

Filed October 18, 1975  
2:30 pm C. L. Jones

PSC 113, 134, 185

CERTIFICATE

STATE OF WISCONSIN            )  
  ) ss.  
PUBLIC SERVICE COMMISSION )

TO ALL TO WHOM THESE PRESENTS SHALL COME, GREETINGS:

I, Francesca A. di Lorenzo, Acting Secretary of the Public Service Commission of Wisconsin, and custodian of the official records of said commission, do hereby certify that the annexed amendments to rules relating to disconnection and refusal of service and disputes procedures for utility service were duly approved and adopted by this commission on August 28, 1975, and September 2, 1975.

I further certify that said copy has been compared by me with the original on file in this commission and that the same is a true copy thereof, and of the whole of such original.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the official seal of the commission at the Hill Farms State Office Building in the City of Madison, this 11th day of November A.D. 1975.

Francesca A. di Lorenzo  
Acting Secretary

BEFORE THE  
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation on Motion of the Commission )  
Relative to Whether the Present Deposit, )  
Guarantee and Disconnect Rules are Appropriate ) 2-U-7720  
and Reasonable and as to Whether a Rule Should )  
be Promulgated Respecting Net and Gross Billing )  
Practices of Public Utilities )

ORDER OF THE PUBLIC SERVICE COMMISSION  
AMENDING RULES

Pursuant to authority vested in the Public Service Commission of Wisconsin by chapter 196, Wisconsin Statutes, the Public Service Commission hereby repeals, amends, and adopts rules as follows:

Sections PSC 113.132(1)(a), 113.132(6)(a), 113.134(1), 113.134(3)(b), 113.134(4), 134.062(1)(a), 134.062(5)(a), 134.064(1), 134.064(3)(b), 134.064(4), 185.37(1)(a), 185.37(5)(a), 185.39(1), 185.39(3)(b), and 185.39(4) of the WISCONSIN ADMINISTRATIVE CODE are amended to read:

PSC 113.132 DISCONNECTION AND REFUSAL OF SERVICE.  
(1)(a) - In no circumstances will the cumulative time before notice of disconnection be less than 20 days after the date of issuance of the bill and an account may be deemed delinquent for the purpose of disconnection after such period has elapsed.

PSC 113.132(6)(a) - Nonpayment of a delinquent account over 6 months old where collection efforts have not been made within that period of time unless the passage of additional time results from other provisions herein or from good faith negotiations or arrangements made with the customer.

PSC 113.134 DISPUTE PROCEDURES. (1) Whenever the customer disputes the utility's request for a deposit or other guarantee, or advises the utility's designated office prior to the disconnection of service that all or any part of any billing as rendered is in dispute, or that any matter related to the disconnection or refusal of service is in dispute, the utility

shall:

- (a) Investigate the dispute promptly and completely.
- (b) Advise the customer of the results of the investigation.
- (c) Attempt to resolve the dispute.
- (d) Provide the opportunity for the customer to enter into a deferred payment agreement when applicable in order to settle the dispute.

PSC 113.134(3)(b) - If the Commission decides to conduct formal hearing on the dispute, the customer shall be required to pay 50% of the bill or deposit in dispute to the utility or post bond for that amount on or before date of hearing. Such payment or bond may be waived by the Commission for good cause shown. Failure to pay the specified amount before hearing will constitute waiver by the customer.

PSC 113.134(4) - Utility service shall not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the provisions of this section. In no way does this relieve the customer from obligation of paying charges which are not in dispute.

PSC 134.062 DISCONNECTION AND REFUSAL OF SERVICE.

(1)(a) - In no circumstances will the cumulative time before notice of disconnection be less than 20 days after the date of issuance of the bill and an account may be deemed delinquent for the purpose of disconnection after such period has elapsed.

PSC 134.062(5)(a) - Nonpayment of a delinquent account over 6 months old where collection efforts have not been made within that period of time unless the passage of additional time results from other provisions herein or from good faith negotiations or arrangements made with the customer.

PSC 134.064 DISPUTE PROCEDURES. (1) Whenever the customer disputes the utility's request for a deposit or other guarantee, or advises the utility's designated office prior to the disconnection of service that all or any part of any billing as rendered is in dispute, or that any matter related to the disconnection or refusal of service is in dispute, the utility shall:

- (a) Investigate the dispute promptly and completely.
- (b) Advise the customer of the results of the investigation.
- (c) Attempt to resolve the dispute.
- (d) Provide the opportunity for the customer to enter into a deferred payment agreement when applicable in order to settle the dispute.

PSC 134.064(3) (b) - If the Commission decides to conduct formal hearing on the dispute, the customer shall be required to pay 50% of the bill or deposit in dispute to the utility or post bond for that amount on or before date of hearing. Such payment or bond may be waived by the Commission for good cause shown. Failure to pay the specified amount before hearing will constitute waiver by the customer.

PSC 134.064(4) - Utility service shall not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the provisions of this section. In no way does this relieve the customer from obligation of paying charges which are not in dispute.

PSC 185.37 DISCONNECTION AND REFUSAL OF SERVICE. (1)

(a) - In no circumstances will the cumulative time before notice of disconnection be less than 20 days after the date of issuance of the bill and an account may be deemed delinquent for the purpose of disconnection after such period has elapsed.

PSC 185.37(5) (a) - Nonpayment of a delinquent account over 6 months old where collection efforts have not been made within that period of time unless the passage of additional time results from other provisions herein or from good faith negotiations or arrangements made with the customer.

PSC 185.39 DISPUTE PROCEDURES. (1) Whenever the customer disputes the utility's request for a deposit or other guarantee, or advises the utility's designated office prior to the disconnection of service that all or any part of any billing as rendered is in dispute, or that any matter related to the disconnection or refusal of service is in dispute, the utility shall:

- (a) Investigate the dispute promptly and completely.
- (b) Advise the customer of the results of the investigation.
- (c) Attempt to resolve the dispute.
- (d) Provide the opportunity for the customer to enter into a deferred payment agreement when applicable in order to settle the dispute.

PSC 185.39(3) (b) - If the Commission decides to conduct formal hearing on the dispute, the customer shall be required to pay 50% of the bill or deposit in dispute to the utility or post bond for that amount on or before date of hearing. Such payment or bond may be waived by the Commission for good cause shown. Failure to pay the specified amount before hearing will constitute waiver by the customer.

PSC 185.39(4) - Utility service shall not be disconnected or refused because of any disputed matter while the disputed matter is being pursued in accordance with the provisions of this section. In no way does this relieve the customer from obligation of paying charges which are not in dispute.

The amendments contained herein shall take effect on the first day of the month following their publication in the Wisconsin Administrative Register, as provided in section 227.026(1), Wisconsin Statutes.

Dated at Madison, Wisconsin,

November 14, 1975

By the Commission.

Francesca A. DiLuzio  
Acting Secretary