

Chapter PSC 134

STANDARDS FOR GAS SERVICE

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PSC 134.01 General. (1) Chapter PSC 134 of the public service commission's departmental rules is part of the Wis. Adm. Code and constitutes a general order of the public service commission, the issuance of which is authorized by ss. 227.014, 196.02, 196.06, 196.10, 196.12, 196.15, 196.16, 196.17, and 196.19, Stats.

(2) The rules making up ch. PSC 134 are designed to effectuate and implement ss. 196.02, 196.03, 196.06, 196.10, 196.12, 196.15, 196.16, 196.17, 196.19, 196.21, 196.22, 196.60, 196.62 and parts of other sections of the Wisconsin statutes.

(3) Nothing in this chapter of the Wisconsin Administrative Code shall preclude the commission's giving special and individual consideration to exceptional or unusual situations or, upon investigation of the facts and circumstances involved, adopting requirements as to individual utilities or services which may be lesser, greater, other than or different from those provided in these rules.

(4) The requirements of ch. PSC 134 shall be observed by all public utilities, both privately and publicly owned, engaged in the manufacture, mixing, purchasing, storage, transmission and/or distribution of gaseous fuel.

(5) The manner of enforcing the rules in ch. PSC 134 is prescribed in s. 196.66, Stats., and such other means as provided in statutory sections administered by the public service commission.

(6) In case of emergency, where public interest requires immediate action without waiting for compliance with the specific terms of these

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rules, immediate corrective action shall be taken by the utility, which action, however, shall be subject to review by the public service commission.

(7) Periodic reports to the public service commission are required by Wis. Adm. Code ss. PSC 134.14 (6); PSC 134.17; PSC 134.18 (3); PSC 134.19 (3); PSC 134.25 (4). Individual reports are required by PSC 134.18 (4) and (5).

History: 1-2-66; r. and recr. Register, February, 1969, No. 38, eff. 3-1-69; am. (5), Register, January, 1965, No. 109, eff. 2-1-65; renum. (3) to (6) to be (4) to (7), Register, November, 1980, No. 299, eff. 12-1-80.

PSC 134.02 Definitions. The following terms as used in this chapter mean:

(1) **APPLIANCE.** A gas appliance is any device which utilizes gas fuel to produce light, heat, or power.

(2) **COMPLAINT.** Complaint as used in this chapter is a statement or question by anyone, whether a utility customer or not, involving a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or utility obligation.

(3) **DEMAND.** Gas demand means the amount of gas required per unit of time, usually expressed in cubic feet, Btu, or therms per unit of time.

(4) **DRY GAS.** Dry gas as applied to gas usage means a gas having a moisture and hydrocarbon dew point below any normal temperature to which the gas piping is exposed. As applied to determination of heating value or specific gravity it means the complete absence of moisture or water vapor.

(5) **GAS.** Gas as used in this chapter is any gas or mixture of gases suitable for domestic or industrial fuel and transmitted or distributed to the user through a piping system. The common types are natural gas, manufactured gas, and liquefied petroleum gas distributed as a vapor with or without admixture of air.

(6) **HEATING AND CALORIFIC VALUES.** (a) *British thermal unit (Btu).* A British thermal unit is the quantity of heat that must be added to one avoirdupois pound of pure water to raise its temperature from 58.5°F to 59.5°F under standard pressure.

(b) *Dry calorific value.* The dry calorific value of a gas (total or net) is the value of the total or the net calorific value of the gas divided by the volume of dry gas in a standard cubic foot.

Note: The amount of dry gas in a standard cubic foot is .9826 cu. ft.

(c) *Net calorific value of a gas.* The net calorific value of a gas is the number of British thermal units evolved by the complete combustion, at constant pressure, of one standard cubic foot of gas with air, the temperature of the gas, air, and products of combustion being 60°F and all water formed by the combustion reaction remaining in the vapor state.

Note: The net calorific value of a gas is its total calorific value minus the latent heat of evaporation at standard temperature of the water formed by the combustion reaction.

(d) *Therm.* Therm means 100,000 British thermal units.

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(e) *Total calorific value.* Total calorific value of a gas is the number of British thermal units evolved by the complete combustion, at constant pressure, of one standard cubic foot of gas with air, the temperature of the gas, air, and products of combustion being 60°F and all water formed by the combustion reaction condensed to the liquid state.

(7) **METER.** A meter is an instrument installed to measure the volume of gas delivered through it.

(8) **MUNICIPALITY.** A municipality is any town, city or village.

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rates. If the utility has various rural rates, the areas where the same are available shall be indicated.

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.05 Information available to customers. (1) Each utility shall have available in its offices where payments are received, copies of its rates and rules applicable to the locality. The rates and rules shall be available for customer inspection and reasonable notice as to their availability shall be provided to customers.

(2) Each gas utility, for every municipality in which it serves, shall provide in the respective telephone directories a telephone listing by which the utility can be notified during a 24-hour day of any utility service deficiency or emergency which may exist.

(3) Where a second language is common in a particular area served by the utility and so identified by the commission, all rules pertaining to billing and credit shall be available upon customer request for distribution in English and that second language in every business office of the utility in that area accessible to the public and where customer payments are received.

(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.

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59; renum. PSC 134.05 to be PSC 134.05 (1); cr. (2), Register, January, 1965, No. 109, eff. 2-1-65; am. (1), renum. (2) to be (3) and cr. (2) and (4), Register, January, 1975, No. 229, eff. 2-1-75; am. Register, March, 1979, No. 279, eff. 4-1-79; am. (4), Register, October, 1980, No. 298, eff. 11-1-80.

PSC 134.061 Deposits. (1) **NEW RESIDENTIAL SERVICE.** A utility shall not require a cash deposit or other guarantee as a condition of new service unless a customer has an outstanding account balance with the utility which accrued within the last 6 years, and which at the time of the request for new service remains outstanding and not in dispute. (See Wis. Adm. Code section PSC 134.064.)

(2) **EXISTING RESIDENTIAL SERVICE.** A utility shall not require a cash deposit or other guarantee as a condition of continued service unless either or both of the following circumstances apply:

(a) The utility has shut off or discontinued the service of the customer within the last 12-month period for violation of the utility's filed

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rules or for nonpayment of a delinquent service account not currently in dispute.

(b) Subsequent credit information indicates that the initial application for service was falsified or incomplete to the extent that a deposit would be required under this section.

(3) **NEW COMMERCIAL SERVICE.** (a) If the credit of an applicant for service has not been established satisfactorily to the utility, the applicant may be required to deposit a sum not exceeding the estimated gross bills for any 2 consecutive billing periods selected by the utility.

(b) In determining whether an applicant for service has satisfactorily established its credit, the utility shall consider the following factors before requiring a security deposit.

1. Credit information from credit reporting services;
2. Letter of credit from a financial institution or another utility;
3. Applicant's business characteristics, such as type of business, length of time the applicant has operated, the applicant's business experience and knowledge, and estimated size of the applicant's bills.
4. Assets of the business;
5. The financial condition of the business, as indicated in a financial statement.

(c) The utility shall notify the applicant within 30 days of the request for service as to whether a deposit will be required. The 30-day period shall begin from the date the applicant provides all requested relevant information to the utility. If no request for a deposit is made within this period, no deposit shall be required, except under the provisions of sub.

(4) (a) If a request for a deposit is made, the applicant must be given at least 20 days to provide payment, or guarantee, or to establish an installment payment agreement.

(d) The deposit of a commercial customer shall be refunded after 24 consecutive months of prompt payment. Payment is considered prompt if made prior to notice of disconnection for nonpayment not in dispute.

(4) **EXISTING COMMERCIAL SERVICE.** An existing commercial customer may be required to furnish a deposit if the customer has not made prompt payment of all bills within the last 24 consecutive months.

(b) When the utility requests a deposit of an existing commercial customer, the customer shall have 20 days to provide the deposit, guarantee, or to establish an installment payment agreement.

(c) Refund of the deposit of an existing commercial customer shall be made in accordance with s. PSC 134.061 (3) (d).

(5) **CONDITIONS OF DEPOSIT.** The maximum deposit for a new commercial or residential account shall not exceed the highest estimated gross bill for any 2 consecutive billing periods selected by the utility.

The maximum deposit for an existing commercial or residential account shall not exceed the highest actual gross bill for any 2 consecutive months within the preceding 12 month review period as determined by the utility.

(6) **INTEREST.** Deposits for commercial or residential service shall bear interest of at least 8% payable from the date of deposit to the date of refund or discontinuance of service, whichever is earlier.

(7) **REVIEW.** The utility shall review the payment record of each residential utility customer with a deposit on file at 12-month intervals. The utility shall not require or continue to require a cash deposit unless a deposit is required under the provisions of s. PSC 134.061 (2).

(8) **REFUND.** Any deposit or portion thereof refunded to a commercial or residential customer shall be refunded by check unless both the customer and the utility agree to a credit on the regular billing, or unless sub. (9) applies.

(9) **ACCRUED INTEREST.** Upon termination of commercial or residential service, the deposit, with accrued interest, shall be credited to the final bill and the balance shall be returned promptly to the customer.

(10) **WRITTEN EXPLANATION.** A utility shall not require any commercial or residential customer to pay a deposit or establish a guarantee in lieu of deposit without explaining, in writing if requested, why that deposit is being required.

(11) **REFUSAL OF SERVICE.** Commercial or residential service may be refused or disconnected for failure to pay a deposit request subject to the rules pertaining to disconnection and refusal of service. (s. PSC 134.062).

(12) **GUARANTEE TERMS AND CONDITIONS.** (a) The utility may accept, in lieu of cash deposit, a contract signed by a guarantor satisfactory to the utility whereby payment of a specified sum not exceeding the cash deposit requirement is guaranteed. The term of such contract shall be for no longer than 2 years, but shall automatically terminate after the commercial or residential customer has closed its account with the utility, or at the guarantor's request upon 30 days' written notice to the utility.

(b) Upon termination of a guarantee contract or whenever the utility deems same insufficient as to amount of surety, a cash deposit or a new or additional guarantee may be required upon reasonable 20-day written notice to the customer. The service of any customer who fails to comply with these requirements may be disconnected upon 8 days' written notice, subject to sub. (13) for a residential customer or the establishment of an installment payment agreement for a commercial customer.

(c) The utility shall mail the guarantor copies of all disconnect notices sent to the customer whose account he has guaranteed unless the guarantor waives such notice in writing.

(13) **DEFERRED PAYMENT.** (a) In lieu of cash deposit or guarantee, an applicant for new residential service who has an outstanding account accrued within the last 6 years with the same utility shall have the right to receive service from that utility under a deferred payment agreement as defined in Wis. Adm. Code s. PSC 134.063 for the outstanding account.

(b) A commercial customer or applicant for commercial service of which a deposit is requested shall have the right to receive service under an installment payment agreement.

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(14) **APPLICABILITY.** The rules in subs. (12) and (13) of this section are not applicable to deposits or guarantees made in connection with the financing of extensions or other equipment.

History: Cr. Register, January, 1976, No. 229, eff. 2-1-76; am. Register, November, 1980, No. 299, eff. 12-1-80.

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.

(b) At least 8 calendar days prior to disconnection, the utility shall give written disconnect notice upon a form which must be in the tariff of the utility filed with the public service commission and which conforms to the requirements of Wis. Adm. Code s. PSC 134.062 (8) unless excepted elsewhere.

(c) When a customer, either directly or through the public service commission, disputes a disconnection notice the utility shall investigate any disputed issue and shall attempt to resolve that issue by negotiation. During this investigation and negotiation, utility service shall not be disconnected over this matter.

(d) If a disputed issue cannot be resolved pursuant to Wis. Adm. Code section PSC 134.064 (1), the utility shall inform the customer of the right to contact the public service commission.

(2) Utility service may be disconnected for any of the following reasons, provided that if the commission declares a winter emergency to be in effect, there must be reasonable grounds to believe that such disconnection will not, under the circumstances, endanger human health or life:

(a) Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement (See Wis. Adm. Code section PSC 134.063.).

(b) Violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.

(c) Failure to comply with deposit or guarantee arrangements as specified in Wis. Adm. Code section PSC 134.061.

(d) Diversion of service around the meter.

(e) Connecting or having connected a natural gas outdoor lighting fixture as specified in PSC 136.02.

(f) Connecting or causing to be connected a device or use of gas considered to be a nonessential use of natural gas. This rule applies only to devices or purposes connected after the effective date of the rule as specified in PSC 136.05.

(g) Failure to comply with Wisconsin statute, commission rule, or order pertaining to conservation or availability of service.

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(3) A public utility may disconnect utility service without notice where a dangerous condition exists for as long as the condition exists.

(4) Service may be denied to any customer for failure to comply with applicable requirements of this section, or of the utility's rules, or if a dangerous or unsafe condition exists on the customer's premises.

(5) Utility service may not be disconnected or refused for any of the following reasons:

(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.

(b) Delinquency in payment for service by a previous occupant of the premises to be served other than a member of the same household residing at the same premises.

(c) Failure to pay for merchandise or charges for non-utility service billed by the utility.

(d) Failure to pay for a different type or class of utility service.

(e) Failure to pay the account of another customer as guarantor thereof.

(f) Failure to pay charges arising from any underbilling occurring more than one year prior to the current billing and due to any misapplication of rates.

(g) Failure to pay charges arising from any underbilling occurring more than one year prior to the current billing and due to any faulty metering.

(h) Failure to pay an estimated bill other than a bill rendered pursuant to an approved bimonthly meter reading plan unless the customer upon request refuses to permit the reading of the meter during normal business hours.

(6) A utility shall not disconnect any residential service without notifying the county department of health and social services at least 5 calendar days prior to the scheduled disconnection, if the customer or responsible person has made a written request for this procedure to the utility. The customer shall be appraised of this right upon application for service.

(7) Notwithstanding any other provision of this section, a utility may not disconnect service to a residential customer if disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises where service is rendered and if the customer conforms to the procedure described in par. (a), below.

1. The first part of the document is a list of names and addresses.

2. The second part of the document is a list of names and addresses.

3. The third part of the document is a list of names and addresses.

4. The fourth part of the document is a list of names and addresses.

5. The fifth part of the document is a list of names and addresses.

6. The sixth part of the document is a list of names and addresses.

7. The seventh part of the document is a list of names and addresses.

8. The eighth part of the document is a list of names and addresses.

9. The ninth part of the document is a list of names and addresses.

10. The tenth part of the document is a list of names and addresses.

11. The eleventh part of the document is a list of names and addresses.

12. The twelfth part of the document is a list of names and addresses.

13. The thirteenth part of the document is a list of names and addresses.

14. The fourteenth part of the document is a list of names and addresses.

15. The fifteenth part of the document is a list of names and addresses.

safety and efficient operation. The utility will be prepared to advise the customer relative to the safety and efficiency of connected appliances.

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59; am. (3), Register, March, 1977, No. 255, eff. 4-1-77.

PSC 134.11 Meters and control equipment. (1) Where possible to do so, all gas quantities required to be reported to the commission shall be metered.

(2) All gas sold to customers shall be measured by commercially acceptable measuring devices owned and maintained by the utility. The maintenance of the accuracy of the meters shall be the responsibility of the utility.

(3) Every reasonable effort shall be made to measure at one meter location all gas quantities necessary for billing the customer.

(4) All gas customers of the same type, pressure, and/or volume classification shall have their gas metered with instruments having like characteristics and at the same pressure base, except that the commission may approve the use of instruments of different types if their use does not result in unreasonable discrimination.

(5) Any regulators or equipment used to provide service in accordance with commission or filed utility rules and rates shall be commercially acceptable devices owned and maintained by the utility.

(6) A temperature-compensating meter shall be used whenever a gas meter is subject to the elements of the weather or wide variations in temperature. All present non-compensating installations subject to the elements of the weather and wide variations in temperature shall be changed so that 100% compliance will be attained by the end of the first complete testing cycle as provided in Wis. Adm. Code s. PSC 134.30 (1).

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59; cr. (6), Register, January, 1965, No. 109, eff. 2-1-65.

PSC 134.12 Meter readings and billing periods. Reading of all meters used for determining charges to customers shall be scheduled monthly, bimonthly, quarterly, or semi-annually. An effort shall be made to read meters on corresponding days of each meter-reading period. The meter-reading date may be advanced or postponed not more than 5 days without adjustment of the billing for the period. Bills for service shall be rendered within 40 days from the reading of the meter except as may be otherwise specifically authorized by the commission. The utility may permit the customer to supply the meter readings on a form supplied by the utility, provided a utility representative reads the meter at least once each 6 months and when there is a change of customer.

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59.

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

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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 (1) (a) will file a plan for implementation as soon as possible and no later than 60 days from date of publication. The plans shall include a list of uniform bill codes developed by the utilities, to be approved by the commission.

(b) Each bill including the customer's receipt rendered by gas utilities not included in par. (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.

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

(d) If the utility is authorized to make late payment charges, such charges shall comply with the following requirements.

1. The bill shall clearly indicate the amount of the late payment charge and the date after which the late payment charge shall be applied.

2. Late payment charges shall be applied no sooner than 20 days after the date of issuance of the bill.

3. The amount of the late payment charge shall be 3% of the bill, except a minimum charge of 30¢ shall apply.

4. Late payment charges shall be applied to all customer classes and rate classifications.

5. The utility shall not waive any properly applied late payment charges.

6. A late payment shall be applied only once to any given amount outstanding.

(2) (a) If the billing period is longer or shorter than allowed in Wis. Adm. Code section PSC 134.12, the bill shall be prorated on a daily basis unless other provision is made in the utility's filed rules.

(b) If the utility cannot read the meter at the end of each billing period, or if the customer requests it, the utility shall leave meter-reading forms at the premises for completion by the customer. If no form is left or the form is not returned in time for the billing operation, a minimum or estimated bill may be rendered. In cases of emergency, the utility may render minimum or estimated (average) bills without reading meters or supplying meter-reading forms to customers. Only in unusual cases or when approval is obtained from the customer shall more than 3 consecutive estimated bills be rendered.

(c) If meter reading is not scheduled on a monthly basis, the utility shall supply customers with meter-reading forms for the periods when the meter is not scheduled to be read by the utility. Customers shall not be required to provide these meter readings. If the customer informs the utility he or she does not desire to supply a reading or if the form is not returned in time for the billing operation, a minimum or estimated bill may be rendered.

(d) When an actual meter reading indicates that a previous estimated bill was abnormally high or low the utility shall calculate the bill for the entire period as if use of service was normally distributed throughout the period. The previous estimated charge shall be deducted from the re-computed total. If there is evidence to indicate that actual use was not uniform throughout the period, the billing shall be adjusted according to available information.

(3) (a) Credits due a customer because of meter inaccuracies, errors in billing, or misapplication of rates shall be shown separately and identified.

(b) The original billing rendered because of meter inaccuracy, or errors in billing, shall be separated from the regular bill and the charges explained in detail.

(4) Each bill for service shall be computed at the proper filed rate and the rate used shall be the cheapest applicable rate based on 12 months' use of service. If the customer's use is such that it is difficult to be certain what rate should be applied until there has been 12 months' use, the billing shall be adjusted on the first bill following the end of the 12 month use period.

(a) This rule does not prohibit contracts having terms longer than 1 year but does require that the rates paid under such contracts be the utility's lowest applicable rates on file with the commission.

(b) Where a customer is eligible to take service under more than one rate schedule the utility shall inform the customer how to select the rate that results in the lowest cost of service, based on 12 months' service and on the information at hand.

(c) The customer shall be informed of the selection of a rate every 12 months, whenever there is a change in rates that would affect the customer and at any other time the customer so requests.

(d) Section PSC 134.13 (4) (a) (b) and (c) applies to service as it is being supplied. If the customer could reduce his or her bills by installing equipment, combining or separating services, he or she should be notified, but no change in rates shall be made until the customer makes the necessary changes.

(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 therms billed shall not be made because of the delivery of standby or peak shaving gas without commission approval.

(6) Each utility shall offer a budget payment plan to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living, subject to the following minimum requirements.

(a) A budget payment plan tariff shall be on file with the public service commission, applicable only to charges for utility services under PSC jurisdiction.

(b) A budget payment plan may be established at any time of the year. The budget amount shall be calculated on the basis of the estimated consumption and estimated applicable rates through the end of the budget year. If the budget year is a fixed year, then prospective and existing customers requesting a budget payment plan after the start of the fixed year will have their initial monthly budget amount determined on the basis of the number of months remaining in the current budget year.

(c) An applicant for a budget plan shall be informed at the time of application and an existing budget plan customer on at least a quarterly basis, that budget amounts shall be reviewed and changed every 6 months if necessary, in order to reflect current circumstances. Adjustments to the budget amount shall be made with the objective that the customer's underbilled or overbilled balance at the end of the budget year shall be less than one month's budget amount.

(d) Customers on the budget payment plan shall be notified of adjustments by means of a bill insert, a message printed on the bill itself, or both. When an adjustment is made to a budget payment amount, the customer shall be adequately informed of the adjustment at the same time the bill containing the adjustment is rendered.

(e) Customers who have arrearages shall be allowed to establish a budget payment plan by signing a deferred payment agreement for the arrears, according to the provisions of s. PSC 134.063.

Note: Provisions of PSC 134.13 (6) (e) have been incorporated into PSC 134.13 (6) (c) and (d).

(f) Budget payment plans shall be subject to the late payment charge provisions of s. PSC 134.13 (1) (b). In addition, if a budget payment is not paid the customer shall be appropriately notified with the next billing. If proper payment is not received subsequent to this notification, the next regular billing may effectuate the removal of the customer from the budget payment plan and reflect the appropriate amount due.

(g) At the end of a budget year, if an underbilled or overbilled balance exists in the account, the balance shall be handled as follows:

1. A customer's debit balance will be paid in full or, at the customer's option, on a deferred basis.

2. A customer's credit balance will be applied against the customer's account or, at the customer's option, a refund shall be made.

History: 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59; am. (6), Register, January, 1965, No. 109, eff. 2-1-65; r. and recr. (1), Register, August, 1976, No. 248, eff. 9-1-

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76; am. Register, March, 1979, No. 279, eff. 4-1-79; am. (1) and (5), Register, October, 1980, No. 298, eff. 11-1-80; am. (6), Register, November, 1980, No. 299, eff. 12-1-80.

PSC 134.14 Adjustment of bills. (1) Whenever a meter is found to have an error of more than 3% fast as determined in the manner specified in Wis. Adm. Code s. PSC 134.28 under any load condition, a recalculation of bills for service shall be made for the period of inaccuracy assuming an inaccuracy equal to the maximum fast percentage. The recalculation shall be made on the basis that the service meter should be 100% accurate.

(2) If the period of inaccuracy cannot be determined, it shall be assumed that the full amount of inaccuracy existed during the last half of the period since the previous test was made on the meter; however, the period of accuracy shall not exceed one-half the required test period.

(3) If the average gas bill of a customer does not exceed \$10 per month over the refund period the monthly consumption of which the refund is calculated may be averaged.

(4) If the recalculated bills indicate that more than \$1 is due an existing customer or \$2 is due a person no longer a customer of the utility, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded to the customer. The refund to an existing customer may be in cash or as credit on a bill. If a refund is due a person no longer a customer of the utility, a notice shall be mailed to the last known address, and the utility shall upon request made within 3 months thereafter refund the amount due.

(5) Whenever a meter is found to be more than 3% slow on any test load, the utility may bill the customer for the amount the test indicates has been undercharged for the period of inaccuracy which period shall not exceed the last 6 months the meter was in service unless otherwise ordered by the commission after investigation. No back billing will be sanctioned if the customer has called to the company's attention his doubts as to the meter's accuracy and the company has failed within a reasonable time to check it.

(6) A classified record shall be kept of the number and amount of refunds and charges made because of inaccurate meters, misapplication of rates, and erroneous billing. A summary of the record for the previous calendar year shall be submitted to the commission by April 1 of each year.

History: Cr. Register, 1-2-56; r. and recr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.15 Employees authorized to enter customers' premises. The utility shall keep a record of employees authorized pursuant to s. 196.171, Stats., to enter customers' premises.

History: Cr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.16 Maps and diagrams. Each utility shall have maps, records, diagrams, and drawings showing the location of its property, in sufficient detail so that the adequacy of service to existing customers may be checked and facilities located.

History: Cr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.17 Complaints. Each utility shall investigate and keep a record of complaints received by it from its customers in regard to

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safety, service, or rates, and the operation of its system. The record shall show the name and address of the complainant, the date and nature of the complaint, and its disposition and the date thereof. A summary of this record for the previous calendar year shall be sent to the commission by April 1 of each year. Each utility also shall document all contacts and actions relative to deferred payment arrangements and disputes.

History: Cr. Register, February, 1959, No. 38, eff. 3-1-59; am. Register, March, 1979, No. 279, eff. 4-1-79.

PSC 134.18 Record of interruption of service. (1) Each utility shall keep a record of all interruptions to service affecting an entire distribution system of any urban area or an important division of a community. The record shall show the date and time of interruption, the cause, the approximate number of customers affected, and the date and time of restoring service.

(2) Each utility shall keep a record of all failures and notifications of difficulty with transmitted gas supply affecting each gate station. The record shall show the date and time of failure or notification, the date and time of resumption of normal supply, the operation of standby equipment including amount of gas produced, the number of customers whose service was interrupted and the maximum and minimum gas supply pressure during the period of difficulty.

(3) A summary of records required by subs. (1) and (2) shall be sent to the public service commission by April 1 of each year.

(4) Each interruption of service which affects more than 100 customers shall be reported by mail, telephone, or telegraph to the commission within 48 hours following the discovery of the interruption.

(5) Any interruption of a principal gas supply shall be immediately reported to the commission by telephone or telegraph by the utility or utilities affected.

History: Cr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.19 Meter records and reports. (1) Whenever a gas meter is tested, such record shall be kept until that meter is tested again. This record shall indicate the information that is necessary for identifying the meter, the reason for making the test, the reading of the meter before it was removed from service, the accuracy of measurement, and all the data that were taken at the time of the test. This record must be sufficiently complete to permit convenient checking of the methods and calculations that have been employed.

(2) Another record shall be kept which indicates when the meter was purchased, its size, its identification, its various places of installation, with dates of installation and removal, the dates and results of all tests, and the dates and details of all repairs. The record shall be arranged in such a way that the record for any meter can be readily located.

(3) All utilities shall keep an "as found" high and light load test summary of all meters tested after being in service. This summary shall be made on a calendar year basis and forwarded to this commission by April 1 of the following year. This summary shall be divided according to the length of time since the last test, and meters found within each of the following per cent accuracy classifications:

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(a) Over 115; 110.1-115; 105.1-110; 103.1-105; 102.1-103; 101.1-102; 100.1-101; 100; 99-99.9; 98-98.9; 97-97.9; 95-96.9; 90-94.9; 85-89.9; under 85; passing gas does not register; does not pass gas; not tested; grand total average % error of fast meters; average % error of slow meters; total average error; number tested, number in service.

History: Cr. Register, February, 1959, No. 38, eff. 3-1-59.

PSC 134.20 Preservation of records. The following records shall be preserved and kept available for inspection by the commission for the periods indicated. The list is not to be taken as comprehending all types of utility records.

	Description of Record	Period to be Retained
(1)	Maps showing the location and physical characteristics of existing plants	Currently
(2)	Engineering records in connection with construction projects	Permanently
(3)	Supply records: Station and system supply records All other records taken in the plant	Permanently 6 years