

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter, on the Commission's own motion,	)	
of the investigation into methods to improve the	)	Case No. U-12270
reliability of electric service in Michigan.	)	
_____	)	

At the January 29, 2004 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. J. Peter Lark, Chair
Hon. Robert B. Nelson, Commissioner
Hon. Laura Chappelle, Commissioner

ORDER APPROVING ADMINISTRATIVE RULES

On November 25, 2003, the Commission approved rules governing service quality and reliability standards for electric distribution systems, and submitted the rules to the Legislative Service Bureau and the Office of Regulatory Reform for their approval, which was granted on December 18, 2003 and January 6, 2004, respectively. The rules were filed with the Joint Committee on Administrative Rules (JCAR) on January 7, 2004, which, by virtue of MCL 24.245a(1), had 21 days to object to the rules by filing a notice of objection. JCAR did not take any action to prevent the rules from being transmitted to the Secretary of State. Therefore, the Commission deems it appropriate to formally adopt these rules.

Finally, given that the rules provide for the filing of annual reports by electric utilities regarding their performance in relation to the service quality standards, the Commission finds that

the quarterly reporting requirement set forth in the December 20, 2001 order in this proceeding should be discontinued effective with the filing of the January 31, 2004 reports.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1909 PA 106, as amended, MCL 460.551 et seq.; 1919 PA 419, as amended, MCL 460.51 et seq.; 1939 PA 3, as amended, MCL 460.1 et seq.; 1969 PA 306, as amended, MCL 24.201 et seq.; and the Commission's Rules of Practice and Procedure, as amended, 1999 AC, R 460.17101 et seq.

b. The requirements of the Administrative Procedures Act of 1969, MCL 24.201 et seq., have been satisfied, and the rules governing service quality and reliability standards for electric distribution systems should be adopted, and transmitted to ORR for filing with the Secretary of State.

c. The quarterly reporting requirement set forth in the December 20, 2001 order in this proceeding should be discontinued effective with the filing of the January 31, 2004 reports.

THEREFORE, IT IS ORDERED that:

A. The rules governing service quality and reliability standards for electric distribution systems, attached to this order as Exhibit A, are adopted, and transmitted to the Office of Regulatory Reform for filing with the Secretary of State.

B. The quarterly reporting requirement set forth in the December 20, 2001 order in this proceeding is discontinued effective with the filing of the January 31, 2004 reports.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so in the appropriate court within 30 days after issuance and notice of this order, pursuant to MCL 462.26.

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ J. Peter Lark
Chair

(S E A L)

/s/ Robert B. Nelson
Commissioner

/s/ Laura Chappelle
Commissioner

By its action of January 29, 2004.

/s/ Mary Jo Kunkle
Its Executive Secretary

Any party desiring to appeal this order must do so in the appropriate court within 30 days after issuance and notice of this order, pursuant to MCL 462.26.

MICHIGAN PUBLIC SERVICE COMMISSION



Chair

A handwritten signature in dark ink, appearing to read "J. Peter J.", is written over a horizontal line.

Commissioner

A handwritten signature in dark ink, appearing to read "Robert B. Nelson", is written over a horizontal line.

Commissioner

A handwritten signature in dark ink, appearing to read "Laura Chappelle", is written over a horizontal line.

By its action of January 29, 2004.

A handwritten signature in dark ink, appearing to read "Mary Kunkle", is written over a horizontal line.

Its Executive Secretary

DEPARTMENT OF LABOR AND ECONOMIC GROWTH

PUBLIC SERVICE COMMISSION

SERVICE QUALITY AND RELIABILITY STANDARDS
FOR ELECTRIC DISTRIBUTION SYSTEMS

Filed with the Secretary of State on
These rules take effect 7 days after filing with the Secretary of State

(By authority conferred on the public service commission by section 10p of 2000 PA 141, section 7 of 1909 PA 106, section 5 of 1919 PA 419, sections 4 and 6 of 1939 PA 3, and sections 3, 9, and 231 of 1965 PA 380, MCL 460.10p, 460.557, 460.55, 460.4, 460.6, 16.103, 16.109, and 16.331)

PART 1. GENERAL PROVISIONS

R 460.701 Application of rules.

Rule 1. (1) These rules apply to electric utilities as defined by R 460.702(k).

(2) These rules do not relieve an electric utility that is subject to the jurisdiction of the public service commission from any of its duties under the laws of this state, including all of the requirements of R 460.3101 to R 460.3908.

R 460.702 Definitions.

Rule 2. As used in these rules:

(a) "All conditions" means conditions reflected by data derived through the amalgamation of data from both normal conditions and catastrophic conditions. "All conditions" does not mean only normal conditions or only catastrophic conditions.

(b) "Answer" means that a utility representative, voice response unit, or automated operator system is ready to render assistance or ready to accept information necessary to process the call. An acknowledgment that the customer is waiting on the line does not constitute an answer.

(c) "Approved by the commission" means that a favorable commission order has been obtained.

(d) "Call" means a measurable effort by a customer to obtain a telephone connection whether the connection is completed or not.

(e) "Call blockage factor" means the percentage of calls that do not get answered. The call blockage factor is calculated by multiplying the remainder obtained by subtracting the number of answers from the number of

calls, multiplying by 100, and then dividing that value by the total number of calls.

(f) "Catastrophic conditions" means either of the following:

(i) Severe weather conditions that result in service interruptions for 10% or more of a utility's customers.

(ii) Events of sufficient magnitude that result in issuance of an official state of emergency declaration by the local, state, or federal government.

(g) "Commission" means the Michigan public service commission.

(h) "Complaint response" or "response" means a communication between the utility and the customer that identifies the problem and a solution to the complaint.

(i) "Complaint response factor" means the annual percentage of the complaints forwarded to a utility by the commission that are responded to within the time period prescribed by these rules.

(j) "Completion date" means the day on which service at a new installation is permanently energized. The provision of construction power does not affect a determination of the completion date.

(k) "Electric utility" or "utility" means that term as defined in section 2(d) of 1995 PA 30, MCL 460.562(d).

(l) "Interruption" means the full or partial loss of service to 1 or more customers for longer than 5 minutes. The duration of a customer's interruption shall be measured from the time that the electric utility is notified or otherwise becomes aware of the full or partial loss of service to 1 or more customers for longer than 5 minutes.

(m) "Meter reading factor" means the percentage of meters read within an approved billing period. An approved billing period is a "billing month" within the meaning of R 460.2102(b) of not less than 26 days, nor more than 35 days, or some other time period approved by the commission.

(n) "Metropolitan statistical area" means an area within the state of Michigan identified by the federal office of management and budget on June 30, 1999. A map of the metropolitan statistical areas was attached to the July 11, 2001, order in Case No. U-12270 as exhibit C and appears on the website of the United States department of commerce, economics and statistics administration, bureau of the census at <http://www.census.gov/geo/www/mapGallery/stma99.pdf>.

(o) "Minimum bill prorated on a daily basis" means the amount that results from dividing the customer's minimum bill amount by the number of days in the billing period and then by multiplying that quotient by the number of days during which the customer remained out of service.

(p) "MISS DIG activities" means the requirements imposed pursuant to 1974 PA 53, as amended, MCL 460.701 et seq.

(q) "New service installation factor" means the percent of new service hookups that are completed within the time period prescribed by these rules, from start date to completion date. New service hookups dependent on the construction of a line extension other than the service line shall be excluded from the calculation of this factor.

(r) "Normal conditions" means conditions other than catastrophic conditions.

(s) "Same-circuit repetitive interruption" means a grouping of more than 10 customers on a circuit who experience multiple interruptions under all conditions. At its option, an electric utility may report on specific identifiable circuit segments rather than whole circuits as long as the criteria for identification of the specific circuit segments are fully explained in its report. If an electric utility lacks the capability of independently tracking same-circuit repetitive interruption data, then the utility may rely solely upon notification provided by its customers to report the data to the commission.

(t) "Service restoration" means that the interruption condition has been corrected and that the interrupted customer or customers have regained the full use of their electric service.

(u) "Start date for new installations" means the first business day after all of the following events have occurred:

(i) All rights of way, easements, licenses, and consents have been obtained and are and remain physically unencumbered.

(ii) All permits have been received.

(iii) All joint use requirements have been met.

(iv) All required inspections have been completed.

(v) All commission-approved tariff payments have been received.

(vi) All MISS DIG activities have been completed.

(v) "Wire-down relief factor" means the annual percentage of the non-utility employee guarded downed wires that are relieved by a utility representative within the time period specified in Rule 23.

R 460.703 Revision of tariff provisions.

Rule 3. Not more than 30 days after the effective date of these rules, an electric utility subject to the commission's jurisdiction shall file any revisions of its tariff provisions necessary to conform with these rules.

PART 2. UNACCEPTABLE LEVELS OF PERFORMANCE

R 460.721 Duty to plan to avoid unacceptable levels of performance.

Rule 21. An electric utility shall plan to operate and maintain its distribution system in a manner that will permit it to provide service to

its customers without experiencing an unacceptable level of performance as defined by these rules.

R 460.722 Unacceptable levels of performance during service interruptions.

Rule 22. It is an unacceptable level of performance for an electric utility to fail to meet any of the following service interruption standards:

(a) Considering data derived through the amalgamation of data from both normal and catastrophic conditions, an electric utility shall restore service within 36 hours to not less than 90% of its customers experiencing service interruptions.

(b) Considering data including only catastrophic conditions, an electric utility shall restore service within 60 hours to not less than 90% of its customers experiencing service interruptions.

(c) Considering data including only normal conditions, an electric utility shall restore service within 8 hours to not less than 90% of its customers experiencing service interruptions.

(d) Considering data derived through the amalgamation of data from both normal and catastrophic conditions, an electric utility shall not experience 5 or more same circuit repetitive interruptions in a 12-month period on more than 5% of its circuits.

R 460.723 Wire down relief requests.

Rule 23. (1) It is an unacceptable level of performance for an electric utility to fail to respond to a request for relief of a non-utility employee guarded downed wire at a location in a metropolitan statistical area within 240 minutes after notification at least 90% of the time under all conditions.

(2) It is an unacceptable level of performance for an electric utility to fail to respond to a request for relief of a non-utility employee guarded downed wire at a location in a non-metropolitan statistical area within 360 minutes after notification at least 90% of the time under all conditions.

R 460.724 Unacceptable service quality levels of performance.

Rule 24. It is an unacceptable level of performance for an electric utility to fail to meet any of the following service quality standards:

(a) An electric utility shall have an average customer call answer time of less than 90 seconds.

(b) An electric utility shall have a call blockage factor of 5% or less.

(c) An electric utility shall have a complaint response factor of 90% or more within 3 business days.

(d) An electric utility shall have a meter reading factor of 85% or more within the approved period, including customer reads.

(e) An electric utility shall complete 90% or more of its new service installations within 15 business days.

PART 3. RECORDS AND REPORTS

R 460.731 Deadline for filing annual reports.

Rule 31. Not more than 120 days after the end of the calendar year in which these rules became effective, an electric utility shall file an annual report with the commission regarding the previous calendar year. For subsequent calendar years, an electric utility shall file its annual report not more than 75 days after the end of the year.

R 460.732 Annual report contents.

Rule 32. The annual report of an electric utility made pursuant to these rules shall contain all of the following information:

(a) The call blockage factor. If the call blockage factor is more than 5%, then the annual report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(b) The complaint response factor. If the complaint response factor is less than 90% within 3 business days, then the annual report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(c) The average customer call answer time. If the average customer call answer time is 90 seconds or more, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(d) The meter reading factor. If the meter reading factor is less than 85%, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(e) The new service installation factor. If the new service installation factor is less than 90% completed within 15 business days, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(f) The wire-down relief factor. If the wire-down relief factor is less than 90% within 240 minutes within metropolitan statistical areas or less than 90% within 360 minutes in non-metropolitan statistical areas, then the report shall contain a detailed explanation of the steps that the

electric utility is taking to bring its performance to an acceptable level.

(g) The service restoration factor for all conditions. If the service restoration factor for all conditions is less than 90% of customers restored within 36 hours or less, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(h) The service restoration factor for normal conditions. If the service restoration factor for normal conditions is less than 90% of customers restored within 8 hours or less, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(i) The service restoration factor for catastrophic conditions. If the service restoration factor for catastrophic conditions is less than 90% of customers restored within 60 hours or less, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(j) The same-circuit repetitive interruption factor. If the same-circuit repetitive interruption factor is more than 5% of circuits experiencing 5 or more same-circuit repetitive interruptions within a 12-month period, then the report shall contain a detailed explanation of the steps that the electric utility is taking to bring its performance to an acceptable level.

(k) A description of all catastrophic conditions experienced during the year.

(l) The number and total dollar amount of all customer credits provided during the year, broken down by customer class, for its failure to restore service to customers within 120 hours of an interruption that occurred during the course of catastrophic conditions.

(m) The number and total dollar amount of all customer credits provided during the year, broken down by customer class, for its failure to restore service to customers within 16 hours of an interruption that occurred during normal conditions.

(n) The number and total dollar amount of all customer credits provided during the year, broken down by customer class, for same-circuit repetitive interruptions.

(o) A summary table indicating whether the electric utility complied or failed to comply with each of the standards established by these rules.

R 460.733 Availability of records.

Rule 33. (1) An electric utility shall make available to the commission or its staff, upon request, all records, reports, and other information required to determine compliance with these rules and to

permit the commission and its staff to investigate and resolve service quality and reliability issues related to electric distribution service.

(2) An electric utility shall make records, reports, and other information available to the commission or its staff within 5 business days, preferably in an electronic format available through the internet, accessible with standard browser software, identification, and password or as soon thereafter as feasible.

R 460.734 Retention of records.

Rule 34. An electric utility shall preserve, in detail, all records required by these rules for the previous 24 months and shall preserve, in summary form, all records for not less than 4 years, unless otherwise ordered by the commission.

PART 4. FINANCIAL INCENTIVES AND PENALTIES

R 460.741 Approval of incentives by the commission.

Rule 41. (1) The commission may authorize an electric utility to receive a financial incentive if it exceeds all of the service quality and reliability standards adopted by these rules.

(2) A request for approval of an incentive mechanism shall be made in either of the following proceedings and shall be conducted as a contested case under chapter 4 of 1969 PA 306, MCL 24.271 et seq.

(a) A rate case proceeding.

(b) A single-issue proceeding filed specifically to address adoption of an incentive program.

(3) An electric utility shall not file an application seeking approval of an incentive mechanism until it has exceeded all of the service quality and reliability standards adopted by these rules continuously for a period of not less than 12 months.

R 460.742 Criteria for receipt of an incentive.

Rule 42. (1) If an electric utility qualifies for implementation of a previously approved incentive mechanism, it shall file an application seeking authority to implement the incentive mechanism at the same time that it submits the annual report required by R 460.732.

(2) An electric utility shall not apply for a financial incentive approved by the commission unless all of the following criteria were met during the previous 12 months:

(a) All required reports have been filed in a timely manner.

(b) All required reports fully comply with the requirements as determined by the commission.

(c) The electric utility's performance shall have exceeded all of the individual service quality and reliability standards.

(d) The electric utility shall have fully responded to any inquiries about the content of the reports made by the commission or its staff in a timely manner.

R 460.743 Disqualification.

Rule 43. An electric utility shall be disqualified from receiving an incentive if the commission issues an order finding that the electric utility engaged in any type of anticompetitive behavior within the 12-month period preceding the filing of an application pursuant to R 460.742(1).

R 460.744 Penalty for failure to restore service after an interruption due to catastrophic conditions.

Rule 44. Unless an electric utility requests a waiver pursuant to part 5 of these rules, an electric utility that fails to restore service to a customer within 120 hours after an interruption that occurred during the course of catastrophic conditions shall provide to any affected customer that notifies the utility of the interruption with a bill credit on the customer's next bill. The amount of the credit provided to a residential customer shall be the greater of \$25.00 or the customer's monthly customer charge. The amount of the credit provided to any other distribution customer shall be the customer's minimum bill prorated on a daily basis.

R 460.745 Penalty for failure to restore service during normal conditions.

Rule 45. Unless an electric utility requests a waiver pursuant to part 5 of these rules, an electric utility that fails to restore service to a customer within 16 hours after an interruption that occurred during normal conditions shall provide to any affected customer that notifies the utility of the interruption a bill credit on the customer's next bill. The amount of the credit provided to a residential customer shall be the greater of \$25.00 or the customer's monthly customer charge. The amount of the credit provided to any other distribution customer shall be the customer's minimum bill prorated on a daily basis.

R 460.746 Penalty for repetitive interruptions of the same circuit.

Rule 46. (1) Unless an electric utility requests a waiver pursuant to part 5 of these rules, a customer of an electric utility that experiences and notifies the utility of more than 7 interruptions in a 12-month period due to a same-circuit repetitive interruption shall be entitled to a billing credit on the customer's next bill. The amount of the credit provided to a residential customer shall be the greater of \$25.00 or the

customer's monthly customer charge. The amount of the credit provided to any other distribution customer shall be the customer's minimum bill prorated on a daily basis.

(2) Following provision of the billing credit to a customer experiencing more than 7 interruptions in a 12-month period due to a same-circuit repetitive interruption, the electric utility's interruption counter shall be reset to zero to ensure that another credit to the customer will be processed only after the occurrence of another 8 interruptions in a 12-month period.

R 460.747 Multiple billing credits allowed.

Rule 47. An electric utility's obligation to provide a customer with a billing credit for one reason does not excuse the obligation to provide an additional billing credit in the same month for another reason.

R 460.748 Effect in other proceedings.

Rule 48. (1) The payment or nonpayment of a customer credit or an incentive award shall not affect the rights of a customer or an electric utility in any proceeding before the commission or in any action in a court of law.

(2) The finding of a violation of a service quality or reliability standard adopted in these rules shall not affect the rights of a customer or an electric utility in any proceeding before the commission or in any action in a court of law.

PART 5. WAIVERS AND EXCEPTIONS

R 460.751 Waivers and exceptions by electric utilities.

Rule 51. (1) An electric utility may petition the commission for a permanent or temporary waiver or exception from these rules when specific circumstances beyond the control of the utility render compliance impossible or when compliance would be unduly economically burdensome or technologically infeasible.

(2) An electric utility may request a temporary waiver in order to have sufficient time to implement procedures and systems to comply with these rules.

(3) An electric utility need not meet the standards or grant the credits required by parts 2 and 4 of these rules under any of the following circumstances:

(a) The problem was caused by the customer.

(b) There was a work stoppage or other work action by the electric utility's employees, beyond the control of the utility, that caused a significant reduction in employee hours worked.

(c) The problem was caused by an "act of God." The term "act of God" means an event due to extraordinary natural causes so exceptionally unanticipated and devoid of human agency that reasonable care would not avoid the consequences and includes any of the following:

- (i) Flood.
- (ii) Tornado.
- (iii) Earthquake.
- (iv) Fire.

(d) The problem was due to a major system failure attributable to any of the following:

- (i) An accident.
- (ii) A man-made disaster.
- (iii) A terrorist attack.
- (iv) An act of war.

R 460.752 Proceedings for waivers and exceptions.

Rule 52. (1) A petition for a waiver of a customer credit provision filed by an electric utility shall be handled as a contested case proceeding. The burden of going forward with a request for a waiver shall be on the electric utility. To be timely, a petition for a waiver of a customer credit provision of these rules shall be filed not more than 14 calendar days after conclusion of the outage giving rise to application of the customer credit provision.

(2) A petition for any other waiver or exception may be granted by the commission without notice or hearing.

P R O O F O F S E R V I C E

STATE OF MICHIGAN)

Case No. U-12270

County of Ingham)

Patricia A. Fronta being duly sworn, deposes and says that on January 29, 2004, A.D. she served a copy of the attached Commission orders by first class mail, postage prepaid, or by inter-departmental mail, to the persons as shown on the attached service list.

Patricia Fronta

Subscribed and sworn to before me
this 29th day of January 2004

Notary Public, Eaton County, Michigan
Acting in Ingham County
My Commission expires November 22, 2004

**SUBSCRIPTION LIST
ALL ELECTRIC ORDERS**

Database Services
Lexis Nexis
P.O. Box 933
Dayton, OH 45401

Mr. Michael Peters
Michigan Electric Cooperative
2859 W. Jolly Rd.
Okemos, MI 48864

Mr. Phillip Cross
Public Utilities Reports, Inc.
8229 Boone Blvd., Ste. 401
Vienna, VA 22182

Ms. Monica Martinez
Senate Democratic Staff
Romney Building
Lansing, MI

ID MAIL

Mr. John Pestle
Varnum, Riddering, Schmidt & Howlett
Bridgewater Place
P.O. Box 352
Grand Rapids, MI 49501-0352

MR. DAN ROBERTS, MANAGER
ALGER DELTA COOPERATIVE
ELECTRIC ASSOCIATION
426 NORTH 9th STREET
GLADSTONE, MI 49837

MR. DONALD WOZNAK, MANAGER
CLOVERLAND ELECTRIC COOPERATIVE
HIGHWAY M-28, P.O. BOX 97
DAFTER, MI 49724

MR. ANTHONY EARLEY, JR., PRESIDENT
& CHIEF OPERATING OFFICER
THE DETROIT EDISON COMPANY
2000 SECOND AVENUE
DETROIT, MI 48226

MR. GREG CLARK, GOV. AFFAIRS MGR.
AMERICAN ELECTRIC POWER COMPANY
110 W. MICHIGAN AVE., STE. 1000-A
LANSING, MI 48933-1603

MR. MICHAEL L. SWENSON, PRESIDENT/CEO
NORTHERN STATES POWER CO-WISCONSIN
1414 WEST HAMILTON AVENUE
P. O. BOX 8
EAU CLAIRE, WI 54702-0008

MR. THOMAS HAARALA, MANAGER
THE ONTONAGON COUNTY REA ASSOC.
500 J.K. PAUL STREET, P.O. BOX 97
ONTONAGON, MI 49953

SCOTT BRAEGER, GENERAL
MANAGER & CEO
TRI-COUNTY ELECTRIC CO-OP
7973 E. GRAND RIVER AVE.; P.O. BOX 379
PORTLAND, MI 48875

JIM CYRULEWSKI, MANAGER
MICHIGAN ELECTRIC POWER COORD. CTR
1901 S. WAGNER ROAD
ANN ARBOR, MI 48103

MS. ANN K. BURTON, PRESIDENT
ALPENA POWER COMPANY
310 NORTH 2ND AVENUE
ALPENA, MI 49707

MR. DAVID W. JOOS, PRESIDENT & CHIEF
EXEC, OFFICER, ELECTRIC
CONSUMERS ENERGY COMPANY
212 W. MICHIGAN AVENUE
JACKSON, MI 49201-2277

MR. DONALD SAWRUK, PRESIDENT
EDISON SAULT ELECTRIC COMPANY
725 E. PORTAGE AVENUE
SAULT STE. MARIE, MI 49783

PAUL J. BROWER, STATE PRESIDENT-MICH.
AMERICAN ELECTRIC POWER COMPANY
110 WEST MICHIGAN - SUITE 1000-A
LANSING, MI 48933-1603

MR. STEVEN L. BOEKMAN,
PRESIDENT & CEO
GREAT LAKES ENERGY COOPERATIVE
1323 BOYNE AVE.; P. O. BOX 70
BOYNE CITY, MI 49712-0070

MR. BRIAN BURNS, PRESIDENT & CEO
PRESQUE ISLE ELECTRIC & GAS
COOPERATIVE, INC.
19831 M-68 HIGHWAY; P.O. BOX 308
ONAWAY, MI 49765

MR. MICHAEL KRAUSE, GEN. MANAGER
THUMB ELECTRIC CO-OP
2231 MAIN ST., P.O. BOX 157
UBLY, MI 48475-0157

C. J. MELCHORS, MANAGER
BAYFIELD ELECTRIC COOPERATIVE, INC.
P. O. BOX 68
IRON RIVER, WI 54847

MR. DICK ABDOO, CHAIRMAN & CEO
WISCONSIN ELECTRIC POWER COMPANY
231 WEST MICHIGAN
P.O. BOX 2046
MILWAUKEE, WI 53201

MR. DONALD PAHL INTERIM GEN. MGR.
CHERRYLAND ELECTRIC COOPERATIVE
5930 US-31 SOUTH, P.O. BOX 298
GRAWN, MI 49637

MR. ROBERT HANCE, PRESIDENT & CEO
MIDWEST ENERGY COOPERATIVE
901 EAST STATE STREET; P.O. BOX 127
CASSOPOLIS, MI 49031

MR. GARY ERICKSON, PRESIDENT & CEO
UPPER PENINSULA POWER COMPANY
600 LAKESHORE DRIVE; P.O. BOX 130
HOUGHTON, MI 49931-0130

MR. LARRY L. WEYERS, CHAIRMAN & CEO
WISCONSIN PUBLIC SERVICE CORP.
700 NORTH ADAMS; P.O. BOX 19001
GREEN BAY, WI 54307-9001

THOMAS W. STEVENSON, PRESIDENT & CEO
WOLVERINE POWER SUPPLY
10125 W WATERGATE RD., P.O. BOX 229
CADILLAC, MI 49601-0229

MR. EDWARD MARTIN, PRESIDENT & CEO
WABASH VALLEY POWER ASSOCIATION
722 NORTH HIGH SCHOOL ROAD
INDIANAPOLIS, IN 46214

Electric Mailing Labels

(23)

**ALTERNATIVE ELECTRIC
COMPANIES
8-21-03
(26)**

**AEP Ohio Commercial & Industrial Retail Co.
LLC, d/b/a AEP Retail Energy**
110 W. Michigan Ave., Ste. 1000A
Lansing, MI 48933

CMS MS&T Michigan LLC
One Jackson Square, Suite 1060
Jackson, MI 49201-2277

CMS Marketing, Services and Trading Co.
One Jackson Square, Suite 1060
Jackson, MI 49201-2277

Constellation NewEnergy, Inc.
22201 Greater Mack Avenue
St. Clair Shores, MI 48080

Cook Inlet Power, LP
200 East Big Beaver, Suite 168
Troy, MI 48083
ATTN: Hugh McCaffery

Dynegy Energy Services, Inc.
c/o Michigan Power Limited Partnership
5795 West 6th Street
Ludington, MI 49431

Dillon Energy Services, Inc.
21312 Mack Avenue
Grosse Pointe Woods, MI 48236

Dorman Energy, LLC
41000 Woodward Avenue, Suite 395E
Bloomfield Hills, MI 48304

Energy International Power Marketing Corp
d/b/a PowerOne Corporation
6850 Haggerty
Canton, MI 48187
ATTN: Rami Fawaz

ElectricAMERICA
15901 Red Hill Avenue, Suite 100
Tustin, CA 92780

EMC Gas and Electric Company
21312 Mack Avenue
Grosse Pointe Woods, MI 48236

Duke Energy North America
ATTN: Barbara Johnson
2600 425 1st Street S.W.
Calgary Alberta T2 3L8 Canada

Exelon Energy Company
Charles Foreman
2315 Enterprise Drive
Westchester, IL 60154

FirstEnergy Solutions
395 Ghent Road
Akron, OH 44333

Metro Energy, LLC
c/o Detroit Metropolitan Airport
Building Number 821
Detroit, MI 48242
ATTN: Linda S. Ackerman

Mirant America Retail Energy Marketing, LP
1155 Perimeter Center West
Atlanta, GA 30338

North American Energy, LLC
4121 Okemos Road, Suite 17
Okemos, MI 48864
ATTN: Robert C. Evans

Nicor Energy, LLC
1001 Warrenville Road, Suite 550
Lisle, IL 60532-4306

Nordic Electric, LLC
2010 Hogback Road, Suite 4
Ann Arbor, MI 48105

Premier Energy Marketing L.L.C.
900 Victors Way
Ann Arbor, MI 48108
ATTN: Bruce Schlansker/George Deljevic

Quest Energy, LLC
173 Parkland Plaza, Suite B
Ann Arbor, MI 48103
ATTN: Mark Stiers

WPS Energy Services, Inc.
12935 S. West Bay Shore Dr., Ste. 400
Traverse City, MI 49684-5485

Strategic Energy, L.L.C.
First Center Building
26911 Northwestern Hwy, Suite 300
Southfield, MI 48034

Wolverine Power Marketing Cooperative, Inc.
10125 West Watergate Road
P.O. Box 100
Cadillac, MI 49601

**Municipal Electric Utilities –
Unregulated by the MPSC
PAGE 1 OF 2**

City of Charlevoix

Edward Whitley, Superintendent
210 State Street, P.O. Box 550
Charlevoix, MI 49720-1345

Coldwater Board of Public Utilities

Dwight Woodman, Director
1 Grand Street
Coldwater, MI 49036

Daggett Electric Department

Keith Sorenson, Village President
Daggett, MI 49821-9999

City of Eaton Rapids

William LeFevere, City Manager
City Hall/200 S. Main
Eaton Rapids, MI 48827-1256

Grand Haven Board of Light & Power

Phil T. Trumpfheller, General Mgr.
1700 Eaton Drive
Grand Haven, MI 49417-2872

Hillsdale Board of Public Utilities

Rick Rose, Director
45 Monroe Street
Hillsdale, MI 49242-1236

Lansing Board of Water and Light

Joseph Pandey, Jr., General Manager
1232 Haco Drive, P.O. Box 13007
Lansing, MI 48901-3077

City of Marshall

Tom Tarkiewicz, Director
323 W. Michigan Avenue
Marshall, MI 49068-1547

Village of Baraga

Thomas Chatel, Village Manager
100 Hemlock Street, P.O. Box 290
Baraga, MI 49908-0290

Chelsea Electric and Water Department

Jack Myers, Village Manager
305 South Main Street, #100
Chelsea, MI 48118-1085

Croswell Light & Power Dept.

John Williams, Manager
120 E. Sanborn Ave., P.O. Box 197
Croswell, MI 48422-1224

Detroit Public Lighting Department

Mark Petty, Director
9449 Grinnell Avenue
Detroit, MI 48213

Escanaba Electric Department

Robert Headden, Superintendent
1711 Sheridan Road
Escanaba, MI 49829-1800

Harbor Springs Municipal Utility

Dennis Ory, Supervisor
204 E. Fairview St.
Harbor Springs, MI 49740

Holland Board of Public Works

Tim Morawski, General Manager
625 Hastings Avenue
Holland, MI 49423-5427

Lowell Light and Power

Tom Richards, Manager
127 N. Broadway St., P.O. Box 229
Lowell, MI 49331-0229

Michigan South Central Power Agency

Jack P. Bierl, General Manager
P.O. Box 62, 720 Herring Road
Litchfield, MI 49252-0062

Newberry Water & Light Board

Keith Nantell, Superintendent
307 E. McMillan Ave., P.O. Box 493
Newberry, MI 49868-1550

Bay City Electric Light & Power

Eric C. Dean, Director
900 S. Water Street
Bay City, MI 48708-7098

Clinton Board of Public Works

Kevin Cornish, Village Manager
119 E. Michigan Avenue
Clinton, MI 49236

City of Crystal Falls

Charles C. Nordeman, City Manager
401 Superior Avenue
Crystal Falls, MI 49920-1424

Dowagiac Department of Public Services

Donald Hallowell, Director
241 S. Front Street, P.O. Box 430
Dowagiac, MI 49047-0430

City of Gladstone

Thomas E. White, Superintendent
1100 Delta Ave., P.O. Box 32
Gladstone, MI 49837-0032

Hart Hydro Electric

Robert Dodds, Superintendent
407 State Street
Hart, MI 49420-1228

Village of L'Anse

Roy Kemppainen, Village Manager
101 N. Main St., P.O. Box 166
L'Anse, MI 49946-1101

Marquette Board of Light and Power

David E. Hickey, Director
2200 Wright Street
Marquette, MI 49855

Negaunee Electric Department

Tom Manninen, City Manager
100 Silver Street, P.O. Box 70
Negaunee, MI 49866-1434

Niles Utilities Department

James Lehmkuhl, Utility Manager
322 E. Main St., P.O. Box 217
Niles, MI 49120-0217

**Municipal Electric Utilities –
Unregulated by the MPSC
PAGE 2 OF 2**

City of Petoskey

George Korthauer, City Manager
101 East Lake Street
Petoskey, MI 49770-2311

Sebewaing Light & Water Dept.

Jeffrey P. Schock, Superintendent
110 West Main
Sebewaing, MI 48759

Sturgis Municipal Electric Plant

City Manager
130 N. Nottawa
Sturgis, MI 49091

Wakefield Electric Light Dept.

Derald L. Whitley, City Manager
311 Sunday Lake Street
Wakefield, MI 49968

Norway Electric Department

Mark Isackson, City Manager
915 Brown Street, P.O. Box 99
Norway, MI 49870-1243

Portland Light and Power Board

Howard Penrod, City Manager
259 Kent Street
Portland, MI 48875-1458

South Haven Board of Public Works

Alan G. Vanderberg, City Manager
539 Phoenix Street
South Haven, MI 49090-1499

Traverse City Light & Power Dept.

Jeffrey Feldt, Executive Director
400 Boardman Avenue
Traverse City, MI 49684

Wyandotte Municipal Service Com.

Thomas M. Daly, General Manager
3005 Biddle Avenue
Wyandotte, MI 48192

Paw Paw Department of Public Services

John Ruiter, Director
111 E. Michigan Ave., P.O. Box 179
Paw Paw, MI 49079-0179

City of St. Louis

Dennis Collison, City Manager
108 W. Saginaw
St. Louis, MI 48880

Stephenson Utilities Department

Ken Marklein, Supervisor
W. 628 Samuel Street
Stephenson, MI 49887

Union City Electric Department

James E. Spencer, Superintendent
208 N. Broadway
Union City, MI 49094

Zeeland Board of Public Works

David Walters, Manager
350 E. Washington Avenue
Zeeland, MI 49464