

Superior Energy Company, LLC. (SEC)
11690 Chippewa Hwy
Bear Lake, MI 49614
Secnaturalgas.com

The information provided in this document is intended for our residential gas customers in accordance with the rules of the Michigan Public Service Commission. It outlines your rights and responsibilities as a residential customer. Your rights and responsibilities are fully described in the rules section of our gas rate books.

These rate books are available at our office or by calling **231-362-2520**.

Contents

Starting Service..... 1
Security Deposits..... 1-3
Utility Meter..... 4
Your Bill..... 5
Special Assistance..... 7
Ending Service..... 8
Shut Off Policy..... 8
Natural Gas Problems..... 11
Service Quality & Reliability Standards.....11
Dispute Resolution..... 11
How to Reach Us..... 14

Starting Service

You can start service by visiting our office or by calling Customer Service at **231-362-2520**.

Security Deposits

New and previous customers may be required to pay a security deposit under certain conditions.

A deposit may be required from an applicant or new customers for any of the following reasons:

- There is an unpaid utility bill in your name that accrued within the past six years
- Identity or credit information is misrepresented
- Complete, positive identification is not provided
- An undisputed utility balance remains unpaid for an address where you were a member of the household during the time the bill was incurred and the person with the delinquent account resides with the applicant
- The location where you are requesting service is different than your own residence
- Relief has been sought under federal bankruptcy laws within the past six years
- Service was obtained illegally or equipment was tampered with

A deposit may be required from previous customers for any of the following reasons:

- There was an unpaid utility bill in your name within the past six years
- Identity or credit information is misrepresented
- Failure to provide complete positive identification

- There has been a returned payment (check, credit card, bank card, etc.) for insufficient funds within the past 12 months, not due to bank error
- Service has been shut off for non-payment
- Service was obtained illegally or equipment was tampered with
 - An undisputed utility balance remains unpaid for an address where you were a member of the household during the time the bill was incurred and the person with the delinquent account resides with the applicant
 - Relief has been sought under federal bankruptcy laws within the past six years

Deposits are not required if:

- You are a senior citizen (65 years of age or older) and have a satisfactory payment history
- Energy bills are paid directly to SEC by the Department of Human Services or its successor agency
- You secure a guarantor who is a customer in good standing with SEC and complete the written terms and conditions document.

Deposit Amounts

The deposit amount will be two (2) times the average monthly bill for the home or, if the usage history for the home is unavailable, the deposit is two (2) times SEC system average monthly bill for residential service.

During the winter heating season (November 1 through March 31), the deposit amount requested because utility service has been shut off for non-payment within the last 12 months, will be the SEC's system average of one month's bill for residential service.

Deposits required due to unauthorized use, tampering or energy theft will be based on four (4) times the average peak season monthly bill.

Eligible low-income customers have the option of paying a deposit in two (2) monthly installments.

Deposit Interest and Refunds

Interest earned on your deposit is applied twice a year to your account. The deposit will be refunded with interest after 12 consecutive months in which bills have been paid by the due date and no late fees have been assessed or no shut-off notice issued.

If utility service is terminated and the deposit has not already been returned, the deposit and accrued interest is applied to the final bill. Any credit balance will be refunded to you.

Utility Meter

Meter Reading Process

Billing your account begins with reading the meter. SEC meter readers attempt to visit your home once every month to read your gas meter(s). The meter reader wears a photo identification badge. Always ask to see the badge to make sure the person is a SEC Representative.

You should deny access to anyone claiming to be a utility representative who does not display an identification badge.

The gas meter is located on the outside of your home.

If absolutely necessary, you may also report the meter reading by phone by calling 231-362-2520.

Meter Read.

The meter reading you provide will be used to prepare your bill for that month. If we do not receive the meter reading before the bill is prepared, we will issue an estimated bill for that month.

There may still be occasions when it is necessary to estimate your meter reading, such as during extreme weather conditions or emergencies. Estimated readings are based on the amount of service used for the same period in the previous year.

Variations between your actual energy use and our estimate are adjusted the next time we read your meter.

Your bill also indicates the date to expect the meter reader. Check the "from" & "To" dates on your gas bill. The meter is usually read on the same date each month, give or take a day.

How to Read the Meter

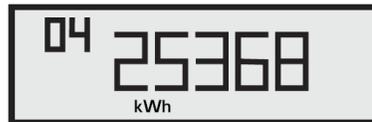
Some meters have either four or five dials numbered in opposite directions. These dials resemble small clocks. Each dial represents one number in the meter reading. Follow these simple steps to read the meter:

1. Read and record the number from each dial starting from the left and moving right.
2. If the pointer is between two numbers, read the lower of the two numbers. However, if the pointer is between 9 and 0, read the number as 9.
3. If the pointer appears to be directly on a number, check the dial to the right before recording the number. If the pointer on the right has not passed zero, record the next lowest number on the dial you're reading.

For example, this meter reads 00807.



Some residential meters are digital or analog. Reading a digital/analog meter is as easy as reading the odometer on your car. For example, the meter read below is 25368.



Meter Reading Safety

Our meter readers work outside in all types of weather. Please do your part to make their jobs a little safer by keeping your meter, and a path to it, clear. Remove snow or the grass and shrubs around the meter. Also, if you have a dog, please secure it when the meter reader is in the area.

Snow and ice accumulation can interfere with the operation of your meter. Follow these tips to ensure reliable and safe service:

- Remove large icicles hanging over the meter. Heavy snow and ice falling from roofs can cause damage.
- Keep meters, regulators, piping clear of snow and ice by using a broom or by hand - not a shovel.
- Clear a path to your meter. It will be easier to access your meter for service in an emergency and it keeps your meter visible to snowplows when the meter is in close to areas subject to plowing.

Your Bill

Your First Bill

A typical billing period covers 30 days. Your first bill at a new address may cover more, or fewer, days based on the date your service started relative to the end date of your normal billing period. That means your first bill may be higher or lower than your normal monthly bill will be.

Subsequent Bills

Your bill is sent each month after the meter is read and should arrive around the same date each month. Bill payment is due 21 days from the date the bill was mailed.

A two percent (2%) late payment charge may be applied to the unpaid past due charges when payment is received after the due date. The late payment charge is applied to the total past due amount, less taxes and previous late charges. Customers enrolled in a payment plan who are current with their plan, or customers identified with us as a senior citizen on the winter protection plan, are exempt from late payment charges.

If you are a SEC natural gas customer, your gas bill contains these charges:

Service Charge - a fixed monthly charge covering the cost to maintain and read meters, safely maintain the natural gas distribution system and administer billing.

Distribution Charge - the cost to deliver gas to your home

Gas Rate (GR) Charge - the cost of the natural gas that you used. The GR rate can change monthly and is the largest portion of a typical heating bill.

Connection Fee- A fixed monthly charge covering the cost of natural gas service installation based on a contract between the customer and SEC. There is no fee for paying your connection fee off early.

Rate and surcharge increases or decreases vary slightly month to month. For more information about billing charges and credits, please see your monthly bill statement, contact Customer Service.

How to Pay Your Bill **You have options!**

Pay by Phone. Call **231-362-2520** to make a payment by phone with a credit or debit card.

Pay by Mail. Simply return your SEC bill payment coupon in with a check or money order for the amount of your payment. If you are paying more than one account, you can pay with one check or money order. Just return all payment coupons with your payment.

For your protection, do not send cash. Allow five (5) business days for U.S. Postal Service delivery to ensure your payment is received and processed by the due date. Keep the appropriate portion of the bill for your records.

Mail payments to:

Superior Energy Company, LLC. (SEC)
11690 Chippewa Hwy
Bear Lake, MI 49614

Pay in Person. Pay your bill in person at our office located @ 11690 Chippewa Highway, Bear Lake, MI 49614.

Allow two (2) business days for payments to be applied to your account.

Authorized Payment Agents may charge a nominal fee to process your payment.

To ensure that your payment is received in a timely manner, please use only Authorized Payment Agents when paying your SEC bill.

Set up Automatic Payment. Your bill amount will be withdrawn each month, automatically, before the due date and paid using the credit or debit card you have provided. You will still receive a monthly bill statement by mail, so you have a record of your payment.

Manage your gas bill with Budget Billing. Level out your monthly energy bill by spreading payments evenly over the year. The Budget Billing Program runs from June- May. Deadline for signing up is mid-May.

To learn more about any of these bill payment options, call Customer Service at 231-362-2520. If you have questions or concerns about your bill, please contact customer Service.

Special Assistance

If you find yourself struggling to pay your energy bill, we urge you to contact us before your debt become unmanageable.

We can help you to set up a payment plan or advise you of assistance agencies in your area. Learn more by calling us at **231-362-2520**.

Here are just a few of the assistance programs and special services available:

Winter Protection Plan - protects eligible seniors and eligible low income customers from shutoff between November 1 and March 31. During this period, customers must pay 7% of their estimated annual bill plus regular payments on any past-due bills. After March 31, the required bill payment will increase to cover winter bills. Failure to make monthly payments will result in shut off, and a deposit may be required for service to be restored.

Military Protection Plan - allows you or your spouse, if called to full-time active military service during a time of declared national or state emergency or war, to apply for shut-off protection for up to 90 days. You may request extensions of the protection by re-applying. You must provide verification of active-duty status.

Medical emergencies - shutoff due to non-payment may be postponed up to 21 days or if previously shut off, can be restored, for up to 21 days. Written proof from a doctor or notice from a public health official stating that service shut off will aggravate an existing medical emergency must be provided.

Ending Service

It is your responsibility to notify us when you are moving and want to disconnect your service. Contact us at least 10 business days before you move to allow time to schedule a service person to disconnect your gas or electric service and take final readings. You are responsible for utility service until the final agreed upon date. It is your responsibility to assure our access to the meter. You can request disconnection of your service by contacting Customer Service.

Shut-off Policies

We realize that gas service is important to you. We want to help you avoid going without utility service – even for a short period of time. Your gas and/or electric service may be shut off for any of the following reasons:

- Non-payment of past due SEC bills
- Failure to pay a past due bill (not in dispute) that is owed by a member of the current household, if both parties lived at the previous address at the time all or part of the past due bill was incurred
- Failure to pay a security deposit or provide a guarantor, if required
- Tampering with our equipment, such as the meter, or unauthorized use. Unauthorized use occurs when gas is used without having a valid account with us, or the meter has been bypassed or tampered with to prevent proper registration
- Failure to pay as agreed in a settlement agreement
- Refusal to allow our employees access to SEC equipment installed at the premises, at reasonable times
- Using a false name to apply for service
- Violation of any other rules or regulations that endanger anyone's personal safety or the operation of our energy delivery systems

Your service *will not* be shut off under the following conditions:

- Failure to pay for other non-regulated services or goods purchased from us
- Failure to pay for gas at a different location, if that service is on a different account
- Failure to pay for a different class of service received at the same or a different location
- The customer (such as a landlord) has not paid for service used by another person (such as a tenant) without offering the occupant the opportunity to subscribe for service in his or her own name
- If you are enrolled in the Military Protection Plan

Shut-off Notice

SEC will send a shut-off notice at least 10 days before service is shut off. This notice is mailed to the account mailing address provided by the customer. A notice will also be left at the location of the natural gas service in a conspicuous location approximately 24 hours prior to scheduled shut off. The notice includes the approximate date of the shut off and steps to take to avoid it.

As an SEC customer, as stated in the Michigan Public Service Commission's Consumer Standards and Billing Practices, you have the following rights:

- To enter into a reasonable payment agreement if you are unable to pay the entire overdue balance and have not previously defaulted on an agreement within the last twelve (12) months
- To file a complaint disputing the overdue amount prior to the shut off date on the enclosed bill; Service will not be shut off for the disputed amount pending the resolution of the complaint with SEC or the Michigan Public Service Commission
- To request a hearing before a hearing officer if you dispute the reasonableness of the payment agreement offered by SEC or if your complaint cannot be otherwise resolved;
- You must pay to SEC that portion of the bill that is not in dispute within ten (10) business days of the date that you request a hearing. You may represent yourself or be represented by a person of your choice, including an attorney, during the hearing process
- To delay shut off if there is a certified medical emergency at your residence; You will be required to provide a statement from a doctor or a public health official identifying the emergency and the expected duration of the emergency
- To apply for shut off protection if you or your spouse is called to full-time active military service; You must provide verification of active duty status. If service is shut off for nonpayment, or there is unauthorized use of utility service, a deposit or restoration charge may be required.
- If you live in a multiple-unit building with three or more units, but only one electric and/or gas meter, a notice is delivered to each tenant at least 30 days before the service is shut off.

When Service is Scheduled for Shut Off

Service shut offs are conducted between 8 AM and 4 PM, Monday through Thursday. Our representative has a record of your account and will explain the reason for the shut off. If service is being shut off because you did not pay your bill, you can show proof of payment or proof that the amount in question is in dispute to avoid shut off. Our representative will verify this information. Our representative is not authorized to take a payment from you directly. All representatives carry SEC identification.

After Service is Shut Off

We leave a notice at your home stating that service has been shut off. The notice includes our Company address and the telephone number to call to have your service restored. When the past due amount and other applicable fees are paid or satisfactory payment arrangements are made with us, service is restored promptly upon your request, but not more than 1 working business day after payment is received.

Natural gas Problems

Gas leak

Natural gas is odorless and colorless, an odorant is added to it to make it smell like rotten eggs. If you smell gas or suspect a gas leak:

1. Leave the area at once. Do not use any electrical device/ phone/ battery operated device or open flame in the area.
2. Go to a location where you no longer smell gas, outside of the house.
3. Call **231-362-2520** or **888-468-2828** immediately to report the problem. Our emergency service is available 24 hours a day, seven days a week.

Equipment Responsibility

If you have natural gas service from SEC, we are responsible for maintaining the underground service line running from the street main up to and including the gas meter. You are responsible for maintaining any gas fuel piping installed after the meter. Buried piping should be periodically inspected for leaks and corrosion (if the piping is metal).



Qualified plumbing, heating or construction contractors can assist in inspecting and repairing any unsafe condition discovered.

Service Quality and Reliability Standards

Dispute Resolution

There may be times when you have a question or concern about your bill or a service matter. If you do, please contact us immediately at **231-362-2520**, so that we can resolve your issue before the due date of your bill.

Settlement Agreement

There may be occasions when it is desirable for both of us to enter into a Settlement Agreement. A Settlement Agreement is a written statement, describing how a dispute is to be resolved. The Settlement Agreement is used to resolve problems like payment arrangements for past due bills, providing access to the meter or for preventing service shut offs.

When a Settlement Agreement involves bill payment arrangements, these facts are considered:

The amount past due, the length of time the amount has been outstanding, and the reason it has not been paid.

Your ability to pay and your past payment history.

You will be given a copy of any agreed upon Settlement Agreement; we are both committed to the terms of the agreement.

If you follow the agreement, your utility service(s) continue as before. If you fail to follow the agreement, your service(s) can be shut off.

Under the rules of the MPSC, we do not have to enter into an additional Settlement Agreement with you while one is in progress or if you have defaulted on a previous agreement within the past 12 months. Additionally, you need to be aware that when you enter into a Settlement Agreement, you waive your right to have a hearing before a Utility Hearing Officer on any matter included in the agreement.

Hearing Procedures

If you are not satisfied with our attempt to resolve your complaint, we will offer you the opportunity for a hearing before a Utility Hearing Officer. You need to notify us of your decision to have the hearing within five (5) business days from the date of the offer. The Utility Hearing Officer is a neutral third party who hears and decides the dispute. SEC's hearing procedures, including the actions of the Utility Hearing Officer, are reviewed by the MPSC to ensure the fairness of the hearing process.

Before the Hearing

If the hearing is about the amount of your bill, you must pay the portion of the bill that is not in dispute. If the disputed amount cannot be agreed upon, you must pay half of the disputed amount, not to exceed \$100. The payment is due within 10 business days from the date of your hearing notice. If you do not make the payment on time, your service may be shut off in accordance with these rules.

Normally, hearings are held during regular business hours at a SEC facility. If the time or location is not convenient, other arrangements can be made. The Informal hearing will be held within 30 business days of the request. You will be officially notified of the agreed upon date, time and place at least 10 business days before the hearing. Two (2) days before the hearing, both you and SEC have the right to review any evidence to be presented.

Failure of you, or SEC, to attend the hearing without a good reason, or without having requested an adjournment, waives the right of that party to the hearing. Utility Hearing Officers do not handle legal property damage claims or monetary claims. You must apply for such relief through civil court.

At the Hearing

The hearing is informal. You can bring anyone you choose to assist you. However, all testimony is given under oath and you, or a licensed Michigan attorney, must be there to present your position. Otherwise, you lose your right to the hearing

and any past-due amount on your account, including the disputed amount, must be paid.

With the Utility Hearing Officer presiding, both parties present their evidence, witnesses and testimony. We may also examine each other's evidence and question each other's witnesses.

The burden of proof is on SEC

The Utility Hearing Officer collects a written statement of each party's position in the dispute. Copies of all the written evidence presented are also collected. Before making a decision, the Utility Hearing Officer offers both parties a final opportunity to enter into a Settlement Agreement.

If the parties do not reach agreement, the Utility Hearing Officer writes a "complaint determination" based on the facts presented at the hearing. A copy of the Utility Hearing Officer's decision is given to both parties within seven (7) business days.

If the decision of the Utility Hearing Officer is in your favor, any excess money paid is refunded with interest. If the decision is in our favor, you have seven (7) business days after a Utility Hearing Officer issues the written complaint determination to either follow the steps outlined in the decision or make an appeal.

Right to Appeal Hearing Decisions

Both you and SEC have the right to appeal the Utility Hearing Officer's decision. An informal appeal may be filed with the MPSC within seven (7) business days from the date of the written decision. The appeal can be filed by phone, online, mail, fax or in person. When an appeal is filed, the decision of the Utility Hearing Officer is suspended. The appealing party shall provide all of the following information:

- Name and address of the customer.
- Name of the utility involved.
- The nature of the original complaint in a clear and concise manner.
- The Utility Hearing Officer's decision.
- The relief requested.

The address and telephone numbers of the MPSC are listed here:
Michigan Public Service Commission

Executive Secretary
4300 W. Saginaw
Lansing, MI 48917
Toll-Free Telephone: 800.292.9555 (in-state only)
Telephone: 517.241.6180 (out of state)

Web site: michigan.gov/mpsc

Your informal appeal is referred to a Complaint and Information Officer of the MPSC who reviews the hearing record and investigates the matter further if needed. The Complaint and Information Officer issues a written decision and sends a copy of the decision to both parties within 30 days from the time the hearing record was received.

Each party has 10 days to follow the steps outlined in the decision. If either party is still dissatisfied, a final appeal may be filed for a formal hearing before the MPSC. The formal hearing process does not delay paying the amount in dispute unless the MPSC agrees that it should.

How to Reach Us

Customer Service – 231-362-2520 /888-468-2828

8 AM - 5PM, Monday - Friday;

Emergency calls accepted around the clock

Gas leak or other gas emergency – 231-362-2520 or 888-468-2828

Customer office

Our customer office handles transactions such as matters requiring identification verification, billing inquires or complaints, payment plans, and service requests

Offices are open between the hours of 8 AM and 5:00 PM, Monday through Friday, excluding holidays.