

City of Marshall Utilities

Rate Classifications

Standard Rules and Regulations

General Shutoff Supplemental

Rules Effective June 1, 2024

Modified April 7, 2025

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Residential Service Rate "A"

Availability: Open to any customer desiring single-phase service for domestic and farm use, including individual single-family dwellings, separately metered apartments, manufactured homes and such appurtenant buildings as garages, barns, chicken houses and similar buildings. This rate is not available for commercial, institutional or industrial uses, three-phase service, or for resale purposes. Specifically, it is not applicable to homes or dormitories for groups other than private family units, nor to apartment buildings, or other multiple or mixed-use dwellings, such as beauty shops, filling stations, laundries, retail stores, dairies, hatcheries, greenhouses, welding shops, frozen storage plants, etc., except under the terms and conditions contained in the City of Marshall Utilities Standard Rules and Regulations.

Nature of Service: Alternating current, 60 hertz, single phase, 120/240 nominal volts, 200-amp maximum service.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Effective 06/01/2024 \$ 9.00 per customer per month
Effective 04/01/2025 \$10.50 per customer per month
Effective 04/01/2026 \$12.00 per customer per month
Effective 04/01/2027 \$13.50 per customer per month
Effective 04/01/2028 \$15.00 per customer per month

Energy Charge:

Effective 06/01/2024 \$0.160 per kWh for all kWh per month

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added to any bill which is not paid on or before the due date shown on the bill.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Term and Form of Contract: Written application required.

Rules and Regulations: Service governed by City of Marshall Utilities Standard Rules and Regulations.

Service for single-phase motors may be included under this rate provided the individual capacity of such motors does not exceed 3 horsepower, nor the aggregate capacity exceed 10 horsepower, without the specific consent of the Electric Department.

Residential Rate “A-1”

Availability: Open to any customer desiring single-phase service for domestic and farm use, including individual single-family dwellings, separately metered apartments, manufactured homes, and such appurtenant buildings as garages, barns, chicken houses and similar buildings, provided the customer has permanently installed and uses electric heating equipment as the primary source of space heating. This rate is not available for commercial, institutional or industrial uses, three-phase service, or for resale purposes. Specifically, it is not applicable to homes or dormitories for groups other than private family units, nor to apartment buildings, or other multiple or mixed-use dwellings, such as beauty shops, filling stations, laundries, retail stores, dairies, hatcheries, greenhouses, welding shops, frozen storage plants, etc., except under the terms and conditions contained in the City of Marshall Utilities Standard Rules and Regulations. **This rate is only available to those customers receiving service under this rate prior to June 1, 2024, and shall no longer be available after April 1, 2028.**

Nature of Service: Alternating current, 60 cycles, single phase, 120/240 nominal volts.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Effective 06/01/2024 \$ 9.00 per customer per month
Effective 04/01/2025 \$10.50 per customer per month
Effective 04/01/2026 \$12.00 per customer per month
Effective 04/01/2027 \$13.50 per customer per month

Energy Charge:

Winter:

Effective 06/01/2024 \$0.120 per kWh for the first 600 kWh per month (October 1st to April 30th)
Effective 04/01/2025 \$0.130 per kWh for the first 600 kWh per month (October 1st to April 30th)
Effective 04/01/2026 \$0.140 per kWh for the first 600 kWh per month (October 1st to April 30th)
Effective 04/01/2027 \$0.150 per kWh for the first 600 kWh per month (October 1st to April 30th)
Effective 04/01/2024 \$0.160 per kWh for all kWh over 600 kWh per month (October 1st to April 30th)

Summer:

Effective 06/01/2024 \$0.160 per kWh for all kWh per month (May 1st to September 30th)

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added

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to any bill which is not paid on or before the due date shown on the bill.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Term and Form of Contract: Written application required.

Rules and Regulations: Service governed by City of Marshall Utilities Standard Rules and Regulations.

Service for single-phase motors may be included under this rate, provided the individual capacity of such motors does not exceed 3 horsepower, nor the aggregate capacity exceed 10 horsepower, without the specific consent of the Electric Utility.

Residential Service Rate - Life Support "LS"

Availability: Open to any residential customer desiring single-phase service for domestic and life support system use, including individual single-family dwellings, separately metered apartments, manufactured homes, and such appurtenant buildings as garages. This rate is not available for commercial, institutional or industrial uses, three-phase service, or for resale purposes. Specifically, it is not applicable to homes or dormitories for groups other than private family units, nor to apartment buildings, or other multiple or mixed-use dwellings, such as beauty shops, filling stations, laundries, retail stores, dairies, hatcheries, greenhouses, welding shops, frozen storage plants, etc., except under the terms and conditions contained in the City of Marshall Utilities Standard Rules and Regulations. **This rate is only available to those customers receiving service under this rate prior to June 1, 2024, and shall no longer be available after April 1, 2028.**

A signed certificate must be provided by a licensed physician stating that a member of the household is dependent on electric energy for the operation of a life support device. For application of this rate, life support systems are considered to be such devices as a respirator, iron lung or kidney dialysis machine. This certificate must be renewed every 12 months to continue eligibility for this rate.

Nature of Service: Alternating current, 60 hertz, single-phase, 120/240 nominal volts, 200-amp maximum service.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Effective 06/01/2024 \$ 6.40 per customer per month
Effective 04/01/2025 \$ 8.55 per customer per month
Effective 04/01/2026 \$10.70 per customer per month
Effective 04/01/2027 \$12.85 per customer per month

Energy Charge:

Effective 06/01/2024 \$0.160 per kWh for all kWh per month

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added to any bill which is not paid on or before the due date shown on the bill.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by a governmental authority upon the electric Utility's generation, distribution or sale of electric energy.

Term and Form of Contract: Written application required.

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Rules and Regulations: Service governed by City of Marshall Utilities Standard Rules and Regulations.

Service for single-phase motors may be included under this rate provided the individual capacity of such motors does not exceed 3 horsepower, nor the aggregate capacity exceed 10 horsepower, without the specific consent of the Electric Department.

Commercial/Industrial Secondary Service Rate “B”

Availability: Open to any customer desiring lighting and/or secondary power service with a monthly demand of 5 kW or less for any usual commercial or institutional use or for which a Residential Service Rate is not applicable. It is also available for temporary service use and for seasonal use in resort areas under special terms and conditions contained in the Utilities Standard Rules and Regulations. Not available for auxiliary or standby service. **This rate is only available to those customers receiving service under this rate prior to June 1, 2024, and shall no longer be available after April 1, 2028.**

Nature of Service: Alternating current, 60 cycles and, at the Electric Department's option either: three-phase, three-wire, 240 or 480 nominal volts, or three-phase, four-wire, 120/240 delta or 240/480 delta or 120/208 wye or 277/480 wye, or single-phase, 120/240 nominal volts.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Single-Phase:

Effective 06/01/2024 \$16.00 per customer per month
Effective 04/01/2025 \$17.00 per customer per month
Effective 04/01/2026 \$18.00 per customer per month
Effective 04/01/2027 \$19.00 per customer per month

Three-Phase:

Effective 06/01/2024 \$17.00 per customer per month
Effective 04/01/2025 \$19.00 per customer per month
Effective 04/01/2026 \$21.00 per customer per month
Effective 04/01/2027 \$23.00 per customer per month

Energy Charge:

Effective 06/01/2024 \$0.161 per kWh for all kWh per month
Effective 04/01/2025 \$0.166 per kWh for all kWh per month
Effective 04/01/2026 \$0.171 per kWh for all kWh per month
Effective 04/01/2027 \$0.175 per kWh for all kWh per month

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added to any bill which is not paid on or before the due date shown on the bill.

Special Taxes:

Bills shall be increased to offset any specific tax or excise imposed by any governmental authority

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upon the Electric Utility's generation, distribution or sale of electric energy.

Term and Form of Contract: Written application required. See Standard Rules and Regulations.

Rules and Regulations: Service governed by City of Marshall Utilities Standard Rules and Regulations.

Where service is combined through one meter and the supply is single phase, the individual motor capacity shall not exceed 3 horsepower, nor the aggregate capacity exceed 10 horsepower, without the specific consent of the City Electric Department. If the supply is three-phase, three-wire; incidental lighting may be included, provided the customer furnishes all transformation facilities required for such purpose, and so arranges the lighting circuits as to avoid excessive unbalance of the three-phase load, and further provided the connected load in lighting equipment does not exceed 30% of the connected load in power equipment without the specific consent of the City Electric Department.

The City Electric Department, at its option, may require the customer to provide space, suitable to the City Electric Department, for the installation and operation of transformers.

General Service Rate "C"

Availability: Open to any commercial, institutional or industrial customer, or for which a Residential Service Rate is not applicable. It is also available for seasonal use in resort areas under special terms and conditions contained in the Utilities Standard Rules and Regulations. Not available for auxiliary or standby service. Open to applicable customers receiving service from a City-owned transformer. For new electric customers, the City reserves the right to limit the availability of this rate schedule to a maximum load of 250 kVA. For customers loads of 250 kVA or greater, the City may require the customer to install its own transformer and be served under the Large Power Service Rate "D." This rate is not available for street lighting service or for resale purposes.

Nature of Service: Alternating current, 60 cycles and, at the Electric Department's option, either:

- Three phase, three-wire, 240 or 480 nominal volts, or
- Three phase, four-wire, 120/240 delta or 120/208 wye, or
- Single phase, 120/240 nominal volts.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Single-Phase:

- Effective 06/01/2024 \$17.00 per customer per month
- Effective 04/01/2025 \$19.00 per customer per month
- Effective 04/01/2026 \$21.00 per customer per month
- Effective 04/01/2027 \$23.00 per customer per month
- Effective 04/01/2028 \$25.00 per customer per month

Three-Phase:

- Effective 06/01/2024 \$18.00 per customer per month
- Effective 04/01/2025 \$21.00 per customer per month
- Effective 04/01/2026 \$24.00 per customer per month
- Effective 04/01/2027 \$27.00 per customer per month
- Effective 04/01/2028 \$30.00 per customer per month

Capacity Charge:

- Effective 06/01/2024 \$11.20 per kW of Billing Demand per month
- Effective 04/01/2025 \$11.52 per kW of Billing Demand per month
- Effective 04/01/2026 \$11.85 per kW of Billing Demand per month
- Effective 04/01/2027 \$12.17 per kW of Billing Demand per month
- Effective 04/01/2028 \$12.50 per kW of Billing Demand per month

Energy Charge:

- Effective 06/01/2024 \$0.1141 per kWh for all kWh used per month
- Effective 04/01/2025 \$0.1131 per kWh for all kWh used per month
- Effective 04/01/2026 \$0.1121 per kWh for all kWh used per month
- Effective 04/01/2027 \$0.1111 per kWh for all kWh used per month
- Effective 04/01/2028 \$0.1100 per kWh for all kWh used per month

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added to any bill which is not paid on or before the due date shown on the bill.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Determination of Maximum Demand: The maximum demand, or rate of use of electric energy for each month, shall be the greatest average load in kilowatts (kW) during any 15-minute period of such month, as registered on suitable instruments installed by the City Electric Department to make such determination.

Adjustment of Maximum Demand: The City Electric Department may measure or test the power factor of the customer's load during periods of maximum energy use, and if the power factor is so found to be less than 85% lagging, the maximum kW demand shall be increased by the ratio that 85% bears to the power factor of the customer's load.

Determination of Billing Demand: The Billing Demand shall be the maximum demand for each month (after power factor adjustment, if any), but not less than 60% of the highest billing demand of the preceding 11 months; provided, however, that should resistance type welders or other equipment that creates high demands of momentary duration be included in the customer's installation, the City Electric Department reserves the right to make such special determination of the billing demand or minimum charge as the circumstances in each case may justify. Billing demand determination, by whatever method used, shall be to the nearest 1/10 kW.

Term and Form of Contract: Written application or contract required. See Standard Rules and Regulations. Customers served under this rate shall, in the absence of bona fide discontinuance of service, remain thereon for at least twelve (12) months.

Rules and Regulations: Service governed by the City of Marshall Utilities Standard Rules and Regulations.

Where service is combined on one meter and the supply is single phase, the individual motor capacity shall not exceed 5 horsepower, or the aggregate capacity 10 horsepower, without the specific consent of the City Electric Department. If the supply is three-phase, three-wire, incidental lighting may be included, provided the customer furnishes all transformation facilities required for such purposes, and so arranges the lighting circuits as to avoid excessive unbalance of the three-phase load, and further provided the connected load in lighting equipment does not exceed 30% of the connected load in power equipment without the specific consent of the City Electric Department.

Where the total billing demand is 25 kW or greater, lighting and power service may be combined without limit as to either class, provided, however, that the customer's wiring shall be so arranged that the service can be measured through a single watt-hour meter, or adjacent watt-hour meters, and a single demand indicator. The City Electric Department may elect to measure the supply for both classes of service on the primary side of the transformers, in which case 3% shall be deducted from the demand and energy measurements thus made.

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The City Electric Department may at its option require the customer to provide space, suitable to the City Electric Department, for the installation and operation of transformers.

Commercial/Industrial Secondary Service Rate “B1”

Availability: Open to any non-Residential customer desiring electric heating and/or air-conditioning service. To qualify for this rate, the only acceptable load is electric heating or air conditioning and must be separately metered. Furthermore, the service shall be three-phase only and the load on each phase shall be balanced as much as possible. **This rate is only available to those customers receiving service under this rate prior to June 1, 2024, and shall no longer be available after April 1, 2028.**

Nature of Service: Alternating current, 60 cycles and, at the Electric Department's option, either:

- Single phase, 120/240 nominal volts
- Three phase, three-wire, 240 or 480 nominal volts, or
- Three phase, four-wire, 120/240 delta or 120/208 wye

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Single-Phase:

Effective 06/01/2024 \$16.00 per customer per month
Effective 04/01/2025 \$17.00 per customer per month
Effective 04/01/2026 \$18.00 per customer per month
Effective 04/01/2027 \$19.00 per customer per month

Three-Phase:

Effective 06/01/2024 \$17.00 per customer per month
Effective 04/01/2025 \$19.00 per customer per month
Effective 04/01/2026 \$21.00 per customer per month
Effective 04/01/2027 \$23.00 per customer per month

Energy Charge:

Winter:

Effective 06/01/2024 \$0.132 per kWh for the first 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2025 \$0.144 per kWh for the first 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2026 \$0.156 per kWh for the first 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2027 \$0.168 per kWh for the first 600 kWh per month
(October 1st to April 30th)

Effective 06/01/2024 \$0.161 per kWh for all kWh over 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2025 \$0.166 per kWh for all kWh over 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2026 \$0.171 per kWh for all kWh over 600 kWh per month
(October 1st to April 30th)
Effective 04/01/2027 \$0.175 per kWh for all kWh over 600 kWh per month
(October 1st to April 30th)

Summer:

Effective 06/01/2024 \$0.161 per kWh for all kWh used per month (May 1st to September 30th)

Effective 04/01/2025 \$0.166 per kWh for all kWh used per month (May 1st to September 30th)
Effective 04/01/2026 \$0.171 per kWh for all kWh used per month (May 1st to September 30th)
Effective 04/01/2027 \$0.175 per kWh for all kWh used per month (May 1st to September 30th)

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Delayed Payment Charge: A delayed payment charge of 5% of the total net bill shall be added to any bill which is not paid on or before the due date shown on the bill.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Term and Form of Contract: Written application or contract required. See City Utilities Standard Rules and Regulations. Customers served under this rate shall, in the absence of bona fide discontinuance of service, remain thereon for at least twelve (12) months.

Rules and Regulations: Service governed by the City Utilities Standard Rules and Regulations.

The individual motor capacity shall not exceed 30 amps, or the aggregate capacity 10 horsepower a single-phase service, without the specific consent of the City Electric Department. If the supply is three-phase, the customer is to arrange the circuits as to avoid excessive unbalance of the three-phase load without the specific consent of the City Electric Department.

The City Electric Department, may at its option, require the customer to provide space, suitable to the City Electric Department, for the installation and operation of transformers.

Large Power Service Rate “D”

Availability: Open to any customer desiring power and incidental lighting service for commercial or industrial use where service is supplied at primary voltage and the customer owns the transformer serving its premises. This rate is not available for street lighting or resale purposes.

Nature of Service: Alternating current, 60 cycles, three-phase, 4,160 nominal volts or greater, the supply voltage in each case to be determined by the Electric Department.

Installation Charge: See Standard Rules and Regulations.

Rate:

Service Charge:

Effective 06/01/2024 \$120.00 per customer per month
Effective 04/01/2025 \$140.00 per customer per month
Effective 04/01/2026 \$160.00 per customer per month
Effective 04/01/2027 \$180.00 per customer per month
Effective 04/01/2028 \$200.00 per customer per month

Demand Charge:

Effective 06/01/2024 \$9.32 per kW of Billing Demand per month
Effective 04/01/2025 \$9.49 per kW of Billing Demand per month
Effective 04/01/2026 \$9.66 per kW of Billing Demand per month
Effective 04/01/2027 \$9.83 per kW of Billing Demand per month
Effective 04/01/2028 \$10.00 per kW of Billing Demand per month

Reactive Charge:

Effective 06/01/2024 \$1.00 per RkW of Reactive Demand per month

Energy Charge:

Effective 06/01/2024 \$0.1185 per kWh for all kWh used per month
Effective 04/01/2025 \$0.1165 per kWh for all kWh used per month
Effective 04/01/2026 \$0.1145 per kWh for all kWh used per month
Effective 04/01/2027 \$0.1125 per kWh for all kWh used per month
Effective 04/01/2028 \$0.1100 per kWh for all kWh used per month

Power Supply Cost Adjustment: The above rates shall be adjusted in accordance with the Power Supply Cost Adjustment set forth in the City of Marshall Utilities Standard Rules and Regulations.

Rate subject to the Michigan Low-Income Energy Assistance Factor.

Monthly Minimum Charge: The Monthly Minimum Charge per Customer before adjustments, shall be the sum of the applicable charges set forth above.

Time of Use Rate Provision: For customers served under this rate with a time-differentiated demand meter installed, the measured kW demand will be the greater of the maximum kW demand in the on-peak period or 50% of the maximum kW demand during the off-peak period. The on-peak period is defined as the period 7 a.m. to 11 p.m. local standard time on all non-holiday weekdays. All other time is defined as off-peak. Holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. In the event, New Year's Day, Independence Day, or Christmas Day fall on a Sunday, the Monday following that Sunday will be considered to be an off-peak day.

Delayed Payment Charge: Any bill which is not paid on or before the due date shown thereon shall have a delayed payment charge of 5% added to its net amount.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Determination of Maximum Demand and Reactive Demand: The maximum demand, or rate of use of electric energy, shall be the greatest average load in kilowatts during any 15-minute period during each month, as determined by instruments installed by the Electric Department for that purpose. The maximum reactive demand (RkW), shall be the greatest average reactive load (leading or lagging) in reactive kilowatts during any 15-minute period during each month, as determined by instruments installed by the Electric Department for that purpose.

Adjustment of Maximum Demand: The City Electric Department may measure or test the power factor of the customer's load during periods of maximum energy use, and if the power factor is so found to be less than 85% lagging, the maximum kW demand shall be increased by the ratio that 85% bears to the power factor of the customer's load.

Determination of Billing Demand: The Billing Demand shall be the maximum demand for each month (after power factor adjustment, if any), but not less than 60% of the highest billing demand of the preceding 11 months; provided, however, that should resistance type welders, or other equipment which creates high demands of momentary duration be included in the customer's installation, the City Electric Department reserves the right to make such special determination of the billing demand or minimum charge as the circumstances in each case may justify. Billing demand determination, by whatever method used, shall be to the nearest full kilowatt, but in no case, shall the billing demand be less than 50 kW. Said 50 kW minimum Billing Demand shall not apply to customer receiving service under Industrial Primary Service Rate "D" or" D-2" prior to April 1, 2024.

Term and Form of Contract: Written application or contract required. See City Utilities Standard Rules and Regulations. Customers served under this rate shall, in the absence of bona fide discontinuance of service, remain thereon for at least twelve (12) months.

Rules and Regulations: Service governed by the City of Marshall Utilities Standard Rules and Regulations.

Customers receiving service under this rate shall furnish and maintain all necessary transforming, controlling and protective equipment.

Where the Electric Department elects to measure the service at a nominal voltage of less than the primary service voltage, 3% will be added for billing purposes.

Economic Development Rate "E"

Availability: Open to any new full requirements customer or any existing full requirements customer having measurable load growth where service is supplied at primary voltage and the new or additional load is 250 kW or greater. This rate is not available for street lighting or resale purposes.

Nature of Service: Alternating current, 60 cycles, three phase, 4,160 nominal volts or greater, the supply voltage in each case to be determined by the Electric Department.

Installation Charge: See City of Marshall Utility Standard Rules and Regulations.

Rate: Rates will be subject to negotiation with the City, taking into consideration the customer's load, energy requirements and usage characteristics, the facilities and investment required to serve the customer, and other matters relating to the service. Rate subject to the Michigan Low-Income Energy Assistance Factor.

Minimum Charge: To be negotiated with the City.

Delayed Payment Charge: Any bill which is not paid on or before the due date shown thereon shall have a delayed payment charge of 5% added to its net amount.

Special Taxes: Bills shall be increased to offset any specific tax or excise imposed by any governmental authority upon the Electric Utility's generation, distribution or sale of electric energy.

Determination of Maximum Demand: For new customers, the maximum demand, or rate of use of electric energy shall be the greatest average load in kilowatts (kW) during any 15-minute period during each month, as determined by instruments installed by the Electric Department for that purpose.

For existing customers, unless the new load is separately metered, the maximum demand shall be the greatest average load in kilowatts during any 15-minute period during each month, less the average maximum demand for the twelve (12) months prior to establishing service under this rate.

Adjustment of Maximum Demand: The City Electric Department may measure or test the power factor of the customer's load during periods of maximum energy use, and if the power factor is so found to be less than 85% lagging, the maximum kW demand shall be increased by the ratio that 85% bears to the power factor of the customer's load.

Determination of Billing Demand: The billing demand each month shall be the maximum demand for such month, but not less than 60% of the highest billing demand of the preceding 11 months, and in no case less than 250 kW.

Term and Form of Contract: Service shall be provided under a written contract which will include the rates, terms and conditions of service and be subject to Marshall City Council approval.

Rules and Regulations: Service governed by the City of Marshall Utilities Standard Rules and Regulations.

Monthly Security Light Rental Rate

Availability: Available for outdoor lighting to any City of Marshall Electric customer.

7,000 Lumen (175 Watts)	\$9.00 per month per fixture
19,100 Lumen (400 Watts)	\$15.00 per month per fixture
47,200 Lumen (1,000 Watts)	\$18.00 per month per fixture

Term: One year minimum with signed agreement.

General: The City of Marshall Electric Department will, at its own cost, install, furnish the current and maintain its standard outdoor lighting equipment. Facilities shall consist of fixture, with photoelectric switch control and a four-foot maximum support mounted on an existing pole or building at which 120- or 240-volt service is available. Cost of any additional facilities required shall be paid on a time and materials basis by the customer.

The above facilities shall be owned and maintained by the City of Marshall Electric Department.

The City of Marshall Electric Department will replace failed lamps and otherwise maintain the equipment during regular working hours, as soon as practical, following notification by the customer.

Security Lights shall operate from dusk until dawn, aggregating approximately 4,000 hours per year. Credit will not be provided for normal lamp outages.

Customer shall obtain appropriate approval for lights to be located on public thoroughfares.

Monthly Security Light Rental charges will be applied to customer's electric bill as an additional single charge.

Temporary Electric Service

Customer desiring lighting and/or secondary power service for a short time only, such as construction jobs or events, which service requires installation of a temporary service connection, meters or other facilities of a temporary nature, shall pay the cost of installing and removing all facilities necessary to supply such service. Temporary Electric Service connection charge will be a minimum \$75.00, payment to be made in advance of installation. For temporary Electric Service connections of greater than 100 amps, there is an additional charge of \$1.50 per amp greater than 100 amps.

Temporary service will also be subject to minimum monthly service and energy charge, as determined by applying Commercial/Industrial Secondary Service Rate "B," as determined by the watt-hour meter supplied with the Temporary Electric Service. In no case shall the minimum monthly charge be less than the said "B" rate service charge.

The customer may be required to deposit with the City an amount to cover the estimated cost of installing and removing the necessary facilities plus the estimated cost of service under the terms of the rate set forth above. Meters may be read daily and the deposit modified as the energy used may justify such modification.

For temporary services, other than service connections, customer should apply for service at City Hall, City of Marshall, 323 West Michigan Avenue, Marshall, MI 49068.

Power Supply Cost Adjustment Applicable to City Electric Rate Schedules

Applicability: The Power Supply Cost Adjustment set forth herein shall apply to all of City's Electric Rate Schedules, except for the Monthly Security Light Rental Rate. The applicable adjustment shall be applied to the total kWh billed to customers for the meter reading period that City determines as most nearly corresponding to the meter reading period(s) set forth in City's purchased power billings from its supplier(s).

Base Power Supply Cost: The rates and charges set forth in City's Electric Rate Schedules are based on the cost of City's power supply requirements as furnished by Michigan South Central Power Agency (MSCPA). The Base Power Supply Cost included in the City's Electric Rate Schedules is \$0.08115 per kWh.

Monthly Determination of Power Supply Cost Adjustment:

Each month the City's Power Supply Cost Adjustment shall be determined as follows:

- A. The City's running three-month Power Supply Cost per kWh shall be determined to four decimal places by dividing (1) the sum of the past three months' power supply cost, including the most recent month's billing, by (2) the sum of the past three months' net energy delivered to the City, including the most recent month's billing.
- B. The Base Power Supply Cost of \$0.08115 per kWh shall then be subtracted from the running three-month Power Supply Cost per kWh determined in (a) above.

The Monthly Power Supply Cost Adjustment per kWh shall be determined by multiplying the positive differential derived in (b) by 1.08 to compensate for City's Distribution System Losses.

Michigan Low-Income Energy Assistance Factor

Applicability: The Michigan Low-Income Energy Assistance Factor, as required by Public Act 95 of 2013, shall be applied to all of City's Electric Rate Schedules, except for the Monthly Security Light Rental Rate.

Annual Determination of Michigan Low-Income Energy Assistance Factor

The Michigan Public Service Commission may, after an opportunity for public comment, annually approve a low-income energy assistance funding factor no later than July 31 of each year for the subsequent fiscal year. The low-income assistance funding factor shall be the same across all customer classes and shall not exceed \$1.00. The amount used by the Public Service Commission to calculate a low-income energy assistance funding factor during each fiscal year shall not exceed \$50,000,000 minus both the amount appropriated from the general fund in that fiscal year for home energy assistance and the amount remaining in the fund from the prior fiscal year.

The low-income energy assistance funding factor will be listed as a separate line item on each customer's bill.

Distribution of Funds

Funds will be distributed under the guidelines included in the Michigan Energy Assistance Act of 2012 (Public Act 615) by the Department of Human Services (DHS). DHS shall ensure that all money collected for the fund from a geographic area is returned, to the extent possible, to that geographic area.

Small Power Production Rate – “SPP”

Applicability:

This schedule is applicable to the purchase of power from small power production facilities which have entered into an interconnection agreement with City (hereinafter referred to as Utility) to install and operate a small power production facility behind the Customer's meter. All other service which the Customer may require from Utility shall be furnished under Utility's other applicable rate schedules or by special agreement.

Rate:

The net monthly payment to Customer for power supplied to Utility by the small power production facility shall be equal to the kilowatt-hours of energy supplied by the small power production facility multiplied by Utility's average power supply costs for the fiscal year (July 1st thru June 30th) immediately preceding the month in which the power is delivered to Utility by the small power production facility. Payments under this schedule shall be reflected as a credit on the Customer's monthly electric bill and said monthly credit shall be limited to the amount billed to Customer under Utility's applicable electric rate schedule for energy supplied by Utility. Any monthly excess credit will not be carried over to Customer's subsequent electric bills.

Supplied Energy:

Energy supplied by the small power production facility shall be determined by means of bi-directional metering installed at the point of interconnection between Utility and Customer and shall reflect only the amount of energy delivered to Utility. All energy supplied to Customer by Utility shall be billed in accordance with Utility's applicable electric rate schedule.

STANDARD RULES AND REGULATIONS

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1. Definitions

City The City of Marshall Water, Wastewater and Electrical Utility or its authorized representatives.

Customer Any person, firm, corporation, association, partnership, municipality, or governmental agency to be served by or legally using water, wastewater and electrical energy supplied by the city.

Service Line A pipe connecting the city water main with the plumbing system of a water user.

Water Main A pipe or conduit for conveying potable water which is maintained by the city.

2. Character of Service

The City will endeavor, but does not guarantee, to furnish a continuous supply of electric energy and to maintain voltage and frequency within reasonable limits.

The City will endeavor, but does not guarantee, to furnish a continuous supply of water and/or wastewater services. The City shall not be liable for interruptions in the service, phase failure or reversal, or variations in the service characteristics, or for any loss of damage of any kind or character occasioned thereby, due to causes or conditions beyond the City's reasonable control, and such causes or conditions shall be deemed to specifically include, but not be limited to, the following: acts or omissions of customers or third parties; operation of safety devices except when such operation is caused by the negligence of the City's employees; absence of an alternate supply of service; failure, malfunction, breakage, necessary repairs or inspection of machinery, facilities or equipment the City has carried on a program of maintenance consistent with the general standards prevailing in the industry; acts of God; war; action of the elements; storm or flood; fire; riot; labor dispute or disturbances; or the exercise of authority or regulation by governmental or military authorities.

Before purchasing equipment, installing plumbing, or installing wiring, the customer should secure from the city, the characteristics of the service available.

No ownership rights in any facilities provided by the City shall pass to any person as a result of any contribution or deposit made under these rules. No deposits or contributions made by customers shall be refundable unless expressly so provided in these rules.

Notwithstanding any other provision of these rules, the City may interrupt, curtail or suspend electric service to all or some of its customers in accordance with the provision of Emergency Electrical Procedures rule and the City shall be under no liability with respect to any such interruption, curtailment or suspension.

3. General Provisions of Service

The City shall have complete control of all City water mains and sewers. All water mains and sewers connecting directly or indirectly with City water mains and sewers shall be constructed in accordance with City standards and specifications.

Where suitable service is available, the city will install overhead service connections from its distribution lines to a suitable point of attachment on the customer's premises designated by the city.

All residential customers shall install three-wire service entrance connections of not less than 100 ampere capacity, except as required with pre-manufactured mobile homes. All such service entrances shall comply with the National Electric Code and / or local electrical codes, whichever governs. Any poles, wires or other equipment required beyond the customer's meter shall be furnished, installed and maintained by the customer. The customer may have to provide a deposit and/or contribution if the service he requires cannot be provided from available distribution lines.

Should it become necessary for any cause beyond the City's control to change the location of the point of attachment of service connections, the entire cost of any necessary changes in the customer's wiring shall be borne by the customer.

The customer may be required to provide, at no expense to the city, space for the City's transformer installations on the customer's premises.

4. Unusual Facility Requirements

The City reserves the right to make special contractual arrangements as to the provisions of necessary service facilities, duration of contract, minimum bills, or other service conditions with respect to customers whose capacity requirements exceed 1,000 kW or whose establishments are remote from the City's existing suitable facilities or whose service requirements otherwise necessitate unusual investments by the City in service facilities or where the maintenance of the service is questionable.

5. Pole Attachment

The City Council may approve the attachment and insertion of other wire, cables and appurtenances to City owned poles or conduits through a pole attachment agreement. The attaching company shall pay for any engineering and "make ready" cost incurred by the City. The attaching company will be required to remove their wire, cables and appurtenances, in a timely fashion, if the city removes their pole. The attaching company will be required to reattach their wire, cables and appurtenances, in a timely fashion, if the city replaces their pole. From time to time, the City Council may reestablish the pole attachment fee schedule.

6. Use of Service

The City reserves the right to deny or terminate service to any customer whose plumbing, wiring or equipment shall constitute a hazard to the City's equipment or its service to others. However, it disclaims any responsibility to inspect the customer's plumbing, wiring or equipment and shall

City of Marshall Utilities Rate Classifications and Standard Rules and Regulations

not be held liable for any injury or damage resulting from the condition thereof.

The customer shall so use the service as not to disturb the City's service to other customers. When such interference does occur, the customer may be required to alleviate such condition, and upon his failure so to do, the City may discontinue service.

The City shall not be obligated to furnish service in the case of gaseous or other lighting devices having low power factor whether newly installed, reconnected or moved to another location, unless the customer provides, at his own expense, suitable equipment for improving the power factor of such devices to at least eighty-five per cent (85%).

7. Access to Customer's Premises

The City shall have access to the customer's premises at all reasonable hours, to install, inspect, read, repair or remove its meters and other property and to inspect and determine the connected load in lamps, appliances, motors, etc. Neglect or refusal on the part of the customer to provide reasonable access shall be sufficient cause for discontinuance of service by the City and assurance of access may be required before service is restored

In cases of rental properties, it shall be the responsibility of the property owner to effect proper entrance for City personnel to discontinue some services. Failure to provide access may result in such services being continued with the property owners' liable for payment from the date of the tenant's service being discontinued.

Meters not accessible to read shall be estimated. See "Service Connections" section for details.

8. Application of Rates

A. General:

Copies of the City's rates for water, sewer, and electric service are available at City Hall and are open to public inspection.

The rates specified in this schedule are predicated upon the delivery of each class of service to a single metering point for the total requirements of each separate premises of the customer, unless otherwise provided for in the rate schedule. In no case, may service be shared with another or transmitted off the premises at which it is delivered. Service at different points and at different premises shall be separately measured and separately billed.

B. Combined Residence and Commercial or Industrial Service:

Where one building is used by a customer as a commercial or industrial establishment and also as a residence, the wiring shall be so arranged that the business part and residence part may be metered separately and each class of service billed on the appropriate rate. If separation is not affected, the combined service shall be billed under the appropriate General City Service Rate.

C. Choice of Rates:

In some cases, the customer is eligible to take service under any one of two or more applicable

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rates. Upon request, the city will advise the customer in the selection of the applicable rate which will give the customer the lowest cost of service and meets the criteria, based on the information at hand. Once a rate is selected, the customer will not be permitted to change to another rate until at least twelve months have elapsed. No refund will be made of the difference in charges under different rates applicable to the same class of service.

D. Resale:

Except as to customers served under rates expressly made available for resale purposes, no customer shall resell his service to others except as permitted under this rule.

The owner or operator of an office building, apartment building, mobile home park or similar structure, whose combined requirements exceed 50 kW, may purchase energy from the City for resale to the tenants of the building on condition that service to each tenant shall be separately metered, that the tenants shall be charged for such service on the appropriate rate in the City's schedule available for similar service under like conditions, and that all the energy used in such building shall be purchased from the City. If any of these provisions should be violated, the City may refuse or discontinue service. In order to avail himself of the privilege or reselling to his tenants, the building owner's or operator's service contract shall provide for such resale privilege. The city will not furnish or maintain meters or other facilities for the resale of service by landlords to tenants.

The owner or operator of an office building, apartment building, mobile home park or similar structure, may purchase water from the City for resale to the tenants of the building on condition that service to each tenant shall be separately metered, that the tenants shall be charged for such service on the appropriate rate in the City's schedule available for similar service under like conditions, and that all the energy used in such building shall be purchased from the City. If any of these provisions should be violated, the City may refuse or discontinue service. In order to avail themselves of the privilege or reselling to his tenants, the building owner's or operator's service contract shall provide for such resale privilege. The city will not furnish or maintain meters or other facilities for the resale of service by landlords to tenants.

E. Apartment Buildings and Multiple Dwellings:

When service is supplied through a single meter to a building containing more than one apartment, the customer may have the option of being billed under either the Residence Service Rate or any General Light and Power Service Rate. Not more than one choice in rate will be permitted, as to any customer, within any 12-month period.

For the purpose of billing under the Residential Service Rate, the initial charge, the kilowatt hour blocks and the minimum charge shall be multiplied by the number of apartments served through one meter, less one. Any apartment building or multiple dwelling containing less than nine rooms, however will be billed on a single customer basis.

To determine the number of apartments served through one meter, only those rooms, suites, or groups of rooms having individual cooking and kitchen sink accommodations within the unit shall be counted.

F. Unusual Facility Requirements:

The City reserves the right, with respect to customers whose capacity requirements exceed 1,000 kW, or whose establishments are remote from the City's existing suitable facilities, or whose load characteristics otherwise require unusual investments by the City in service facilities, to make special contractual arrangements as to the provision of necessary service facilities, duration of contract, minimum bills, or other service conditions.

9. Service Connections

The customer shall provide, free of expense to the City and close to the point of service entrance, suitable space for the installation of the necessary metering equipment. The customer shall permit only authorized agents of the City or other persons lawfully authorized so to do, to inspect, test or remove the same. If the meters or metering equipment are damaged or destroyed through the neglect of the customer, the cost of necessary repairs or replacements shall be paid by the customer.

Water meters shall be set horizontally in a clean and suitable place, easily accessible to City personnel. No person shall tamper with any meter or remove or break any seal placed on any meter. No curb box shall be opened and no curb stop shall be operated either to turn on or turn off a water supply by anyone other than a City employee. The City shall maintain the water service from the water main to the curb box. It will be the customer's responsibility to maintain the water service connection from the curb box to the building.

The City tests its meters at intervals for the mutual protection of the customer and the City, but the City will also test any meter upon request of the customer, provided the City is not required to make a test more often than once in six (6) months. Costs for customer requested meter testing shall be established by resolution.

Whenever a meter fails to register, the customer shall pay for service furnished during such period, an estimated amount based either upon the results of a test, upon the use during a similar period, upon both these methods, or by other known factors. If the duration of the meter error is not known, it shall be assumed to have existed for a period of half the time between the discovery of the error and the latest preceding meter test, but not for a period of more than six (6) months, and bills shall be re-computed on this basis.

Whenever other errors occur, the customer shall pay for service furnished during such period. If the duration of the error is known, bills shall be re-computed based on this duration but not to exceed 12 months.

10. Billing Policy

I. Billing and Payment Standards

Bills for utility service will be on approximately a monthly basis and shall be due and payable on or before the due date shown on each bill. The city will schedule meters to be read each month. In monthly periods intervening between actual meter readings, the bills shall (under ordinary conditions) be based on past service records. If, in any instance, the past service records are not available or practicable for use, then such billing shall be based upon such service data as is available. All accounts will be adjusted as necessary each time the actual meter readings are obtained.

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II. Interest Policy

The City of Marshall Utility Department does not charge interest on amounts owed by its customers. Nor does the Utility Department pay interest on amounts owed to its customers.

III. Information

Periodically, the Utility Department receives requests for the status of customer accounts for the sale of property. All requests shall be made on a Request for Information form obtained from the Utility Department. The Utility Department shall have up to five business days to process such requests. All requests will be subject to any fees related to the dissemination of such information.

IV. Establishing New Service

A. Outstanding Utility Bills

The city may refuse making utility services available to anyone, regardless of current account status, who has outstanding or delinquent accounts with the City of Marshall.

B. Application for Service

Residential and/or business accounts must provide the following documentation to establish a new account: name; address; phone number; date of birth; United States government or state government issued photo ID, driver's license, military ID or passport; and copy of mortgage or purchase or lease agreement. Driver's license or other photo ID's, except passports, issued by a foreign government are not acceptable.

The City of Marshall has established an Identity Theft Prevention Program designed to detect, prevent and mitigate identity theft in connection with the opening of a covered account or an existing covered account and to provide for continued administration of the program in compliance with the Federal Trade Commission's Red Flags Rule (Part 681 of Title 16 of the Code of Federal Regulations) implementing sections 114 and 315 of the Fair and Accurate Credit Transactions Act (FACTA) of 2003.

C. Landlord/Tenant Policy

i. A Landlord must provide a copy of the lease agreement and a Landlord/Tenant Affidavit at a time when the account is current. The lease must contain language that the tenant is responsible for the utility bills. Upon the filing of a lease agreement and affidavit, the tenant shall be responsible for a \$200.00 utility deposit, which is held until the account is terminated and applied to the final bill. Any unpaid amount may be turned over to a third party for collection.

ii. If no affidavit is filed, then pursuant to City Ordinance, any utilities delinquent for six months or more may be placed as a lien on the premises

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to which the service is provided and charged on the next property tax bill for the premises. In this case, the tenant must pay a \$100.00 utility deposit payable at the time service is established. Once the tenant finalizes the account, the deposit will be applied to the tenant's final bill for that premise, with any excess amount being refunded to the tenant.

iii. Service may be established in the landlord's name. When a tenant is applying for service on a rental property, a written lease agreement shall be required to ensure that the applicant is the legal tenant of the property. All tenants on such agreement shall be included as responsible parties on the utility account. If no lease is provided, then the landlord/property owner is responsible for the utilities.

D. Deposit Required

i. The City of Marshall may require a deposit by the customer. No interest is accrued or paid on deposits held. Deposit is applied to the final bill of any account if customer is leaving the City of Marshall utility service. Deposit may be transferred to new service location if customer remains in the City of Marshall utility service area. Deposit amounts and restrictions thereto are as follows:

ii. Residential Customers

\$50 deposit for unoccupied properties, on the market waiting to be sold.
\$100 or \$200 deposit required for tenant occupied premises*

Upon receipt of regular payments on or before required due date for 12 consecutive months, deposit will be applied to the next regular utility billing.

*Check Landlord/Tenant Policy if applicable.

iii. Commercial and Industrial Customers

\$150 deposit required at time of application for service. After minimum six months usage and at any time thereafter, City of Marshall may require additional deposit up to one-month average charges for all utilities provided.

iv. Deposit is held as long as utility service is provided. Deposit will be applied to final billing upon termination of service.

v. Any account that had been submitted to a collection agency or had a bad debt with the City shall require a deposit in an amount to be determined by the City to establish a new account.

vi. Customers may request that service deposits be transferred when changing service from one location to another. However, all amounts in arrears on the original account (including the most recent billing if past the established due date) must be paid. This payment takes effect at the time

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of a change of service. Failure to pay all arrears may require deposits being applied to the original account and a new service deposit for the new location.

vii. In cases of bankruptcies, deposits will be credited to any outstanding account balances as of the court file date. New deposits may be required for post-petition balances according to the above and in conformance with bankruptcy laws.

viii. Additional service deposits may be required from any City customer who writes two no- account or NSF checks in any twelve-month period.

ix. Additional service deposits may also be required before restoring service to any customer whose service has been disconnected in order to ensure the credit worthiness of the account. The additional deposit shall be based on the credit history of the account and the average monthly billed amount.

V. Customer Payment Responsibilities

A. Bills are due approximately 21 days after they are issued. Payments received by mail are considered on time when received in the office on or before the printed "Due" date. When bills are not paid on or before the due date, the bill will be considered delinquent. Within two business days following the due date, a late fee of 5% of the total delinquent amount will be charged to the account. Additional tag fees and reconnection fees may also apply.

B. The city accepts checks, money orders, credit cards, debit cards and cash. Any loose coins over \$5.00 must be rolled and initialed. Customers may also make payments using their checking/savings account, credit card or debit card by an automated payment Service. The automated payment Service information is available Online at www.cityofmarshall.com, then clicking the Utility Billing Department page.

VI. Automated Payment Plan

A. The city will make available to its customers an automated payment plan for payment of utilities. The initial request from a service holder shall be in the form of a written agreement. The payment plan may be established for an indefinite period or for a specified period of time. Any account which incurs two returned electronic funds transfer transactions in a twelve- month period may be removed from the plan and may be ineligible for reinstatement. Automated payment plans will terminate upon payment of final bill.

B. Automated payment plans can be terminated at any time upon the written request of the customer. The City reserves the right to terminate from this plan any and all parties who do not comply with the terms of the plan agreement.

VII. Budget Billing

The city will make available to qualified customers a budget payment plan for

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payment of utilities. The budget payment plan will be available only when a history of usage and payments, for any service location, for a period of not less than twelve months has been established. To enroll in the budget payment plan, (1) the account must be current at the time of the agreement; and (2) the account must be enrolled in our automatic payment plan to ensure the agreed amount is paid monthly. All customers will receive an information sheet and must submit a signed form in order to enroll in Budget Billing. The budget payment plan will be reviewed periodically but at least annually. Adjustments to budget payment plan payments may be made as deemed necessary. The City reserves the right to terminate from the plan any and all parties who do not comply with the terms of the plan agreement.

VIII. Payment Arrangements

- A. A customer will be allowed to have payment arrangements not extending beyond their most current billing due date. Only one payment plan in effect at any given time.
- B. If a customer breaks their payment arrangement, they shall be required to pay the arrears plus a turn-on fee in order to have their service reestablished.
- C. If a customer breaks their arrangement three times, they will be required to pay their account in full, including any turn-on fees, before their service will be reestablished. Additional deposit may be required as well, per "Deposit Required" section.
- D. Payment plans may require a signature. The utility may accept other arrangements at their discretion.
- E. Arrangements can only be made by the customer whose name appears on the account. Identification may be required.

IX. Returned Check

If customer payment (check) is returned to the City of Marshall by the bank for any reason, customer will be notified by first class mail. Said notice will require payment in the form of cash, cashier's check or money order within seven (7) days of notification of returned check any processing fees. Failure to make required payment as indicated by the written notice may result in a utility service turn off. If service is discontinued due to a returned check, customer shall be required to pay the account balance in full, including any turn-on fees and an additional deposit, before their service will be reestablished. The City of Marshall reserves the right to accept or decline personal checks.

X. Late Billing Process

All City of Marshall utility customers shall be notified of their current billing status by means of an invoice mailed on the billing date of each cycle. Bills are due approximately 18 days after they are issued. Should a balance forward exist on a customer's account, a disconnect notice will print on the current billing. If two billing periods become unpaid and delinquent, the customer's door is tagged with notice

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of pending shut off and charged \$25. If payment is not received, shut-off may take place within 48 hours, pursuant to Section XI contained herein.

The City of Marshall takes no responsibility for lost, delayed, damaged or misdirected mail, either to the customer or to the City of Marshall.

XI. Physical Shutoff of Service

A. Time of Shutoff

1. Shutoff will occur only between the hours of 8:00 a.m. and 3:30 p.m., Monday through Friday.

B. Manner of Shutoff

1. The employee performing the shutoff will have in their possession a copy of the delinquent account or arrangement.
2. The employee performing the shutoff is allowed to accept payment from the customer. A \$20.00 collection fee plus the total amount owed will be required to avoid shut-off. If an arrangement is needed, the Customer Service Manager will be contacted and if approved, will need a signature by 12:00 p.m. the following day or the customer will be turned off again.
3. If payment is made to collection serviceman, only checks and money orders will be accepted.
4. If the customer is not at the premises, the employee may shut off service.
5. After shutoff has been completed, a neon green tag will be placed on the customer's door to inform them that their power has been disconnected and explain the process to reconnect their service.

C. Medical Emergency Shutoff

1. Shutoff will be postponed for a reasonable time, but no longer than 30 days, if the customer presents a certificate or doctor's notice stating that without the utility the existing medical emergency of the customer or a family member of the customer, living at the residence where the utility is supplied would be aggravated.
2. Postponement can reoccur if a doctor's notice or certificate is presented each time, but shall not exceed a total of 90 days in a calendar year.

D. Restoration of Service

1. Service will be restored as soon as possible after the customer has made acceptable payment.
2. The customer will be charged a turn-on fee as set forth in Section XIII.

E. Winter Turn-off Policies (November 1 through March 31)

City of Marshall Utilities Rate Classifications and Standard Rules and Regulations

1. Customers will still be responsible for their utility bills in the winter months.
2. A customer will not be turned off when the low temperature of the schedule shut off day is 15 °F or below.
3. Arrangements during this time can be made at City Hall between 8:00 a.m. – 5:00 p.m., Monday through Friday. They may also be placed in the city drop box at any time.

F. Removal/Tampering of City Equipment

1. The removal of any City equipment including meter seals or the disconnecting of any City wire will result in a \$100.00 fine, and/or immediate shut-off until further notice.

*All of the previous are misdemeanor offenses.

XII. After-Hours Service

The green tag, as set forth in X - “Late Billing Process”, will instruct the customer to call the after- hours emergency telephone number to re-establish their service after-hours.

- A. After-hours is defined as any time outside of the hours of 8:00 a.m. and 3:30 p.m. Monday through Friday (except holidays).
- B. In addition to delinquent amounts owed, the customer will be responsible for a \$115.00 turn-on fee.
- C. Instructions will be given over the telephone for payment to be in money-order form, and a time shall be scheduled for the Meter Technician to come to service location to receive payment and restore service.
- D. The Meter Technician will make sure the correct amount is paid with a money order and then restore service. If proper payment is not received by the Meter Technician at the service location at the scheduled time, service will not be restored, and the customer shall still be charged the \$115.00 fee.

XIII. Turn-on Fees

The charge for reconnecting a service that has been shut-off for 1) non-payment of a delinquent account, including NSF check; 2) failure to pay the deposit when required; or 3) failure to comply with the Standard Rules and Regulations will be as follows:

\$25.00 -- 8:00 a.m. – 3:30 p.m. Monday through Friday (except holidays)
\$115.00 -- All other times

XIV. Delinquent Accounts

The City of Marshall Utility Department will perform due diligence in collecting amounts owed by its customers. Ultimately, the person(s) under whom the account has been established will be responsible for payment except as indicated in Section II. Every effort will be made to collect amounts owed up to

and including Civil Litigation.

In order to collect money owed, the City reserves the right to apply any payment on one or more account balance if the payee can be identified on the account as applicant or co-applicant. This shall apply to all account balances regardless of status (i.e., delinquent or current).

The charges for services furnished to a premises, which under the provisions of Act 94, Public Acts of 1933, of the state, as amended, are made a lien on the premises to which furnished, and those charges delinquent for 6 months or more on April 1st may be certified annually to the proper tax assessing officer or agency who shall enter the lien on the next tax roll against the premises to which the services have been rendered, and the charges shall be collected and the lien shall be enforced in the same manner as provided for the collection of taxes assessed upon the roll and the enforcement of the lien for the taxes.

However, in a case when a tenant is responsible for the payment of the charges and the governing body is so notified in writing, the notice to include a copy of the lease of the affected premises, if there is one, then the charges shall not become a lien against the premises after the date of the notice. In the event of filing of the notice, the City shall render no further service to the premises until a cash deposit is made as security for the payment of the charges. In addition to any other lawful enforcement methods, the payment of charges for services to a premises may be enforced by discontinuing the services to the premises.

11. Overhead Extension Policy

When application is made for electric service which requires the extension of the City's existing distribution lines, the city will make such extensions at its own cost when the estimated annual revenue, probably stability of the business and prospective load growth reasonable warrant the capital expenditure required.

Under the above rule, the City will ordinarily make such pole and wire line extensions at its own cost:

A. When the length of such extensions (as measured from pole to pole) to serve residential customers does not exceed 2400 lineal feet for each permanent year-around residence and 300 lineal feet for each permanent private resort dwelling to be immediately served when the extension is completed, or

B. When the cost of such extensions to serve commercial lighting and/or secondary power customers does not exceed three times the amount of the estimated annual revenue to accrue from the permanent customer(s) to be immediately served when the extension is completed, or

C. When the cost of such extensions to serve primary power, customers does not exceed three times the amount of the estimated annual revenue to be received from the permanent customer(s) to be immediately served when the extension is completed.

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Where the length (or cost) of the line extension is greater than that specified above, the city will charge the applicant, the actual cost associated with the extension.

12. Underground Extension Policy

A. General

This policy sets forth the conditions under which the City will install underground electric distribution systems in residential subdivisions, and underground service connections from overhead or underground electric distribution systems for single dwellings and for multiple or apartment dwellings containing not more than nine apartments.

The City will provide, own, maintain and specify the location of all underground cables, service connections, surface mounted transformers, power terminal pedestals, meters, and associated equipment used in such installations, and no ownership rights therein shall pass to applicants or customers by reason of any contribution required hereunder.

Prior to installation of any such residential underground electric distribution system or service connection, the applicants(s) shall enter into a written contract with the City describing the proposed installation and setting forth the respective agreements of the applicant(s) and the City in regard to such installation.

Street lighting, if any, will be served underground in areas served directly by residential underground electric distribution systems. The character and location of the street lights and cables shall conform to specifications prepared by the City. Any additional cost incurred because of the use of special street lighting posts and/or luminaries shall be borne by the sub-divider with credit allowed for standard construction using wood poles and 2500 lumen luminaries and brackets.

The following fees may be waived if trench of proper depth (primary: 42" minimum and 54" maximum; secondary: 24" minimum and 36" maximum) meeting the City of Marshall specifications is provided and backfilled by the customer.

Underground Residential and Commercial/Industrial Distribution and Services will be charged a rate of Time and Materials.

B. Underground Distribution Systems

i. General

Prior to the installation of a residential underground electric distribution system, the applicant(s) shall furnish, at no expense to the City, recordable easements, in form and substance satisfactory to the City granting rights of way suitable for the installation and maintenance of the residential underground electric distribution system and the street lighting cables as designed by the City for present and future service to the subdivision.

ii. Original Installations

At the request of any applicant(s), the city will, if feasible, install an underground electric

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distribution system in a residential subdivision for a group of 10 or more lots which are separated, if at all, only by streets or alleys.

The applicant(s) shall provide, at no expense to the City, rough grading (within 6 inches of finished grade) of the area covered by the rights of way so that the underground electric distribution system and the street lighting cables, if any, can be properly installed in relation to the finished grade. Permanent survey stakes indicating property lines must be installed and maintained by the applicant(s) at no expense to the City, after rough grading.

If temporary overhead service is installed for the convenience of the applicant(s) for residential construction purposes, the applicant(s) shall be required to pay the in-and-out costs of such overhead facilities in the underground area.

iii. Conversion of Existing Overhead Distribution Systems

At the request of any applicant(s), the city will, if feasible, convert an existing overhead electric distribution system to an underground distribution system.

In the case of an underground service connection from an overhead distribution system, the service cable shall be measured from the point of connection of the underground service with the Marshall Utilities overhead conductors to the meter, if the meter is mounted on the exterior of a building wall on the customer's premises, or to the point of service entrance if the meter is not mounted on the exterior of a building wall on the customer's premises; provided, however, that if it is necessary for the Marshall Utilities to extend the underground service connection under a street or road in order to comply with the customer's request, the contribution for that portion of the service cable installed under the traveled portion of the street or road shall be the estimated cost thereof.

In the case of an underground service connection from an underground distribution system the service cable shall be measured from the Marshall Utilities surface mounted transformer or power terminal pedestal, of which will be located on or as near as practicable to the customer's property line, to the meter if the meter is mounted on the exterior of a building wall on the customer's premises, or to the point of service entrance if the meter is not mounted on the exterior of a building wall on the customer's premises.

In the case of an overhead service connection to an overhead distribution system, all conversions to an underground service connection will be paid for entirely by the customer.

Winter premium trenching fees may be charged.

13. Inspection

Service will not be supplied to any new or any remodeled installation until such installation has been inspected and approved by the City and such installation is in accordance with the City's Standard Rules and Regulations in force at the time of inspection.

14. Fire Hydrant Use

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Only City personnel or others specifically authorized shall operate fire hydrants. Requests to use water from fire hydrants may be granted by the city when proper backflow prevention is furnished. A fire hydrant meter shall be used and the appropriate fees and rates charged.

15. Retail Customer Demand Response

Retail customers shall be prohibited from participating in any demand response program except one provided by the City of Marshall, Michigan. This authority is provided by the Federal Energy Regulatory Commission Order No. 719 of 2008 and a resolution adopted by the City of Marshall, Michigan City Council on January 20, 2009.

16. Non-Emergency Turn-off

A customer may request to have their water and/or electric utilities disconnected for non-emergency purposes. The utility will assess a \$20 fee for the disconnect services and an additional \$20 to reconnect.

17. Lawn Sprinkling Sewer Commodity Reduction

The sewer commodity charge will be reduced automatically during the months of June, July, August, and September to residential customers. The credit calculation average will be based on the water usage during the months of January, February, and March. If there is no use on the account for those months, credit will not be given. The credit calculation average is to be no less than 100 cubic feet per month.

18. Net Metering Program

Eligibility

Customers must meet the following criteria to be eligible for net metering:

- (1) An applicant must be a City of Marshall electric customer.
- (2) Only qualified renewable energy sources are eligible to participate in the Net Metering Program. These sources are solar, wind, biomass, hydro, geothermal, or other approved renewable resources.
- (3) The nameplate capacity of the renewable generator must be less than 30 kilowatts (kW).
- (4) The renewable generator may not be sized to exceed the customer's annual electrical energy needs.
- (5) Customers using biomass may not blend it with any type of fossil fuel.

Enrollment

Customers who wish to participate in the Net Metering Program must meet the Customer Owned Generation Interconnection Policy as well as the Electric Generator Interconnection Requirements for projects with aggregate generator output less than 30 kW. The Generator Interconnection Requirements document outlines the process, requirements, and agreements

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used to install or modify generation projects with aggregate capacity ratings less than 30 kW and designed to operate in parallel with the utility electric system. Technical requirements (data, equipment, relaying, telemetry and metering) are defined according to type of generation and location of the interconnection. The process is designed to provide an expeditious interconnection to the utility's electric system that is both safe and reliable.

To start the Net Metering application process, the customer must complete the Interconnection Application. After the City of Marshall has reviewed the application an interconnection study may be required. The customer is responsible for any costs associated with the interconnection study and the cost of the construction of the interconnection.

Generator and Generator Interconnection Requirements

Generator Requirements - The customer's electric generator must be fueled by a qualified renewable energy source; solar, wind, biomass, hydro, geothermal or other approved renewable resources.

The generator must be located on the customer's premises and serving only the customer's premises. For non-dispatchable generators, the nameplate rating of the generator shall be less than 30 kW in aggregate and the generator's annual output may not exceed the customer's annual energy needs, measured in kWh. The customer is required to provide the company with a capacity rating in kW for the generating unit and a projected monthly kilowatt-hour output of the generator unit when completing the City of Marshall Interconnection Application.

Interconnection Requirements - Customers must meet approved interconnection requirements before participating in this program.

Metering Requirements

City of Marshall's Net Metering Program requires that the customer have an electronic bi-directional billing meter. This meter will ensure that the customer receives the proper credits for electric generation in excess of their consumption. All metering equipment must meet the City of Marshall's standard specifications and requirements and will be furnished, installed, read, maintained, and owned by the City of Marshall.

Billing

Participating customers will be billed based on the net difference between the amount of electrical energy used and electrical energy generated. If the amount of electrical energy generated exceeds the amount consumed the bill will include a generation credit. Net Excess Generation (NEG) Credits for the electrical energy generated above the current month's consumption will be carried over to the next billing period.

The Net-Metering Program applies to customers on Rate A, A-1, LS, B, C, B-1, D, and D-2.

No refunds will be made for any customer contribution under this tariff or for any other costs incurred by the customer in connection with the Net Metering Program

Net Excess Generation Credits

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Net Excess Generation (NEG) Credit is the amount of electrical energy generated by a Net Metering participant using a renewable energy source, in excess of the customer's own electric metered use in any billing month.

One NEG Credit equals the Energy Charge for one kilowatt-hour of electrical energy as shown on the customer's rate schedule.

Any negative credits that exist at the end of each program year will be forfeited. NEG Credits are nontransferable.

If a customer terminates participation in the Net Metering Program, NEG Credits will be applied to the customer's final bill. Any remaining credits will be forfeited.

Program Availability

The Net Metering Program is voluntary and is available on a first-come, first-serve basis until the nameplate capacity of all participating generators is equal to the maximum program limit of 1.0% of the City of Marshall's system peak demand for all customers during the previous calendar year.

Program Termination

City of Marshall may terminate a customer's participation in the Net Metering Program if the customer's facilities are causing a safety concern or if the customer's facilities are not in compliance with the Generator Interconnection Standards.

Customers may terminate their participation in the Net Metering Program at any time for any reason on sixty days' notice.

Customer Owned Generation Interconnect Policy

Intent: It is the intent of the City of Marshall to allow the electrical interconnection of qualified renewable energy sources to the City of Marshall distribution system in accordance with the provisions of this article.

Guidelines:

1. City of Marshall

- a. Will ensure the interconnection is in compliance with Public Utility Regulatory Policies Act (PURPA) and Federal Energy Regulatory Commission (FERC) rules and regulations, as applicable.
- b. Will inform potential power producers that they have the responsibility to comply with all federal, state, and local regulations.
- c. Will, upon completion of a satisfactory Interconnection Study, provide interconnection service to any electric consumer installing a less than 30 kW generation unit. Service is evaluated and provided on a case-by-case basis and will require a separate Interconnection and Operating Agreement.

d. Will, upon completion of a Satisfactory Interconnection Study, provide interconnection service to any electric consumer installing less than a 30-kW generating unit in which the primary energy source must be solar, biomass, waste, wind, geothermal, or approved renewable energy sources.

e. Will own the meters utilized for billing.

2. The Customer

a. Shall install and own conductors and equipment up to the service point as specified in the City of Marshall Overhead Extension Policy and Underground Service Connections.

b. If the City of Marshall determines that an Interconnection Study is needed the study will be conducted at the customer's expense.

c. Shall make application to the City of Marshall for the proposed installation, obtain approval of the location, equipment, and design before starting installation, and pay any City of Marshall construction fees for system improvements as specified in the City of Marshall Overhead Extension Policy and Underground Service Connections.

d. Shall submit a plan view drawing of the installation and shop drawings of switchgear to the City of Marshall for approval prior to finalizing orders for service equipment to avoid delays and unnecessary expense to the customer and the City of Marshall.

e. The interconnection and parallel operation of generation equipment shall be in conformance with prudent utility practices, shall maintain the integrity of the City of Marshall distribution system and ensure no adverse impacts upon the quality of service to other City of Marshall customers.

f. Protection, safety, and interconnect equipment must meet standards of accepted good design, engineering, electric safety practices, and all applicable local, state, and federal electrical installation and safety codes.

g. A suitable disconnect, interconnection breaker, and interconnect relay shall be installed to automatically disconnect and isolate the generation facility from the City of Marshall distribution system in the event of a service interruption. The automatic disconnect equipment shall receive its voltage and frequency reference from the City of Marshall service lines. Such equipment must be capable of preventing the generation facility from energizing the City of Marshall's service lines during a service interruption.

h. Electrical parameters such as fault protection, voltage levels, synchronization, grounding, harmonics, power factor, voltage regulation, flicker, and frequency regulation shall comply with the latest edition of The Institute of Electrical and Electronic Engineers "Standard for Interconnecting Distributed Resources with Electric Power Systems" (IEEE Standard 1547-2008).

i. Any exceptions to the above requirements must be specifically approved by the City of Marshall.

**CITY OF MARSHALL UTILITY RATE CLASSIFICATIONS AND STANDARD RULES
AND REGULATIONS SUPPLEMENTAL RULE TO SECTION 10 BILLING POLICY
GENERAL SHUTOFF RULES EFFECTIVE NOVEMBER 1, 2009**

1. City of Marshall shall not use an electric service limiter
2. City of Marshall shall refund any late fees, fines, or payments related to a shutoff or resumption of service if those late fees, fines, or payments were improperly assessed because of the failure to provide a shutoff notice as required by these Rules.
3. Notwithstanding other requirements of this Rule, service may be shut off temporarily for reasons of health or safety or in a state or national emergency. When service is shut off for reasons of health or safety, a reasonable attempt shall be made to leave a notice at the premises if feasible.
4. City of Marshall may shut off or terminate service to a residential customer for any of the following reasons:
 - A. The customer has not paid a delinquent account that accrued within the last six (6) years.
 - B. The customer has failed to provide a deposit or guarantee as required.
 - C. The customer has engaged in unauthorized use of the utility's service.
 - D. The customer has failed to comply with the terms and conditions of a payment plan.
 - E. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises or for the removal of a meter.
 - F. The customer misrepresented his or her identity for the purpose of obtaining service or put service in another person's name without permission of the other person.
 - G. The customer has violated any rules of City of Marshall so as to adversely affect the safety of the customer or other persons or the integrity of the system.
 - H. A person living in the customer's residence meets both of the following:
 - (i) Has a delinquent account for service with City of Marshall within the past three (3) years that remains unpaid.
 - (ii) The customer lived in the person's residence when all or part of the debt was incurred. City of Marshall may transfer a prorated amount of the debt to the customer's account, based upon the length of time that the customer resided at the person's residence. This subdivision does not apply if the customer was a minor while living in the person's residence.
 - I. The customer has not paid for service at a premises occupied by another person, and it is not feasible to provide service to the occupant as a customer without a major revision, as determined by the utility, of existing distribution facilities.
5. Subject to applicable third-party consent, a customer will be permitted to designate a third party to receive bill notifications, including shutoff notices, on the customer's behalf. Such notices may be provided to both the designated third party and the customer.

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6. A. City of Marshall shall supply information regarding the following to customers at least two (2) times a year:
 - (i) The energy assistance telephone line number at the Michigan Department of Human Services or an operable 2-1-1 system telephone number.
 - (ii) Medical emergency and critical care protections provided in these Rules.
 - (iii) Military shutoff protections pursuant to MCL 460.9c.
 - (iv) Low-income protections provided in these Rules.
 - (v) Senior citizen protections provided in these Rules.
- B. The information required under Subsection (A) may be supplied in or on a customer's bill, in a bill insert, in a newsletter issued to customers, a public forum, newspaper announcement, an electronic communication, or in any other manner approved by the governing body of the utility.
7. City of Marshall shall, at least once per year, attempt to identify senior citizen customers by at least one (1) of the following methods:
 - A. Conducting customer interviews.
 - B. Obtaining information from a consumer reporting agency or consumer reporting service.
 - C. A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - D. First class mail.
 - E. A personal visit to the customer.
 - F. A written notice left at or on the customer's door. G. On a bill or in a bill insert.
8. Service shall not be shut off unless a notice is sent to the customer by first class mail or is personally served not less than ten (10) days before the date of the proposed shutoff. A record of the date the notice was sent shall be maintained.
9. A notice of shutoff shall contain all of the following information:
 - A. The name and address of the customer, and the address at which service is provided, if different.
 - B. A clear and concise statement of the reason for the proposed shutoff of service.
 - C. The date on or after which service may be shut off unless the customer takes appropriate action.
 - D. The telephone number and address where the customer may make inquiry or file a complaint.
10. For an involuntary shut off, at least one attempt, in addition to the notice provided in Section 8, shall be made one or more days before the shutoff of the service to contact the customer by one (1) or more of the following methods:
 - A. A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - B. First class mail.

- C. A personal visit to the customer.
- D. A written notice left at or on the customer's door.

11. All attempts to contact the customer under Section 10 shall be documented.

12. Service may be shut off to a customer on the date specified in the notice of the shutoff or within ten (10) days following that date. If service is not shut off and a subsequent notice is sent, then service shall not be shut off before the date specified in the subsequent notice. Shut off shall occur only between the hours of 8 a.m. and 3 p.m., but not later than 2 hours before the close of business.

13. Service shall not be shut off on a day, or a day immediately preceding a day, when services cannot be restored.

14. Not later than two hours before the close of the utility's business on the day service is shut off, a notice shall be left at the customer's residence stating that service has been shut off and providing the address and telephone number where the customer may arrange to have service restored. Alternatively, a contact by telephone may be made with an adult who identifies himself or herself as a person living at the residence providing the same information within the same time frame.

15. No later than three (3) business days after shutting off service to an eligible senior citizen customer, City of Marshall shall make at least two attempts to contact that customer to advise the customer of the actions that the customer must take to have his or her service restored.

- A. The following notification methods may be used to contact the customer:
 - (i) A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - (ii) First-class mail.
 - (iii) A personal visit to the customer.
 - (iv) A written notice left at or on the customer's door.
 - (v) Any other method approved by the governing body of the utility.
- B. A communication described in Subsection (A)(iii) or (iv) made on the day of disconnection meets the requirements of this Rule.
- C. A message left on an answering machine or voice mail or a written notice left at or on a customer's door must include a toll free or local telephone number indicating that it may be used to contact a representative of City of Marshall regarding restoration of service.
- D. The notice requirement of this section may be met with regard to a senior citizen customer by, within three (3) business days of shutting off service, making a

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documented referral of that customer to a social service or government agency.

16. Reasonable efforts shall be made to restore service on the day the customer requests restoration. Except for reasons beyond the control of City of Marshall, the service shall be restored not later than the first working day after the customer's request.

17. A charge may be assessed for restoring service.

COOLING SEASON SHUTOFFS

18. Each morning, the temperature forecast in the (local newspaper or another other index) will be reviewed. If the temperature forecast for the current day OR the following day is 95 degrees or greater, eligible senior citizen customers will not be disconnected on the current day. For Fridays, customers will not be disconnected if the forecast is for 95 degrees or greater for Friday, Saturday or Sunday.

HEATING SEASON SHUTOFFS

19. City of Marshall shall not shut off service to a customer during the heating season for nonpayment of a delinquent account if the customer is an eligible senior citizen customer or if an eligible low income customer enters into a winter protection payment plan to pay to the utility a monthly amount equal to 7% of the estimated annual bill for the eligible low income customer or the eligible low income customer and the utility mutually agree upon a winter protection payment plan with different terms and the eligible low income customer demonstrates, within 14 days of requesting shutoff protection, that he or she has applied for state or federal heating assistance. If an arrearage exists at the time an eligible low-income customer applies for protection from shut off of service during the heating season, the customer should be permitted to pay the arrearage in equal monthly installments between the date of application and the start of the subsequent heating season.

20. If an eligible low-income customer fails to comply with the terms and conditions of a winter protection payment plan, or if the customer fails to pay a monthly installment on a preexisting arrearage, service may be shut off after giving the customer a notice, by personal service, or first-class mail, that contains all of the following information:

- A. That the customer has defaulted on a winter protection payment plan or has failed to pay a monthly installment on a preexisting arrearage.
- B. The nature of the default.
- C. That unless the customer makes the payments that are past due within ten (10) days of the date of mailing, service will be shut off.
- D. The date on or after which service will be shut off, unless the customer takes appropriate action.
- E. That the customer may dispute the claim in writing before the date of the proposed shutoff of service.
- F. That the utility will not shut off service pending the resolution of a dispute.

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- G. The telephone number and address where the customer may make inquiry or file a complaint.
- H. That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance.
- I. That the shut off will be postponed if a medical emergency exists at the customer's residence.
- J. That a deposit and restoration charge may be required if the utility shuts off service for nonpayment of a delinquent account.

SHUTOFF OF CRITICAL CARE OR MEDICAL EMERGENCY CUSTOMERS

21. Shutoff shall be postponed for not more than 21 days if the customer or a member of the customer's household is a critical care customer or has a certified medical emergency. The customer's certification shall identify any medical or life-supporting equipment being used, and the specific time period during which the shutoff of service will aggravate the medical emergency. Shut off may be extended for further periods of not more than 21 days, not to exceed a total postponement of shutoff of service of 63 days, only if the customer provides additional certification that the customer or a member of the customer's household remains a critical care customer or has a certified medical emergency. If shutoff of service has occurred without any postponement being obtained, the service shall be restored for not more than 21 days, and shall continue for further periods of not more than 21 days, not to exceed a total of 63 days in any 12-month period per household member. Annually, shutoff extensions totaling more than 126 days per household will not be given.

22. As used in these Rules:

- A. "Critical care customer" means a customer who requires, or has a household member who requires, home medical equipment or a life support system, and who has provided appropriate documentation from a physician or medical facility to the City of Marshall identifying the medical equipment or life-support system and certifying that an interruption of service would be immediately life threatening.
- B. "Electric Service Limiter: means an electric meter or device used in conjunction with an electric meter that automatically interrupts all electric service to a customer without intervening direction from the City of Marshall when a utility-imposed peak usage limit is exceeded.
- C. "Eligible low-income customer" means a customer whose household income does not exceed 150% of the poverty level, as published by the United States Department of Health and Human Services, or who receives any of the following:
 - (i) Assistance from a state emergency relief program.
 - (ii) Food stamps.
 - (iii) Medicaid.
- D. "Eligible senior citizen customer" means a customer who is 65 years of age or older and who advises the City of Marshall of his or her eligibility.

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- E. "Heating season" means November 1 through March 31.
- F. "Medical Emergency" means the existence of a medical condition of the customer or a member of the customer's household, certified by a physician or public health official on official stationery, which will be aggravated by the lack of utility service.
- G. "Senior Citizen Customer" means a customer of City of Marshall who is 65 years of age or older.

23. These Rules shall be part of the terms and conditions of the contract for service between City of Marshall and the customer.

24. These rules apply only to residential customers.