

SERVICE RULES - SCHEDULE SRVC-1

Billing, Payment Collection, and Disconnection Procedures

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

Budget Billing

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

Partial Month Billing

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

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

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

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

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

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

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

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Billing on Other Than Monthly Basis

Where an applicant or customer is unable to furnish either the required cash deposit or a satisfactory guarantor, or where the customer's business is of a hazardous or temporary nature, the Company may, at its option, bill such applicant or customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement and disconnect procedures. Where a commercial or farm customer has failed to make prompt payment of all bills within the last 24 months, the Company may, at its option, require a deposit equal to the two largest consecutive gas bills in the preceding 12 months, as determined by the utility.

Non-Sufficient Funds Charge

When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reason of insufficient funds, account closed, stop payment order issued, etc.) the customer shall be billed an additional charge of \$20.00 per check or electronic transfer.

Late Payment Penalty

All bills not paid in full on the due date shall be considered delinquent. Failure to receive a bill does not relieve the customer of the obligation to make payment by the due date. Payment to a third party, other than to an authorized agent, does not constitute payment to the Company. A one-time late payment charge of 3 percent but not less than 30 cents shall be added to bills not paid by the due date. This one-time 3 percent late payment charge shall be applied only to any unpaid balance for the current billing period's usage. Late payment penalties will conform to Wis. Admin. Code PSC 134.13(1)(h) – (j)).

Collection Costs

The Company shall charge the customer for costs or fees incurred by and awarded in court. Typical costs include the cost of serving a court summons, court filing fee, and, if applicable, treble damages for bills incurred after October 31 and before April 16, according to Wis. Admin. Code 196.642.

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Diversion of Service

When the Company determines from reasonable evidence that a customer has obtained gas service, in whole or in part, whether intentionally or not, 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:

1. The deficiency in revenue occasioned by such interference with the proper metering for the entire period of such diversion as determined from inspection of the customer's meter record, the customer's admission of the duration of such interference, or any other evidence indicating the duration and extent of such interference.
2. The cost of any and all damage done to the Company's equipment due to such interference with its metering.
3. The cost 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. If the customer fails to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the piping and metering, the Company will discontinue service in accordance with its filed disconnection rules.

Once the Company has issued a bill for any or all of the above charges, payment may be due within 24 hours of billing or the customer may be subject to an eight day notice of disconnection.

In the event any tamper-proof installation so installed shall be the subject of further damage or interference by the customer or customer's permittees, the Company shall have the right to terminate service without further notice.

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

Deferred Payment Agreement

The Company shall offer Deferred Payment Agreements to residential customers. For requirements of Deferred Payment Agreements, see Wis. Admin. Code 134.063.

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Deferred Payment Agreement form.

We, St. Croix Valley Natural Gas Company, Inc., hereby enter into a deferred payment agreement with

Customer: _____

Account # _____ Address: _____

It is understood by both parties that the utility 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 in full. The above named customer admits the legal responsibility of said utility billing, but does not have the available funds to pay such billing a lump sum. The customer agrees to pay St. Croix Valley Natural Gas Company, Inc., a total of \$ _____ in the following manner:

Your gas service can be disconnected if payments are not received. There will be no finance charge on this agreement.

RIGHT OF APPEAL

If you are not satisfied with this agreement, DO NOT SIGN IT. You have the right to suggest a different payment arrangement. If you and the utility can't agree on terms, you can ask the Public Service Commission to review the disputed issues. If you do sign this agreement, you give up your right to dispute the amount due under the agreement, except for the company's failure or refusal to follow the terms of the agreement. Signing this agreement does not affect your responsibility to pay for your current service.

This agreement, made and entered into this _____ day of _____, 20__.

Signed _____ Customer

We hereby accept the above.

St. Croix Valley Natural Gas Company, Inc.