

SECTION B  
ADMINISTRATIVE RULES INDEX

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002301&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002301&Dpt=CI&RngHigh=)

PART 1. GENERAL PROVISIONS

R 460.2301 Definitions.

R 460.14001 (revised to R460.20101) et seq. are the Michigan Gas Safety Standards. See Rule B9.

R 460.2302 Application, intention, and interpretation of rules; utility rules and regulations.

PART 2. RECORDS, REPORTS, AND OTHER INFORMATION

R 460.2321 Retention of records.

R 460.2501 et seq. are the Rules Pertaining to Preservation of Records of Electric, Gas and Water Utilities. See Rule B8.

R 460.2322 Location of records.

R 460.2323 Reports and records generally.

PART 3. SERVICE REQUIREMENTS

R 460.2331 Sale of gas.

R 460.2332 Permanent service line rules.

Refer to the Company's approved Rule C9, Customer Attachment Program.

R 460.2333 Main extension rules.

Refer to the Company's approved Rule C9, Customer Attachment Program.

R 460.2334 Temporary service.

R 460.2335 Interruptions of service.

R 460.2101 (revised to R 460.101) et seq. are the Consumer Standards and Billing Practices for Electric and Gas Residential Service .

R 460.14001 (revised to R 460.20101) et seq. are the Michigan Gas Safety Standards. See Rule B9.

PART 4. ENGINEERING

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R 460.2352 Diaphragm-type meters; meter tests; reports.

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(Continued From Sheet No. B-1.00)

B1. TECHNICAL STANDARDS FOR GAS SERVICE (R 460.2301 - R 460.2383) (FOR ALL CUSTOMERS)  
(Contd)

[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002301&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002301&Dpt=CI&RngHigh=)

PART 5. INSPECTION OF METERS (Contd)

- R 460.2353 Retirement of meters.
- R 460.2354 Accuracy of metering equipment; tests; standards.
- R 460.2355 Meter shop; design; meter testing system; standards; handling; calibration cards; calibrated orifices.
- R 460.2356 Pressure measurement standards.
- R 460.2357 Records; meter tests.
- R 460.2358 Records; meter and associated metering device data.

PART 6. BILL ADJUSTMENT; METER ACCURACY

- R 460.2361 Bill adjustment; meter accuracy.
- R 460.2362 Determination of adjustment.
- R 460.2363 Refunds.
- R 460.2364 Rebilling.
- R 460.2365 Consumption data records.

PART 7. SHUTOFF OF SERVICE

- R 460.2371 Conditions for establishing gas service; liability; notice and record of inability to establish service; refusal of service to customer using other gaseous fuel; exception.

Refer to the Company's approved Rule C5.7, Use of Service.  
Refer to the Consumer Standards and Billing Practices for Electric and Gas Residential Service , Rule B2., R 460.128, Applicability.

- R 460.2372 Gas facilities hazard.
- R 460.2373 Shutoff of service.

Refer to the Consumer Standards and Billing Practices for Electric and Gas Residential Service , Rule B2., R 460.136, Emergency Shutoff. Refer to the Company's approved Rule C5.6, Access to Customer's Premises.

- R 460.2374 Customer notification of shutoff of service.
- Refer to the (1) Consumer Standards and Billing Practices for Electric and Gas Residential Service, Rule B2, R 460.137, R 460.138

R 460.139, R 460.140 and R 460.141, Commercial and Industrial Billing Practices for Nonresidential Customers and Multifamily Dwelling Customers, Rule B4, R 460.2084, and Company approved Rule C5.11, Discontinuance of Service.

PART 8. GAS QUALITY

- R 460.2381 Gas purity.
- R 460.2382 Heating value; authorized variations.
- R 460.2383 Heating value records; location and accuracy of measuring equipment; frequency of heating value determination.

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(Continued From Sheet No. B-2.00)

- B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

PART 1. GENERAL PROVISIONS

- R 460.101 Application of rules.
- R 460.102 Definitions.
- R 460.103 Discrimination prohibited.
- R 460.104 Conduct of proceedings.
- R 460.105 Additional rules.

PART 2. APPLICATION FOR SERVICE

- R 460.106 Service requests for new or previous customers.
- R 460.107 Applicant information.

PART 3. DEPOSITS AND GUARANTEE TERMS AND CONDITIONS

- R 460.108 Prohibited practices.
- R 460.109 Deposit for new customer.
- R 460.110 Deposit for a previous customer or for continued service.
- R 460.111 General deposit conditions.
- R 460.112 Guarantee terms and conditions.

PART 4. METER READING PROCEDURES, METER ACCURACY, METER ERRORS AND RELOCATION

- R 460.113 Actual and estimated meter reading.
- R 460.114 Company representative identification.
- R 460.115 Customer meter reading.
- R 460.116 Meter accuracy, meter errors, meter relocation.

PART 5. BILLING AND PAYMENT STANDARDS

- R 460.117 Billing frequency; method of delivery.
- R 460.118 Equal monthly billing.
- R 460.119 Cycle billing.
- R 460.120 Payment of bill.
- R 460.121 Payment period.
- R 460.122 Allowable charges.
- R 460.123 Bill information.
- R 460.124 Separate bills.
- R 460.125 Billing for non-tariff services.
- R 460.126 Billing error.

PART 6. VOLUNTARY TERMINATION OF SERVICE

- R 460.127 Voluntary termination.

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(Continued From Sheet No. B-3.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

PART 7. UTILITY PROCEDURES

- R 460.128 Applicability.
- R 460.129 Complaint procedures.
- R 460.130 Personnel procedures.
- R 460.131 Publication of procedures.
- R 460.132 Access to rules and rates.
- R 460.133 Reporting requirements.
- R 460.134 Inspection.
- R 460.135 Customer access to consumption data.

PART 8. PROCEDURES FOR SHUTOFF AND RESTORATION OF SERVICE

- R 460.136 Emergency shutoff.
- R 460.137 Shutoff permitted.
- R 460.138 Notice of shutoff.
- R 460.139 Form of notice.
- R 460.140 Time of shutoff.
- R 460.141 Manner of shutoff.
- R 460.142 Manner of shutoff for service provided with remote shutoff and restoration capability.
- R 460.143 Shutoff prohibited.
- R 460.144 Restoration of service.

PART 9. ENERGY ASSISTANCE AND SHUTOFF PROTECTION PROGRAMS

- R 460.145 Listing of energy assistance programs.
- R 460.146 Notice of energy assistance programs.
- R 460.147 Medical emergency.
- R 460.148 Winter protection plan for low-income customers.
- R 460.149 Winter protection plan for senior citizens.
- R 460.150 Military protections.

PART 10. DISPUTED CLAIM, HEARING AND SETTLEMENT AGREEMENT

- R 460.151 Disputed claim.
- R 460.152 Utility hearing and hearing officers.
- R 460.153 Notice of hearing.
- R 460.154 Hearing procedures.
- R 460.155 Settlement agreement.
- R 460.156 Default of settlement agreement.
- R 460.157 Same dispute.

(Continued on Sheet No. B-5.00)

Issued January 14, 2008 by  
Eugene N. Dubay  
Sr. V.P. and C.O.O.  
Port Huron, MI

Effective for service rendered on  
and after October 10, 2007.  
Issued under authority of the  
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in Case No. U-15152.

(Continued From Sheet No. B-4.00)

B2. CONSUMER STANDARDS AND BILLING PRACTICES FOR ELECTRIC AND GAS RESIDENTIAL SERVICE (R 460.101 - R 460.169) (Contd)

[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000101&Dpt=&RngHigh=48702110)

PART 11. COMMISSION APPEAL PROCEDURES

- R 460.158 Informal appeal.
- R 460.159 Filing procedures.
- R 460.160 Informal appeal procedures.
- R 460.161 Interim determination.
- R 460.162 Appeal review.
- R 460.163 Shutoff pending decision.
- R 460.164 Informal appeal decision.
- R 460.165 Failure to comply with informal appeal decision.
- R 460.166 Same dispute.
- R 460.167 Formal appeal.
- R 460.168 Other remedies.
- R 460.169 Scope of rules.

B3. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND (R 460.2601 - R 460.2625)

[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002601&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002601&Dpt=&RngHigh=48702110)

PART 1. GENERAL PROVISIONS

- R 460.2601 Application of rules.
- R 460.2602 Definitions.

PART 2. UNCOLLECTIBLES ALLOWANCE RECOVERY FUND

- R 460.2621 Uncollectibles allowance recovery fund.
- R 460.2622 Annual deposits.
- R 460.2623 Notice of deposit.
- R 460.2624 Disputes; procedure for resolution.
- R 460.2625 Disbursement of funds.

B4. COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (R 460.2071 - R 460.2086)

(Applicable to nonresidential customers and Multifamily Dwelling Service Rate A-1 customers)

[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002071&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002071&Dpt=CI&RngHigh=)

- R 460.2071 Applicability; purpose.
- R 460.2072 Definitions.
- R 460.2074 Selection of rate
- R 460.2075 Meter reading interval.
- R 460.2076 Cycle billing.
- R 460.2077 Billing information.
- R 460.2078 Discounts and delayed payment charges.
- R 460.2079 Delivery and payment of bills.
- R 460.2080 Special service.
- R 460.2081 Billing errors.
- R 460.2082 Customer complaints; investigation; records.

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- B4. COMMERCIAL AND INDUSTRIAL BILLING PRACTICES (R 460.2071 - R 460.2086) (Contd)  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002071&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002071&Dpt=CI&RngHigh=)

R 460.2083 Customer deposits.

Refer to the Company's approved Rule C5.2, Credit, Deposits and Guarantees

R 460.2084 Discontinuation, termination or denial of service.

Refer to the Technical Standards for Gas Service, Rule B1., R 460.2301, (f), (l) and (n), Definitions for Hazardous and Potentially Hazardous Conditions and Required Access, and Rule B1., R 460.2373, Shutoff of Service, and to the Company's approved Rule C5.11 Discontinuance of Service.

R 460.2085 Settlement agreement.

R 460.2086 Default of settlement agreement.

#### ADDITIONAL ADMINISTRATIVE RULES

\* Waivers may have been granted by the Commission to the Company for certain portions of the administrative rules below .

- B5. PRACTICE AND PROCEDURES BEFORE THE COMMISSION R 460.17101 - R 460.17701  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46017101&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46017101&Dpt=CI&RngHigh=)
- B6. FILING PROCEDURES FOR ELECTRIC, WATER, STEAM AND GAS UTILITIES R 460.2011 - R 460.2031  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002011&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002011&Dpt=CI&RngHigh=)
- B7. RESIDENTIAL CONSERVATION PROGRAM STANDARDS R 460.2401 - R 460.2414  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002401&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002401&Dpt=CI&RngHigh=)
- B8. PRESERVATION OF RECORDS OF ELECTRIC, GAS AND WATER UTILITIES R 460.2501 - R 460.2582  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46002501&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46002501&Dpt=&RngHigh=48702110)
- B9. MICHIGAN GAS SAFETY STANDARDS R 460.20101 - R 460.20606  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46020101&Dpt=&RngHigh=48702110](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46020101&Dpt=&RngHigh=48702110)
- B10. PRODUCTION AND TRANSMISSION OF NATURAL GAS R 460.851 - R 460.875  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46000851&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46000851&Dpt=CI&RngHigh=)
- B11. UNIFORM SYSTEM OF ACCOUNTS FOR MAJOR AND NONMAJOR GAS UTILITIES R 460.9021, R 460.9039  
[http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin\\_Num=46009021&Dpt=CI&RngHigh=](http://www.state.mi.us/orr/emi/admincode.asp?AdminCode=Single&Admin_Num=46009021&Dpt=CI&RngHigh=)
- B12. RATE CASE FILING REQUIREMENTS FOR MAJOR GAS UTILITIES  
[http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039\\_01-17-1992.PDF](http://www.cis.state.mi.us/mpsc/orders/archive/pdfs/U-10039_01-17-1992.PDF)