters shall apply only where the additional substation is in the same building or in an adjacent building used by the customer as a part of his regular operations.
- (e) For new buildings or new customer such extensions will be made in accordance with Section 201, Extension of New Electric Service.

203.2 Sixty Hertz Service in Borderline Areas of the Milwaukee Network District

- (a) Due to proximity of the Company's normal distribution facilities to the Milwaukee Network District, the Company may extend service to a customer in the borderline areas of the district from the standard sixty hertz system rather than the network.
- (b) For new buildings or new customers such extensions will be made in accordance with Section 201, Extension of New Electric Service.

204. EXTENSION OF LINES FOR TEMPORARY SERVICE

Where it is necessary to install service facilities or extend the distribution system in order to furnish temporary service where there is little or no likelihood of a successor customer, the customer shall pay in advance of construction the cost of all necessary material and equipment and the installation and removal thereof, less the salvage value of the equipment and materials to be removed as determined by the Company. Temporary service shall normally be available for periods of one year or less. However, at the request of the customer and upon the concurrence of the Company, the temporary service may be renewed for additional periods of one year or less. Should the customer elect to receive permanent service, the customer will pay the installation charges for extension of new electric service as provided for in Section 201, Extension of New Electric Service. Credit shall be given for the payment already made for that portion of the temporary service facilities which can be used for permanent service without modification.

205. BRIDGING, RESERVE LINE AND EMERGENCY SECONDARY SERVICES

- (a) Bridging, Reserve line and Emergency Secondary services are defined hereafter as:
- (1) A Bridge Line is installed in order to enhance system operation and maintain flexibility.
  - (2) A Reserve Line is installed to enhance the reliability of electric service to a specific customer.
  - (3) Emergency Secondary Service is a service separate from the customer's primary service which is intended to serve a portion of the customer's load such as emergency customer exit lighting, fire fighting equipment and other emergency or security related loads and is not intended to serve the general power and lighting requirements of the customer.

The terms and conditions which apply to these types of services are described below.

(b) Bridge Lines

- (1) A Bridge Line is an addition to the distribution system which enables the Company to divert or re-route service to a customer or group of customers. Bridge Lines will be constructed at no direct cost to the customer or customers which it serves in order to provide the Company with potential opportunities to perform maintenance and restore at least partial service to customers in case of emergency.

(c) Reserve Lines

- (1) A Reserve Line is a separate service to a customer. The Reserve Line functions to enhance reliability only to the customer which it serves.

205. BRIDGING, RESERVE LINE AND EMERGENCY SECONDARY SERVICES, (continued)

- (2) A customer purchasing electric service under any of the Company's filed rates can request a reserve line or a separate service connection other than that from which regular service is obtained.
- (3) The Company does not guarantee a constant supply of electric energy to customers having both regular and reserved line connections and shall not be liable for any damages of whatever nature resulting from any interruption in either class of service.
- (4) The Company may supply reserve line service facilities under the terms of a special contract, providing the customer shall pay all cost associated with such facilities. The Company will then provide the reserve line service distribution facilities required and accumulate the energy consumptions and demand registrations with those of the regular service for billing purposes, subject to the following provisions:
  - i) Where a customer purchases regular service under rates with a monthly minimum charge, equipment connected to the reserve line service connection shall be included in determining the customer's monthly minimum bill.
  - ii) Where reserve line service and regular service cannot be used simultaneously, the larger of the two respective demands shall be used for billing purposes.
  - iii) Where the rate for the customer's regular service provides for payment of a monthly fixed charge for each meter, the cost of the metering equipment will not be included in the cost of installing the reserve line service connection.

205. BRIDGING, RESERVE LINE AND EMERGENCY SECONDARY SERVICES, (continued)

- iv) Where the Company supplies reserve line service to a customer regularly receiving primary service and the reserve line service is metered on the secondary side of the transformer, it shall estimate the reserve line service transformer losses, add them to the metered reserve line service and the metered regular primary service for billing purposes.
- v) Any installation of lines, conduits, cables and other equipment and material installed in or on a street or other public thoroughfare under this plan shall be the property of the Company, and the Company may use such facilities as a part of its regular distribution system provided it maintains at all times adequate capacity in such service connection for the requirements of the customer.
- vi) The Company does not guarantee a constant supply of electric energy to customers having both regular and reserve line connection and shall not be liable for any damages of whatever nature resulting from any interruption in either class of service.

(d) Emergency Service

- (1) A customer purchasing electric service from the Company under any of the Company's filed rates can request an emergency service connection other than that from which regular service is obtained.
- (2) The Company may supply emergency service facilities under the terms of a special contract, providing the customer shall pay all costs associated with such facilities. The Company will then provide the emergency service distribution facilities required and accumulate the energy consumption and demand registrations with those of the regular service for billing purposes, subject to the following provisions:



205. BRIDGING, RESERVE LINE AND EMERGENCY SECONDARY SERVICES, (continued)

- i) Where a customer purchases regular service under rates with a monthly minimum charge, equipment connected to the emergency service connection shall be included in determining the customer's monthly minimum bill.
  - ii) Where emergency service and regular service cannot be used simultaneously, the larger of the two respective demands shall be used for billing purposes.
  - iii) Where the rate for the customer's regular service provides for payment of a monthly fixed charge for each meter, the cost of the metering equipment will not be included in the cost of installing the emergency service connection.
  - iv) Where the Company supplies emergency service to a customer regularly receiving primary service and the emergency service is metered on the secondary side of the transformer, it shall estimate the emergency service transformer losses, add them to the metered emergency service and the metered regular primary service for billing purposes.
- (3) Under the foregoing plan, the customer shall obtain from the City and/or any other regulating body having jurisdiction over such installations any written permission necessary for the installation of two service connections into the building at different locations, and the customer shall provide any and all direct operated or remote control switching and other equipment which may be required on account of the separate service connection.
- (4) The Company does not guarantee that any separate service connection installed hereunder for fire pump service meets the requirements of the Fire Insurance Rating Bureau or any other organization. The customer shall be responsible for obtaining necessary approval for the installation of such service connection.

300. RULES GOVERNING CHANGE IN CHARACTER OF SERVICE

301. CHANGES TO EQUIPMENT

301.1 General

- (a) Change in character of service made necessary because of inefficient operation, arising from duplication of investment and service, inadequacy, obsolescence or other conditions requiring such change for the general good, will be made by the Company in accordance with Sections 301.2 and 301.3.

301.2 Changes to Company's Equipment

- (a) When such change in character of service occurs, the Company will make, at its own expense, such changes to its power plant and distribution system, including service drop and meter, as are necessary to enable the Company to supply the customer with the substituted service.

301.3 Changes to Customer's Equipment

- (a) When such change in character of service by the Company requires a change to the wiring and electrical equipment owned by the customer and regularly connected to and operated exclusively from the Company's service, the Company will provide without charge to the customer the necessary labor and supervision required to rearrange in an efficient manner the customer's existing wiring. Also, the Company will install additional approved wiring material and electrical equipment, which is provided by the customer, which is reasonable and necessary to replace wiring material and electrical equipment abandoned because of the change in character of service.

- (b)
- (1) The customer will dispose of such abandoned wiring material and electrical equipment and provide the additional wiring material and electrical equipment as specified in the foregoing paragraph or, at the customer's option, the Company will take over the abandoned wiring material and electrical equipment and substitute therefore new or used electrical equipment of the proper characteristics to replace the abandoned equipment and of remaining useful life equal to, or greater than, the life of the abandoned equipment. The customer may, whenever it is desirable, change the size, type or quantity of units of equipment. If the "service value" of the abandoned wiring material and electrical equipment as defined hereinafter does not equal the cost of the substituted new or used equipment, the customer shall reimburse the Company for the difference between the cost of such equipment and the "service value" of the abandoned equipment.

301.3 Changes to Customer's Equipment, (continued)

- (2) The "service value" of such abandoned wiring material and electrical equipment shall be defined as the value determined by the Company in the following manner:
  - (a) Determine the original cost of wiring material and electrical equipment and deduct its scrap value from that original cost,
  - (b) determine by inspection the percent condition of the wiring material and electrical equipment, taking into account its useful remaining life and the care it has had while in service,
  - (c) apply the percent condition to the original cost less scrap value, and
  - (d) add the scrap value to the result thus obtained to give the present "service value" of the wiring material and equipment.
- (c) The Company may, at its option, leave in place in premises of the customer such abandoned wiring material whenever, in the estimation of the Company, the cost of removal exceeds the sale value thereof.
- (d) Whenever, upon inspection or test, any of the equipment in use by the customer is found to operate as satisfactorily and as efficiently on the new class of service as on the old, no change in equipment shall be made.

400. RULES GOVERNING ACCOUNTING PROCEDURES

401. CONTRACTS – APPLICATIONS FOR SERVICE

- (a) In general, residential, farm, and general secondary customers are not required to sign contracts for service. Written contracts are required when unusual investment by the Company is required or when characteristics or size of the customer's load or other circumstances make such written contracts advisable. For the application of these rules, the customer who does not sign a contract will be considered as contracting for service at rates which contemplate its use for at least one year.
- (b) The minimum terms of service are specified in the applicable rates, contracts, and line extension rules. In general, contracts are automatically extended at the end of their terms under conditions stated therein.
- (c) A contract taken by a Company representative from a prospective customer for service from a proposed line extension shall be accepted by the Company contingent upon
  - (1) the Company's lines being extended to reach such customer in accordance with Section 200, Extension of Service,
  - (2) capability of the customer or the Company to obtain the necessary consent of governmental authorities, easements and tree trimming rights, and
  - (3) capability of the Company to obtain necessary materials and labor from its regular sources of supply to perform the required work without unreasonable costs.

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### 402. DISCONTINUANCE OF SERVICE

- (a) A customer receiving service under rates available for periods of one year or more, who discontinues such service prior to the end of the first year, shall pay the minimum bill specified in the applicable rate for the remainder of the year, and, upon the customer's request, service will be physically disconnected. Upon reconnection, the customer shall pay the reconnection charge as specified in Section 406.3. Such charges will not be made if, **R**
- (1) the premises are promptly made available for reoccupancy,
  - (2) the customer moves to a new location and continues to use similar service, or
  - (3) the customer is unable to continue to use service because of fire, insurrection, riot, or the actions of the elements, civil or military authority, or any other like causes beyond the control of the customer. Bankruptcy and padlocking are considered within the control of the customer.
- (b) A customer who temporarily discontinues the use of service, as in the case of a residence temporarily unoccupied, a closed summer cottage, or a seasonal business where there is no opportunity for prompt reoccupancy, shall pay the minimum bill specified in the applicable rate during the period of discontinuance, and, upon the customer's request, service will be physically disconnected. Upon reconnection, the customer shall pay the reconnection charge as specified in Section 406.3. A summer cottage is not considered available for prompt reoccupancy unless there is a change in the name of the customer. **R**
- (c) A customer receiving service under a line extension contract or under a written contract for a specific term to cover the unusual investment in construction or equipment, when discontinuing service before the end of the initial contract period, shall be liable for that portion of the revenue anticipated under the contract and not yet received by the Company. Such a customer may meet such remaining obligations by,
- (1) arranging with the successor customer to assume the remaining obligations of the contract,
  - (2) paying, upon discontinuance of service, the difference between the remaining obligation and the Company's estimate of the successor customer's revenue for the remainder of the contract period, or
  - (3) paying the bills as provided under the contract monthly for the remainder of the contract period and receiving at the end of such period a refund of an amount equal to the revenue collected from the successor customer during the remainder of the contract period, but not to exceed the amount of the remaining obligation.

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12

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### 403. RESPONSIBILITY FOR USE OF SERVICE

- (a) When a customer notifies the Company with the intent to discontinue service, the Company shall obtain a final meter reading for this account. If a successor customer is to be placed on service consistent with the off-service date, or if the landlord wants service between tenants and has informed the Company, the final meter reading for the former customer is also the on-reading for the successor customer or landlord.
- (b) If there is no successor customer for a residence, apartment or multi-unit dwelling and the landlord has not informed the utility of the intent to receive service between tenants, service may be disconnected. **R**
- (c) If there is no successor customer for a non-residential type unit and the landlord has not informed the utility of the intent to receive service between tenants, service may be disconnected. **R**
- (d) If the premises remains vacant and the meter reader, on the next reading date, or automated meter reading device determines that service has been used on the meter, an attempt will be made by the Company to determine responsibility for service used. The procedure will be as follows:
  - (1) At the time the meter reader or automated meter reading device determines that service is being used on the idle meter, the meter reader or billing support personnel will attempt to determine who is responsible for the service.
  - (2) If it is an apartment or multi-unit dwelling and the landlord has previously notified the Company of the intent to be responsible for service between tenants, the landlord will be placed on service and billed for usage between tenants.
  - (3) In instances in which the Company is unable to determine responsibility for service, a letter will be sent to the occupant at the account address. If this is an apartment building and the name of the landlord is known to the utility, the letter will be so addressed. This letter will indicate that service has been used on an idle meter and that we are attempting to determine responsibility for service used, and that we request that the occupant of the premises, or (in the case of an apartment house) landlord apply for service within ten days of the date of the letter. If no application for service is received by the Company within this ten-day period, the letter will state that the service will be disconnected for lack of proper service application, in accordance with the disconnection rules.

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12

403. RESPONSIBILITY FOR USE OF SERVICE, (continued)

- (e) A customer failing to notify the Company when discontinuing service shall be responsible for the payment of all service used, as determined by the Company, up to the time premises are occupied by a successor.
- (f) A customer using service without first making application therefor shall be responsible for the payment of all service used, as determined by the Company, from the time the premises were vacated by the preceding customer except as covered above in Section 403(d).
- (g) If service is discontinued by one customer and resumed by another on these same premises without either customer giving notice to the Company, then each customer shall be responsible for the payment of the share of all service used by each customer, to be determined by the Company as outlined in Section 403(d)
- (h) A customer receiving service under the residential or farm rate at premises which have been converted to a business or industrial classification without first notifying the Company shall be responsible for the payment of bills for such service at the applicable general secondary rate since the conversion of such premises, as determined by the Company.
- (i) The Company will furnish service directly to customers in mobile-home courts as provided in Sections 102, Availability and Character of Service, and 103, Distribution System and Service Facilities. In such cases, the service furnished to the mobile-home permanent sites will be billed to the tenants and service furnished to those sites reserved for transient trailer business will be billed to the mobile-home court operator.



404. PAYMENT PROCEDURE

- (a) Bills will be due and payable on or before the due date specified on the bill.
- (b) Payments received by mail will be considered as paid by the due date when the payment is received on or before the due date shown on the bill.
- (c) Bills may be paid at authorized pay stations. A convenience fee may be charged by the third party processing the payment at the authorized pay stations. The Company will not be responsible for payments made to unauthorized pay stations.
- (d) A late payment charge will be applied to all rate classifications under the following conditions:
  - (1) The charge will be applied to outstanding charges past due but no sooner than 20 days after the mailing date of the bill.
  - (2) The amount of the charge will be as specified in the utility service rate schedules.
  - (3) The charge will not be waived if it was properly applied, except when the Company is unable to obtain a scheduled meter reading and the customer disputes the estimate.
- (e) For each dishonored check and/or electronic transfer payment that is returned to the Company, a processing fee of \$7.24 shall be charged to cover the Company's cost of processing the dishonored check and/or electronic transfer payment, and further, the Company shall pass through to the customer (in addition to the processing fee) any actual bank charges incurred or imputed by the Company which arise from the check and/or electronic transfer payment being returned to the Company. **R**

405. DEPOSIT REQUIREMENTS

405.1 Deposits for Residential Service

(a) New Customers

- (1) A new residential customer will normally not be required to furnish security in the form of a deposit or a guaranty agreement. However, a deposit may be required as a condition of new residential service if the customer has an outstanding account balance with any Wisconsin electric utility or cooperative which accrued within the last six years, and for which there is not an agreement or arrangement for payment being honored by the customer and at the time of the request for new service remains outstanding and not in dispute. **R**
- (2) In lieu of a cash deposit or guaranty, an applicant for new residential service who has an outstanding amount accrued within the last six years will have the right to receive service under a deferred payment agreement for the outstanding amount as defined in the Wisconsin Administrative Code.
- (3) When required, deposits on a new residential account will not exceed the highest estimated bills for any two consecutive months.
- (4) A residential deposit will be reviewed at twelve-month intervals. As a result of the review, a deposit no longer required under the provisions of Section 405.1(a)(1) will be refunded.
- (5) A deposit shall not be required if the customer provides the Company with information showing that his or her gross quarterly income is at or below 200% of the federal income poverty guidelines. **R**
- (6) The customer may enter into a deferred payment agreement for the deposit amount. **R**

(b) Existing Customers

- (1) A deposit may be required from an existing residential customer if any of the following conditions apply:
  - (a) The customer has been disconnected for nonpayment within the past twelve months.
  - (b) The customer has been disconnected for violation of the Company's filed rules within the past twelve months.
  - (c) The customer has provided false or incomplete credit information to the extent that a deposit would have been previously required.

405.1 Deposits for Residential Service, (continued)

- (d) The customer has obtained service through fraud or subterfuge.
- (e) The new residential customer accrues charges for service that become 60 days or more past due within the first 8 months of service. A deposit shall not be required if the customer provides the company with information showing that his or her gross quarterly income is at or below 200% of the federal income poverty guidelines. When the company requests said deposit, the customer shall be informed of his or her right to provide the deposit or establish a deferred payment agreement. The customer shall be given 30 days to provide the deposit or enter into a deferred payment agreement for the deposit amount. N
- (2) A deposit for an existing account will not exceed the highest actual bill for any two consecutive months within the preceding twelve month review period as determined by the Company. 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 may not exceed the highest actual bills for any 4 consecutive months within the preceding 12 month review period. R
- (3) An existing residential deposit will be reviewed at twelve-month intervals. As a result of this review, a deposit no longer required under the provisions of Section 405.1(b) (1) will be refunded.

405.2 Deposits for Commercial Service

(a) New Customers

- (1) If the credit standing of a new commercial applicant is not satisfactory to the Company, the applicant may be required to furnish a deposit. The following factors will be considered in 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) the 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 the applicant's bills;
  - (d) value of the assets of the business, and
  - (e) the financial condition of the business.

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405.2 Deposits for Commercial Service, (continued)

- (2) The applicant will be notified within 30 days of the request for service as to whether the above credit data will be required. When the applicant has provided all requested information, the customer will be notified within 30 days as to whether a deposit is required. If a request for a deposit is made, the applicant will be given at least 20 days to provide payment or guaranty or to establish an installment payment agreement.
- (3) When required, a deposit on a new commercial account will not exceed the estimated bills for any two consecutive billing periods determined by the Company.
- (4) The deposit of a new commercial customer will be refunded after 24 consecutive months of prompt payment. Payment will be considered “prompt” if it is received prior to the issuance of a notice of disconnection of service.

(b) Existing Customers

- (1) If an existing commercial customer has not made prompt payment of all bills within the last 24 months, the customer may be required to furnish a deposit. **R**
- (2) The maximum deposit for an existing commercial account will not exceed the highest actual bill for any two consecutive months within the preceding 12-month review period as determined by the Company.
- (3) A commercial deposit will be reviewed at 24-month intervals. As a result of the review, a deposit no longer required under the provisions of Section 405.2(b)(1) will be refunded.

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12

405.3 Conditions of Deposit

- (a) A deposit will bear interest at the rate determined annually by the Public Service Commission payable from the date of deposit to the date of refund or discontinuance of service, whichever is earlier. **R**
- (b) A deposit refunded prior to termination of service will be refunded by check unless the customer and the Company agree to a credit on the customer's regular bill.
- (c) A deposit refunded upon termination of service will be applied to unpaid final bill charges and the balance, if any, will be refunded.
- (d) The Company will explain in writing to the customer the reason for the request for a deposit or guarantee. **R**
- (e) Service to any customer who fails to comply with these requirements may be disconnected upon ten days written notice. **R**
- (f) Where a customer is disconnected for failure to establish credit, the customer will not be charged for reconnection if at a later date his or her credit is established and he or she is given notice.
- (g) The rules as they appear in this tariff do not apply to deposits or guarantees made in connection with the financing of extensions or other equipment.

405.4 Guarantors

- (a) The Company may accept in lieu of a cash deposit a guaranty agreement signed by a guarantor whereby payment of a specific sum not exceeding the cash deposit requirement is guaranteed, provided the credit standing of the guarantor is satisfactory to the Company.
- (b) The term of such guaranty agreement shall be for no longer than one year for a residential customer, or two years for a commercial or farm customer, but it shall automatically terminate after the customer has closed his or her account with the utility, or on the guarantor's request upon 30 days' written notice to the utility. **R**

405.4 Guarantors, (continued)

- (c) Upon termination of a guaranty agreement or whenever the Company deems the same insufficient as to amount or surety, a cash deposit or a new or additional guaranty may be required upon 20 days written notice to the customer.
- (d) The Company will mail the guarantor copies of all disconnection notices sent to the customer whose account he or she has guaranteed unless the guarantor had waived such notice in writing.
- (e) Service to any customer who fails to comply with these requirements may be disconnected upon ten 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.

**R**

406. COLLECTION PROCEDURES

406.1 General

- (a) Electric service accounts are due and payable on or before the due date specified on the bill. Accounts which remain unpaid after that date are considered in arrears and shall be deemed delinquent for collection purposes 21 days after issuance of the bill.
- (b) A current bill considered for collection action is defined as including all charges up to the time collection action is started. **R**

406.2 Collection Action

- (a) Collection action will be taken on any electric service account on which one or more bills are in arrears in excess of the amount most recently designated as the collection action limit for the class of service involved. The arrears for accounts may cover a period of more than one month before collection action is started, except as hereinafter provided.
- (b) When collection action is required, the following steps will be taken:
  - (1) A written notice of disconnection will be sent to the customer ten calendar days prior to the first date of the proposed disconnection. **R**
  - (2) If the delinquent charges remain unpaid at the end of the above notice period and satisfactory arrangements for payment have not been made, service may be discontinued without further notice on or before the 20<sup>th</sup> day after the mailing date of the written notice of disconnection by the Company. **R**
  - (3) If service is not disconnected during the above prescribed period, a subsequent notice shall be left on the premises not less than 24 hours nor more than 48 hours prior to disconnection.  
  
Disconnection notice will be given on a form approved by the Public Service Commission of Wisconsin. **R**

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406.2 Collection Action, (continued)

(c) A customer whose account is subject to collection action may defer or avoid disconnection of service by paying in full, within the period specified in the disconnection notice, or by doing one of the following:

- (1) An agreement with the Company for extension of time for a specific period.
- (2) An agreement with the Company for payment of the arrears by installments added to the regular monthly bills for service.
- (3) By making a minimum payment as described below:

The Company will offer residential customers a Minimum Payment Option (MPO) beginning with the first disconnection notice following the winter moratorium. The MPO allows a customer to avoid disconnection by paying a fixed percentage of their past due balance to stay connected. Percentages will begin at 30% for the first billing cycle following the end of the winter moratorium, and may increase or decrease for subsequent billing cycles. The minimum percentage could increase by up to 10% for each succeeding month. The MPO option will be available during peak collection periods throughout the collection season as determined by the Company. If such payment does not reduce the past due balance below the collection action limit, the customer will be subject to disconnection the following billing cycle. MPO is offered in addition to a deferred payment agreement. The Company reserves the right to modify or remove the MPO. The Company will keep Public Service Commission Consumer Affairs staff informed on a monthly basis of any changes to the minimum payment percentage.

**R**

(d) In certain circumstances the Company may begin collection action regardless of the amount or period of arrears. Some of such circumstances are as follows:

- (1) When service arrears are being billed in accordance with an installment agreement and the current month's bill and/or the installments are in arrears.
- (2) When several accounts for one customer at the same location are in arrears, and one of these accounts is in arrears in excess of the collection action limit in force.
- (3) When a customer whose service has been disconnected for nonpayment or who has unpaid arrears charges from a previous address has made satisfactory arrangements for reconnection but is unable to pay the delinquent bills. In such cases, the Company may conduct collection action on any additional arrears regardless of the amount or period of arrears.
- (4) When a customer's service account has been paid in an irregular manner and the customer's credit standing does not permit extension of credit to an amount equal to the collection action limit.

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Issued: 12-23-19

Effective: For service furnished on and after 1-1-20

PSCW Authorization: Docket No. 05-UR-109 Order dated 12-19-19



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### 406.3 Reconnection Fees for Electric Service Only

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Next Day Reconnection During Regular Hours is \$31 per meter  
Same Day Reconnection During Regular Hours are \$ 54 per meter  
Reconnection After Regular Hours is \$124 per meter

Reconnection at pole during regular hours is \$62 or actual cost, if greater.  
Reconnection at pole after regular hours is \$117 or actual cost, if greater.

Company initiated reconnections will be charged at the next day reconnection rate regardless of when the actual reconnection occurs. If a customer requests a same day reconnection, and the workload allows the Company to honor such request, the Company will perform the same day reconnection. The Company will review the charges with the customer prior to scheduling the same day reconnection. If the Company informs the customer at the time of their request that the same day reconnection will occur during regular hours, the customer will be charged the same day reconnection rate, regardless of whether the reconnection actually occurs during or after regular hours. If the Company informs the customer at the time of their request that the same day reconnection will occur after regular hours, the customer will be charged the after regular hours rate if the reconnection actually occurs after hours or the customer will be charged the same day rate if the reconnection occurs during regular hours. Same day reconnections for customers with medical emergencies will be at the same day reconnection rate. Same day reconnections are done at the sole discretion of the Company as capacity allows.

- (a) Regular hours are defined as Monday – Friday, 8:00 am to 5:00 pm, not including those days, designated as company holidays or legal holidays for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
- (b) Where one or more meters have been disconnected for nonpayment of arrears, service shall be restored only upon satisfactory arrangement for payment of arrears. The customer will be billed the applicable reconnection fee.
- (c) When the Company is requested by a Public Safety Agency to perform a disconnection, or when performed by the Company due to fire or explosion, a reconnection fee will be billed when the company is requested by the customer to subsequently perform the reconnection.
- (d) When the Company is requested by a third party (e.g. realtor, lending institution, court of appropriate jurisdiction) to perform a disconnect, a new customer requesting the company to perform a reconnection of the same premise which was disconnected at the request of a third party shall not be billed a reconnection charge.
- (e) For a customer requested disconnection for reasons not addressed above (examples include but are not limited to maintenance, remodeling, seasonal shutoff, code violations) a reconnection fee will be billed when the customer requests reconnection.

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12

- (f) When there has been unauthorized energy consumption on an inactive meter and the Company has been unable to determine responsibility for the usage, the Company will send a letter to the premise and to the owner or owner's agent, if known, requesting that the occupant apply for service. If the Company receives no response to its letter, it may disconnect the service. After such disconnection, if the Company determines that there was an occupant who used this service, but did not apply for it, the Company will bill the applicable reconnection fee and an estimate or actual amount at a later date for the service used prior to the time of application.
  
- (g) When a meter on a rental dwelling unit has been disconnected between customers and the meter was not disconnected due to non-payment (NPSO), and the owner or owner's agent of the rental dwelling unit has previously received notification informing them of the opportunity to set up an all-year owner agreement with We Energies for their rental property(s), in these instances, if the owner or owner's agent requests service in their name or for their benefit, then the owner or owner's agent will be charged the applicable reconnection fee. If a New Residential Customer makes proper application for service at the rental dwelling unit, then no reconnection fee shall be charged.

**R**

406.4 Disconnection Notices

(a) Disconnect Notice – Residential

R

**Your account is past due!**

**Disconnection Notice**

If you purchase natural gas, electric or steam service from We Energies, any of these services may be disconnected.

**¡ADVISO DE DESCONEXIÓN!**  
¡Favor de solicitar ayuda de un traductor inmediatamente!

Please call: **800-842-4565**  
Or the phone number listed on your bill.

**Payment Options**  
**Payment Arrangements:** If you cannot pay your bill in full, you may be eligible for a payment arrangement.

**Pay Stations:** You can pay your energy bill in-person. Contact us to find the pay station location nearest you.

**Credit Card Payments:** You can pay your energy bill by credit card 24 hours a day using your touch-tone phone by calling 888-623-2943. A convenience fee will be charged. Some restrictions may apply.

**Automatic Pay Plan (APP):** When your bill is paid in full, you may be eligible for APP. Once enrolled in APP, your full balance can be paid automatically through your designated bank account. Our APP can help you make on-time payments every month.

**Contact Us**  
Please contact us immediately to make a payment and a payment arrangement if your household has an infant, young child, elderly person, someone with developmental/mental disabilities, someone who is seriously ill or someone using a life-support system.



**Medical or Protective Services Emergency**

If you have a medical emergency or protective services emergency, we may postpone your service disconnection up to 21 days. You will need to provide proof that your household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

**Servicemembers Civil Relief Act**

If you or your spouse is called to full-time active military service, you may apply for shut-off protection. You must provide verification of active duty status.

**Service Reconnection**

When we receive payment of all past-due charges or when you make a payment and a payment arrangement, we will schedule the reconnection of your energy service the next available business day. There will be an additional charge for reconnection, and an adult may need to be home.

**Energy Assistance**

Contact your County Social Service Agency for eligibility requirements and other information on funds available to help pay your residential energy bill.

**Appeal Process**

If you are disputing the grounds for disconnection, please contact us. We will investigate your inquiry. If you are not satisfied, you may contact the Public Service Commission of Wisconsin at 800-225-7729 or the Michigan Public Service Commission at 800-292-9555\* and ask for an informal review of the situation.

\*Michigan customers who are still not satisfied may request a hearing with a utility hearing officer before the date of proposed disconnection of service. However, you must pay that portion of the bill not in dispute within 10 days after such request. You have the right to represent yourself during the complaint process or be represented by counsel or any other person of your choice.

[we-energies.com](http://we-energies.com)



WE 190033-01 12-18 2018  
3235

Issued: 2-14-19

Effective: For service furnished on and after 3-1-19

PSCW Authorization: Letter dated 2-14-19 in Docket No. 6630-TE-103

406.4 Disconnection Notices, (continued)

(a) Disconnect Notice - Commercial (continued)

R

**Your account is past due!**

# Disconnection Notice

If you purchase natural gas, electric or steam service from We Energies, any of these services may be disconnected.

**¡ADVISO DE DESCONECCIÓN!**  
¡Favor de solicitar ayuda de un traductor inmediatamente!

To avoid service disconnection, payment of all past-due charges must be paid immediately. You may be eligible to negotiate a payment arrangement as an alternative to disconnection.

**Payment Options**

**Pay Stations:** You can pay your energy bill in-person. Contact us to find the pay station location nearest you.

**Credit Card Payments:** You can pay your energy bill by credit card 24 hours a day using your touch-tone phone by calling 888-823-2943. A convenience fee will be charged. Some restrictions may apply.

**Automatic Pay Plan (APP):** When your bill is paid in full, you may be eligible for APP. Once enrolled in APP, your full balance can be paid automatically through your designated bank account. Our APP can help you make on-time payments every month.

**Online Bill Payment:** Once your account is current, you can enroll in our online bill payment program. This free service allows you to view and pay your energy bill online anytime. Visit [we-energies.com](http://we-energies.com) to learn more.

For more information on the payment options listed above, contact our Business Center from 8 a.m. to 5 p.m., Monday through Friday, at 800-714-7777.



**Medical or Protective Services Emergency**

Contact us if your business has an attached residential dwelling and there is a threat to health or safety due to age, disability or use of life support. We may postpone your service disconnection for up to 21 days if a medical emergency or protective services emergency exists in the household. You will need to provide proof that the household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

**Servicemembers Civil Relief Act**

If you or your spouse is called to full-time active military service, you may apply for shut-off protection. You must provide verification of active duty status.

**Service Reconnection**

When we receive payment of all past-due charges, we will schedule the reconnection of your energy service the next available business day. If your service is disconnected, you may be assessed a disconnection and/or reconnection fee. An adult may need to be present for reconnection.

**Appeal Process**

If you are disputing the grounds for disconnection, please contact us. We will investigate your inquiry. If you are not satisfied, you may contact the Public Service Commission of Wisconsin at 800-225-7729 or the Michigan Public Service Commission at 800-292-9555\* and ask for an informal review of the situation.

\* Michigan customers who are still not satisfied may request a hearing with a utility hearing officer before the date of proposed disconnection of service. However, you must pay that portion of the bill not in dispute within 10 days after such request. You have the right to represent yourself during the complaint process or be represented by counsel or any other person of your choice. The disconnection of your service will be postponed pending the resolution of your complaint.

[we-energies.com](http://we-energies.com)



150034

WE-150034-01-LD-X6-100K  
1504

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406.4 Disconnection Notices (continued)

(b) Bill Messages

Past Due Bill Message

**N**

A late or partial payment could result in cancellation of the payment arrangement and possible disconnection.

Residential Disconnection Notice Bill Message

**N**

-----DISCONNECTION NOTICE-----

Important Notice: Your payment arrangement has been canceled due to a lack of timely payments. You'll need to pay \$xxx.xx immediately and call to avoid collection activity and have your payment arrangements reinstated (*Important Notice language included as appropriate*)

-TO AVOID DISCONNECTION OF SERVICE, PLEASE MAKE PAYMENT BY ONE OF THE FOLLOWING OPTIONS BEFORE xx/xx/xx:

-Pay the past-due balance of \$x.xx.

-Pay the Minimum Payment Amount of \$x.xx.

-Make a payment arrangement in our mobile app or our website, which consists of a down payment and the remaining balance paid in equal installments along with your current bill. You also may call <Contact Center Phone#> to speak with a representative.

-Pay INSTANTLY by check, credit or debit card with Quick Payment by calling xxx-xxx-xxxx or visiting we-energies.com.

-If you've already sent in your payment, or contacted us to make payment arrangements, please disregard this notice and accept our thanks.

-----DISCONNECTION NOTICE-----

Commercial Disconnection Notice Bill Message

**N**

-----DISCONNECTION NOTICE-----

Important Notice: Your payment arrangement has been canceled due to a lack of timely payments. You'll need to pay \$xxx.xx immediately and call to avoid collection activity and have your payment arrangements reinstated (*Important Notice language included as appropriate*)

-TO AVOID DISCONNECTION OF SERVICE, PLEASE MAKE PAYMENT BY ONE OF THE FOLLOWING OPTIONS BEFORE xx/xx/xx:

- Pay the past-due balance of \$x.xx.

--Make a payment arrangement in our mobile app or our website, which consists of a down payment and the remaining balance paid in equal installments along with your current bill. You also may call <Contact Center Phone#> to speak with a representative.

-Pay INSTANTLY by check, credit or debit card with Quick Payment by calling xxx-xxx-xxxx or visiting we-energies.com.

-If you've already sent in your payment, or contacted us to make payment arrangements, please disregard this notice and accept our thanks.

-----DISCONNECTION NOTICE-----

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Issued: 10-24-22

Effective: For service furnished on and after 10-15-22

PSCW Authorization: Letter dated 10-12-22

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Revision 5 Sheet 74.2.1  
Amendment No. 788

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**R**

Reserved for Future Use

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Issued: 10-24-22  
Effective: For service furnished on and after 10-15-22  
PSCW Authorization: Letter dated 10-12-22

406.4 Disconnection Notices (continued)

(c) Disconnect Door Hanger

Outside View

R

**Disconnection Notice**  
**Aviso de Desconexión**

Today's Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Fecha de hoy: \_\_\_\_\_

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

---

Issued: 4-12-11

Effective: For service furnished on and after 4-13-11

PSCW Authorization: Letter Dated 4-11-11



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406.4 Disconnection Notices  
(c) Disconnect Door Hanger (cont.)

**Inside View (top)**

R

**You must act now!**

A disconnection notice was included in your last bill with information about the payment required to stop disconnection of your service.

Because you did not make the required payment:

- We disconnected your service.**
- Please contact us immediately about your service disconnection.**

**For service reconnection, or to discuss payment options or arrangements, call:**

**800-842-4565**

(have your account number ready)

Contact us immediately if anyone in your household has a critical medical condition or protective services emergency. Your doctor or other professional will need to verify the condition in writing on a form provided by the utility.

**Any unauthorized reconnection of service will result in additional charges and possible criminal prosecution.**



406.4 Disconnection Notices  
(c) Disconnect Door Hanger (cont.)

**Inside View (bottom)**

R

**¡Debe actuar YA!**

En su última factura se le incluyó un aviso de desconexión con información acerca del pago que se requiere para evitar la suspensión de su servicio.

Al no efectuar el pago requerido:

- Su servicio ha sido desconectado.**
- Por favor contactenos inmediatamente para saber acerca de la desconexión de su servicio.**

**Para la reconexión de su servicio o para discutir opciones o arreglos de pago llame al:  
800-842-4565**

(tenga su número de cuenta a la mano)

Contáctenos de inmediato si alguien en su hogar presenta una condición médica crítica o requiere algún tipo de servicio de protección de emergencia. Su doctor o un profesional del caso deberán verificar dicha condición de forma escrita en un formulario proporcionado por la empresa de servicio público.

**Cualquier reconexión no autorizada del servicio dará lugar a cargos adicionales y posiblemente a un proceso de delito judicial.**

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Amendment No. 743

406.4 Disconnection Notices  
(c) 5-Day Posting Door Hanger (cont.)

N

Outside View



The image shows a door hanger form for a five-day service disconnection notice. It features a black header with white text in both English and Spanish. Below the header, there are four horizontal lines for handwritten information, each with a label in English and Spanish. At the bottom right, there is a circular logo with the letters 'WE' inside.

**Five-Day Service Disconnection Notice**  
**Aviso de Desconexión del Servicio en 5 días**

Today's Date: \_\_\_\_\_  
Occupant at: \_\_\_\_\_  
Fecha de hoy: \_\_\_\_\_  
Inquilino en: \_\_\_\_\_



Issued: 4-12-11  
Effective: For service furnished on and after 4-13-11  
PSCW Authorization: Letter Dated 4-11-11

406.4 Disconnection Notices  
(c) 5-Day Posting Door Hanger (cont.)

N

Inside View (top)

**Five-Day Service Disconnection Notice**

The energy account at this property is scheduled for disconnection in five days. It is our intent to disconnect this property on or after \_\_\_\_\_.

We encourage you to contact the person responsible for this account to discuss the pending service disconnection at this address.

You also may apply for energy service in your name and accept responsibility for future bills to avoid service disconnection. If you choose to apply for service in your name, your application is subject to Public Service Commission rules.

**Note:** If you live in a multifamily building and share an appliance – such as a furnace – with another unit, you are not eligible to apply for energy service in your name.

To learn more about applying for service, contact us at 800-242-9137. We are available 24 hours a day.

**Please contact us immediately if anyone in your household has a critical medical condition or protective services emergency. Your doctor or other professional will need to verify the condition in writing on a form provided by the utility.**

Issued: 4-12-11

Effective: For service furnished on and after 4-13-11

PSCW Authorization: Letter Dated 4-11-11

406.4 Disconnection Notices  
(c) 5-Day Posting Door Hanger (cont.)

N

Inside View (bottom)

**Aviso de Desconexión  
del Servicio en 5 días**

La cuenta de energía de esta propiedad esta programada para ser desconectada en 5 días. Nuestra intención de desconectar el servicio en esta propiedad es el día o después del .

Le solicitamos contactar a la persona responsable de esta cuenta para discutir sobre la desconexión pendiente en esta dirección.

También podría aplicar por el servicio de energía bajo su nombre y aceptar la responsabilidad de las facturas futuras para evitar la desconexión del servicio. Si usted elige aplicar por el servicio bajo su nombre, su aplicación está sujeta a las reglas de la Comisión de Servicios pública.

**Nota:** Si usted vive en un edificio multifamiliar y comparte algún electrodoméstico, como la calefacción, con alguna otra unidad, no se le permite aplicar por servicio de energía a su nombre.

Para saber más acerca de cómo aplicar por un servicio, contáctenos al 800-242-9137. Estamos disponibles las 24 horas del día.

**Por favor contáctenos de inmediato si alguien en su hogar presenta una condición médica crítica o requiere algún tipo de servicio de protección de emergencia. Su doctor o un profesional del caso deberán verificar dicha condición de forma escrita en un formulario proporcionado por la empresa de servicio público.**

Issued: 4-12-11

Effective: For service furnished on and after 4-13-11

PSCW Authorization: Letter Dated 4-11-11

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Volume 17 – Electric Rules and Regulations  
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Revision 3 Sheet 74.5  
Amendment No. 788

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Reserved for Future Use

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Issued: 10-24-22  
Effective: For service furnished on and after 10-15-22  
PSCW Authorization: Letter dated 10-12-22

## WISCONSIN ELECTRIC POWER COMPANY

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Effective In All Areas Served In Wisconsin

Revision 3 Sheet 74.6  
Amendment No. 788

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### 406.4 Disconnection Notices (continued)

#### (d) Commercial Disconnect Letter

**N**

< Pertinent Information: customer name, service/mailing address, account number, notice date, due date, past due amount >

#### **Disconnection notice**

**Your account is past due. Your electric and/or natural gas service may be shut off if payment is not received before the due date of this notice.**

You can pay your energy bill instantly by phone or online with a credit card, debit card, or check. To make a Quick Payment, for a fee, call <xQPBIChnNum> or visit <xCompWebSite>.

If you can't pay the entire bill, or if you need an extension, please contact us immediately at <CCCBICPhnNum>. You may be eligible to negotiate a payment arrangement as an alternative to disconnection.

If your service is disconnected, a security deposit and reconnection fee will be charged when service is restored.

If you don't agree with this disconnection notice, please contact us to discuss your situation. If you are still not satisfied, you may contact the Public Service Commission of Wisconsin at <xStateCmsnPhnNum>.

Landlords and managers – If your electric and/or natural gas meter serves any living quarters, contact us immediately. We will notify the occupants at least five days before service is disconnected. Also, contact us immediately if the household has an infant, young child, elderly person, someone with developmental/mental disabilities, someone who is seriously ill or someone using a life-support system. These circumstances will be considered prior to disconnection, but will not guarantee uninterrupted service.

Please contact us at <CCCBICPhnNum> if you have questions.

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Issued: 10-24-22

Effective: For service furnished on and after 10-15-22

PSCW Authorization: Letter dated 10-12-22

**WISCONSIN ELECTRIC POWER COMPANY**

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Revision 4 Sheet 74.7  
Amendment No. 788

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(e) Third Party Disconnection Notification letter

**N**

< Pertinent Information: customer name, service/mailing address, account number >

Subject: Past-due account

Dear Customer,

Our records show that you wanted to be notified when there is a possibility of service disconnection for the account listed above.

To avoid the disconnection of <LtrUtltyType2Cd> service, the customer must do one of the following before the due date of this notice:

1. Pay the amount due (<PastDueAmt> before <NPSOBatCalcDueDt>); or
2. Make payment arrangement in our app, online or by phone; or
3. Make other financial arrangements

If the customer's family has a medical emergency, please provide us with a statement from a licensed doctor, public health official or social service official to temporarily delay disconnection. If the customer's service is disconnected, a reconnection charge will be applied when service is restored.

Please contact us at <xPhnNumToUse> if you have questions.

Sincerely,

Credit and Collections  
<Companyld>

**WISCONSIN ELECTRIC POWER COMPANY**

Volume 17 – Electric Rules and Regulations  
Effective In All Areas Served In Wisconsin

Revision 5 Sheet 75  
Amendment No. 788

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R  
N

(f) Disconnection Due to Code Violation Letter

< Pertinent Information: customer name, service/mailing address, account number >

Subject: Code violation

Dear <FirstNm>,

You have received two notifications prior to this letter requesting your compliance with meeting code requirements concerning the meter base clearance at your property indicated above. Since you have failed to comply with our previous requests, we are exercising our right to disconnect your electric service.

We have scheduled service disconnection at <ServiceHouseAddress> for <xCodeViolationTxt> unless we hear from you in the meantime. You may contact us anytime at <CCCPhnNum> with questions.

Contact us immediately if there is a health or safety threat because of a medical emergency or protective services emergency. If you have a medical emergency or protective services emergency, we may postpone your service disconnection up to 21 days. You will need to provide proof that your household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed Wisconsin physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

If you don't agree with this disconnection notice, please contact us to discuss your situation. If you are still not satisfied, you may contact the Public Service Commission of Wisconsin at <xStateCmsnPhnNum>.

Sincerely,

Customer Service  
<Companyld>



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Revision 4 Sheet 76  
Amendment No. 788

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**N**

(g) Disconnection Due to Code Violation Letter

Sent via certified mail

< Pertinent Information: customer name, service/mailing address, account number >

Subject: Electric service disconnection at <ServiceHouseAddress>

Dear <Name>,

We have made several attempts to reach you to discuss your compliance with meeting code requirements at the property indicated above. The last contact was a letter sent to you on \_\_\_\_\_ with a request to contact us within 30 days to correct the violation. Because we have not received a response, electric service will be scheduled to be disconnected until the violation is corrected unless you contact us within the next ten business days.

Contact us immediately if there is a health or safety threat because of a medical emergency or protective services emergency. If you have a medical emergency or protective services emergency, we may postpone your service disconnection up to 21 days. You will need to provide proof that your household situation is considered a medical emergency or protective services emergency. This proof can be a statement from a licensed Wisconsin physician, or a notice from a public health, social services or law enforcement official, which identifies the emergency condition or situation that exists in your home and specifies the period of time during which disconnection will aggravate the circumstances.

Please call me at <PhnNum> to discuss correction of the code violation. If you do not agree with this disconnection notice, please contact us to discuss your situation. If you are still not satisfied, you may contact the Public Service Commission of Wisconsin at <StateCmsnPhnNum>. Thank you for your prompt attention to this matter.

Sincerely,

Customer Service  
<Companyld>

**WISCONSIN ELECTRIC POWER COMPANY**

Volume 17 – Electric Rules and Regulations  
Effective In All Areas Served In Wisconsin

Revision 4 Sheet 76.1  
Amendment No. 788

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**R**

Reserved for Future Use

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Issued: 10-24-22  
Effective: For service furnished on and after 10-15-22  
PSCW Authorization: Letter dated 10-12-22

**WISCONSIN ELECTRIC POWER COMPANY**

Volume 17 – Electric Rules and Regulations  
Effective In All Areas Served In Wisconsin

Original Sheet 76.2  
Amendment No. 695

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406.5 Medical/Protective Services Emergency Reconnection and Disconnection Postponement    **N**

- (a) The Company shall provide customers medical or protective services emergency service reconnection and disconnection postponement in accordance with Wisconsin Administrative Code Ch. PSC 113.0301(13). The Company will provide customers a form that a customer may use to obtain the certification of emergency.
- (b) Reconnection of service due to a medical or protective services emergency shall be same day or as soon as reasonably practicable.
- (c) If the Company plans to disconnect a customer after having provided the customer a medical or protective services emergency service reconnection or disconnection postponement, the Company may continue the process of disconnection pursuant to Wis. Admin. Code Ch. PSC 113.0301 and the Company's applicable tariffs. The Company will also make a reasonable effort to have a personal or telephone contact with the customer or occupant who previously produced the statement or notice, prior to the disconnection.
- (d) The Company does not commit to provide residential premises occupied by persons with a medical or protective services emergency priority during storm restoration efforts.
- (e) Without receipt of the statement or notice required by Wisconsin Administrative Code Ch. PSC 113.0301(13), any Company employee (management and represented) in the contact centers and field who has a reasonable basis to believe a medical or protective services emergency exists may order a same day, or as soon as reasonably practical, reconnection of service if service has been disconnected or these employees may order a 21 day extension if service is at risk of disconnection. Leadership (team leader, manager, director etc.) should be contacted for advice in escalated situations or if assistance is needed in making decisions related to medical or protective service emergency extensions or service reconnection.

## WISCONSIN ELECTRIC POWER COMPANY

Volume 17 – Electric Rules and Regulations  
Effective In All Areas Served In Wisconsin

Revision 3 Sheet 77  
Amendment No. 759

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### 407. BILLING PROCEDURE

#### 407.1 General

- (a) Generally, meters shall be read at least bi-monthly and bills rendered monthly. The Company cannot guarantee to read meters and render bills for the calendar month nor on particular dates, but it shall endeavor, as far as practicable, to maintain the same approximate schedule from month to month.
- (b) Generally, the term month does not refer to a calendar month but will mean the period between any two consecutive scheduled readings of the meters by the Company. **N**
- (c) At the request of the customer or at the option of the Company, meter reading post cards for use by the customer in reporting meter readings and by the Company in billing for service used shall be left at the premises of the customer when access to meters cannot be gained. When meter readings cannot be obtained by meter readers or when post cards left at the customer's premises are not returned or if the customer does not telephone in the readings to the Company in time for regular billing operation, estimated bills may be rendered to residential, farm and small general secondary service customers. **R**
- (d) An estimated bill shall be based upon the customer's previous use of service. The next month's bill figured on an actual meter reading will adjust any difference if the customer used more or less than the estimated consumption for which the customer was billed. The Company reserves the right to obtain an actual reading of the meter for billing purposes. If, after six months of inability to gain access to read the meter, the customer refuses to make arrangements for an actual reading of the meter by a utility representative, service can be disconnected. Upon reconnection, the customer shall pay the reconnection charge as specified in Section 406.3. **R**
- (e) When it is necessary to render bills for consumption periods of more or less than one month because of unusual circumstances, the consumption shall be prorated over the period when the premises were occupied. For the period when the premises were unoccupied, bills shall be rendered on a minimum basis. **R**
- (f) When emergency lighting service is installed under the provisions of the Wisconsin State Electrical Code, the Company shall include such service with that of the regular service for billing the account at the regular rate. The customer, in addition to paying for the emergency lighting service in this manner, shall pay a fixed charge for such additional metering equipment as is required. **R**

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Issued: 12-23-14

Effective: For service furnished on and after 1-1-15

PSCW Authorization: Docket No. 05-UR-107 Order dated 12-23-14

## WISCONSIN ELECTRIC POWER COMPANY

Volume 17 – Electric Rules and Regulations  
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Amendment No. 790

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### 407.1 General, (continued)

- (g) Whenever a watt-hour meter either upon complaint or routine test is found defective (defined as requiring the removal of the meter to the shop for repairs) or to have an average error of more than 2%, or a demand meter is found to have an average error of more than 1 ½% from allowed tolerances, the Company shall make an adjustment with the customer of the bills for service based upon such information or data as are available. In the absence of such information or data, no adjustment for slow meters (defined as meters which can be corrected on the premises) shall be made; for fast meters adjustment shall be made for a period equal to one-half the time elapsed since the meter was installed or since the last previous test, whichever is later; for stopped meters adjustment shall be made on the basis of previous or subsequent registration; and for creeping meters adjustment shall be based on a period equal to 25% of the time elapsed since the meter was installed or last tested.
- (h) The Company shall not be responsible nor liable for any damage, loss, or injury caused directly or indirectly by defects in the wiring on the customer's premises, or by disconnection of service for nonpayment of service bills, or for failure to establish credit.
- (i) The regular monthly basis for billing shall be used for customers signing contracts for service for periods of less than one month, such as carnivals, celebrations, demonstrations, etc., subject to the application of the Company's rules governing line extensions and short-term service.

### 407.2 Initial Billing of New Customers

When service has been used for one or more days prior to the first scheduled meter reading date, the charges for service on the initial bill shall be prorated based on the actual number of days service was connected. This is applicable to the customer charge, demand charge, and/or minimum charge specified in the appropriate rate schedule.

**R**

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Issued: 12-29-22

Effective: For service furnished on and after 1-1-23

PSCW Authorization: Docket No. 5-UR-110 Order dated 12-29-22

407.3 Final Billing for Customers Discontinuing Service

When service has been discontinued between regular scheduled meter reading dates, the charges for service on the final bill shall be prorated based on the actual number of days service was used. This is applicable to the customer charge, demand charge, and/or minimum charge specified in the appropriate rate schedule.

**R**

407.4 Budget Billing

- (a) Budget billing is available to all prospective and existing residential and commercial customers taking service on rate codes Rg-1, Rg-2, Fg-1, Cg-1, and Cg-6, upon request. Customers not served on the aforementioned rate codes, whose service is used primarily for residential living, may upon request, be enrolled in budget billing. Customers with arrearages are required to sign a deferred payment agreement for their arrears to be eligible for budget billing. The budget billing option is offered and carried out in a manner consistent with the requirements of the Wis. Admin. Code § PSC 113.0406(5). Pursuant to the Final Decisions dated December 21, 2012 in Docket No. 5-UR-106 and December 23, 2014 in Docket No. 5-UR-107, the requirements of Wis. Admin. Code § PSC 113.0406(5) were waived as it pertains to offering budget billing to customers served on net metering generation rate schedules.
- (b) At the time a customer applies for budget billing and also at the completion of each plan year, the Company shall calculate a monthly budget payment based on estimated consumption and current applicable rates. The budget billing service year begins at the point the customer first signs up for budget billing. The budget billing amount is reviewed after six months.
- (c) Monthly billings shall be in equal amounts for the twelve months of the plan unless changes in usage by the customer require adjustment to the monthly amount. An adjustment to the monthly budget amount shall be made automatically beginning with the seventh month with the objective that the under billed or over billed balance for the budget year is one month's budget amount or less.

In the twelfth or settlement month, if a customer has an under-billed (debit) balance, that balance will be rolled into and made a part of the next budget billing year's monthly installment amount; or, at the customer's option, will be paid in full or on a deferred basis.

In the twelfth or settlement month, if a customer has an over-billed (credit) balance, that balance will be applied against the customer's account, or at the customer's option, rolled into and made a part of the next budget billing year's monthly installment amount; or, a refund will be made.

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### 407.4 Budget Billing, (continued)

- (d) Customers shall be notified of adjustments to their monthly budget amount 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. **N**
- (e) Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears. The deferred payment amount is not subject to the late payment charge. However, budget payment plans shall be subject to the late payment charge. In addition, if a budget payment is not paid, 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. **N**
- (f) A customer may be removed from the budget billing plan upon request. In the next month, the under-billed or over-billed balance will be billed.
- (g) For customers with combined gas and electric services under one account, the budget billing amount will be based on combined gas and electric energy usage.

### 407.5 Billing for Energy Lost Due to Grounds on Customer's Wiring or Equipment

- (a) If an accidental ground is found to exist in a customer's wiring or equipment, the Company may adjust the bill for each regular billing period in which the ground existed to an amount covering the normal use of energy at the regular applicable rate and the energy lost to ground at the off-peak residential energy charge. Where possible, the normal use of energy in each such billing period will be estimated by the Company by reference to the customer's previous use of energy. The energy lost to ground shall be the difference between the total energy delivered and the Company's estimate of normal use.
- (b) No adjustment shall be made for energy wasted through careless operation of equipment, for unusual use of energy due to faulty control, or for energy lost after the first meter reading following the date a customer is notified that an adjustment for grounded energy will be made.
- (c) The Company assumes no responsibility for injuries, damages or losses resulting from grounds in the customer's installation, and has the right to disconnect a customer who fails to eliminate a ground. At the Company's discretion, it may disconnect the service immediately or may allow the customer up to five days before disconnecting. The customer will be billed for the reconnection in accordance with the fees specified in Section 406.3. The Company may conduct tests to ascertain the existence of a ground but will not investigate or test a customer's installation for the purpose of determining the location or the nature of such defects.

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Issued: 1-21-21

Effective: For service furnished on and after 1-22-21

PSCW Authorization: Docket No. 6630-TE-105 Order dated 1-20-21

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408. CUSTOMER SERVICE OPTIONS

408.1 Pulse Signal Device Options

- (a) This option is available to customers served under one of the Company’s general secondary or general primary rate schedules with electric services greater than 320 amps (services utilizing current transformers). The fees below will be assessed on a one time basis each time a device is installed.

FEES FOR STANDARD INSTALLATIONS

OPTION A

**R**

Customers currently served under a general primary rate schedule

kWh pulse relay device	\$200 (each)
kVARh pulse relay device	\$200 (each)
Time pulse relay device	\$100 (each)
Installation/administrative charge (each installation visit)	\$309

**R**

Customers currently served under a general secondary rate schedule where meter does not have cell phone telemetry

Meter with kWh pulse output (This includes installation/administrative charge)	\$200
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**R**

Customers currently served under a general secondary rate schedule where meter has cell phone telemetry

Meter with kWh pulse output (This includes installation/administrative charge)	\$400
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**R**

OPTION B

**N**

Customers currently served under a general primary rate schedule

Externally powered serial port optical isolator	\$120 (each)
Data cable with connectors (25 foot maximum)	\$7 (each)
Installation/administrative charge (each installation visit)	\$309

FEES FOR NONSTANDARD INSTALLATIONS

Nonstandard devices and service installations will be provided on a time and materials fee basis.

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Issued: 12-21-12

Effective: For service furnished on and after 1-1-13

PSCW Authorization: Docket No. 05-UR-106 Order dated 12-21-12



GENERAL CONDITIONS

**N**

1. The Company will provide and install the necessary pulse metering equipment.
2. The Customer shall provide, install and maintain all wiring and equipment necessary to connect their devices to the Company pulse equipment and to provide additional secure mounting space for Company pulse equipment.
3. The Customer will not pay for any service calls on the pulse signal device and pulse generator device in the meter for the first 180 days following the initial installation. Following that time period, the customer shall pay for all service calls on the pulse signal device and pulse generator device in the meter on a time and materials basis. The Company will make a best effort to provide prompt service calls but cannot guarantee response times.
4. The Company may suspend pulse service, without notice, while performing required or routine maintenance on our measurement facilities.
5. The Company does not guarantee pulse data and is not responsible for any suspensions, deficiencies, imperfections, or loss of pulse signal service data.
6. The Company does not monitor pulse output equipment. It is the customer's responsibility to notify the Company of any problems with pulse output equipment.
7. The pulse signal device data is not of billing quality and as such the Company will not accept information gathered using the pulse as the basis for any dispute regarding a customer's electric bill.
8. The Company reserves the right to modify the standard installation or refuse installation in situations that will require extraordinary construction.

408.2 Energy Information Options

Available under special contract to customers currently served under one or more of the Company's rate schedules, in accordance with the Options below, to provide dial-in access via a secure web site to the customer's available 15 minute interval data from Company owned billing meter(s). This option is closed to new accounts and new installations.

R

RATE

- Option A: Dial-in access to customer's available interval data from a Company owned billing meter(s) for customers served on the Cp-1 rate schedule \$17 per month, per billing meter
- Option B: Dial-in access to customer's available interval data from a Company owned billing meter(s) for customers served on the Cg2 and Cg3 rate schedules One-time fee of \$1,045 for equipment/infrastructure plus \$18.00 per month, per billing meter

GENERAL CONDITIONS

- (1) Customers will sign individual contracts for one year. The contract will contain a provision which, absent notice, will automatically extend the contract for one year from each anniversary date.
- (2) The customer understands that the data provided via dial-in access is not billing quality and as such the Company will not accept information gathered via dial-in access as the basis for any dispute regarding a customer's electric bill.
- (3) All Conditions of Delivery and rates of the respective rate schedule under which the customer is served shall be applicable.
- (4) The Company does not guarantee the data supplied and is not responsible for any suspensions, deficiencies, imperfections, or loss of data through this service.
- (5) The Company shall not waive any properly applied charges under the rate schedule the customer is served on due to any suspensions, deficiencies, imperfections, or loss of data through this service.

- (6) Customers are required to have access to the internet with Microsoft Internet Explorer 7, 8, 9 or 10 or higher with ActiveX, Secure Sockets Layer (SSL) and cookies enabled. Future requirements may change due to changes in technology and/or product upgrades. The customer is responsible for obtaining and paying for such access.
- (7) The Company may suspend this internet service without notice due to maintenance and product upgrades.
- (8) The Company reserves the right to terminate this option at any time, without additional approval of the Public Service Commission of Wisconsin, should the Company no longer be able to deliver the option as offered due to software and/or hardware incompatibilities or limitations.

**R**

408.3 Sale/Lease of Non-Surplus Inventory in Emergency Situations

**N**

In the event of an emergency, where such emergency is defined as a situation where there is an outage and critical need to restore power, the Company may sell or lease to a customer non-surplus inventory. Non-surplus inventory is materials/equipment in inventory which have not been identified as excess inventory, obsolete, or otherwise unlikely to be used by the Company. Materials/equipment shall be sold at replacement cost plus the economic cost of capital as ordered in the Company's most recent rate case. At the discretion of the Company, materials/equipment may be leased to the customer for a period not to exceed twelve (12) months, at either a monthly or annual fee based on all costs incident to furnishing the material/equipment, at an interest rate equal to our economic cost of capital as ordered in the Company's most recent rate case. In leasing situations, the customer must execute a lease agreement with the Company. Such agreement will address, but is not limited to, liability issues, maintenance obligations, and the responsibilities of the parties. The selling and leasing of inventory in emergency situations is at the sole discretion of the Company. The Company is not obligated to sell or lease its inventory in any situation.