

SERVICE RULES - SCHEDULE SRVC-1

Billing, Payment Collection, and Disconnection Procedures

Bills shall be rendered by the Company to customers monthly, at least twenty days before the bills are due. Bills shall be due on the 25th of each month, or, if the 25th falls on a weekend or holiday, the next business day. The due date shall be identified on each bill. Said bills shall be made payable at the offices of the company or its authorized agents during regular business hours. The manner of the billing will comply with Wis. Admin. Code PSC 134.13.

Budget Billing

A budget payment plan is available to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living (for example a residential apartment building.) The budget plan is in accordance with Wis. Admin. Code PSC 134.13(5). A budget payment plan is also available, at the Company's discretion, by request, to firm commercial customers.

Partial Month Billing

To avoid the necessity of prorating the fixed monthly customer service charge for gas service, the following procedure shall be used:

Partial Month Billing if the Time Between Two Successive Meter Readings is Less Than 15 Days

- a. For usage of 1 therm or less, no bill shall be issued for final reading.
- b. For usage of more than 1 therm used by an existing customer being disconnected, gas used shall be charged but no fixed monthly customer service charge will be applied.
- c. For usage of more than 1 therm used by a new customer being connected, gas used shall be billed as if used in the succeeding month.

Partial Month Billing if the Time Between Two Successive Meter Readings is Greater Than 15 days.

If the time between two meter reading dates is 15 days or more but not over one month and 14 days, gas used in that period shall be billed in accordance with the filed schedules with a one-month customer charge.

Partial Month Billing for a Customer of Less Than 30 Days.

When a customer takes service for less than a 30-day period (connects and disconnects in that period), the bill will include a one-month customer charge.