

Continued From Sheet No. B-2.00

**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND NATURAL GAS SERVICE (R 460.101 – R 460.169)**

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**PART 1 GENERAL PROVISIONS AND DEFINITIONS**

- R 460.101 Applicability; purpose.
- R 460.101a Scope of rules.
- R 460.102 Definitions; A to F.
- R 460.102a Definitions; G to P.
- R 460.102b Definitions; Q to Z.
- R 460.103 Discrimination prohibited.
- R 460.104 Conduct of proceedings.
- R 460.105 Additional rules.

**PART 2. APPLICATION FOR SERVICE**

- R 460.106 Service requests.
- R 460.107 Residential service account requirements.

**PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS**

- R 460.108 Prohibited practices.
- R 460.109 Deposit for residential customer.
- R 460.110 Rescinded.
- R 460.111 General deposit conditions for residential customers.
- R 460.112 Guarantee terms and conditions for residential customers.

**PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND METER RELOCATION**

- R 460.113 Actual and estimated meter reading.
- R 460.114 Customer meter reading.
- R 460.115 Meter accuracy and errors.
- R 460.116 Meter relocation.

**PART 5. BILLING AND PAYMENT STANDARDS**

- R 460.117 Bill information.
- R 460.118 Electronic billing requirements.
- R 460.119 Separate bill; consolidation and balance transfers for residential and small nonresidential customers.
- R 460.120 Billing frequency; method of Delivery.
- R 460.121 Equal monthly billing.
- R 460.122 Cycle billing.
- R 460.123 Payment of bill.
- R 460.124 Payment period.
- R 460.125 Late payment charges.

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Issued: **July 28, 2021**  
By: Theodore Eidukas  
VP - Regulatory Affairs  
Milwaukee, Wisconsin

Effective for Service  
On and After: **September 3, 2020**  
Issued Under Authority of  
Michigan Public Service Commission  
Dated: **October 9, 2007**  
In Case No: **U-15152**

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**B2. CONSUMERS STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND NATURAL GAS SERVICE (R 460.101 – R 460.169) (Condt.)**

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**PART 5. BILLING AND PAYMENT STANDARDS (Condt.)**

- R 460.126 Billing for unregulated non-energy services.
- R 460.126a Billing error.
- R 460.126b Responsibility for unauthorized use of utility service.

*Refer to the Company's approved Rule C5.2, Discontinuance or withholding of service.*

*R 460.101 et seq. are the rules pertaining to CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND NATURAL GAS SERVICE. See Administrative Rule B2, R 460.102 Definitions; A to F for the definition of a "Billing Error".*

**PART 6. VOLUNTARY TERMINATION OF SERVICE**

- R 460.127 Voluntary termination.

**PART 7. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS FOR RESIDENTIAL CUSTOMERS**

- R 460.128 Listing of energy assistance programs for residential customers.
- R 460.129 Notice of energy assistance programs for residential customers.
- R 460.130 Medical emergency.
- R 460.130a Critical care customer shut off protection.
- R 460.131 Winter protection plan for eligible low-income customers.
- R 460.132 Winter protection plan for eligible senior citizen customers.
- R 460.133 Eligible military customer.
- R 460.134 Extreme weather condition policy.
- R 460.135 Rescinded.

**PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE**

- R 460.136 Emergency shutoff.
- R 460.137 Shutoff or denial of service permitted.
- R 460.138 Shut off prohibited.
- R 460.139 Notice of shut off.
- R 460.140 Form of notice.
- R 460.141 Time of shut off.
- R 460.142 Manner of shutoff.
- R 460.143 Manner of shut off for service provided with remote shut off and restoration capability.
- R 460.144 Restoration of Service.

*R 460.2301 et seq. are the rules pertaining to TECHNICAL STANDARD FOR GAS SERVICE See Administrative Rule B1, R 460.2301, (f) (l) and (n), Definitions for Hazardous condition, and Potentially hazardous condition and Required Access. And R 460.2373, Shutoff of service.*

Continued on Sheet No. B-5.00

Issued: **July 28, 2021**  
By: Theodore Eidukas  
VP - Regulatory Affairs  
Milwaukee, Wisconsin

Effective for Service  
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**PART 9. CUSTOMER RELATIONS AND UTILITY PROCEDURES**

- R 460.145 Applicability.
- R 460.146 Payment plan procedures for residential and small nonresidential customers.
- R 460.147 Personnel procedures
- R 460.148 Publication of procedures for residential and small nonresidential customers.
- R 460.149 Access to rules and rates.
- R 460.150 Complaint procedures.
- R 460.151 Reporting requirements.
- R 460.152 Inspection.
- R 460.153 Customer access to consumption data and confidentiality.

**PART 10. DISPUTES, HEARINGS AND SETTLEMENTS**

- R 460.154 Disputed matters.
- R 460.155 Customer hearing and hearing officers for residential and small nonresidential customers.
- R 460.156 Notice of hearing.
- R 460.157 Customer hearing procedures.
- R 460.158 Settlement agreement procedures for residential and small nonresidential customers.
- R 460.159 Default of settlement agreement procedures for residential and small nonresidential customers.

**PART 11. APPEAL PROCEDURES**

- R 460.160 Customer hearing appeal.
- R 460.161 Filing procedures.
- R 460.162 Customer hearing appeal procedures.
- R 460.163 Interim determination.
- R 460.164 Appeal review.
- R 460.165 Customer hearing appeal decision.
- R 460.166 Failure to comply with customer hearing appeal decision.
- R 460.167 Same dispute.
- R 460.168 Formal appeal.
- R 460.169 Other remedies.

Continued on Sheet No. B-6.00

Issued: **July 28, 2021**  
By: Theodore Eidukas  
VP - Regulatory Affairs  
Milwaukee, Wisconsin

Effective for Service  
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