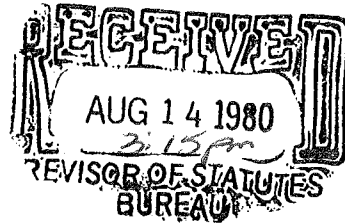


CERTIFICATE

STATE OF WISCONSIN)
) ss.
PUBLIC SERVICE COMMISSION)



TO ALL WHOM THESE PRESENTS SHALL COME, GREETINGS:

I, Jacqueline K. Reynolds, Assistant Secretary of the Public Service Commission of Wisconsin, and custodian of the official records of said commission, do hereby certify that the annexed order creating Wis. Adm. Code sections PSC 113.12(4), 113.16(1), 134.05(4), 134.13(1), and 134.13(5) was duly approved and adopted by this commission on June 24, 1980.

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 14th day of August 1980.

JACQUELINE K. REYNOLDS
Assistant Secretary
PUBLIC SERVICE COMMISSION OF WISCONSIN

DATE MAILED
JUN 26 1980

BEFORE THE

PUBLIC SERVICE COMMISSION OF WISCONSIN

Administrative Rule Making on the)
Commission's Own Motion Revision)
Chapters PSC 113 and PSC 134,)
Wisconsin Administrative Code to)
Require Additional Information on)
the Customer's Bill for Electric)
and Gas Utilities)

1-AC-27

COMPARED WITH AND CERTIFIED BY ME
TO BE A FULL, TRUE, AND CORRECT COPY
OF THE ORIGINAL ON FILE IN MY OFFICE
JUN 24 1980
Louis T. Mittman
Executive Secretary
Public Service Commission of Wisconsin



ORDER OF THE PUBLIC SERVICE COMMISSION OF
WISCONSIN AMENDING AND ADOPTING RULES

Relating to rules concerning information to be on the customer's bill for electric and gas utilities in order for the customer to properly understand the bill and to enable evaluation of conservation efforts.

Analysis prepared by the Public Service Commission of Wisconsin.

ANALYSIS

On February 28, 1980, the Public Service Commission forwarded to the legislature proposed rules to revise the format of electric and gas utility bills to provide the customer with usage and conservation information.

The rules were considered and approved by legislature committees, with one change suggested by the Assembly Committee on Commerce and Consumer Affairs: Proposed ss. PSC 113.16(1)(a)(14)

and PSC 134.13(1)(a)(14) have been amended to require prior usage information only on customer request. In all other respects the rules will be adopted as originally proposed.

Pursuant to authority vested in the Public Service Commission of Wisconsin by sections 1.11, 196.02, 196.03, 196.20, 196.37 and 227.014, Wis. Stats., the Public Service Commission of Wisconsin proposes to amend and adopt rules interpreting sections 196.02, 196.03, 196.20 and 196.37, Wis. Stats., as follows:

Sections PSC 113.12(4), PSC 113.16(1), PSC 134.05(4), PSC 134.13(1) and PSC 134.13(5) of the Wisconsin Administrative Code are amended to read:

PSC 113.12(4) Each utility shall provide written notice to its residential customers annually, and a written notice to all new residential customers, at a minimum, of the rules on deposits, payment options including deferred payment agreements and budget billing, disconnection and dispute procedures; of the availability of information on energy conservation practices, of the availability of a clear, concise record of the customer's actual electric consumption (or actual degree-day adjusted electric consumption) for each billing period during the prior 12 months or the actual number of months that the customer has lived at that location if less than 12 months, and of the availability of agencies or programs which may provide financial aid assistance or counseling; and contain a reply procedure to allow customers an opportunity to advise the utility of any special circumstances, such as the presence of infants or elderly persons or the use of human life-sustaining equipment, and to advise the utility to contact a specific third party agency or individual prior to any disconnection action being taken.

PSC 113.16 Billing (1)(a) Each bill, including the customer's receipt, provided by the following investor-owned utilities:

Lake Superior District Power Company
Madison Gas and Electric Company
Northern States Power Company
Superior Water, Light and Power Company
Wisconsin Electric Power Company
Wisconsin Power and Light Company
Wisconsin Public Service Corporation

shall show for each meter the following information:

1. The customer name, billing address and service address (if different from the billing address).
2. For residential customers in multi-unit buildings, current meter identification information or number and account number.
3. The present and last preceding meter readings.
4. The present and last preceding meter reading dates.
5. The next scheduled meter reading date.
6. The number of days in the billing period.
7. The number of units consumed.
8. The class of service with clear explanation of codes and abbreviations.
9. The rate schedule under which the bill is calculated including the itemized calculations of the rate schedule component including, but not limited to, such items as customer charge, energy blocks, demand charges, minimum bills, and all other billing factors necessary for the customer to check the calculation of the bill.
10. Clear itemized adjustment clause bill calculation.
11. Amount subject to tax, tax rate, and tax billed.
12. Clear itemization of the amount of the bill for the present billing period, any unpaid balance from previous billing periods and any late payment charges.
13. Clear itemization of other utility charges and credits.

14. A statement will be printed on each bill indicating to the customer that the utility will, upon customer request, provide the information and assistance necessary for the customer to evaluate fuel consumption and conservation. Upon receiving such request, the utility shall provide consumption and degree day information by billing periods for at least the last year and information and instructions needed by the customer to make consumption comparisons and evaluate his or her conservation efforts. In order to assist customers in their conservation monitoring; the utility will provide degree day information with each monthly bill.
15. Bills rendered without an actual meter reading shall be specifically marked as estimated.
16. Each utility subject to the rules in subsection 113.16(1) (a) will file a plan for implementation as soon as possible and no later than August 1, 1980. The plans shall include a list of uniform bill codes developed by the utilities, to be approved by the commission.

PSC 113.16 (1) (b) Each bill including the customer's receipt rendered by electric utilities not included in para. (a), shall show the present and last preceding meter readings, the date of the present reading, the number of units consumed, the class of service if other than residential, and the rate schedule under which the bill is calculated. In lieu of including the rate schedule on the bill the utility may, whenever a rate change becomes effective and at least twice a year, supply each customer with the schedule of rates at which the bills are calculated and any other rates that might be applicable. Bills rendered at rates requiring the measurement of a number of different factors shall show all data necessary for the customer to check the calculation of a bill. All monthly adjustment clause factors necessary for a customer to check the calculation of the bill shall be included on the monthly bill. Minimum and estimated bills shall be distinctly marked as such. Estimated bills are bills rendered without actual meter readings.

PSC 113.16 (1) (b) is renumbered PSC 113.16(1) (d).

PSC 113.16 (1) (c) Merchandise and service repair work charges shall not be included on utility service bills.

PSC 134.05 (4) Each utility shall provide written notice to its residential customers annually, and a written notice to all new residential customers, at a minimum, of the rules on deposits, payment options including deferred payment agreements and budget billing, disconnection and dispute procedures; of the availability of information on energy conservation practices, of the availability of a clear, concise record of the customer's actual natural gas consumption (or actual degree-day adjusted natural gas consumption) for each billing period during the prior 12 months or the actual number of months that the customer has lived at that location if less than 12 months, and of the availability of agencies or programs which may provide financial aid assistance or counseling; and contain a reply procedure to allow customers an opportunity to advise the utility of any special circumstances, such as the presence of infants or elderly persons or the use of human life sustaining equipment, and to advise the utility to contact a specific third party agency or individual prior to any disconnection action being taken.

PSC 134.13 Billing (1) (a) Each bill including the customer's receipt, provided by the following investor-owned utilities:

Lake Superior District Power Company
Madison Gas and Electric Company
Northern States Power Company
Superior Water, Light and Power Company
Wisconsin Fuel and Light Company
Wisconsin Gas Company
Wisconsin Natural Gas Company
Wisconsin Southern Gas Company
Wisconsin Power and Light Company
Wisconsin Public Service Corporation

shall show for each meter the following information:

1. The customer name, billing address and service address (if different from the billing address).
2. For residential customers in multi-unit buildings, current meter identification information or number and account number.
3. The present and last preceding meter readings.
4. The present and last preceding meter reading dates.
5. The next scheduled meter reading date.
6. The number of days in the billing period.
7. The number of units consumed.
8. The class of service with clear explanation of codes and abbreviations.
9. The rate schedule under which the bill is calculated including the itemized calculations of the rate schedule component including, but not limited to, such items as customer charge, energy blocks, demand charges, minimum bills and all other billing factors necessary for the customer to check the calculation of the bill.
10. Clear itemized adjustment clause bill calculation.
11. Amount subject to tax, tax rate, and tax billed.
12. Clear itemization of the amount of the bill for the present billing period, any unpaid balance from previous billing periods and any late payment charges.
13. Clear itemization of other utility charges and credits.
14. A statement will be printed on each bill indicating to the customer that the utility will, upon customer request, provide the information and assistance necessary for the customer to evaluate fuel consumption and conservation. Upon receiving such request, the utility shall provide consumption and degree day information by billing periods for at least the last year and information and instructions needed by the customer to make consumption comparisons and evaluate his or her conservation efforts. In order to assist customers in their conservation monitoring, the utility will provide degree day information with each monthly bill.
15. Bills rendered without an actual meter reading shall be specifically marked as estimated.
16. Each utility subject to the rules in subsection 134.13(1)(a) will file a plan for implementation as soon as possible and no later than August 1, 1980. The plans shall include a list of uniform bill codes developed by the utilities, to be approved by the commission.

PSC 134.13(1)(b). Each bill including the customer's receipt rendered by gas utilities not included in para. (a), shall show the present and last preceding meter readings, the date of the present reading, the number of units consumed, the class of service if other than residential, and the rate schedule under which the bill is calculated. In lieu of including the rate schedule on the bill the utility may, whenever a rate change becomes effective and at least twice a year, supply each customer with the schedule of rates at which the bills are calculated and any other rates that might be applicable. Bills rendered at rates requiring the measurement of a number of different factors shall show all data necessary for the customer to check the calculation of the bill. All monthly adjustment clause factors necessary for a customer to check the calculation of the bill shall be included on the monthly bill. Minimum and estimated bills shall be distinctly marked as such. Estimated bills are bills rendered without actual meter readings.

PSC 134.13(1) (b) is renumbered PSC 134.13(1)(d).

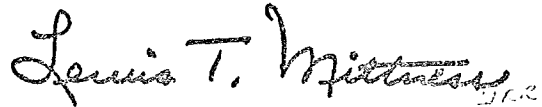
PSC 134.13(1) (c) Merchandise and service repair work charges shall not be included on utility service bills.

PSC 134.13(5) All utilities listed in PSC 134.13(1)(a) shall bill on a "therm" basis. Other utilities may base their rates on either a volumetric basis or a "therm" basis but permission must be obtained from this commission to change any rate from one method to another. The unit of service on a volumetric basis shall be the cubic foot. If the volume billed is at a different pressure and/or temperature base than the registered volume, the rate shall specify the billing pressure and temperature. The "therm" billing unit shall be 100,000-British thermal units of total dry heating value. Where therm billing is used, the heating value shall be the average for the billing period or a filed lesser amount. Adjustment of volumes or therm billed shall not be made because of the delivery of standby or peak shaving gas without commission approval.

The rules and amendments contained in this docket shall take effect on the first day of the month following their publication in the Wisconsin Administrative Register, as provided in section 227.026, Wis. Stats.

Dated at Madison, Wisconsin, JUN 24 1980

By the Commission.



Lewis T. Mittness
Executive Secretary