

TITLE

Superior Water, Light and Power Company
 2915 Hill Ave
 Superior, Wisconsin 54880

Schedule of Rates for Electricity,
 Gas and Water supplied in Douglas County:

Electric	Gas	Water
City of Superior	City of Superior	City of Superior
Town of Frog Creek*	Town of Amnicon	Village of Superior
Town of Lakeside	Town of Bennett	
Town of Parkland	Town of Brule	
Town of Superior	Town of Hawthorne	
Town of Wascott	Town of Highland	
Town of Hawthorne	Town of Maple	
	Town of Parkland	
Village of Oliver	Town of Solon Springs	
Village of Superior	Town of Superior	
*Washburn County	Village of Lake Nebagamon	
	Village of Poplar	
	Village of Solon Springs	
	Village of Superior	

Rate Report Volume No 1

Original Schedules Issued March 1, 1981
 Original Schedules Effective March 1, 1981
 Revised Sheets Issued and Effective as Noted Thereon

Issued: August 9, 2017
 PSC Authorization by Order No. 5820-UR-114

EFFECTIVE FOR SERVICE ON AND AFTER:
August 14, 2017
Letter: SJP 08/09/17

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SERVICE REGULATIONS – ELECTRIC, GAS & WATER

GENERAL STATEMENT OF PURPOSE

These Service Regulations are designed to govern the supplying and taking of utility service in such manner as will secure to each customer the greatest practicable latitude in the use of service consistent with reliable and safe service to customers.

Wisconsin Administrative Code Chapters PSC 113, Service Rules for Electrical Utilities; 134, Standards for Gas Service; and 185, Standards for Water Public Utility Service are incorporated herein by this reference.

SECTION I - DEFINITION OF CLASSES OF CUSTOMERS

- 1) Residential Service Customers are those customers who purchase service for domestic purposes in a single-family dwelling, individual flat or individual apartment in a multi-family dwelling or building or portion thereof occupied as the home, residence or living quarters of one or more persons.
- 2) Commercial Service Customers are those customers engaged in selling, warehousing or distributing a commodity, in some business or trade activity or in a profession, or in some other form of economic or social activity (offices, stores, clubs, hotels, etc.) and to customers that do not directly come under one of the other classifications of customers.
- 3) Industrial Service Customers are those customers engaged in a process which creates or changes raw or unfinished materials into another form or product or are engaged in the storage or transportation of raw materials.

SECTION II - INFORMATION AVAILABLE TO CUSTOMERS

These Service Regulations and all rate schedules are on file in the Company's office and with the Public Service Commission of Wisconsin. Copies are obtainable by any customer upon request made in person, by telephone, by email or by mail.

See also, Wis. Admin. Code PSC 113.0501, 134.05 and 185.22.

SECTION III - APPLICATION FOR SERVICE

The information gathered during the Application for Service process is entered into the Customer Information/Billing System, and when properly executed, becomes binding and is termed a Utility Service Agreement.

SECTION IV - RESPONSIBILITY FOR USE OF SERVICE

- 1) Receipt of Service shall make the user a customer of the Company, subject to its rates, rules and regulations, whether service is based upon contract, signed application, or otherwise.
- 2) Subject to its rates, rules and regulations, the Company will continue to supply service until ordered to discontinue, and the customer will be responsible for payment for all service furnished until discontinued.

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SECTION IV - RESPONSIBILITY FOR USE OF SERVICE (cont'd)

- 3) Customers who have not previously received service from the utility must make official application to the Company before commencing the use of service.
- 4) Customers who have been receiving service must notify the Company when discontinuing service, otherwise they will be liable for the use of the service by their successors, should said successors refuse to pay.
- 5) Customers assume all responsibility on the customer's side of the point of delivery for the service supplied or taken, as well as for the service installation, appliances and apparatus used in connection therewith, and shall hold the Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such service or the use thereof on the customer's side of the point of delivery. Also, customers shall maintain their facilities and premises in a manner and condition which readily provides for the removal of the Company's metering equipment and prevents unmeasured losses.
- 6)
 - a) Service is for the customer's use only and under no circumstances may the customer or the customer's agent or any other individual, association or corporation install meters for the purpose of re-metering or re-selling or otherwise disposing of service supplied to the customer to lessees, tenants or others except in accordance with a rate schedule of the Company which authorizes such use of service.
 - b) In case of unauthorized re-metering, sale, extension or other disposition of service, the Company may discontinue the supplying of service to the customer as provided under Section IX - Disconnection.
 - c) In no case shall the customer, except with the written consent of the Company, extend or connect their installation to wiring and/or piping across or under a street, alley, lane, court or avenue or other public or private space in order to obtain service for adjacent property through one meter even though such adjacent property is owned by the customer. Such consent may be given when such adjacent properties are operated as one integral unit under the same name and for carrying on parts of the same business.
 - d) Due to a definite limited capacity of the Company's wiring, piping, meters and other facilities used in supplying service to the customer, the customer shall give notice to the Company and obtain the Company's written consent before making any material changes or increases in the customer's installation. The Company, as promptly as possible after receipt of such notice, will give its approval to the proposed change or increase, or will advise the customer upon what conditions service can be supplied for such change or increase. Failure to secure the Company's approval shall make the customer liable for any damage to the Company's facilities.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION V - DISCONTINUANCE OF SERVICE

Notice by customers of discontinuance of service will be accepted at the Company's office. Such notice may be submitted by email, written or telephone communication.

SECTION VI - CONNECTION AND RECONNECTION CHARGE

- 1) Reconnection - In the event of service disconnection for one of the reasons listed in PSC 113.0301 (1m), PSC 134.062 (1) or PSC 185.37 (2), including but not limited to nonpayment, the following reconnection charges will apply for restoring service:

RESIDENTIAL CLASS CUSTOMERS:

During regular office hours	\$50.00 for each metered service
After regular office hours	\$100.00 for each metered service
Maximum charge for multiple meters	\$200.00

NONRESIDENTIAL CUSTOMERS:

The actual cost of reconnecting the service, but in no event shall the reconnection charge be less than that set for residential class customers.

See also, Wis. Admin. Code PSC 113.0303 and 134.0623.

SECTION VII - DEPOSIT RULE

- 1) New Residential Service

See Wis. Admin. Code PSC 113.0402, 134.061 and 185.36.

- 2) Existing Residential Service

See Wis. Admin. Code PSC 113.0402, 134.061 and 185.36.

- 3) New Commercial or Industrial Service

See Wis. Admin. Code PSC 113.0403, 134.0615 and 185.361.

- 4) Existing Commercial or Industrial Service

See Wis. Admin. Code PSC 113.0403, 134.0615 and 185.361.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION VII - DEPOSIT RULE (cont'd)

5) Conditions of Deposit

For residential accounts see Wis. Admin. Code PSC 113.0402, 134.061 and 185.36.

For commercial accounts see Wis. Admin. Code PSC 113.0403, 134.0615 and 185.361.

SECTION VIII - GUARANTEE TERMS AND CONDITIONS

For residential accounts, see Wis. Admin. Code PSC 113.0402, 134.061 and 185.36.

For commercial accounts see Wis. Admin. Code PSC 113.0403, 134.0615 and 185.361.

SECTION IX – DISCONNECTION

For electric service – residential, see Wis. Admin. Code PSC 113.0301, 113.0304 and 113.0305.

For electric service – commercial, see Wis. Admin. Code PSC 113.0302.

For gas service – residential, see Wis. Admin. Code PSC 134.062, 134.0624 and 134.0625.

For gas service – commercial, see Wis. Admin. Code PSC 134.0622.

For water service, see Wis. Admin. Code PSC 185.37.

A copy of the Company’s “Final Notice” of disconnection appears below on sheet number SR6.

SECTION X - DEFERRED PAYMENT AGREEMENT

See Wis. Admin. Code PSC 113.0404, 134.063 and 185.38.

A copy of the Company’s “Deferred Payment Agreement” form appears below on sheet number SR7.

SUPERIOR WATER, LIGHT AND POWER COMPANY

Superior, Wisconsin

Vol 1 SHEET NO SR5

Rev. _____ SCHEDULE _____

AMEND NO _____

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

Copy of Final Notice

SUPERIOR WATER LIGHT AND POWER COMPANY
P. O. Box 519
Superior, WI 54880
FINAL NOTICE

Dear Customer:

Your account is past due. Unless payment is posted to your account by the date shown below, service will be disconnected. To avoid reconnection charges and service interruption for up to 24 hours, please respond promptly. If you have a current payment arrangement with SWL&P, please disregard this notice.

Your service will be disconnected on or after mm/dd/yyyy unless the account is paid in full, or arrangements are made to pay under a deferred payment agreement, or equipment changes are made in keeping with the reason(s) for disconnection listed below.

- A. Failure to pay delinquent account balance.
- B. Failure to comply with deferred payment agreement.
- C. Failure to comply with deposit agreement.
- D. Diversion of utility service.
- E. Other violation of utility rules of service

If service is disconnected, payment must be made at the Mariner Mall drop box near the 28th St Theater entrance, accessible 24 hours a day. Pay your bill by phone or online using a check or credit card. Call Speedpay at 1-866-678-8868 or visit http://www.mnpower.com/about_mp/swlp/speedpay.htm Once payment is confirmed, service will be reconnected. However, most reconnections will occur the day after the disconnection. Immediately contact this office at 395-6201 for any of the following reasons:

- A. If you dispute the notice of delinquent account.
- B. If you wish to negotiate a deferred payment agreement.
- C. If any resident is seriously ill.
- D. If there are other extenuating circumstances such as: infants, young children, aged or disabled residents, residents on life support systems or equipment, or residents with developmental disabilities.

Residential utility service will be continued or restored for up to 21 days during a serious illness or protective services emergency if you submit a statement from a licensed Wisconsin physician, or notice from a public health or social service official, identifying the serious illness of a resident and the period of time during which disconnection would aggravate the illness.

You have the right to appeal to the staff of the Public Service Commission if an agreement cannot be made concerning the reason(s) for disconnection or the amount of your utility bill. The toll free number for the Public Service Commission of Wisconsin 1-800-225-7729

Please return bottom portion of this statement with your payment:

Disconnection Date	mm/dd/yyyy	Location of Premises: 2915 Hill Ave/Superior, WI	
SWLP		Meter Number	Rate
PAST DUE TOTAL:	\$ xxx.xx	xxxxx	ER-1
Date Issued:	mm/dd/yyyy	xxxxx	GH-1
Account Number:	xxxxxxxxxx	xxxxx	MG-1
Joe Customer		SWL&P	
2915 Hill Ave		P.O. Box 519	
Superior, WI 54880-0519		Superior, WI 54880-0519	

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SERVICE REGULATIONS – ELECTRIC, GAS & WATER

DEFERRED PAYMENT AGREEMENT

I, _____, of _____, Superior, Wisconsin, agree to pay the delinquent utility bill of \$_____, by paying for the current month's usage and \$_____ each month on the delinquent portion of the utility bill.

It is further understood that if I do not fulfill the deferred payment agreement, the Superior Water, Light and Power Company shall have the right to disconnect services under Wisconsin Administrative Code Sections PSC 113.0301; 113.0304; 134.062; 134.0624 and 185.37 and the Company shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

IF YOU ARE NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN. YOU HAVE THE RIGHT TO MAKE A COUNTER OFFER AND, IF IT IS REJECTED, YOU HAVE THE RIGHT TO APPEAL THIS PROPOSED AGREEMENT TO THE PUBLIC SERVICE COMMISSION OF WISCONSIN, DURING WHICH TIME THE UTILITY MAY NOT DISCONNECT YOUR SERVICE. THIS DOES NOT RELIEVE YOU FROM THE OBLIGATION TO PAY BILLS THAT ARE INCURRED AFTER COMMENCEMENT OF DISPUTE PROCEDURES. IF YOU DO SIGN THIS AGREEMENT YOU GIVE UP YOUR RIGHT TO DISPUTE THE AMOUNT DUE UNDER THE AGREEMENT EXCEPT FOR THE UTILITY'S FAILURE OR REFUSAL TO FOLLOW THE TERMS OF THIS AGREEMENT.

WITNESS _____

DATE _____

CUSTOMER _____

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XI - DISPUTE PROCEDURES

See Wis. Admin. Code PSC 113.0407, 134.064 and 185.39.

SECTION XII - APPLICATION OF RATES

- 1) The schedules of rates apply where service is furnished in any one month to one customer at one location for one class of service through one meter. The schedule of rates is based on delivering and billing service to the ultimate user for retail service only and does not permit resale or redistribution.

- 2) Where a single large commercial, industrial or institutional customer occupies more than one unit of space in the conduct of the same business, each separate unit will be metered separately and considered a distinct customer, unless the customer makes the necessary provisions for circuits approved by the Company to permit the metering of all the energy and coincidental demands for each class of service in the various units at a single metering location. This rule shall apply only where the units are located on contiguous property with no intervening public property or private property controlled by others. At the request of the customer, and with the approval of the Company, and subject to applicable governmental requirements, more than one service connection may be provided when necessary to meet large capacity requirements, subject to the conditions set forth above with reference to metering at a single location.

- 3) In those cases where, at the Company’s election, two or more meters are installed at a single metering location on the same premises for the same customer for the same class of service, the amount of electricity (kW and kWh), gas (therm), and water (Ccf) supplied for the same class of service through all such meters will be combined in arriving at the total charge, and the minimum bill will be the same as though one meter was installed.

- 4) A “month” does not refer to calendar month, but shall mean the period between any two consecutive readings of the meters by the Company.

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SECTION XIII - METERING

1) Meter Installation

Meters are furnished by the Company and set without charge; however, permits are required by the authorized inspector. Affidavits are permissible for state, city and county applications or in those areas where inspectors are not assigned.

See also, Wis. Admin. Code PSC 113.0804, 113.0808, 113.0809, 134.11 185.53 and 185.61.

2) Meter Tests

All meter tests, records and billing adjustments for meters with errors greater or less than prescribed limits are made in accordance with rules and regulations governing service by public utilities prescribed by the Public Service Commission.

See also, Wis. Admin. Code PSC 113.0806 – 113.0924, 134.26 – 134.31 and 185.61 – 185.79.

SECTION XIV - CHARGES AND BILLINGS

1) Meter Readings

Readings of all meters used for determining charges to customers shall be scheduled monthly and every effort shall be made to read meters on corresponding days of each meter reading period. When access to meters cannot be gained, a meter reading form will be left at the premise. If the meter reading form is not left, or the form is not returned in time for the billing operation, an estimated bill will be rendered. A Company representative shall read the meter(s) at least each six months and when there is a change of customer.

See also, Wis. Admin. Code PSC 113.0405, 134.12, 185.32 and 185.37(2)(e).

2) Billing

Bills ordinarily are rendered regularly at monthly intervals, but may be rendered more or less frequently at Company's option.

See also, Wis. Admin. Code PSC 113.0405, 134.13 and 185.33.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XIV - CHARGES AND BILLINGS (cont'd)

2) Billing (cont'd)

As of August 2016, SWL&P has been installing advanced meters standard equipment for all customers.

Customers who were electing a Non-Standard Meter (NSM) will pay a monthly meter reading charge for each NSM. The utility may only charge a customer one NSM charge for customers with electric, gas, and water services. This option is closed to customers after December 31, 2018.

Non-Standard Meter Reading Monthly Charge: \$29.00

If a customer establishes service at a location where a non-standard meter is installed, the utility will not assess a charge for installing a standard meter. The utility will not charge an existing customer who chooses to convert from a non-standard meter to a standard meter.

3) Failure of Meters to Register Properly

See Wis. Admin. Code PSC 113.0924, 134.14, 185.34 and 185.35.

4) Billing for Energy Lost Due to Grounds on Customer's Equipment or Water Leaks on Customer's Equipment

Where accidental electrical grounds, gas or water leaks occur on the customer's equipment, the Company will bill the customer for total usage on the meter at the rate currently in effect for their service. No discounting will be made for these losses.

The Company assumes no responsibility for damages or losses due to electrical grounds, gas or water leaks on customer installations and reserves the right to disconnect a customer for failure to correct the ground or leak after reasonable notice.

See also, Wis. Admin. Code PSC 113.0925, 185.34 and 185.35

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SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XIV - CHARGES AND BILLINGS (cont'd)

5) Billing Stopped Meters

See Wis. Admin. Code PSC 113.0924, 134.14, 185.34 and 185.35.

6) Diversion of Service

a) Where the Company has reasonable evidence that a customer is obtaining utility service in whole or in part, by means of devices or methods used to stop or interfere with the proper metering of the utility service being delivered to their equipment, the Company reserves the right to estimate and present immediately a bill for unmetered service as a result of such interference and such bill shall be payable subject to disconnection of service.

b) When the Company has disconnected the customer for any reason, the Company will reconnect the customer upon the following conditions:

1) The customer will be required to deposit with the Company an amount sufficient to guarantee the payment of the customer's bill for utility service.

See also, Wis. Admin. Code PSC 113.0402, 113.0403, 134.134.061, 134.0615, 185.36 and 185.361.

2) The customer will be required to pay the Company for any and all damages to its equipment on the customer's premises due to such stoppage or interference with its metering.

3) The customer must further agree to comply with reasonable requirements to protect the Company against further losses.

c) Where stoppage or interference is in connection with service metering, the customer may be required to install, at their own expense, tamper-resistant equipment.

See also, Wis. Admin. Code PSC 113.0805.

d) Should the Company subsequently have reasonable evidence that such customer is receiving utility service, either wholly or partly unmetered, either in the customer name or for customer use, the Company reserves the right to discontinue all utility service to such customer use and to refuse further service until proper restitution has been made.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XIV - CHARGES AND BILLINGS (cont'd)

7) Payments

- a) The due date entered on the bill will be no less than 20 days after the date of issuance, unless otherwise provided for in any contract.
- b) Failure to receive a bill does not relieve the customer of the obligation to make payment by the due date.
- c) 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 a Late Payment charge. 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. Late Payment charges will continue to compound until the past due amount is deemed uncollectible and the utility bill is written off.

For purposes of this subsection, the unpaid utility bill balance for customers under the Budget 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.

For those customers having completed 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 the 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.

See also, Wis. Admin. Code PSC 113.0406, 134.13 and 185.33.

- d) The utility customer shall be given a written notice no sooner than 20 days after the bill is issued and unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to the Wis. Admin. Code PSC 113.0301, 113.0302, 134.062, 134.0622 and 185.37.
- e) Payment not honored by financial Institution Charge: The utility shall assess a \$20.00 charge to the Customer's account when a payment rendered for utility service is not honored by the customer's financial institution. This charge may not be in addition to, but may be inclusive to other such charges when the payment was for multiple services.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XIV - CHARGES AND BILLINGS (cont'd)

8) Budget Payment Plan – Residential

Upon application to the Company, the customer may have their electric, gas and water service billed on the Budget Payment Plan. Each customer's budget plan year will begin upon Company acceptance of the application.

The Budget Payment Plan shall be determined as follows:

- a) The customer's estimated consumption (based on the most recent 12 months use or, where no statistics are available, on the Company's best estimate) and the estimated applicable rates for the succeeding 12-month period will be billed in 12 equal installments during that period.
- b) The Budget Payment Plan customer shall be informed at the time of application that budget amounts shall be reviewed every six months and changed if necessary. Adjustments to the budget amount shall be made with the objective that the customer's under billed or over billed balance at the end of the budget year shall be less than one month's budget amount. When an adjustment is made to a budget payment amount, the customer shall be notified by means of a bill insert, a message printed on the bill itself, or both, at the same time the bill containing the adjustment is rendered.
- c) At the end of the customer's Budget Payment Plan year, a new monthly budget amount for the next 12 months will be determined as in step a) above. If the account has a credit balance at the end of the budget year, the Company will apply it against the customer's account or, at the customer's request, refund the balance. If the account has a debit balance owing, the customer may pay the balance or have it added to the estimated cost of the next years' service. All budget plan customers will receive written notice of any changes in their monthly budget figure.
- d) Customers on the Budget Payment Plan who fail to make a budget payment by the due date are subject to the late payment charge as described in Section XIV, Paragraph 7(c) of the Company's Service Regulations. The late payment fee is applicable regardless of the customer's actual utility balance.
- e) If a customer on the Budget Payment Plan defaults on two consecutive monthly budget billings, the Company may remove the customer from the plan and the total amount owing will become due. Thereafter, the customer will be billed as a regular account and be subject to the rules and regulations for delinquent accounts as filed with and approved by the PSCW.

See also, Wis. Admin. Code PSC 113.0406 (5), 134.13 (5) and 185.33 (16).

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XV - OTHER PROVISIONS

1) Access to Customer's Premises

Authorized agents of the Company shall have access to customer's premises at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing Company's property, or for any other purpose incident to the service.

See Wis. Stats. s. 196.171.

2) Inspection by the Company

The Company retains the right, but does not assume the duty, to inspect the customer's installation at any time and will refuse to commence or to continue service whenever it does not consider such installation to be in safe or good operating condition, but the Company does not in any event assume any responsibility whatever in connection with such matters.

3) Protection by Customer

Customer shall protect Company's wiring, piping and apparatus on customer's premises and shall permit no one except Company's agents or persons authorized by law to inspect or handle same. In the event of any loss or damage to such property of Company caused by or arising out of carelessness, neglect or misuse by customer or other unauthorized persons, the cost of making good such loss or repairing such damage shall be paid by customer.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XV - OTHER PROVISIONS (cont'd)

4) Continuity of Service

The Company will use reasonable care to provide an uninterrupted and regular supply of service to its customers. It does not assume direct liability for losses or damage to persons or property due to its service, or as a result of failure of the service, interruption, or variation because of an Act of God, strike, or any causes beyond the Company's control.

The Company shall not be liable for any losses, injuries or damages to persons or property due to disconnection of service in accordance with Section IX of these service regulations and with Commission rules and regulations.

The Company reserves the right, without incurring any liability therefor, to curtail or temporarily interrupt the customer's service when necessary to make repairs, replacement or changes to the Company's facilities either on or off the customer's premises. The Company will make an effort to notify its customers of a planned interruption of service in advance.

5) Voltage Regulation - Electric Utility

See Wis. Admin. Code PSC 113 Subchapter VII.

6) Unit of Measurement - Gas Utility

The unit of measurement for rate application purposes shall be the therm. One therm equals 100,000 Btu's of heat. As such, the unit of volume of gas, the cubic foot, shall be adjusted for the heat content of that volume of gas to determine the therm content. One therm equals 1 Ccf of 1000 Btu gas. The term "cubic foot of gas", wherever used in the Company's rate schedules shall mean a cubic foot of gas at an absolute pressure of 14.73 pounds (psi) and a temperature of 60 degrees Fahrenheit. Where small volume deliveries of gas are supplied to the customer at average system pressures, a cubic foot of gas shall be the volume of gas which, at the temperature and pressure existing in the meter, occupies one cubic foot.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XV - OTHER PROVISIONS (cont'd)

7) High Service Pressure - Gas Utility

a) Availability

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

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

b) Measurement

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

Temperature base:	60° F.
Assumed atmospheric pressure:	14.45 psi
Pressure base:	14.73 psi

8) Protective Devices - Water Utility

a) Protective Devices in General

The owner or occupant of every premise receiving water supply shall apply and maintain suitable means of protection of the premise supply, and all appliances thereof, against damage arising in any manner from the use of the water supply, variation of water pressure, or any interruption of water supply.

Particularly, such owner or occupant must protect water-cooled compressors for refrigeration systems by means of high and/or low pressure safety cut-out devices. There shall likewise be provided means for the prevention of the transmission of water ram or noise of operation of any valve or appliance through the piping of their own or adjacent premises.

b) Relief Valves

On all "closed systems" (i.e., systems having a check valve, pressure regulator, or reducing valve, water filter or softener) an effective pressure relief valve shall be installed at or near the top of the hot water tank, or on the hot water distribution pipe connection to the tank. No stop valve shall be placed between the hot water tank and the relief valve or on the drainpipe.

SERVICE REGULATIONS – ELECTRIC, GAS & WATER

SECTION XV - OTHER PROVISIONS (cont'd)

9) Protective Devices - Water Utility (cont'd)

c) Air Chambers

An air chamber or approved shock absorber shall be installed at the terminus of each riser, fixture branch, or hydraulic elevator main for the prevention of undue water hammer. The air chamber shall be sized in conformance with local plumbing code. Where possible, the air chamber should be provided at its base with a valve for water drainage and replenishment of air.

d) Cross Connections

Piping from the potable water supply may not be connected to any other source of water or be used in any process without approved back flow protection. All back flow devices installed must be approved by the Company and any governmental body having jurisdiction.

SECTION XVI - MISCELLANEOUS REGULATIONS

1) Orders of Governmental Bodies Having Jurisdiction

Any change in the provisions of a Service Agreement of which these Service Regulations are a part, which may be ordered by any governmental body having jurisdiction, shall affect only that portion or portions of such Service Agreement specifically ordered to be changed, all other portions remaining in full force and effect.

WATER GENERAL SERVICE - METERED

APPLICATION

To water service for all classes of customers within the distribution area.

RATE (Monthly)

5/8 - inch	18.25
3/4 - inch	18.25
1 - inch	28.00
1½ - inch	45.00
2 - inch	70.00
3 - inch	110.00
4 - inch	160.00
6 - inch	280.00
8 - inch	415.00
10 - inch	595.00
12 - inch	775.00

Commodity Charge

First	2,000 cubic feet used each month - \$6.74 per 100 cubic feet
Next	48,000 cubic feet used each month - \$5.32 per 100 cubic feet
Next	50,000 cubic feet used each month - \$4.97 per 100 cubic feet
Over	100,000 cubic feet used each month - \$4.00 per 100 cubic feet

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Customers under this rate who live in the City of Superior will also be charged Public Fire Protection rates (F-1 pg.W8) if applicable.

MINIMUM CHARGE (Monthly)

The applicable Customer Charge.

CONTRACT PERIOD

The minimum contract period shall be one year unless otherwise specified by special contract or in the applicable rate schedule. Where the Company has disconnected service at the customer's request prior to expiration of the minimum contract period, a reconnection charge shall be made when the customer requests reconnection of service. The reconnection charge is \$50.00 during regular working hours and \$100.00 during other than regular working hours.

If reconnection is requested for the same location by any member of the same household, or, if a place of business, by any partner or employee of the same business, it shall be considered as the same customer.

Issued: December 20, 2018
PSC Authorization by Order No. 5820-UR-115

EFFECTIVE FOR SERVICE ON AND AFTER:
January 1, 2019
Letter: SPC 12/20/18

WATER GENERAL SERVICE - METERED

PROMPT PAYMENT OF BILLS

See Section XIV - "Charges and Billings" of the Company's Service Regulations.

COMBINED METERING

When a consumer's premises has several buildings, each supplied with service and metered separately, the full service charge will be billed for each meter separately and the readings will not be cumulated. Buildings used in the same business, located on the same parcel, and served by a single lateral may have the customer's water supply piping installed to a central point so that volume can be metered in one place. If the Company, for its own convenience, installs more than one meter, the readings will be cumulated for billing.

SERVICE REGULATIONS

Service is subject to the orders of regulatory bodies having jurisdiction and to the Company's Service Regulations currently on file in the Company's office.

WATER SEASONAL, EMERGENCY OR TEMPORARY

APPLICATION

To water service for all classes of customers within the distribution area desiring service on less than a yearly basis, or for temporary purposes.

BILLING

Seasonal customers* shall pay an annual seasonal service charge equal to twelve times the applicable service charge in Schedule MG-1 and F-1. Water use in any billing period shall be billed at the applicable volume rates in Schedule MG-1 and the charge added to the annual seasonal service charge.

Further, if service has been disconnected, a charge under the Company's Service Regulations, Section VI, shall be applied at the time of reconnection.

*Seasonal customers are general service customers whose use of water is normally for recurring periods of less than one year.

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WATER PUBLIC SERVICE

APPLICATION

To water service to the City of Superior for water used on an intermittent basis for flushing sewers, street sprinkling, flooding skating rinks, drinking fountains, and other similar purposes.

SPECIAL CONDITIONS

Service shall be from permanent installations wherever practicable. However, when no permanent installations are readily available, water shall be taken from fire hydrants most accessible to the work. The hydrants to be used for such purposes shall be established by agreement between the City and the Company, and, to the extent that it is practicable, all water used shall be metered. The Company will supply the City with the number of meters the City deems necessary for use at such installation. Each location shall have an approved backflow preventer installed and tested prior to obtaining any water. Cost for installing and testing of backflow preventer is included in hydrant meter charges as listed in METERED HYDRANT CONNECTIONS.

BILLING

Service will be billed under Schedule MG-1. The total Customer Charge will be determined according to the number and sizes of meters required at all installations, permanent or otherwise.

The quantity of water used each month of all water metered and estimated (where metering is impracticable) shall be combined and billed as though through one meter using the rates set forth in Schedule MG-1.

WATER METERED HYDRANT CONNECTIONS

Temporary use of metered connections to hydrants shall be made based on the charges detailed below. Customers without an established satisfactory credit record with the Company shall make an advance payment of the charges.

Service charge for set and removal*	\$	150.00	R
Water usage (minimum charge)		50.00	
Total	\$	200.00	D

The customer will be billed for the cost of repair or replacement of damaged or lost equipment in excess of the forfeited deposit. R

Water usage will be billed at the appropriate commodity charge as stated in Schedule MG-1 except that a minimum charge of \$50.00 shall apply for each 30-day period or fraction thereof for which the hydrant meter is installed at customer request.

*If the actual charges for set and removal per the service order exceed the amount stated above by greater than 20 percent due to extenuating circumstances or special requests of the customer, the customer will be billed the actual costs. Customers served under this rate schedule are not subject to the connection charge as stated in the Company's Service Regulations.

All locations must have an approved backflow preventer installed and tested prior to obtaining any water. Cost for installing and testing of backflow preventer is included in charges noted above.

BULK WATER

APPLICATION

All bulk water supplied from the utility's Bulk Fill Station shall be metered by the utility. The utility's Bulk Fill Station is available for use 24 hours per day, 7 days a week during the months of April through November.

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RATE

A service charge of \$18.25 per month used and a charge for the volume of water used shall be billed to the party using the water.

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BILLING

The volumetric charge shall be calculated using only the commodity charge block rates listed under schedule MG-1. Public Fire Protection charges do not apply (F-1, pg. W8).

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SPECIAL CONDITIONS

The customer is responsible for contacting the utility to obtain a pin and access code for the Fill Station.

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The Fill Station is equipped with one water dispensing connection. This connection is on the side of the filling station and is a 2 ½" male Fire Hose Thread Connection. The user will connect their hose to this connection and the other end to their tank and then draw water for their end use. The customer is required to provide their own hose for filling purposes.

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WATER PRIVATE FIRE PROTECTION - UNMETERED

APPLICATION

To private fire protection service for all classes of customers within the distribution area.

This service shall consist of permanent or continuous unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes, and private hydrants. This service shall also include reasonable quantities of water used for testing check valves and other backflow prevention devices.

RATE (Monthly)

Size of Connection	Charge
2 - inch or smaller	\$14.00
3 - inch	26.00
4 - inch	45.00
6 - inch	90.00
8 - inch	142.00
10 - inch	215.00
12 - inch	285.00
14 - inch	355.00
16 - inch	\$430.00

CONTRACT PERIOD

Not less than one year.

SERVICE REGULATIONS

Service is subject to the orders of regulatory bodies having jurisdiction and to the Company's Service Regulations currently on file in the Company's office.

PROMPT PAYMENT OF BILLS

See Section XIV - "Charges and Billings" of the Company's Service Regulations.

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EFFECTIVE FOR SERVICE ON AND AFTER:
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Letter: SPC 12/20/18

WATER PUBLIC FIRE PROTECTION SERVICE – CITY OF SUPERIOR

APPLICATION

To public fire protection service for all classes of customers within the City of Superior.

This service shall include the use of hydrants for fire protection service* only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel. For all other purposes, the metered or other rates set forth, or as may be filed with the Public Service Commission, shall apply.

*The total charge for public fire protection service is based on costs not only of direct facilities, such as fire hydrants, but also the allocated share of costs for the extra capacity designed into the water system for fire flow capacity, including wells, pumps, water treatment plant, transmission and distribution mains, storage facilities, and other facilities.

RATE (Monthly)

Meter Size	Monthly Charge
5/8 - inch	\$13.00
3/4 - inch	13.00
1 - inch	30.00
1½ - inch	65.00
2 - inch	100.00
3 - inch	190.00
4 - inch	325.00
6 - inch	650.00
8 - inch	1,050.00
10 - inch	1,550.00
12 - inch	\$2,100.00

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CONDITIONS

It is the duty of the municipality to keep fire hydrants clear of snow and other obstructions.

PROMPT PAYMENT OF BILLS

See Section XIV - "Charges and Billings" of the Company's Service Regulations.

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 Letter: SPC 12/20/18

WATER PRIVATE FIRE PROTECTION – VILLAGE OF SUPERIOR

APPLICATION

To fire protection service for all classes of customers within the Village of Superior.

This service shall include the use of hydrants for fire protection service* only and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel. For all other purposes, the metered or other rates set forth, or as may be filed with the Public Service Commission, shall apply.

*The total charge for public fire protection service is based on costs not only of direct facilities, such as fire hydrants, but also the allocated share of costs for the extra capacity designed into the water system for fire flow capacity, including wells, pumps, water treatment plant, transmission and distribution mains, storage facilities, and other facilities.

RATE (Monthly)

\$4,019.00

For all subsequent extensions of public fire protection service, the above base charge will not be increased.

CONDITIONS

It is the duty of the municipality to keep fire hydrants clear of snow and other obstructions.

PROMPT PAYMENT OF BILLS

See Section XIV - "Charges and Billings" of the Company's Service Regulations.

EFFECTIVE FOR SERVICE ON AND AFTER:

Issued: December 20, 2018

January 1, 2019

PSC Authorization by Order No. 5820-UR-115

Letter: SPC 12/20/18

WATER EXTENSION RULES

RULES FOR EXTENSION OF WATER MAINS AND SERVICES

1) Definitions

- a) Extension is defined as any additional facilities installed by the Company to make water service available to customers not now being supplied with such services.
- b) Main is defined as a distribution line that serves as a common source of supply for one or more service lines.
- c) Service Line is defined as a connection from a common source of supply (main) to the curb stop.
- d) Curb Stop is defined as the point of delivery at which the Company's facilities end (except metering equipment) and from where the customer(s) shall install, maintain and own all facilities. The curb stop is normally located between the curblines and outer edge of the sidewalk, or near the point of entry to the customer's property.
- e) Modification is defined as any change, regardless of nature, to existing Company equipment.
- f) Point of Delivery is defined as the customer's side of the curbstop.

2) General Policy

The Company may, at its own expense, extend, enlarge or modify its distribution or other facilities for supplying water service when anticipated additional annual revenue justifies the expenditure, except as provided in Section 6, Modification of Existing Facilities.

When the expenditure is not justified, the extension, enlargement or other change of facilities may be made by payment by the customer(s) to the Company for that portion of the capital expenditure not economically justified by the anticipated annual revenue.

If the Company is not assured as to the stability and economic feasibility of any project, a suitable payment in advance, or a minimum monthly guarantee may be required. However, all projects of \$5,000 or more will be reviewed for economic consideration and service may be refused by the Company provided that the reasons and supporting analysis for such refusal are furnished the customer(s) in writing. The customer(s) shall be informed of their right for Public Service Commission of Wisconsin staff review of said refusal.

The Company reserves the right to approve or disapprove the type of service applied for by the Applicant(s), subject to the review of the Public Service Commission of Wisconsin.

WATER EXTENSION RULES

RULES FOR EXTENSION OF WATER MAINS AND SERVICES

3) Contributions

Subject to compliance with other provisions of these rules, the Company may provide a new service or modify an existing service to the customer(s). Such service shall be furnished without charge or guarantee provided the estimated cost of construction does not exceed the estimated annual revenue by three times, or in the case of modification, by three times the estimated increase in existing annual revenue except as provided in Section 6, Modification of Existing Facilities.

4) Construction Costs and Revenues

The Company will base its estimates of construction costs and annual revenues upon its experience with similar installations taking into account anticipated changes to costs or rate schedules. The Company's estimate of the costs of an extension or modification will include right-of-way costs and all items of labor, equipment and materials, together with allowances thereon for engineering, general office expenses and such other incidental expenses necessary to the supplying of water service to the customer(s) including a frost charge if weather conditions dictate. The Company shall make extensions or modifications over the least cost, least environmentally degrading and most direct route available unless other overriding factors exist.

However, if a larger than normal size main is installed to insure adequate service to an area, the customer's obligation will be based on the size main required for their load, but not less than 6" nominal size.

5) Construction Standards

Each request for new service or modification of service will require a written application agreeing to pay the contribution required, if any. Such contribution is payable in accordance with paragraph 3, Contributions.

The applicant(s) for new service or modification of service may select the point of delivery with approval of the Company. The applicant(s) will furnish, install, own and maintain piping and equipment beyond such point, except for metering equipment.

It is necessary that the meter be located at a point most readily accessible to the Company's distribution system and approved by the Company. Where no distribution system has been established, the customer(s) shall request the Company to specify an acceptable location for the metering equipment. The Company will furnish this information in writing upon request.

WATER EXTENSION RULES

5) Construction Standards (cont'd)

The meter will be furnished by the Company and shall be located where the piping first enters the customer's premises, unless otherwise provided in the customer's service agreement. The customer(s) shall furnish and install all necessary piping to meet the point of delivery (curbstop) and for the meter.

In addition, the customer(s) shall maintain all piping beyond the point of delivery in a manner so as to prevent system losses and to facilitate the meter's removal.

In the event a customer desires an additional meter installed for their own convenience, customer shall contract for the installation with a contractor and shall be responsible for the total cost of same, including meter.

Not more than one service line will be installed to the same building or utilization point. The minimum size of customer's service pipe shall be one inch (1") inside diameter and shall be of a material approved by any governmental agency having jurisdiction.

6) Modification of Existing Facilities

The Company will replace, at no cost to the customer(s), under the provisions of these rules, existing service line and facilities that are of insufficient capacity to carry a customer's anticipated load when three times anticipated additional annual revenue justifies the expenditure. However, if the modification is for the customer's convenience and not for inadequacy and requires a premature retirement of any existing construction or equipment, the applicant(s) shall in advance, pay the Company an amount equal to:

- 1) The original cost, less accrued depreciation of the item(s) to be removed from service less salvage and plus cost of removal, if any.
- 2) All costs of materials, labor and overhead associated with the installation of the new replacement facilities.
- 3) The cost of any related maintenance.

If such replacement affects any other customer(s), the party(s) requesting a replacement of facilities shall have obtained in advance, the approval of such customer(s) and shall pay the cost of converting the Company's facilities serving such customer(s).

WATER EXTENSION RULES

6) Modification of Existing Facilities(cont'd)

At the request of a customer, property owner, or a representative of a group of customers or property owners, the Company will, if deemed feasible, relocate its distribution system, and service facilities provided that, in advance of construction, payment to the Company is made for its estimated cost of making the desired relocation in addition to any charges for necessary changes and additions to remaining facilities. Any necessary changes in the customer's piping or equipment shall be borne by the customer(s).

In the event that the Company is ordered by a unit of government to move its distribution facilities, a new service will be installed where practicable, to the existing service location without expense to the customer(s). If, in the opinion of the Company, it is impracticable to utilize the existing service entrance facilities, the Company will specify a new service location and the expense of the necessary changes in the customer's piping and service equipment shall be borne by the customer(s).

7) Inspection Requirements

In a new service or modification of service, the contractor or person responsible for the installation of the customer's piping and associated equipment related to each type of service, shall contact the appropriate governmental agency or their representative for approval of the new or modified service.

If, upon inspection by the Company or appropriate governmental agency, certain installations are found to contain discrepancies, such discrepancies shall be corrected before connection of service.

8) Adjustments or Refunds

Additional customer(s) connected to an extension within ten years of the extension's completion date, shall share equitably in the combined extension costs unless the new customer's connection costs would require an additional contribution by the original contributor(s); in which case, the facilities required to serve the additional customer(s) shall be treated as a new extension.

Unless otherwise provided by written agreement at the time a contribution is made, the right to receive refund of any contribution held hereunder shall attach to the ownership of the premises at each service location, and any refund shall be made to the person who owns such premises at the time the refund becomes due.

WATER EXTENSION RULES

9) Ownership of Extension

The title to every extension at all times is with the Company. The Company reserves the right at all times to add additional 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 construction costs, and without incurring any liability for refunding contributions except as additional customers may be added as provided for herein.

10) Customer's Responsibility for Company's Equipment

The customer(s) shall be responsible for all damage to the Company's equipment and for all loss resulting from interference or tampering therewith, caused by the customer(s) or their permittees, including compensation for consumed water not recorded upon the meter (See Service Regulations, SR 11, paragraph 6, Diversion of Service.)

11) Contracts

Customers may be required to contract to take service.

12) Temporary Service

If service is extended to supply a customer(s) for less than a three (3) year period, the customer(s) shall pay the total cost of installing and removing all material and equipment necessary for the service extension, in addition to paying for water at the rates applicable. Total cost of installing and removing the service extension shall be the estimated construction cost, as defined in Paragraph 4 above, less the salvage value of the equipment removed, plus the cost of removing the extension.

The customer(s) shall deposit in advance with the Company the estimated cost of installing and removing the service extension. If the deposit is greater or less than the actual cost, the difference shall be refunded to or paid by the customer(s) within thirty (30) days after service is discontinued.

In the event that the customer(s) continues to use water service for a three-year or longer period at the location served, the extension will be considered to be a permanent extension.

13) Modifications of Rates, Rules and Regulations

The Company reserves the right, in any manner by law, 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 but thereafter the contract is binding upon both parties and, except as provided therein, the contract can be changed only by mutual agreement and by lawful authority having jurisdiction.

WATER – 2017 Tax Cut Credit

APPLICATION

The 2018 Income Tax Credit is applicable to all customers in the tariffs listed below.

Income Tax Credit:

Pursuant to the order issued in docket 5-AF-101, the following credits are associated with the over-collections of federal income tax expense in the base revenue requirement set in the utility’s last rate case. The monthly credit will be listed as a separate line item on a customer’s bill.

The Income Tax Credit will be in effect for service starting July 1, 2018 until January 31, 2019.

<u>Rate</u>	<u>Amount</u>	<u>Units</u>
Residential	\$ 0.41	per CCF
Commerical	\$ 0.41	per CCF
Public Authority	\$ 0.41	per CCF
Industrial	\$ 0.41	per CCF
Public Fire Protection - City	See Public Fire Protection Table	
Public Fire Protection - Village	\$ 215.42	per month

Public Fire Protection

<u>Meter Size</u>	<u>Amount</u>	<u>Units</u>
5/8"	\$ 0.95	per month
3/4"	\$ 0.95	per month
1"	\$ 2.36	per month
1.5"	\$ 4.73	per month
2"	\$ 7.56	per month
3"	\$ 14.18	per month
4"	\$ 23.63	per month
6"	\$ 47.26	per month

Issued: June 1, 2018
 PSC Authorization by Order No. 5-AF-101

EFFECTIVE FOR SERVICE ON AND AFTER:
July 1, 2018
 Letter: _____