Section 1.0 Customer Classification

1.1 Residential Customer
A residential customer is one using single-phase electric service for general household purposes in space occupied as living quarters, such as a single private residence, mobile home, apartment unit, fraternity house, sorority house, rooming house, and a trailer on a permanent foundation.

In cases of residential and general service usage in a single premise served through a single meter, the rate applying to the predominate use (as determined by the Company) will govern the selection of the rate which shall apply.

1.2 Farm Customer
A farm customer is one using single-phase or three-phase electric service for the production of income from agricultural pursuits such as gardening, dairying, egg production, or the raising of crops, livestock or poultry. A farm customer may combine his general household use of electric service, if any, with his farm operating use through one meter. However, where a customer uses electric service for general household purposes and his agricultural pursuits are minor and the farm operating equipment total is not more than one kilowatt of connected load, such customer shall be classified as residential. Where electric equipment is used jointly for general household and farm operating purposes (such as a water pump), the major use of such equipment will determine whether it be classified as being for general household or farm operating purposes.

1.3 General Service and Large General Service Customer
A general service or large general service customer is one using electric service for commercial purposes, such as a store, office, shop, hotel, apartment hotel or multiple apartments, wholesale house, warehouse, garage, and filling station, or for the production of commerce through manufacturing, processing, refining, mining, and fabricating or for a pumping plant, railroad shop, laundry, printing plant, grain elevator, and stockyard. A school, church, hospital, post office, courthouse, municipal building, and an institution of a similar nature will be classified as a general service, large general service or large power customer.

In cases of residential and general service usage in a single premise served through a single meter, the rate applying to the predominate use (as determined by the Company) will govern the selection of the rate which shall apply.

1.4 Curtailable Customer
A curtailable customer is a customer who agrees to curtail electric service when requested to do so by the Company.
1.5 **Interruptible Customer**
An interruptible customer is a customer who agrees that service may be interrupted by the Company according to the terms and conditions of the rate schedule.

1.6 **Peak Controlled Customer**
A peak controlled customer is a customer who agrees to curtail load to a predetermined level when requested to do so by Company.

1.7 **Resale Customer**
A resale customer is a public utility customer (exclusive of interchange customers) which purchases power for resale to its own electric service customers.

1.8 **Miscellaneous Customer**
Customers using electric service for purposes not included in the above classifications. A miscellaneous customer could be one using electric service for municipal water pumping, street lighting, automatic protective lighting, fire siren operation, net energy purchase through parallel generation, or wheeling service.
RULES AND REGULATIONS

Canceled

( Rules used to determine when a territory exhibits urban characteristics is no longer applicable for rate zone determination. )
RULES AND REGULATIONS

Canceled

( Rules used to determine when a territory exhibits urban characteristics is no longer applicable for rate zone determination. )
RULES AND REGULATIONS

Section 2.0  Application and Connection Rules and Regulations

2.1 Application for Service
A party desiring electric service must make application to Company before commencing the use of Company's service. Company reserves the right to require a signed application or written contract for the service to be furnished. Receipt of electric service, however, shall constitute the receiver a customer of Company subject to its rates, rules and regulations, whether service is based upon contract, signed application, or otherwise. All applications and contracts for service shall be made in the legal name of the party desiring the service.

Subject to its rates, rules and regulations, Company will continue to supply electric service until ordered discontinued, and customer will be responsible for payment for all service furnished until discontinued.

2.2 New Account Charge/Processing Charge/Reconnection Charge
In situations involving new business, this charge shall be known as a "New Account Charge". For tenant changes or change in ownership, this charge shall be known as a "Processing Charge". In situations involving physical reconnection of facilities, it shall be known as a "Reconnection Charge".

When application is made for metered electric service by a new or successor customer, a charge of $16.50 shall be made to cover costs involved in the meter reading and initiation of the customer record.

In the event of disconnection, either voluntary or involuntary because of a rule infraction, when metered service is resumed at the same premises by the same customer a charge of $16.50 will be made.

Application for a combination of metered electric and gas service will result in a single charge of $16.50 unless connection or reconnection must be accomplished in two separate calls to the customer's premises, in which case the charge will be $33.00.

(continued)
2.2 New Account Charge/Processing Charge/Reconnection Charge (contd)

In cases where initial service or resumption of service is requested and multiple meters are involved, to be charged to one customer at the same premises, the charge shall be as follows:

1. Multiple electric meters:
   $16.50 for one meter and $7.50 for each additional meter processed on the same service call.

2. Multiple gas and electric meters:
   $16.50 for one pair of gas and electric meters and $7.50 for each additional pair of gas and electric meters processed on the same service call.

When a special meter reading is not required, a charge of $7.50 per meter, or pair of gas and electric meters, shall be made.

The charge for unmetered service will be $7.50. The charge applies to all service connections made for unmetered service. This includes automatic protective lighting, street lighting and billboard lighting.

In a landlord/tenant situation, when a new tenant is not available and the landlord has agreed in advance, by signing a “Revert to Owner Agreement” which allows the Company to put the electric and gas service in the landlord’s name during the time when there is no tenant, the $16.50 Processing Charge will not apply.

When service is required at times outside normal working hours (8:00 AM to 5:00 PM), charges listed above as $16.50 will be increased to $25.00.

When a customer requests a disconnection and reconnection of service at the same premises within any twelve-month period, the customer must pay a reconnection charge which is the higher of:

1. the charges as stated above, (or)
2. the customer charge set forth in the applicable rate schedule times the number of months service was disconnected.

The charge shall not be applied to residential customers when they initially transfer from the residential service (Rg-1) to the residential time-of-day service (Rg-2). If the customer, once on the time-of-day rate, requests a transfer back to the regular residential service, without having been on the time-of-day rate for 3 months or more, the charge shall be applied. If the customer, once on the time-of-day rate, requests a change in the five optional peak periods, without having been on the same optional peak period for 1 year or more, the charge shall be applied.

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
2.3 Deposits

2.31 New Residential Customer
A new residential customer may be required to make a security deposit or other guarantee as a condition for service, if the customer has an outstanding account balance with the Company which has accrued within the last six years and which, at the time of the request for service, remains outstanding and not in dispute.

2.32 Existing Residential Customer
An existing residential customer may be required to make a security deposit or other guarantee as a condition for continued service if (a) the Company has shut off or discontinued the service of the customer within the last 12-month period for violation of the Company's filed rules or for non-payment of a delinquent account not currently in dispute; or (b) the Company finds out that the initial application for service was falsified or incomplete; or (c) the customer has the ability to pay for the utility service but, during the cold weather disconnections rules period, had an arrears amount incurred during that period that was 80 days or more past due.

2.33 New Commercial Customers
A new commercial applicant for service may be required to make a security deposit or guarantee if the credit of the applicant has not been established satisfactorily to the Company. Factors that will be considered in establishing whether an applicant's credit is satisfactory are:

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

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

(continued)
2.3 Deposits (contd)

2.33 New Commercial Customers (contd)
The deposit of a commercial customer will be refunded after 24 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for non-payment not in dispute.

2.34 Existing Commercial Customer
An existing commercial customer may be required to furnish a security deposit or guarantee if the customer has not made prompt payment of all bills within the last 24 consecutive months or the customer has the ability to pay for the utility service but, during the cold weather disconnections rules period, had an arrears amount incurred during that period that was 80 days or more past due. Customers requested to make deposits will be given at least 30 days to provide the deposits, guarantees, or to establish installment payment agreements.

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

2.35 Arrearages
An arrearage owed by a customer may be deducted from the customer's deposit to satisfy arrearages occurring after the deposit was made. If the utility deducts an arrearage from a customer's deposit, it may require the customer to bring the deposit up to its original amount. Customers will be given at least 20 days to bring the deposit up to the original amount.

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

2.37 Refusal of Service for Failure to Pay Deposit Request
Commercial or residential service may be refused or disconnected for failure to pay a deposit request, subject to the rules pertaining to disconnection and refusal of service set forth in Section 2.8 of these Rules and Regulations.

2.38 Conditions of Deposit
Written Explanation:
The Company will not require any commercial or residential customer to pay a deposit or establish a guarantee in lieu of deposit without explaining, in writing, why that deposit is being required.

(continued)
2.3 Deposits (contd)

2.38 Conditions of Deposit (contd)

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

The maximum deposit for an existing commercial or residential account will not exceed the highest actual gross bill for any two consecutive months within the preceding 12-month review period as determined by the Company.

Interest:
The interest rate paid on customer deposits shall be equal to the weekly average yield of one-year United States Treasury securities adjusted for constant maturity for the week ending on or after December 1, made available by the Federal Reserve Board, rounded to the nearest tenth of one percent. The rate will be set annually by the Wisconsin Public Service Commission.

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

2.4 Deposit-Guarantee and Deposit-Deferred Payment Options

2.41 Deposit-Guarantee
In lieu of a security deposit, the Company may accept a contract signed by a guarantor, whereby payment of a specified sum not exceeding the security deposit requirement is guaranteed. The term of such contract will be for no longer than 1 year for residential customers and 2 years for commercial customers, but shall automatically terminate after the commercial or residential customer has closed its account with the utility, or at the guarantor's request upon 30 days' written notice to the utility.

Upon termination of a guarantee contract or whenever the Company deems insufficient as to amount of surety, a security deposit or a new or additional guarantee may be required upon reasonable 20-day written notice to the customer. The service of any customer who fails to comply with these requirements may be disconnected upon 10 days' written notice, subject to Sections 2.42 and 2.8 herein for a residential customer, or the establishment of an installment payment agreement for a commercial customer.

(continued)
2.4 Deposit-Guarantee and Deposit-Deferred Payment Options (contd)

2.41 Deposit-Guarantee (cont’d)
The utility will mail the guarantor copies of all disconnect notices sent to
the customer whose account he has guaranteed unless the guarantor waives
such notice in writing.

2.42 Deposit-Deferred Payment
In lieu of security deposit or guarantee, an applicant for new residential
service who has an outstanding account accrued within the last six years
with the Company has the right to receive service under a deferred payment
agreement, as defined in Section 2.5 herein, for the outstanding account.

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

2.43 Applicability
The rules pertaining to guarantee terms and deferred payment as they appear
above are not applicable to deposits or guarantees made in connection with
the financing of extensions or other equipment.
2.5 Deferred Payment Agreement
The Company will offer deferred payment agreements only to residential accounts. A deferred payment agreement will not include a finance charge, and payments will first be considered made in payment of the previous account balance, with the remainder credited to the current bill. Service will not be discontinued if the customer pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. For the purposes of determining reasonableness, the parties shall consider the:

(a) size of the delinquent account
(b) customer's ability to pay
(c) customer's payment history
(d) time that the debt has been outstanding
(e) reasons why the debt has been outstanding
(f) any other relevant factors concerning the circumstances of the customer

If an applicant for utility service has not fulfilled terms of a deferred payment agreement, the Company shall have the right to disconnect pursuant to Company disconnection of service rules, and under such circumstances it will not be required to offer subsequent negotiations of a deferred payment agreement prior to disconnection. If a deferred payment agreement cannot be reached and if the customer's proposed deferred payment agreement is unacceptable to the Company, the customer shall be informed why the offer was not acceptable.

2.6 Budget Payment Plan
The Company has a budget payment plan available to all prospective and existing residential and small general service customers (Rate Code B05 & B06). This budget plan satisfies the requirements of Section PSC 113.0406(5) of the Wisconsin Administrative Code.

A budget payment plan may be established at any time of the year. The monthly budget amount shall be calculated on the basis of the estimated consumption and applicable rates for the 12 months subsequent to establishing the plan. Customers who have arrearages may establish a budget payment plan by signing a deferred payment agreement for the arrears.

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

(continued)
2.6 **Budget Payment Plan (contd)**

If at any time the Company has late payment charges provisions in its tariffs, such charges will apply to past due budget payment amounts even though the actual account balance may reflect a credit. If a budget payment is not paid when due, the customer shall be appropriately notified with the next billing. If proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget plan and reflect the appropriate amount due.

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

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

2.7 **Disconnection Provision**

In case of discontinuance of service for nonpayment of amounts payable when due, Company will not restore service until a security deposit or guarantee as required above is made, or until other satisfactory credit arrangements are made. If customer makes satisfactory credit arrangements to avoid disconnection but fails to keep the arrangements, disconnection may be made even though the bill is no longer a delinquent current bill.

2.8 **Refusal, Discontinuance and Curtailment of Service**

Company shall have the right to discontinue or curtail utility service for any of the following reasons:

(a) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement. (See PSC 113.0404.)

(b) Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or to the operation of non-standard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.

(c) Failure to comply with deposit or guarantee arrangements as specified in PSC 113.0402 and PSC 113.0403.

(d) Diversion of service around the meter.

(e) Refusal or failure to permit authorized Company personnel to read the meter at least once every 6 months in order to determine actual usage. The six-month period begins with the date of the last meter reading.

(f) Failure to comply with Wisconsin statute, commission rule or commission order pertaining to conservation or availability of service. Company may disconnect utility service without notice where a dangerous condition exists for as long as the condition exists.
2.8 Refusal, Discontinuance and Curtailment of Service (contd)

Company may refuse utility service to any customer for failure to comply with applicable requirements of the Company's rules, or with PSC 101.865, Stats., or if the customer proposes to use a device that is not so designed that interference with communication and signal services is reasonably minimized.

Company is not required to furnish service under conditions requiring operation in parallel with generating equipment connected to the customer's system if such operation is hazardous or may interfere with its own operations or service to other customers or with service furnished by others. The Company may specify requirements as to connection and operation as a condition of rendering service under such circumstances.

In addition, Company shall have the right to refuse, discontinue, or curtail the supply of electric service for any of the following reasons: to prevent fraud or abuse; when evidence is found of tampering with service wires, meters, or appurtenances on customer’s premises; when necessary to make repairs, replacements, or changes in Company's equipment; when Company is prevented from furnishing electric service to customer because it cannot obtain permits, wiring affidavits, or necessary rights-of-way privileges; when necessary to comply with any governmental authority having jurisdiction; or for failure to comply with the other provisions of Company's rates, rules, and regulations and in accordance with Public Service Commission Rules.

Any discontinuance or curtailment of supply shall not relieve customer from his obligation to Company.

2.9 Dispute Procedures

Whenever a customer disputes a request for deposit or other guarantee or advises the Company's designated office of a disputed bill, the Company will investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute and, when applicable, provide the opportunity for the customer to enter into a deferred payment agreement to settle the dispute.

If a customer informally requests a Public Service Commission review, the Company will allow 7 days between the date the Commission staff mails or telephones the terms of the settlement and any subsequent disconnection.

After informal review, any party to the dispute may make a written request for a formal review by the commission itself. To avoid disconnection pending a formal review, the customer must request a formal review by the commission, in writing, within 7 days of the issue of the informal determination. All other requests for formal review shall be made within 30 days of the date the commission staff telephones or mails written confirmation.

(continued)
2.9 Dispute Procedures (contd)
Within 7 days of receiving a request for formal review in a dispute involving a pending
disconnection of service, the commission shall make a determination whether to grant the
request for formal review. The commission shall base its determination on the request for
formal review and commission staff’s informal complaint file. Within 35 days from the
time that all other requests for formal review are made, commission staff shall provide the
commission with a memorandum based on the information it has received from the utility
and the customer.

If the commission decides to conduct a formal hearing on the dispute, the commission may
condition the terms of its granting a formal hearing. Failure to meet these conditions
before hearing shall constitute waiver of the dispute by the customer. Utility service will
not be disconnected or refused because of any disputed matter while such matter is being
pursued; however, in no way does this relieve the customer from the obligation of paying
charges which are not disputed.

Examples of Company disconnection notices are shown on Schedules Ex-50, 54 and 56.
RULES AND REGULATIONS

Section 3.0  Rate Application and Billing Rules and Regulations

3.1 Availability of Rate Schedules
Availability of a rate schedule with respect to the purpose for which service there under may be used and the class or classes of customers to which the schedule applies, shall be as specified in the rate schedule.

Availability of service under a rate schedule at any particular location in a community or territory where the schedule is shown to be effective, and the kind of current, capacity, voltage, phase, and frequency which the Company holds itself out to supply, depends upon the proximity of the particular location to adequate Company facilities. The extent to which Company will extend, enlarge, or change its facilities to supply service is determined by its Extension Rule.

3.2 Choice of Optional Rates
When two or more rate schedules are available for the same class of service, as indicated by the complete copy of the Company's rates open to public inspection in the Company's office, the Company will assist customer in the choice of the most favorable schedule to the extent that data is available. Customer may change to another schedule after a reasonable trial of the schedule originally designated; however, the Company may not be required to change schedules after the first change more often than once in twelve months.

In any event, the least expensive applicable rate based on 12 months' service will be used for billing purposes and adjustments made annually.

3.3 Billing
Bills will normally be rendered monthly. Meters are scheduled to be read monthly at approximately 30-day intervals. If the Company is unable to read a meter, the customer's usage will be estimated by a computer programmed to take into account the pattern of customer's use and seasonal factors. Bills rendered without an actual meter reading will specify that the usage is estimated. The Company may permit the customer to supply the meter readings, provided the Company reads the meter at least once each 6 months and when there is a change of customers.

The rendering of bills to customers taking seasonal service may be suspended through the period of 'non-use'. Upon expiration of the period of 'non-use', the customer is billed for all charges for utility service that accrued during the period of 'non-use' on their next regular billing.

Bills are due on the due date shown on bill and may be paid at the offices of the Company or to its duly authorized agents during regular business hours.

Fractional-month billings shall be prorated on a daily basis except that the meter reading date may be advanced or postponed not more than 5 days without adjustment for the billing period.

(continued)
3.4 Billing Adjustment
Company will maintain and test its metering equipment periodically in accordance with accepted standard practice. In the event Company's test shows meter error in excess of tolerance prescribed by the Public Service Commission, Company shall recalculate the bills for service during the period of inaccuracy and make adjustment of bills in accordance with the rules prescribed by such Commission. When metering equipment fails to register, Company will estimate the quantity of energy consumed based on available data.

If the recalculated bills indicate that more than $1.00 is due to existing customer or $2.00 to a person no longer a customer, a refund shall be made.

If the bills recalculated in the manner prescribed by the Public Service Commission indicate that more than $10.00 is due from customer, Company may bill the customer for the amount due.

Recalculated amounts will be billed separately on a form different from the normal bill form and include a complete explanation of the billing.

Customer may, if he so desires, install at his own expense additional meters in series with Company's meter, beyond the outlet of Company's meter, for measuring electric energy used by himself, but not for measuring service to any other person except for temporary check purposes only and not for resale purposes.

3.5 Unhonored Check Charge
When a customer issues a check or draft to the Company which the bank fails to honor, i.e., insufficient funds, account closed, stop payment order issued, etc., the customer shall be billed an additional charge of $10.00.

3.6 Late Payment Charge
A late payment charge of 1% per month will be added to utility bills not paid and credited prior to the succeeding monthly billing. Any utility charges unpaid after 20 calendar days from the date of billing will be subject to late payment charges unless the customer has agreed to a custom due date, at which time a late payment charge will not be applied to the customer’s bill until 2 days after the agreed upon due date or 20 days after the billing date, whichever is later.

The late payment charge is applicable to all retail customers. The late payment charge will be applied to the total unpaid balance for utility service, including any unpaid late payment charges. For purposes of this subsection the unpaid utility bill balance for customers under the Billing Plan shall mean the utility budget arrears balance and not the accumulated actual utility balance. If a customer is removed from the Budget Billing Plan, their actual utility bill balance will be subject to late payment charges as per this subsection.

(continued)
3.6 Late Payment Charge (continued)
For those customers having signed a Deferred Payment Agreement with the Company, no late payment charges on the deferred payment amount will be applied if the customer fulfills the terms of the Deferred Payment Agreement. No late payment charges will be charged on utility bill balances in dispute while dispute procedures are underway. Late payment charges will be retroactively charged on the settled amount due after dispute procedures are completed. No properly applied late payment charges may be later removed from the utility billing.

Failure to receive a bill does not relieve the customer of the obligation to make payment by the due date.

3.7 Billing for Grounds on Customer System

Billings for abnormal energy usage on customer's electrical equipment will be computed according to the following provisions:

1. In cases where abnormal energy use is caused by failure in the Company's equipment, the customer will be billed only for the normal energy usage for the period in question.

2. In cases where abnormal energy use is caused by failure of the customer's equipment due to a ground, the customer will be billed for his normal energy use according to his existing rate schedule. Included shall be the customer charge, energy charge and, where applicable, the demand charge. Excess kWh usage shall be billed at a rate which reflects the incremental running costs associated with providing the excess kWh. The Cg-9 energy charges reflect these costs. The rate to be charged shall be determined according to the following formula:

\[
\text{Base rate per excess kWh} = \frac{(3048 \times A) + (5712 \times B)}{8760}
\]

Where A = current rate schedule Cg-9 on-peak energy charge

Where B = current rate schedule Cg-9 off-peak energy charge

In addition, the appropriate retail energy cost clause adjustment factors shall be applied to both the normal and the excess energy.

Excess Demand - Customer shall not be billed for the excess demand which can be attributed to the failure of a customer's equipment due to a ground.
3.8 Tampering/Diversion of Service

When the Company has sufficient evidence that a customer is obtaining electrical service in whole or in part by means of devices or methods which stop or interfere with the proper metering of the electrical service being delivered to the premises or otherwise results in unmetered electrical service being delivered to the premises, the customer will be subject to disconnection under Company rules and regulations on Refusal, Discontinuance and Curtailment of Service.

The Company also reserves the right to estimate and present immediately a bill for the losses of revenue occasioned by stoppage or interference with its metering for the period that customer has been responsible for paying for electrical service.

Prior to restoration of utility service, all conditions associated with such stoppage or interference with the metering must be corrected, to include removal of any devices, pipes, wires, etc. responsible for the stoppage or interference, and cessation of any methods responsible for the stoppage or interference.

Additional costs may include:
1. The cost of any and all damage done to the Company's equipment due to such interference with its metering.
2. The cost reasonable incurred by the Company in investigation and correction of the diversion, such as the cost of installing, reading, testing, and removing meters, and such other incidental costs.
3. A charge for reconnecting the utility services under Company rules and regulations on New Account Charge/Processing Charge/Reconnection Charge.
4. A late payment charge under Company rules and regulations on Late Payment Charge.

The customer may further be required, at his own expense, to place all of the entrance wiring from service wires to the meter in metallic conduit or entrance cable and to purchase and install equipment specified by the Company, which will preclude future tampering with the meter and its connections.

In the event any tamperproof installation so installed is subject to further damage or interference by the customer, the Company will have the right to terminate service without further notice.
Section 4.0  Service Rules and Regulations

4.1 Information and Requirements for the Supply of Electric Service
The Company printed booklet entitled "The Xcel Energy Standard for Electric Installation and Use" is, by this reference, specifically made a part of these General Rules and Regulations. (See Schedule Ex-57.)

4.2 Service Laterals
Customer shall grant to Company right-of-way on his premises for the installation and maintenance of the necessary distribution lines, and/or service laterals, and appurtenances, and shall without expense to Company provide and maintain on the premises, at a location satisfactory to Company, proper space for Company's transformers, metering equipment and appurtenances necessary to serve customer.

The entire overhead or underground service lateral as installed by Company from the distribution system to the point of connection near customer's service entrance shall be Company's property and shall be maintained by Company at its own expense. See Section 5, Extension Rules, for costs of Company facilities chargeable to customer.

4.3 Customer's Wiring and Equipment
All wiring and equipment on customer's side of the point of connection, except metering equipment, shall be furnished, installed, and maintained at customer's expense in a manner approved by the public authorities having jurisdiction over the same and in accordance with the requirements set forth in Company's booklet entitled "The Xcel Energy Standard for Electric Installation and Use".

Any inspection of customer's wiring and equipment by Company is for the purpose of avoiding unnecessary interruptions of service to its customers or damage to its property and for no other purpose, and shall not be construed to impose any liability upon Company to customer or any other person by reason thereof, and Company shall not be liable or responsible for any loss, injury, or damage which may result from the use of or defects in customer's wiring or equipment.

Company may, however, at any time require customer to make such changes in his equipment or use thereof as may be necessary to eliminate any hazardous condition or any injurious effect which the operation of customer's equipment may have on Company's employees, equipment, or service.

The transformers, service laterals, meters, and appurtenances used in furnishing electric service to customer have a definite capacity and, therefore, no material increase in load or equipment shall be made without first making arrangements with Company for the additional electric supply.

For Further information regarding service connections, see Extension Rules and Company's booklet entitled "The Xcel Energy Standard for Electric Installation and Use".

(continued)
4.4 **Metering**

Company will furnish, install as close as practicable to the service entrance on customer's premises, and maintain one set of metering equipment for each account under which service is supplied. However, Company may for its own convenience install additional meters for measuring service supplied under any one account and, in such case, consumptions registered will be combined for billing purposes.

Customer shall provide for the safekeeping of Company's meters and other equipment and shall reimburse Company for the cost of any alterations to Company's property necessitated by customer, and for any loss of or damage to Company's property located on the premises, unless such loss or damage is occasioned by Company's negligence or causes beyond the control of customer.

4.41 **Interference with Metering of Utility Services**

When the Company determines from reasonable evidence that a customer has reconnected service without authorization or obtained service by means of devices or methods which interfere with the proper metering of such service, the Company reserves the right to estimate and present to such customer for immediate payment a bill to include the following:

(a) The amount due the Company for all energy consumed, including that not recorded on the meter as the result of tampering or damage;
(b) The cost of repairing the damage to Company's equipment;
(c) The cost of investigation and correction of the diversion or unauthorized reconnection of service.

If the customer fails to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the equipment and metering, the Company will discontinue service in accordance with its filed disconnect rules.

Nothing in these rules shall preclude the right of the Company to prosecute, according to law, customers apprehended in the diversion of service.
4.5  Use of Service

Electric service may be used only for the purposes set forth in the respective rate schedules. Electric service under these rules and regulations is furnished for the use of customer only and customer shall not resell it to other persons; nor shall customer permit other persons to use it except as provided below:

Electric service may be purchased by an owner or lessee on an applicable rate for the use of his tenants when electric service is included with the rental of space (not submetered or billed at a separate charge) only when all tenants are:

(a) in a single building (as defined below), or

(b) in a group of temporary buildings, trailers, or in tourist or resort cabins, provided such buildings or cabins are located on a single piece of property.

Single building - A "single building" is defined as follows, provided that in each case building is operated as a unit by owner or lessee:

(a) a self-contained complete building, separated by space from all other buildings;

(b) an individual building having common walls with adjoining buildings;

(c) a group of buildings contiguous to or structurally joined with each other (not over or under a public street) in which a substantial portion of each building is in common use with such group.
4.6  Continuity of Service
The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of electric service and shall not be liable for any loss, injury, or damage resulting from the use of service, or arising from or caused by the interruption or curtailment of the same.

4.7  Temporary, Seasonal, Trailer and Campground Service
Service to regular customers, excepting those taking Temporary, Seasonal, Trailer or Campground Service, is assumed to be for at least one year commencing when the Company begins to supply electricity. For those customers taking Temporary Service, Seasonal Service, or service to trailers in trailer parks or campgrounds, excluding mobile home developments, the following special requirements are prescribed to govern such services:

4.71  Temporary Service (Non-recurring Service) Defined as: Electric service supplied for circuses, carnivals and traveling shows; extraordinary lighting for garden parties, Christmas lighting, or occasional indoor entertainments; construction purposes; trailers not in trailer parks; and all other purposes which from their nature will require service for a relatively short period.

Such temporary non-recurring service is to be furnished under the rate schedule applicable to the class of service rendered and, in addition, the customer shall pay in advance on a labor, material, and overhead basis the entire cost of installation and removal, minus salvage value estimated as of the anticipated date of removal, of all construction (including transformers and meter) required to furnish the desired service to the customer.

Service supplied during construction of a residence will be billed at the residential rate. Service supplied during construction of a commercial, industrial or municipal pumping facility will be billed at the appropriate general service rate, as determined by switch size and measured demands.

4.72  Seasonal Service (Temporary Recurring Service)
Defined as: Electric service supplied for potato warehouses, beet loaders, canning factories, brick yards, gravel pits, fairs, drive-ins, resorts, camps, cottages, amusement parks, outdoor theaters, vegetable and fruit stands, irrigation pumps, and all other purposes which from their nature will require service for recurring periods of less than one year duration at a permanent location.

Such seasonal or temporary recurring service is to be furnished under the rate schedule applicable to the class of service rendered.
4.73  Trailer or Campground Service (Temporary Recurring Service)
Defined as: Electric service supplied for campgrounds, trailer parks and trailers in such parks or grounds (distribution system within the park or ground constructed, operated, and maintained by the owner) furnished in one or more of the following ways:

4.731  For service in the name of park or camp operator for operating a park or campground (consisting of office, service buildings, yard lighting, etc.) and, at the option of the park or camp operator, for such sites as are rented with electricity included as an incident of tenancy without specific charge therefore such service is to be furnished under an applicable general service rate schedule.

4.732  For service used for domestic purposes in the name of a tenant--such service is to be furnished under the applicable residential rate schedule.

4.733  For service furnished at a site for domestic purposes in the name of park or camp operator--such service is to be furnished under the applicable residential rate schedule, it being understood that in order to make this convenient method of obtaining service available to a tenant, park or camp operator will sign for electric service and pay all monthly bills rendered therefor including minimum charges. Park or camp operator shall keep such bills available for tenant's information and may collect only the exact amount thereof from tenant, except that in the event a tenant either moves in or out during a billing month, park or camp operator shall prorate accordingly.

When first arranging for electric service for any tenant, the park or camp operator shall inform tenant that he may obtain service at any time directly from Company as provided under 4.732 above.

Nothing herein contained shall prevent the Company from requiring a customer, taking such temporary, seasonal, trailer or campground service to guarantee an adequate minimum charge and/or finance such portion of the cost of service as the Company may deem necessary to justify serving such customer.
4.8     **Standby, Maintenance and Supplementary Services**

Unless otherwise specifically provided, Company's rate schedules contemplate that customer will take his entire electrical requirements for equipment electrically connected to the Company's system from the Company. Company's service is not to be used for standby or supplementary purposes with respect to any other source of power, except when served under a rate schedule providing for these services defined as follows:

4.81 **Standby Service**

Standby service shall be defined as service continuously available through a permanent connection to provide capacity for use by customer in case of failure of his usual source of supply.

4.82 **Maintenance Service**

Maintenance service shall be defined as service provided by Company for an agreed-to or established customer maintenance outage.

4.83 **Supplementary Service**

Supplementary service shall be defined as service continuously available through a permanent connection to supplement or augment customer's usual source of supply, as for example, when his requirements are in excess of his generating plant capacity or when he curtails the operation of his generating plant.

4.9 **Power Factor Correction of Gaseous Tube Lighting**

Subject to the rules and regulations of the Public Service Commission of Wisconsin. (PSC 113.08)

4.10 **Access to Customer's Premises**

Company representatives, when properly identified, shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, tree trimming, tree removal and vegetation control, removing Company's property, or for any other purpose incident to the service.
Section 5.0 EXTENSION RULES

These extension rules govern the installation of facilities as applied to new or existing customers with the intent of serving each in the most economical and practical way. These rules shall not apply to the interconnection of customer-owned generation facilities.

5.1 DEFINITIONS

5.11 Service Facilities, for the purpose of these extension rules, are defined as standard design transformers, overhead service drops, service drop support poles, underground service laterals, and metering equipment.

5.12 Distribution Facilities, for the purpose of these extension rules, are defined to include primary and secondary conductors, poles, vaults, pedestals, capacitors, voltage regulators and control equipment necessary to provide points of connection with the service facilities. Normally, distribution facilities are located on public streets, alleys, roads and back lot lines so that they may be extended to other applicants. They may also be located on easements granted by a property owner.

5.13 Substation and Transmission Facilities, for the purpose of these extension rules, are defined as facilities providing electric service at 69 kilovolts or more, including supports, connection equipment and enclosures, and control equipment. Transmission facilities also includes the preparation cost of the right-of-way and restoration of the property to its original condition where appropriate.

5.14 Service Drop, for the purpose of these extension rules, is defined as the overhead secondary voltage conductors from the transformer or closest pole or support on the distribution system to the customer's electric service entrance equipment.

5.15 Service Lateral, for the purpose of these extension rules, is defined as the underground secondary voltage conductors from the transformer or closest underground pedestal to the customer's electric service entrance equipment.

5.16 Upgrade, for the purpose of these extension rules, is defined as a modification of existing electric facilities.
5.2  EXTENSIONS INVOLVING SUBSTATION AND TRANSMISSION FACILITIES

Before the Company extends or modifies its transmission facilities to a retail customer, the Company shall require a contract between the Company and the customer which describes the facilities to be constructed, lists the cost of construction, apportions the responsibility for the construction costs between the Company and the customer, and provides a supporting analysis for the construction and the cost apportionment. The Company shall submit the contract to the Public Service Commission of Wisconsin (PSCW) for approval. The PSCW shall review the contract to assess whether existing ratepayers would be adversely affected by the proposed extension or modification. If the PSCW does not respond to the Company within 20 working days from the receipt, the contract is approved.
5.3 OVERHEAD AND UNDERGROUND DISTRIBUTION EXTENSIONS
The Company will extend its distribution and service facilities, as defined in Sections 5.11 and 5.12, to provide service to new customers upon request and in accordance with the rules and regulations contained herein. The Company will design and install its facilities in the most safe, reliable, environmentally acceptable manner and at the lowest reasonable current cost, following accepted engineering and planning practices as determined by the Company.

5.31 Items Included in Costing the Extension
The Company shall include in any extension of distribution facilities, the cost of new distribution facilities as defined in Section 5.12, removal or reconstruction of existing facilities including changing from single-phase to three-phase, road bores associated with primary conductors, or construction of new feeders made necessary solely by addition of such customers, tree trimming and right-of-way clearing, securing easements, moving conflicting facilities, and all other costs incident to making the extension. Additional costs incurred for construction in frozen ground, rocky terrain, water crossings, and all applicable engineering and general overheads shall also be included. The cost of removing existing facilities shall include labor, transportation, and all other costs associated with the removal, less the accumulated depreciation and salvage of the facilities being removed. If it is beneficial to the Company to install facilities in excess of that normally installed to serve the new customer applying for service, the added cost of these facilities will be borne by the Company.

5.32 Definition of Allowance
The cost of extending distribution facilities to serve new customers will be reduced by a construction allowance equal to the average embedded cost of existing distribution facilities required to serve a specific class of customer.

This allowance shall be reviewed and if necessary, updated during each general rate proceeding, and shall be determined as follows:

For customers billed on an energy-only rate schedule, the allowance will be:

a) Calculated by dividing the overall depreciated cost of

(continued)
the distribution facilities allocated to that class of customer, less credits for past customer contributions and advances for construction, by the total number of customers billed in that classification; and

b) Expressed on a per customer basis.

For customers billed on a demand and energy basis, the allowances will be:

a) Calculated by dividing the overall depreciated cost of the distribution facilities allocated to that class of customer, less credits for past customer contributions and advances for construction, by one-twelfth of the annual billing demand of those customers in that classification; and

b) Expressed as an allowance per kW of billing demand.

For street lighting installations, the allowance will be:

a) Calculated by dividing the overall depreciated cost of the distribution facilities allocated to the street lighting, less credits for past customer contributions and advances for construction, by the total number of lighting fixtures in that classification; and

b) Expressed on a per fixture basis.

5.33 Allowances

All distribution facility extensions intended to serve permanent customers will be reduced by the following allowances. Seasonal customers, defined in Section 4.72 and 4.73 of these rules and regulations, will receive one-half of the allowance shown.

5.331 Energy-Only Rate Schedule - per Customer

Residential and Farm
Includes Schedules Rg-1, Rg-2, Fg-1  $607  R

Small General Service Non-demand
Rate Schedule Cg-1, Cg-2, Mp-1, Mz-3  $691  R

(continued)
### RULES AND REGULATIONS

5.332 Demand and Energy Rate Schedule – per kW of Estimated Average Monthly Billing Demand

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5.333 Street Lighting

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5.34 Application of Allowances

5.341 Energy-Only Basis

**Individual Customers**

Where an extension of distribution facilities as previously defined is necessary to serve customers billed on an energy-only basis, excluding single- and two-family residential subdivisions or developments, the requesting customer shall pay, prior to the construction of the extension, the estimated cost of the extension which includes those items set forth in Section 5.31, less the allowance for that class of customer as set forth in Section 5.331. If additional customers are connected to the original extension, refunds may be made to the original requesting customer at the time the additional customers are connected, unless there is a written assignment to the contrary by the owner of the property for which the extension was originally built.

The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional distribution facilities required for the additional customer(s); or

(continued)
2) the current embedded cost allowance in effect, less the estimated current cost of any additional distribution facilities required for the additional customer(s).

If the estimated direct cost of the required additional distribution facilities exceeds the applicable allowance, the Company will make no refund to the original requesting customer and the new additional customers will be required to pay the amount by which the cost of the additional distribution facilities exceeds the applicable allowance as set forth in Section 5.33. The Company shall be obligated to make refunds under this section only for the five-year period commencing on the date the original extension was installed. The Company will make no refunds in excess of the original payment.

Subdivisions - Single- & Two-Family Dwellings

Residential developers and subdividers of single- and two-family subdivisions shall pay in advance of construction, the estimated direct cost of the distribution facilities required to serve the subdivision.

A subdivision, as defined in S.236.02 of the Wisconsin Statutes, is a division of a lot, parcel or tract of land by the owner thereof or his agent, for the purpose of sale or of building development, where the act of division creates 5 or more parcels or building sites of 1-1/2 acres each or less in area, or five or more parcels or building sites of 1-1/2 acres each or less in area, are created by successive divisions within a period of 5 years.

Refunds for homes built within the subdivision will be made to the developer or subdivider at the time that the service to the home is energized, but only if the service is energized within 5 years after the date on which the distribution facilities within the subdivisions were installed.

The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional distribution facilities required for the additional customer(s); or 2) the current embedded cost allowance in effect, less the estimated current cost of any additional distribution facilities required for the additional customer(s).

(continued)
Payment or credits to the developer/subdivider in the subdivision will be made until such time as the total payments or credits given within the subdivision equal the cost of the distribution facilities paid by the developer or subdivider.

The Company shall endeavor to coordinate the installation of distribution facilities with the activities of the developer or subdivider in the area to be served, provided, however, that the Company shall not be required to install facilities to serve segments smaller or larger than considered economically feasible by Company. The estimated direct cost of all distribution facilities, as defined in Section 5.31, required to serve a segment, along with additional distribution facilities within the segment to ultimately serve the entire development, shall be paid in advance of construction.

Mobile Home Parks

Developers/owners of mobile homes parks will be requested to pay in advance of construction the estimated cost of the distribution facilities, referred to in Section 5.31, required to serve the mobile home park. A payment or credit equal to the allowance described in Section 5.331 will be paid to the developer/owner of the park at the time that the mobile home is energized in its respective lot. An allowance for separately metered common use areas, if any, will also be applied. Applicable refunds, if any, will be made to the developer/owner as additional customers (mobile homes) are connected to the original extension.

The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional distribution facilities required for the additional customer(s); or 2) the current embedded cost allowance in effect, less the estimated current costs of any additional distribution facilities required for the additional customer(s).

If the estimated direct cost of additional distribution facilities required to serve additional mobile homes in the park exceeds the applicable allowance, the developer/owner of the park will be required to pay the difference.
The refund period will be 5 years from the installation of the original extension and in no case will the refund exceed the original payment.

Multi-Family Dwelling

Developers of multi-family residential housing units will be required to pay the estimated cost of the distribution facilities, as defined in Section 5.31, necessary to serve the housing units, less the allowance as shown in Section 5.331 multiplied by the number of living units in the multi-family building. An allowance for separately metered common use areas, if any, will also be applied. Refunds, if any, will be made to the developer as additional customers are connected to the original extension.

The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional distribution facilities required for the additional customer(s); or 2) the current embedded cost allowance in effect, less the estimated current cost of any additional distribution facilities required for the additional customer(s).

If the estimated direct cost of the distribution facilities required to serve the additional customer exceeds the applicable allowance for the additional customer, the additional customer shall pay the difference. Refunds, if any, will be made for only five years from the installation of the original extension and in no case will the refunds exceed the original payment.

5.342 Demand and Energy Basis

New customers to be billed on a demand and energy basis requesting service that requires rearrangement of, or new distribution facilities, will pay in advance of construction the total cost of such rearrangement or new extension, less the appropriate allowance as shown in Section 5.332, multiplied by the customer’s estimated average monthly billing demand. The total cost of the new construction, relocation and/or removal of existing facilities shall include the applicable items set forth in Section 5.31. Refunds, if any, will be made to the customer as additional customers attach to the extension.
The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional customer(s); or 2) the current embedded cost allowance in effect, less the estimated current cost of any additional distribution facilities required for the additional customer(s).

If the estimated direct cost of the distribution facilities required to serve the additional customer exceeds the available allowance for the additional customer, the additional customer shall pay the difference. Refunds, if any, will be made only for five years from the date the original extension was energized and in no case will the refund exceed the original payment.

Where special circumstances dictate that a contract for a minimum monthly billing demand is desirable, such as, for customers whose operation makes it difficult to establish an estimated demand or when the permanency of the customer is questionable or if a customer requests one, a contract will be executed.

5.343 Commercial/Industrial Developments

Developers of industrial parks who request the installation of electric distribution facilities, will be required to pay, in advance of construction, the estimated cost of the distribution facilities referred to in Section 5.31 required to serve the industrial park. Refunds, if any, will be made to the developer of the industrial park as customers attach to the original extension.

The refund, if any, shall be equal to the greater of:
1) the embedded cost allowance in effect at the time the contributed extension was installed, less the estimated current cost of any additional distribution facilities required for the additional customer(s); or 2) the current embedded cost allowance in effect, less the estimated current cost of any additional distribution facilities required for the additional customer(s).

If the direct cost of any additional distribution facilities required to serve the customer exceeds the allowance available for that customer, the developer shall pay the difference. Refunds, if any, will be made only
for five years from the date the original extension was energized and in no case will the refund exceed the original payment.

5.344 Street Lighting and Automatic Protective Lighting Service

For street lighting and automatic protective lighting service extensions, the cost to the requesting party will include the total cost of the distribution facilities, as defined in Section 5.31. The fixtures and supports will not be included in calculating the cost of the extension. An allowance (per fixture) set forth in Section 5.333, multiplied by the number of fixtures being installed, will be applied toward the cost of the extension. The cost, if any, shall be paid prior to the installation.

5.345 Extension to More Than One Customer

For extension of distribution facilities to serve more than one customer, the cost to each customer will be determined by comparing costs of the extension allocated to each customer separately with each customer’s allowance, or by comparing the total extension costs to the combined allowances for the customers to be served. The method will be determined by the Company and applied in a manner to minimize confusion over payment and/or refund policies.

5.346 Temporary Service

Extensions of temporary service, as defined in Section 4.71 of these Rules and Regulations, shall be made under the rate schedule applicable to the class of service rendered and, in addition, the customer shall pay in advance the entire cost of installation and removal, minus salvage value estimated as of the anticipated date of removal, of all construction (including transformers and meter) required to furnish the desired service to the customer.

5.347 Seasonal Service

Seasonal service, as defined in Section 4.72 of these Rules and Regulations, shall be extended in the manner previously described for that class of customer to be served. The customer will receive an allowance equal
RULES AND REGULATIONS

to one-half of the allowance, as shown in Section 5.33, for that class of customer for the extension of the distribution facilities.

5.4  SERVICE FACILITIES
The Company will install, own and maintain all service facilities, as defined in Section 5.11, at no cost to the customer, excluding those facilities determined to be in excess of normal construction. (See Section 5.7, Excess Construction Costs.) The maximum length service to be installed, whether overhead or underground, must be no longer than the recommended length as determined by the Company’s Engineering Department for the type of installation to be made.

Customer’s receiving secondary service from transformers located in a customer-owned vault must obtain approval from the Company for this type of installation. The transformer vault shall be installed in accordance with the requirements of the Company and the Wisconsin State Electrical Code and local electrical codes. The Company will install, own and maintain the transformers in the vault and will connect the primary and secondary cables to the transformers. The customer will provide and extend his secondary conductors into the vault. Access to the vault shall be limited to Company personnel only.

All service facilities shall be installed in accordance with the Company’s booklet entitled “The Xcel Energy Standard for Electric Installation and Use”. See Schedule Ex-57.

5.5  RELOCATION, REBUILDING AND REPLACEMENT OF FACILITIES
5.51  Relocation, rebuilding, or other modifications of existing service and distribution facilities, including replacement of overhead with underground, shall be performed by the Company upon request of a customer or group of customers and shall be at the total expense of the requesting party, unless one or more of the following conditions are met:

a) The relocation or replacement is made for the convenience of the Company, determined solely by the Company;

b) The relocation or replacement will result in a substantial improvement in the Company’s facilities or their location, determined solely by the Company;

(continued)
c) The relocation is connected with other regularly scheduled construction work involving that specific unit of property and at the same location and can be done at the same time.

d) See also Section 5.6.

The cost for such changes shall be determined by calculating the total cost of the proposed work, including the installation of any new facilities and/or removal or relocation of existing facilities, less the accumulated depreciation and salvage value of the facilities removed. The cost will be estimated and the requesting party or parties shall make a payment, in advance of construction, equal to the estimated cost. This payment will be refundable as additional customers attach to the facilities for which the customer made a contribution, as long as the cost of the required distribution facilities to serve the new customer is less than the appropriate embedded cost allowance. All contributions towards relocation and replacement of service facilities will be non-refundable. Any betterment in facilities which accrue to the Company will not be billed to the customer requesting the change.

The Company will cooperate with political subdivisions and state agencies in the billing, construction, improvement and/or rehabilitation of public streets and highways. It is expected that the Company will receive reasonable notice so that any required relocation work can be properly scheduled.

5.6 INCREASED CUSTOMER LOAD (UPGRADE)

Customers responsible, when responsibility can be determined, for an upgrade in distribution facilities due to a change in the character of customers’ load requirements shall pay the total cost of the necessary construction, including the relocation and/or removal of existing facilities less the accumulated depreciation and salvage of the facilities removed.

A construction credit will be allowed and will be calculated in the following manner:

a) Demand and Energy Rate Schedule: Customers who are billed under a demand and energy rate schedule shall receive an embedded cost allowance. The kilowatts of demand to be used in determining the allowance shall be the customer’s average billed demand after the upgrade, less the customer’s average billed demand before the upgrade.

(continued)
b) Customers Transferring to a Different Energy-Only Rate Schedule: 
If a customer served under an energy-only rate schedule prior to the upgrade qualifies for a different energy-only rate schedule after the upgrade, the customer shall receive a cost allowance equal to the difference between the two embedded cost allowances.

c) Customers Transferring from an Energy-Only to a Demand and Energy Rate Schedule: 
If a customer is served under an energy-only rate schedule prior to the upgrade, the customer shall receive an embedded cost allowance. The kilowatts of demand to be used in determining the allowance shall be the customer’s average billed demand after the upgrade, less an estimate of the customer’s prior average demand.

If an upgrade in service facilities is required due to a change in customer’s load requirements, the company shall bear the entire cost, unless the customer requests that his overhead service drop be upgraded to an underground service lateral. The contribution, if needed, shall be non-refundable and will be equal to the cost of the underground service lateral less the cost of an equivalent overhead service drop.

5.7 EXCESS CONSTRUCTION COSTS
Incremental costs for underground service laterals installed to serve residential and non-demand measured general service customers which are beyond a maximum length of 300’ from the Company’s distribution facilities from which the service is installed will be charged to the customer based upon current costs as generated through the Company’s standard construction cost estimation system. This cost will include all costs associated with installation of the excess footage, including the additional cost associated with installing larger than normal service conductor size from the transformer or underground pedestal, as required due to the excess service length.

For small loads where adequate single-phase service is available or may be made available under these rules, if the customer requests three-phase service, the estimated additional cost of providing three-phase service, the estimated additional cost of providing three-phase service instead of single-phase service shall be paid to the Company as a refundable payment in advance of construction.

(continued)
If the customer requests distribution facilities in excess of standard utility design and construction, or over a route different from the most direct as determined by the Company, or the installation of facilities requires higher than normal construction costs due to conditions such as trenching in rocky soil, the customer shall pay in advance of construction the total cost determined to be in excess of normal construction as a refundable payment.

If the customer insists that distribution facilities be installed when conditions are such that the installation will require higher-than-normal construction costs, i.e., muddy conditions, frozen soil, overtime hours, etc., then the customer should pay the additional cost determined by the Company as a non-refundable payment.

When requested by the customer, a duplicate source of supply may be provided. Such additional source will be charged on a monthly billing at 2.00% of the cost of the installation required.

Rental of electric utility equipment is available upon approval of the company. Monthly charges shall be 2.00% of the installed cost of the facilities, but shall in no case be less than $1.00.

5.8 CLEARING RIGHTS AND COSTS

Customers requesting service shall furnish rights and clearing, if required, without expense to Company, adequate for the distribution line extension and service extensions to serve customer, along a route approved by Company and customer.

If Company is required to do the needed clearing or if requested by the customer, the Company will do the clearing at customer's expense. The customer shall pay the Company in advance the estimated cost of such clearing to be done by the Company, which will be adjusted to actual cost upon completion of the job.

If customer chooses to do his own clearing, Company has the right to inspect and verify for proper clearance and in accordance with Company specification.
5.9 GENERAL PROVISIONS

5.91 Easements

a) If, in Company’s sole judgment, Company needs an easement over customer’s property in order to furnish service to customer, customer shall provide Company with an easement at no expense to Company. If, in Company’s sole judgment, Company needs an easement or easements over property not owned by customer in order to furnish service to customer, customer shall obtain the easement(s) at no expense to Company. At the option of the Company, any periodic fees associated with easements, crossing permits, licenses, etc., may be equitably assessed and billed to the customer(s) who benefit from such easements, crossing permits, licenses, etc. Property which is subject to an easement shall be cleared of trees and other obstructions to a minimum width of

(Continued)
10 feet at no expense to Company. No structure or trees shall be placed on said right-of-way. However, right-of-way may be used for gardens and other purposes which will not interfere with maintenance and replacement of the electric facilities.

b) The granting of right-of-way, as expressed in the above instruments, will be designated by the Company for the installation, maintenance, or replacement of facilities through all property. Such easements, permits, licenses or other documents shall authorize the Company to control the growth of trees, shrubs etc., to prevent interference with Company facilities. Access to meters, controls, and other equipment for meter reading, maintenance, and/or replacement shall be granted at any reasonable time.

c) Where underground facilities are to be installed, the easement strip shall be graded to a level which shall not be above nor more than four inches below finished grade prior to the time installation of underground facilities is commenced by Company. The Company shall be notified in advance of any changes in grade after the underground electric facilities have been installed by Company, and Company shall be reimbursed for any and all costs incurred as a result of such change.

5.92 Company shall not be liable for damage to trees, shrubs, lawns, fences, sidewalks or other obstructions incident to the installation, maintenance replacement of underground or overhead facilities not caused by its own negligence.

5.93 Whenever major maintenance is required of a customer-owned underground service lateral, the Company will endeavor to acquire ownership of such service and perform necessary repairs and/or maintenance. The Company will then assume responsibility for maintenance effective on the date of acquisition.

5.94 The location and manner of construction of electric service facilities and the customer’s service location shall be determined by Company. If the customer requests some other location or manner of construction and Company agrees to the alternate plan, associated additional costs will be treated as “Excess Construction Costs”. (See Section 5.7, Excess Construction Costs.)

(continued)
5.95 Upon completion of an installation which differs from the Company's original design, a recalculation of the Customer's contribution will be made using the same method as was used to determine the original contribution.

If said recalculation of costs differs by $20 or more from the original estimate, a refund or additional billing will be rendered to the customer.

5.951 The Company will pay no interest on refunds due to the addition of new customers and/or payments or credits resulting from a recalculation of construction costs.

5.96 The title to every extension at all times is with the Company. The Company reserves the right at all times to add customers to an extension, and to make new extensions to an existing extension under the provisions of these rules, without procuring the consent of any customer or customers contributing to the original costs.

5.97 If any customer fails to take service within 2 months after the date specified in the application or contract, the Company shall have the right to commence billing the customer after said 2-month period under provisions of the contract or rate schedule, including the applicable customer minimum charge. If service is not available at the specified date, the Company will commence said billing 2 months following the date service does become available.

5.98 In all cases where, in the opinion of the Company, its investment in facilities appears extraordinary or unusual, and where extensive repairing or rebuilding of any facilities are necessary to accommodate the customer or group of customers making applications for service, the right is reserved to require the customer or group of customers to be served to execute a contract for a definite character or period of service, and to otherwise protect the Company against possible losses.

5.99 If the Company feels a prospective customer may be a poor risk for the investment of its capital, the customer may be required to finance the entire additional investment. The investment will be refundable, but only after a predetermined number of billing months have been recorded. The number of billing months required shall be determined by the Company, but under no circumstances will they exceed 60 months.

(continued)
RULES AND REGULATIONS

5.991 Customer has the right to appeal to the Public Service Commission of Wisconsin if the customer considers any requirement of these rules and regulations to be excessive or unreasonable.

5.992 The Company may provide a financing program to new customers under the following conditions:

1) Customer must meet satisfactory credit requirements.  
2) Minimum financing will be $1,000.  
3) Interest will be applied annually at a rate of 7.5%.  
4) Maximum length of financing will be five years.  
5) Financing over $10,000 will require satisfactory security documents.  
6) Financing is not available for rebuilds or upgrades.  
7) Availability
   Non Development Areas: Availability would be restricted to those extensions where the cost of distribution facilities do not exceed five times the estimated annual revenue received from the new customer.  
8) Development Areas: (three additional customers or more) Availability would be restricted to developments where the cost of the distribution facilities would be justified under the applicable extension allowances.

(continued)
Section 6.0  Statement of Company’s Reserved Rights

6.1 Waiver of Rights or Defaults
No delay by Company in enforcing any of its rights shall be deemed a waiver of such rights, nor shall a waiver by Company of any of customer’s defaults be deemed a waiver of any other or subsequent defaults.

6.2 Modification of Rates, Rules and Regulations
Company reserves the right in any manner permitted by law or ordinance, to modify any of its rates, rules, regulations or other provisions now or hereafter in effect.

The rates, terms, conditions and other matters agreed to in a fixed term contract shall be in harmony with the Company’s rates, rules and regulations in effect at the time the contract is entered into, and thereafter the contract is binding upon both parties and, except as provided therein, the contract can be changed only by mutual agreement or by lawful authority having jurisdiction.

Issued:  December 31, 1987
Effective:  For service rendered on and after January 1, 1988
Section 7.0 Electric Service
All electric service is alternating current at a nominal frequency of 60 Hz.

The voltage systems which the Company will make available at a given location are dependent upon the size and character of the load to be served and the existing Company facilities.

Nominal voltages of the common types of service supplied are listed below:

7.1 Secondary Service Voltages

A. 120/240 volt single-phase system
   1) 120 volt, 2-wire, one phase conductor and one grounded conductor.
   2) 120/240 volt, 3-wire, with grounded neutral conductor.

   The above voltages are commonly available for residential and general service use in most areas.

B. 208Y/120 volt three-phase grounded wye system
   1) 120 volt, 2-wire, one phase conductor and one grounded conductor.
   2) 120/208 volt, 3-wire, two phase conductors with grounded neutral conductor.
   3) 208Y/120 volt, 4-wire, three phase conductors with grounded neutral conductor. This nominal voltage is available for large loads and is the only service available in a designated underground area of the central business district of La Crosse.

C. 480Y/277 volt three-phase grounded wye system
   1) 277 volt, 2-wire, one phase conductor and one grounded conductor.
   2) 277/480 volt, 3-wire, two phase conductors with grounded neutral conductor.
   3) 480Y/277 volt, 4-wire, three phase conductors with grounded neutral conductor. This nominal voltage is available for large loads and is the only service available in a designated underground area of the central business district of Eau Claire.

D. 240/480 volt, 3-wire, single-phase with grounded neutral conductor
   (Non-standard contact service policy for special application.)

E. 240/120 volt, 4-wire, three-phase delta, with grounded neutral conductor connected to the mid-point of one phase
   (Non-standard contact service policy for special application.)

(continued)
RULES AND REGULATIONS

7.2 Primary Service Voltages

A. 2400 3 phase 3 wire
B. 4160Y/2400 3 phase 4 wire
C. 7200 3 phase 3 wire
D. 12470Y/7200 3 phase 4 wire
E. 13800Y/7970 3 phase 4 wire
F. 23900Y/13800 3 phase 4 wire
G. 34500Y/19920 3 phase 4 wire

7.3 Transmission Line Voltage Classification

For services in the Transmission Line Voltage Classification, consult service policy.

Issued: December 31, 1987
Effective: For service rendered on and after January 1, 1988
RULES AND REGULATIONS

Section 8.0 Stray Voltage Program

Stray Voltage Tariff

(a) 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 Company will investigate inquiries associated with neutral-to-earth current or voltage concerns.

(b) Stray voltage is a 60 Hz steady state AC RMS voltage that can be measured across a 500-ohm shunt resistor that has been connected between two points which livestock may contact simultaneously. “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.

(c) If a customer requests stray voltage investigative analysis more than two times in a 12-month period, and the Company has not found stray voltage above the level of concern in any of these analyses, the Company 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 the estimated cost of the additional requested service.

(d) Following a determination by the Company that, under normal operating conditions, the contributions to animal contact current from off-farm sources is in excess of 1.0 mA, the Company 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 Company electrical system, or both.

(e) The Company operating under (d) 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 Company, 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 Company 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 mitigation device, if any. The customer shall be required to sign a Stray Voltage Reduction Agreement prior to installation of an on-farm mitigation device.

(f) The Company 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 Company’s investigation reveals unsafe conditions, the Company shall notify the customer of the problems found and the potential hazards, and shall recommend the customer take prompt action to remedy the hazard.

ISSUED: March 10, 1997
EFFECTIVE: For service rendered on and after January 1, 1997
PSCW AUTHORIZATION: PSCW letter dated February 5, 1997
RULES AND REGULATIONS

Stray Voltage Tariff (Continued)

(g) 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 Company may install a temporary isolator(s). The customer shall be required to sign a Temporary Neutral Separation Agreement prior to installation. The Company must remove the isolator(s) and reconnect the neutrals within 90 days, 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 Company (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 Company 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.

(h) Should the customer whose neutrals were temporarily separated as provided for in (g) above desire the isolator(s) be left in place following the required reduction of the off-farm stray voltage contribution, the customer may request the continuation of this service in accordance with the terms and conditions established in (i) below. The agreement shall be contingent on 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.

(i) 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 Company 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 shall be required to sign a Customer Requested Neutral Separation Agreement and shall 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 Company shall determine whether the material cost of the isolator(s) shall be paid by the customer up front or a leasing arrangement will be set up. The Company shall retain ownership of the isolator(s) regardless of the plan chosen. If the Company chooses a leasing arrangement, the isolator(s) will be leased to the customer at a rate of $35.00 per isolator, 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. If material cost of the isolator(s) is paid up front, the amortized inspection fee will be $17 per month. Lease agreements shall require monthly billings.
Stray Voltage Tariff (Continued)

(j) If within one year of the date of installation of a customer-requested isolator(s), the customer requests isolator(s) removal, the Company shall refund to the customer the salvage value of the isolator(s), if the customer has paid a contribution in aid of construction equal to the full cost of the isolator(s) initially. In the event the isolator(s) was leased by the customer, the amount to be refunded will be that which the customer has paid to date for leasing the isolator(s) and the amortized annual inspection fee. Initial separation costs as defined in (i) are not refundable.

(k) At farm locations where primary and secondary neutrals have been separated at the request of the customer as provided for in (h) and (i) 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 Company 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.

(l) Numerous locations exist where primary and secondary neutrals have been separated for various reasons prior to the Public Service Commission of Wisconsin’s docket 05-EI-115 order date, July 16, 1996. As stray voltage investigations are performed at these locations, either at customer request or incident to existing Company isolator removal efforts or system modifications, and the Company’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.

(m) Prior to July 16, 1997, the utilities shall perform the required stray voltage investigation and separate the primary and secondary neutrals within 45 days of the receipt of a PSCW-approved Isolation Request form and a satisfactory farm wiring inspection report which has been issued by a state-certified commercial electrical inspector or a state-certified master electrician. Subsequent to July 16, 1997, the utilities shall perform the investigation and separation within 30 days of the receipt of the above-referenced documentation. The Company shall not be required to initiate the neutral separation work requested prior to receipt by the Company of full payment for all costs associated with the neutral separation, as specified in (i) above.

(n) The Company 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.
STRAY VOLTAGE REDUCTION AGREEMENT

Please Read this Carefully!!

The undersigned Customer, ________________________________________________________, an adult residing at and operating a livestock farm located at the address below, and Northern States Power Company, a Wisconsin corporation and wholly owned subsidiary of Xcel Energy Inc. (Company), agree to make the modifications listed below to the farm electrical system at:

Address_______________________________________________________________________

C/T/V:__________________________ State:______________ Zip Code:____________

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A. The above modifications(s) will be made at no cost to the customer except as noted:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

B. Materials installed on farm property as a result of the modifications(s), excluding neutral isolator(s), will be the property of the Customer.

C. The Customer agrees to cooperate with the Company’s representative(s) before, during and after modification(s).

D. The Customer is responsible for the daily monitoring and operating energy costs (if any) of the above modification(s).

E. The Customer understands that on-farm modifications made by the Company are permanent.

F. The Customer understands that the Company will respond to reasonable requests to perform necessary maintenance of the on-farm modifications.

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
Please Read this Carefully!!

The undersigned Customer, ___________________________________________________________, an adult residing at and operating a livestock farm located at the address below, agrees to temporary installation of a neutral reconnection device(s) (“isolator(s)”) by Northern States Power Company, a Wisconsin corporation and wholly owned subsidiary of Xcel Energy Inc. (Company), for the transformer(s) serving the property at:

Address ___________________________________________________________

Mailing Address (if different) _______________________________________________________

C/T/V: ___________________________ State: ____________ Zip Code: ___________

A. Temporary Isolation is being installed to reduce the Company’s off-farm contribution to below the “level of concern” as defined by the Public Service Commission of Wisconsin’s (PSCW’s) dockets 05-EI-106 and 05-EI-115.

B. The isolator(s) will be removed:

(1) When the off-farm contribution to stray voltage is less than 1.0 milliampere (voltage measurement of 0.5 volts with a 500-ohm shunt resistor paralleled in the measurement circuit), or

(2) Within 90 days of the installation date, unless an extension is granted by the PSCW.

C. Upon reduction of the Company’s stray voltage contribution to less than 1 mA, the customer shall have the option of leasing the isolator(s) as authorized by the PSCW. In the event the customer chooses to lease the isolator(s), the Company shall require the Customer to sign a Customer Requested Neutral Separation Agreement and a PSCW approved Hold Harmless/Indemnification Agreement and Release.

TEMPORARY NEUTRAL SEPARATION AGREEMENT

GENERAL CONDITIONS

In addition to the preceding terms and conditions, to which the Customer agrees and accepts, the Customer further understands and agrees to the following:

1. The customer must be the property owner or have the permission of the property owner.

2. That the term stray voltage, as used in this document, is a 60 Hz steady state AC RMS voltage which can be measured at animal contact locations with a 500 ohm shunt resistor paralleled in the measurement circuit.

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
CUSTOMER REQUESTED NEUTRAL SEPARATION AGREEMENT

Please Read this Carefully!!

The undersigned Customer,_____________________________________________________________, an adult residing at and operating a livestock farm located at the address below, request(s) that Northern States Power Company, a Wisconsin corporation and wholly owned subsidiary of Xcel Energy Inc. (Company) separate the primary and secondary neutrals and install a reconnection device(s) ("isolator(s)") at each transformer providing electric service to the property at:

Address____________________________________________________________________________

Mailing Address (if different)____________________________________________________________

C/T/V:______________________________________State:______________Zip Code:_____________

A. The Customer has requested separation of the primary and secondary neutral conductors on the electrical service(s) to his/her farm.

B. The Customer has completed and submitted the Isolation Request form required and approved by the Public Service Commission of Wisconsin (PSCW) and a satisfactory farm wiring inspection report which has been issued by a state certified commercial electrical inspector or a state certified master electrician.

C. The Customer understands and acknowledges that the result of a stray voltage investigation completed in accordance with PSCW required and approved practices, has indicated that separation of the primary and secondary neutral conductors is not necessary or required.

D. An isolator(s) will be installed by the Company following receipt of all costs associated with the installation of the device(s) (excluding the material cost of the isolator), in the amount of $_____________.

E. The Customer agrees to lease the isolator(s) and finance annual testing of the isolator(s) at a monthly rate of $______________, as approved by the PSCW and in accordance with the terms and conditions set forth in this agreement.

F. The isolator(s) will be removed and the lease agreement will terminate:

(1) Upon written request of the Customer.

(2) Upon failure of the Customer to pay the agreed upon monthly lease charge.

(3) If the Customer interferes, in any way, with the isolator(s) or any other Company facility located on Customer’s property.

1

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
G. If the Customer requests the Company to remove the isolator(s) within one year after installation, the Company will do so at no cost and will reimburse the Customer for the leased/contribution in aid of construction cost per isolator up to the resale value of the isolator(s). The initial isolator(s) installation costs noted in paragraph D are not refundable.

H. The Customer understands and agrees that Company facilities buried in conjunction with isolator(s) installation will not be removed following termination of the lease agreement.

CUSTOMER REQUESTED NEUTRAL SEPARATION AGREEMENT GENERAL CONDITIONS

In addition to the preceding terms and conditions, to which the Customer agrees and accepts, the Customer further understands and agrees to the following:

1. The requesting customer must be the property owner or have the permission of the property owner.

2. That the term \textit{stray voltage}, as used in this document, is a 60 Hz steady state AC RMS voltage which can be measured at animal contact locations with a 500 ohm shunt resistor paralleled in the measurement circuit.

3. That the isolator(s) being requested by the Customer of necessity is located near the Company’s transformer(s). The Customer has received warning and understands that this location may be hazardous because of its proximity to high voltage equipment. Contact with this high voltage equipment could cause serious injury or death.

4. Acknowledges that the Company has advised about and explained other available measures that may be implemented to reduce \textit{stray voltage} levels, which include wiring modifications and equipotential planes.

5. Acknowledges and understands that the Company shall require the Customer to sign a PSCW approved Hold Harmless/Indemnification Agreement and Release.

6. Understands that the isolator(s) not only reduces or prevents \textit{stray voltage} from Company sources, but will likely diminish \textit{stray voltage} originating on the Customer’s premises. It is also understood that the isolator(s) will not eliminate the sources of \textit{stray voltage}.

7. Understands the need for the existence and maintenance of proper on-farm wiring and grounding, and the need for regular \textit{stray voltage} checks. The Customer agrees to timely notify the Company of any suspected malfunction of the isolator(s).

8. Agrees to allow Company personnel or their designated representatives access to the farm electrical system and cow contact areas as required to perform testing and/or evaluation.
9. Understands the isolator(s) is owned and maintained by the Company.

10. Understands that if the Customer has concerns regarding the details of this agreement, the Customer should contact the PSCW at 608-267-6718.

Customer acknowledges, accepts and agrees to the Terms and General Conditions of this Customer Requested Neutral Separation Agreement, and requests the separation of primary and secondary neutral conductors in accordance herewith.

It is understood and agreed that the terms and conditions of this document are contractual

PLEASE READ THIS CAREFULLY BEFORE SIGNING!!!

__________________________________________ __________________________
Customer Date

_________________________________________ __________________________
Property Owner Date

_________________________________________ __________________________
Company Representative Date

ISSUED: March 10, 1997
EFFECTIVE: For service rendered on and after January 1, 1997
PSCW AUTHORIZATION: PSCW letter dated February 5, 1997
HOLD HARMLESS/INDEMNIFICATION AGREEMENT AND RELEASE

PLEASE READ THIS CAREFULLY!!

AT OUR REQUEST, a neutral reconnection device (“isolator”) is being installed between the Northern States Power Company, a Wisconsin corporation and wholly owned subsidiary of Xcel Energy Inc. (“Company”) primary distribution system neutral conductor and the neutral conductor of our secondary electrical service, at our property located at

__________________________________________________________________________.

Our request is made without relying upon any representations made by the Company or its representatives.

We, for ourselves and all other persons or organizations affiliated with us, agree that the Company is immune from civil liability for any injury we may sustain that is related to the installation and/or operation of the isolator(s). We also agree to hold the Company harmless from civil liability for any injury that anyone else claims is related to the installation and/or operation of the isolator(s).

We have read and understand the terms of this Hold Harmless/Indemnification Agreement and Release. We enter into it voluntarily on behalf of ourselves and all persons and organizations affiliated with us. We understand that the terms of this document are contractual.

Signed this _______ day of _____________, 20___, at ______________Wisconsin.

PLEASE READ THIS CAREFULLY BEFORE SIGNING!!

In the presence of

______________________________________________________________

(Requesting Customer)

______________________________________________________________

(Requesting Customer)

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
Service Address

Account Number

DISCONNECTION NOTICE

And Statement of Customer Rights and Information

Dear <Customer Name>:

Your natural gas and/or electricity will be disconnected if we do not receive a payment of $xx.xx from you by mm/dd/yy or if you do not take immediate steps to remedy your past due balance.

You can avoid disconnection by taking one of the following steps:

- Paying your past due amount $xx.xx by mm/dd/yy. Note that this amount DOES NOT include your current month's bill.
- Making payment arrangements with us by mm/dd/yy.
- Calling 1-800-895-4999 to inform us that disconnection will aggravate an existing medical or protective services emergency. This could include situations where:
  - A member of your household is seriously ill
  - There are infants, young children, aged or handicapped members of your household
  - There are residents who use life support systems or equipment
  - There are residents who have mental retardation or other developmental disabilities

In the event that any resident is seriously ill, service may be continued or restored if you submit a physician’s statement or notice from the public health or social service official which identifies the medical or protective services emergency and specifies the period of time during which disconnection will aggravate the circumstances. Please contact us immediately at 1-800-895-4999 to make arrangements or if you believe there is an error. If, after contacting Xcel Energy, you have unresolved problems regarding this notice, please contact the Public Service Commission of Wisconsin at 1-800-225-7729.

We look forward to working with you to resolve this situation.

Sincerely,

Xcel Energy

< Stub at bottom of notice >

ISSUED: May 15, 2008
EFFECTIVE: For service rendered on and after May 16, 2008
PSCW AUTHORIZATION: Letter dated May 15, 2008
RULES AND REGULATIONS - FINAL NOTICE - COMMERCIAL

Canceled

ISSUED: September 12, 1997
EFFECTIVE: For service rendered on and after September 15, 1997.
RULES AND REGULATIONS

(Default of Deferred Payment Agreement)

Canceled
RULES AND REGULATIONS

(Default of a Deposit Request)

Canceled
RULES AND REGULATIONS

Failure to Make Service Modifications

NOTICE OF DISCONNECTION OF SERVICE

The ____________ service at ________________
in the ____________ of ________________ will be discontinued
on ________________ unless service modifications are made
in conformance with Administrative Rule PSC 113.0301 (Electric)
and 134.062 (Gas) of the Public Service Commission of Wisconsin.

The modification required is:

You should call NSP at ________________ for additional
information, if any resident is seriously ill or if there are
other extenuating circumstances.

In the event that any resident is seriously ill, service may
be continued for up to 21 days if you submit a physician’s
statement or notice from a public health or social service
official which identifies the medical emergency and specifies
the period of time during which disconnection will aggravate
the circumstances.

In the event that the reason for disconnection remains in
dispute after consultation with Company representatives, you
may appeal to the Public Service Commission.

ISSUED: January 08, 2008
EFFECTIVE: For service rendered on and after January 09, 2008
PSCW AUTHORIZATION: Order in Docket No. 4220-UR-115 dated January 08, 2008
RULES AND REGULATIONS

DISCONNECTION NOTICE TO OCCUPANTS

Date ________________

To all occupants at ________________________________ , notice is hereby given of pending disconnection of ____________________ and/or __________________ utility service(s) for nonpayment of utility bill(s) by:

______________________________________________________________________________________

______________________________________________________________________________________

Unless the total amount past due is paid, a Deferred Payment Agreement is negotiated, or other suitable arrangements are made by 12 noon _____________________________, Xcel Energy may be forced to disconnect the __________________ and/or ______________ utility service(s). YOU, AS A TENANT(S), ARE NOT RESPONSIBLE FOR PAST DUE PAYMENTS TO XCEL ENERGY; HOWEVER, IF FEASIBLE YOU MAY ACCEPT THE RESPONSIBILITY FOR FUTURE BILLS IN ORDER TO AVOID DISCONNECTION. REFUSAL OR ACCEPTANCE OF YOUR APPLICATION WILL BE BASED UPON COMPANY RULES AND REGULATIONS.

You should call Xcel Energy at 1-800-895-4999 for additional information if any resident is seriously ill or if there are other extenuating circumstances in the household such as the presence of infants or young children, the presence of aged or handicapped residents, or the presence of residents who use life support systems or equipment or residents who have mental retardation or other developmental or mental disabilities.

In the event that any resident is seriously ill, service may be continued or restored if you submit a physician’s statement or notice from a public health or social service official which identifies the medical or protective services emergency and specifies the period of time during which disconnection will aggravate the circumstances.

In the event that the reason or amount of any disagreement remains in dispute after all remedies have been pursued, you may appeal to the Public Service Commission of Wisconsin.

If you have any other questions, you may wish to contact your building manager.

XCEL ENERGY

ISSUED: May 15, 2008
EFFECTIVE: For service rendered on and after May 16, 2008
PSCW AUTHORIZATION: Letter dated May 15, 2008
The purpose of this booklet is to acquaint contractors, architects, engineers, electrical contractors and others with the requirements pertaining to the installation of services, meters, wiring, motors, space heating and other appliances which are supplied with electric service from the Company’s facilities. It is distributed as a separate publication to Company engineering and operating personnel, external concerned parties, and to PSC staff engineering and rate personnel. Copies are available from the Company upon request.