

WELCOME TO INDIANA MICHIGAN POWER

Answers to Questions
About Your Electric Service

Michigan



A unit of American Electric Power

www.IndianaMichiganPower.com



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This pamphlet is provided in accordance with the rules of the Michigan Public Service Commission to explain your rights and responsibilities as a residential customer of Indiana Michigan Power.

When You Need to Contact Indiana Michigan Power

To report a service interruption	1-800-311-6424
Customer service, billing questions	1-800-311-6424
For customer service if you have switched suppliers	1-888-237-3344
For information about electric choice	1-888-237-3344
For customers who are hearing impaired (TDD machines only)	1-800-511-4833 (4TDD)
To locate underground lines	1-800-482-7171
Website	www.IndianaMichiganPower.com
To report service problems online	www.IndianaMichiganPower.com click on Outages and Problems on the homepage

Introduction

Indiana Michigan Power (I&M) serves 582,000 customers in Indiana and Michigan. Its headquarters is in Fort Wayne, Indiana, with external affairs offices in Indianapolis and Lansing, Michigan.

Over 2,600 employees work diligently to provide safe, reliable and efficient electric service. From storm restoration to construction of new facilities, I&M employees are committed to preserving public safety. Because Indiana Michigan Power is close to home, customers can rely on I&M to provide dependable electric service that is competitively priced. And, as part of American Electric Power, I&M can operate its business efficiently, which keeps costs reasonable. Visit us at www.IndianaMichiganPower.com for more information.

American Electric Power (AEP) serves more than 5 million customers across 11 states. AEP ranks among the nation's largest generators of electricity, owning nearly 38,000 megawatts of generating capacity in the United States. The company is based in Columbus, Ohio. For more information, see our corporate website, www.AEP.com.

New Electric Service

Requesting electric service

A team of employees from several departments makes installing your new service a priority. So the team can complete the work well and safely, please contact I&M as early as possible about the electric service needs for your new home or business. The earlier we know about your needs, the better we can provide facilities for the electricity you need – when you need it.

Answers to Questions About Your Electric Service

Please be aware that customers may be responsible for certain costs required to extend electric service to their homes or businesses. Also, if a customer for its sole benefit, desires energy be delivered at a point or in a manner other than that designated by I&M, the customer is responsible for the additional costs required to meet this request.

Relocating electric service

If you're planning to remodel or build an addition to your home or business, you may need to increase the capacity of, or relocate, your electrical facilities. Call us before you start construction. We will help you plan the work that needs to be completed.

Changing name or address or transferring service

You can complete electric account transactions over the phone. You can transfer your service location, change the name on your account or update account information with a quick call. Our Customer Solutions Center is open 24 hours a day, 365 days a year. The phone numbers for our Solutions Centers are conveniently located on the front of your billing statement.

Customers also may request service and make account corrections at www.IndianaMichiganPower.com, under Your Account.

Deposits

A deposit may be required before or after service begins. The Michigan Public Service Commission (MPSC) defines residential customer deposit guidelines as follows:

- The deposit amount for a new customer is an amount not to exceed two times the average monthly bill for the residence or two times the company's average monthly residential bill.
- Additional amounts may be required as a condition of continuing or restoring service for existing customers.
- I&M pays simple interest on your deposit at a per annum rate established by the MPSC. I&M pays interest on deposits from the date your deposit is taken.

Your deposit will be refunded after 12 consecutive months of paying on time. Your deposit refund will appear as a credit on your bill. If your deposit amount is greater than the amount of your final bill, you will receive a refund check for the difference.

When the Power Goes Out

Electric service to your home could be interrupted for many reasons. Sometimes the outage occurs in our system and sometimes it occurs in your home.

If your electric service is interrupted, first check the circuit breaker or fuse box to see if the trouble is within your home. If this does not reveal the source of the problem, check your neighbors' homes to see if they also are without power. This information may help I&M employees determine the cause and extent of the outage.

I&M provides around-the-clock emergency restoration service to company facilities. To report a power outage, contact I&M at 1-800-311-6424 or at www.IndianaMichiganPower.com and click on the Report Outages and Problems box on the homepage.

Protective Devices

Variations in the normal flow of electricity can happen at any time, any place and for many reasons. While I&M performs preventive maintenance on its facilities and installs protective devices and equipment to minimize the occurrence of electric variances, you should be aware that damage still can occur to your electrical and electronic equipment. When such damage occurs, I&M is not responsible for the repair or replacement of equipment or for lost electronic information.

If you are concerned about protecting your electrical and electronic equipment, consider installing or having someone install additional protective devices within your home or business. A surge suppressor is one device that provides an increased measure of protection for your equipment. Devices are available from a variety of sources, including appliance stores, hardware stores and electrical supply outlets. If protection against lost electronic data due to momentary power outages is a concern, consider installing capacitive carryover systems or uninterruptible power supplies.

You may also want to consider installing suitable devices to protect your equipment in the event of a single phasing condition or other fluctuation or irregularity in the supply of energy. I&M will not be responsible for any loss, injury or damage that might result from a single phasing condition or any other fluctuation or irregularity in the supply of energy that could have been prevented by the use of such protective devices.

I&M also recommends that you review your insurance program to determine if coverage is available. Insurance policies do not always provide coverage for the repair or replacement of electrical or electronic equipment.

Metering and Billing

I&M bills you for energy use approximately every 30 days. While the number of days in a billing period may vary slightly because of weekends and holidays, a regular billing period normally will be from 26 to 35 days. Initial bills and final bills are exceptions.

I&M obtains your energy use information by reading your meter on a regular schedule. I&M's meters are divided into reading routes and each meter reader covers one route per day. Different routes are read at different times of the month. That is why bills are not all mailed and due at the same time.

Occasionally it is not possible for I&M to read your meter as scheduled. This may be due to bad weather or inability to access your meter. At these times we estimate your usage based on seasonal and historical information. Any difference between estimated and actual use will be reconciled with the next actual reading. A code on your bill indicates whether the bill is based on an actual or estimated reading.

The difference between the previous meter reading and the current meter reading is the information used to compute your electric bill. After the meter is read, your bill is computed, printed and mailed to you promptly.

Access to meters

Most electric meters are installed on the outside of buildings. If, however, your meter is located within a locked area, you will need to provide I&M with a way to access the meter. If no one usually is present during the day, there are two ways we can arrange to read your meter:

- You provide I&M with a key. For your protection, keys are identified only by a code number.
- You may read your own meter. We provide you a card showing meter dials on which you can mark your meter reading and mail that card to I&M. Or we can provide another type of card that you can mark and leave in an agreed-upon location where I&M can pick up the information. We are required, however, to periodically obtain actual readings. So if you choose to read your own meter, additional arrangements will be needed.

I&M may not be able to read your meter if the meter reader feels threatened by your pet. We ask that you confine your animals, either indoors or chained a safe distance away from the meter, on days the meter is scheduled to be read. Your meter may be read one business day prior or one or two business days following the scheduled read date. The next scheduled read date is printed on each month's electric bill or you may obtain a meter reading schedule from I&M. Also, it is your responsibility to keep the meter area clear of shrubs, bushes and debris.

Your meter reader

I&M meter readers carry identification cards showing their names, work locations and photographs. Please ask anyone seeking to enter your home or business to show this card. If you have questions, just ask the employee to wait outdoors while you call I&M to confirm the person's employment with us. Our employees will wait while you make the call.

Reading your meter

Your electric meter records the number of kilowatthours of electricity used in your home. It is a cumulative recorder like the odometer in your car.

You may have a meter with dials or an electronic meter that displays the kWh's used with numbers. If you have a meter with dials, there are four or five dials on the face of the meter. Each dial has 10 numbers and a pointer. Every other dial is numbered counter-clockwise. The hands follow the direction of the numbers and advance only when you are using electricity. If you have an electronic meter, it will display the kWh's used with numbers. Electronic meters may have a white, red or green background.

To read your meter:

- For an electronic meter, or one that displays the kWh's used with numbers, just write that number down as it is shown.
- For a meter with dials, stand directly in front of your meter.
- Read and record each dial starting from the right dial and moving left.
- When the dial hand is between two numbers, record the smaller number (the number the hand has just passed).
- When the hand seems to be directly on the number (dial D, example 2), look at the dial to its right. If the hand on the dial to the right has passed zero, write down the number for the left dial, which the hand seems to be on. If the hand on the dial to the right has not passed zero, the hand on the left dial is not yet directly on the number, so record the lower number.

To calculate the number of kilowatthours (kWh) used during the current month, subtract the previous meter reading from the current reading.

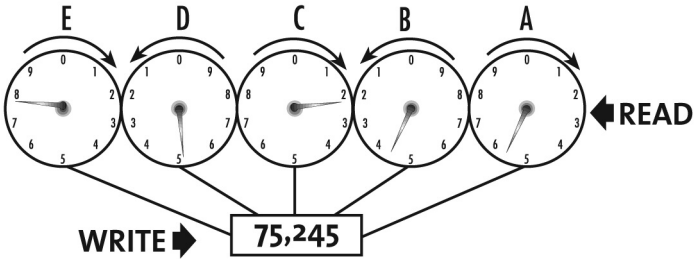
Current reading	75933
Previous reading	- 75245
	688 kWh used

Your electric bill tells you the current and previous meter readings used to calculate that bill and the dates of those readings.

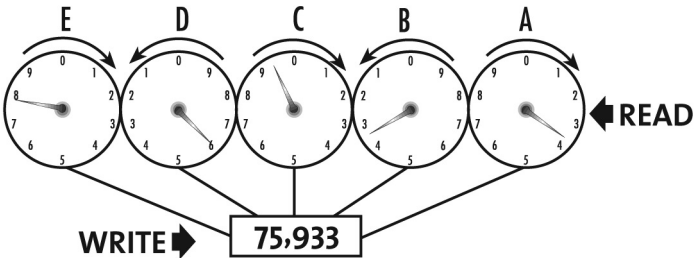
Answers to Questions About Your Electric Service

Two typical readings are shown below:

Example 1 (First Reading)



Example 2 (Second Reading)



ELECTRONIC METER

Meter tampering

It is unlawful to tamper with or alter the operation of your electric meter in any way. Meter tampering is punishable by law.

Paperless Billing

I&M offers an electronic bill presentment and payment option, provided by a third-party vendor. This service is known as paperless billing or e-Bill. With paperless billing you can receive your bill electronically rather than through the mail.

Some of the benefits of paperless billing include:

- **Save paper.** Help the environment by having bills delivered via e-mail, saving paper and trees.
- **Get an e-mail notification.** An e-mail lets you know when your bill is ready.
- **View bills anytime.** Review bill safely and securely with 24x7 access.

Once enrolled in paperless billing you may also pay your bill electronically, at no charge to you. You may also continue to use your existing payment method if preferred. Sign up for paperless billing at the I&M website at www.IndianaMichiganPower.com, under Your Account, Paperless Billing.

Reading your bill

The illustration on page 8 of this booklet shows a typical I&M residential bill for a customer who has not chosen an alternative electric supplier, and where to find information on it. While all bills appear similar, some information on your bill may differ depending on what information pertains to your specific account(s).

You may choose to receive your bill through the mail or through I&M's electronic billing service – E-Bill – which lets you both receive and pay your bill electronically. To participate, you must have a personal computer connected to the Internet using Netscape Navigator or Internet Explorer. To register for E-Bill, check I&M's website at www.IndianaMichiganPower.com, under Your Account, Paperless Billing. I&M also provides Braille bill service. Please call I&M if you know someone who needs a bill produced in Braille.

Charges on your bill

Your electric bill includes various components associated with producing and delivering electricity to your home or business. Certain delivery service components — including retail transmission services, distribution services, a monthly service charge and applicable riders or surcharges — are bill line items whether generation service is taken from I&M or from an alternative electric supplier (AES).

Answers to Questions About Your Electric Service

SAMPLE I&M BILL FOR MICHIGAN RESIDENTIAL CUSTOMERS

NOTE: actual bill may appear slightly different.

The sample below shows a typical residential bill for an Indiana Michigan Power customer. Some information on your bill may be different based on account type. Contact Indiana Michigan Power with any questions.

Payment and Due Date of your Bill

Return Address and Inquiries

Bill Stub

To be returned to Indiana Michigan Power with your payment.

Customer Information

Shows your name and service address.

Account Summary

Account number, total amount due, due date, meter number, cycle-route and billing date.

Bill Detail

Previous charges and any other activity on your account since your last statement.

Current charge associated with the production and delivery of electricity.

Message Center


Specific customer-related information and company messages.

Usage Table

Includes current and previous meter readings with KWH used in this service period.

Code represents meter activity and actual or estimated reading.

Next scheduled reading with between dates shown at the bottom of table.



INDIANA MICHIGAN POWER
A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-04-9999999

138-1
042000138 01 SP 0.440

ANY MI CUSTOMER
123 ANY STREET
ANY CITY, MI 99999-9999

Account Number
040-999-999-9-9
CY 17
6839

\$68.39

Total Amount Due \$ Amount Enclosed

Due Jan 18 , Add \$1.32 After This Date

Make Check Payable and Send To:
INDIANA MICHIGAN POWER
PO BOX 24407
CANTON OH 44701-4407

0000068390000069710100000000000401172820322122401017900009

Rate Tariff: Residential Service-015

Account Number	Total Amount Due	Due Date
040-999-999-9-9	\$68.39	Jan 18, 2011
Meter Number	Cycle-Route	Bill Date
99999999	17-01	Dec 22, 2010

Previous Charges

Total Amount Due At Last Billing	\$ 58.77
Payment 12/14/10 - Thank You	-58.77
Previous Balance Due	\$.00

Current I&M Charges:

Tariff 015 - Residential Service 12/22/10
Service Delivery Identifier: 0009999999999999

Generation Services	\$ 49.09
Distribution Services	13.33
Monthly Service Charge	7.25
Nuclear Decommissioning Surcharge	.75
Energy Optimization Surcharge	.64
State Sales Tax	2.63
Rate Realignment Surcharge/Credit	-5.30
Current Electric Charges Due	\$ 68.39

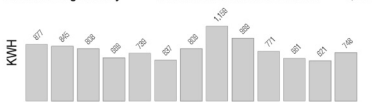
Total Amount Due **\$68.39**

Due Jan 18 , Add \$1.32 After This Date

Meter Number	Service Period	Meter Reading Detail				
From	To	Previous	Code	Current	Code	
99999999	11/19	12/22	4022	Actual	4770	Actual
		Multiplier: 1		Metered Usage		748 KWH

Next scheduled read date should be between Jan 21 and Jan 26

13 Month Usage History Total KWH for Past 12 Months is **9,565**



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	748	33	23	\$2.07	41°F
Previous	621	28	22	\$2.10	61°F
One Year Ago	877	34	26	\$1.71	36°F

Your Average Monthly Usage: 797 KWH

Usage Comparison

Easy-to-read bar graph with 13-month history and a listing of total kilowatt-hours (KWH) for the past 12 months.

Table shows usage, average cost and temperature for the current month, previous month, and the same month one year ago.

If you have chosen an AES, charges for generation and open access transmission services may appear in a separate section of your I&M bill detailing AES charges, or they may appear on a separate billing from your chosen supplier. Generation-related line items include generation and power supply cost recovery (charge for fuel not included in base rate charge). The open access transmission service component is for the delivery of electricity from the generating plant to the distribution system.

You can obtain more information about the I&M charges on your electric bill by contacting I&M.

Paying your bill

I&M provides several options for making your payment: by mail, by phone, by internet, in person, electronic funds transfer and by electronic data interchange.

- **By Mail** - simply enclose the payment stub portion of your bill along with your check in the envelope provided. I&M suggests that you do not send cash through the mail.
- **By Phone** – paying your electric bill is as simple as picking up the phone. I&M's Pay by Phone option allows you to pay your bill by telephone using a credit card, debit card, ATM card, or checking account. Call toll-free 1-800-611-0964 to make a payment. Be sure to have your I&M account number and banking information ready before you call.

Once you have used this service, you can check your I&M account balances and initiate payments 24 hours a day, seven days a week. However, using this payment option one month does not obligate you to pay this way every month.

You will receive a confirmation number as proof of payment. I&M will be immediately notified of your payment through an electronic notice posting to your electric account. Payments received prior to 4:00 p.m. EST will be posted to your account that evening. Those made after 4:00 p.m. EST, on a weekend, or on a holiday will post on the next I&M business day. Posting schedules may vary on holidays.

A service fee will be charged by the service provider. While you will be paying your account with I&M, the full amount of the fee is passed to a third-party vendor as the provider of this telephone and internet service.

- **By Internet** – I&M offers an electronic bill presentment and payment option, provided by a third-party vendor. This service is known as paperless billing or e-Bill. With paperless billing you can receive your bill electronically rather than through the mail. You may also pay your bill

electronically, at no charge to you. Information on paperless billing is available at the I&M website at www.IndianaMichiganPower.com, under Your Account, Pay Your Bill.

- **In Person** – I&M has agreements with various businesses that will accept your I&M payment. To obtain the names of local Authorized Pay Stations, simply contact I&M or look for the Authorized Pay Station sign at places where you conduct business. These locations also are listed on www.IndianaMichiganPower.com, under Your Account, Pay Your Bill section.

When you visit one of the authorized merchants, please take the top portion of your electric bill that contains the account number you are paying. The agent may charge a small fee to process your payment. For your protection, please leave your payment only with authorized agents.

If you receive separate bills from your selected alternative electric supplier and I&M, please be sure to separately pay the company that sent the bill to you.

- **Electronic Funds Transfer** – For the greatest convenience in paying your electric bill, consider our Checkless Payment Plan (CPP). With CPP, you simply authorize your financial institution to pay your electric bill directly from your bank account. Each month, you'll receive a copy of your bill that will tell you the exact amount and the specific date that payment will be deducted from your account. Contact I&M by phone or at www.IndianaMichiganPower.com for additional information about enrolling in CPP.
- **Electronic Data Interchange (EDI)** – EDI is the electronic transmission of business documents in a standard format between companies. Predominantly used by large commercial and industrial customers, this method requires a partnership agreement between I&M and the customer. Electronic payments will be automatically credited to the customer's account. Please contact I&M at the telephone number on your bill for additional information.
- **Other Payment Options** – For information about other available payment options, such as wire transfers, contact I&M at the telephone number located on your bill.

Questions about your bill

If you think your bill contains an error or you would like to have some part of your bill explained to you, contact I&M by phone, by letter or by e-mail – whichever is most convenient for you (see page 1). We gladly will review your bill with you and will answer any questions you have.

Answers to Questions About Your Electric Service

If you have switched to an alternative electric supplier and you have questions about the charges for generation and transmission service, or would like that part of your bill to be explained, please call your alternative electric supplier. The phone number of your alternative electric supplier will be printed on your bill.

If you have a question for I&M about your bill, to ensure the most efficient response, please have the following information available:

- Your name, address, telephone number and electric account number;
- The service address if it is different from your home address; and
- A brief description of your question or concern with appropriate details.

We will investigate your inquiry and report to you promptly.

As a service to our customers who are hearing impaired, I&M provides TDD machine service at 1-800-511-4833 (4TDD).

Our goal is to settle all inquiries. When you have a concern about your I&M account, please discuss it with our representative. If you do not feel that the matter has been resolved, you can file a complaint in writing. (Complaints will be considered filed by the postmark date.) I&M will promptly and thoroughly investigate the complaint. We will notify you in writing of the results and how we plan to resolve the situation.

If you are not satisfied with I&M's handling of your inquiry, you may contact:

Michigan Public Service Commission

6545 Mercantile Way

P.O. Box 30221

Lansing, MI 48909-7721

Or call toll-free 1-800-292-9555

The Michigan Public Service Commission (MPSC) has established procedures for inquiries. You may request a hearing before an impartial hearing examiner. The hearing officer's job is to resolve the dispute based on the facts you and I&M present. The hearing examiner's actions may be reviewed by the MPSC to insure fairness.

You must request a hearing within five days from the date you first are given the opportunity.

During this process, you still must pay the amount of your bill that is not in dispute or 50% of the bill in dispute, but not more than \$100 per billing period. This amount must be paid within ten days of the date you request the hearing. If you do not pay, you will lose your right to a hearing and I&M will resume collection action.

When the hearing date is set, I&M will immediately mail you a notice confirming the date and describing the procedures. If you do not appear at the

hearing without due cause, you will lose your right to a hearing. I&M will lose its right if it does not appear without due cause.

The hearing officer will conduct the hearing in an informal manner. It will be held during normal business hours at a convenient location.

Both you and I&M must present positions in writing. Both have an opportunity to review documents and data to be presented in the hearing and to review the list of witnesses. You should complete this review at least two days before the hearing.

You may represent yourself or you may be assisted by another person at the hearing. Both sides have the right to present evidence and testimony, to make oral arguments and to question witnesses and representatives for the other side. Testimony will be given under oath.

The hearing officer will state his or her findings after listening to the evidence. You will receive a written copy of the decision at the end of the hearing.

If the hearing officer finds in your favor, any excess money you have paid will be refunded promptly with interest at a rate established by the MPSC. If the hearing officer finds in favor of I&M, the company will resume credit and collection procedures.

If either you or I&M is dissatisfied with the hearing officer's decision, either may file an informal appeal within seven days by mail, telephone or in person. An MPSC Complaint and Information Officer will advise you of the procedures to be followed. The officer will investigate the complaint and review the earlier decision. He or she may call for a conference. The officer will issue an informal appeal decision within 30 days.

If either you or I&M still is dissatisfied, a formal complaint can be filed with the MPSC.

Payment Plans & Options

Budget Billing Plan

As seasons change, so will the amount of electricity you use – and the amount of your monthly bill. Our Budget Billing Plan lets you even out the ups and downs of your monthly bills. It makes planning and paying easier.

Here's how budget billing works. I&M will estimate the amount of your next 12 months of electric bills based on experience and your history of energy use. We'll divide this estimate into 12 equal payments and will bill you that amount each month. In the 12th month we will settle-up any difference between your actual bill and your budget bill. If you have over paid, we will apply a credit to the next bill. If you have under paid, the full amount owed becomes due.

Contact I&M to see what your budget amount might be. If you qualify for this program, you can enroll over the phone or at the I&M website.

Other options

Please check I&M's website, www.IndianaMichiganPower.com for current information about payment options that may be available to you.

Assistance programs

Please contact I&M for information about assistance programs available in your area.

Shutting Off Service

Customers are responsible for paying all charges relating to electric service. However, if you have financial or health concerns, please discuss them with an I&M representative before the account becomes subject to shut off for not paying the bill.

I&M may shut off a customer's electric service if:

- The electric account remains unpaid after the next bill is issued;
- The customer does not pay a requested cash security deposit or provide an approved guarantee;
- The customer does not meet the terms of a settlement agreement;
- There is a condition that is dangerous or hazardous to life, physical safety or property;
- Any court, state regulatory agency or other duly authorized public authority issues an order to shut off the service;
- There is fraud or unauthorized use of electricity;
- I&M equipment has been tampered with;
- The customer has refused to arrange access for the purpose of inspection, meter reading, maintenance, or replacement of I&M's equipment;
- The customer violated rules on file with and approved by the MPSC; or
- The customer paid with a non-negotiable instrument for an account that is already delinquent.

I&M will not shut off service:

- For failure to pay charges due on someone else's account;
- For failure to pay for the services of a previous occupant or
- For failure to pay for a different form or class of service, nonpayment of merchandise or other special charges.
- For failure to pay when a customer, a customer's spouse or the spouse of a customer is serving on full time military duty during a declared national or state emergency or war. Shutoff will be delayed for 90 days plus an additional 90 days if customer remains eligible.

If service is in a landlord's name, I&M can shut off service only if:

- The landlord provides a written statement that the premises are not occupied;
- The tenant agrees to the shutting off of service or
- The tenant refuses the opportunity to take service in his or her name provided that the wiring system permits separately metered service to tenants.

I&M will delay shutting off service for medical emergencies for a reasonable time not to exceed 21 days. The customer must present a physician's certificate or a notice from a public health or social services official stating that shutting off the electricity will aggravate an existing medical emergency of someone who lives there permanently.

Notifying customers of service shut off for nonpayment

I&M will send a notice at least 10 days before the date service is scheduled to be shut off. This notice, which is part of the electric bill, will advise the customer that service will be disconnected unless the past due amount is paid. It also lists customer rights regarding the service shut off.

- If the customer is unable to pay the bill, he or she may request to make a settlement agreement with I&M. This request must be made prior to the due date of the previous month's bill.
- If the customer disputes the amount of the bill, he or she must register a complaint with I&M prior to the scheduled shutoff date.
- If the customer and I&M cannot resolve the dispute, the customer may file a complaint with the MPSC. Customer rights and procedures are on pages 10 and 11 of this handbook.
- Service will not be shut off if the customer has previously registered a complaint related to the bill with I&M and the complaint is still unresolved.

You may receive a copy of I&M's terms and conditions of service as filed with the state regulatory commission by contacting I&M or the MPSC.

Shutting off service for nonpayment

If the customer does not take action within the notice period, I&M will shut off electric service on the date specified in the shutoff notice or within a reasonable time after that date.

I&M will shut off service only between 8:00 a.m. and 4:00 p.m. and only on days when I&M can reconnect the service.

I&M will make two attempts to contact the customer at least one day before service will be shut off. I&M will attempt to call the customer to explain

what will happen and what the customer must do to avoid having the service turned off.

When shutting off service at the location, the I&M employee may identify himself or herself and explain that he or she is there to disconnect electric service. This employee is not authorized to accept payment to prevent shut off.

Disconnection may be avoided by calling 1-800-611-0964 to pay your bill by phone or by paying your bill at an I&M authorized pay station. For a list of authorized pay stations, please contact I&M at the telephone number located on your bill, or visit our website at www.IndianaMichiganPower.com.

Service will continue if the customer pays the full past due utility bill at an authorized pay station. Personal checks will be accepted provided that no checks have been returned for insufficient funds within the past 12 months. I&M will not shut off power if the customer can show that the bill either is paid or is in dispute.

Reconnecting service

I&M will restore service within a reasonable time frame upon the customer's request once the cause for the shut off has been resolved.

If I&M has shut off service because of an unpaid bill, it will restore service when the bill is paid or when payment arrangements have been made. The customer will pay a reconnection fee approved by the MPSC. In addition, I&M may require a security deposit. I&M advises customers to turn off appliances that may have been turned on and operating at the time of the service shut off. This will help avoid hazards that may occur when service is restored.

Voluntary Termination of Service

Customers wishing to terminate service should call I&M at least ten business days prior to the desired service termination date.

Michigan Customer Choice

With customer choice, you may choose the company that provides your electric energy. I&M still will deliver the electricity to you. For your protection, the Michigan Public Service Commission (MPSC) must license all electric suppliers.

Electric supplier list

You may obtain a list of available competitive alternative electric suppliers, with phone numbers and the customer class(es) they serve, by calling the

MPSC. I&M also will post on its website a list of electric suppliers registered to serve customers in its territory.

Return to standard service

You may elect to return to I&M's standard tariffs after having chosen an alternative electric supplier (AES). If you decide to return to I&M's standard tariff you will be requested to remain on that tariff for a minimum of 12 months, unless the return to I&M's standard tariff was the result of an AES default or withdrawal.

If you've been slammed

If your electric service is switched without your consent, I&M will switch you back to your previous supplier without charge and will credit your account for any switching fees that resulted from the slam.

Helpful Information

Why bills vary

The amount of your electric bill may vary for many reasons. Energy use may reflect the seasonal change in temperature and daylight hours. An increase in the size of your family or the addition of new appliances often will increase your electricity use and your electric bill.

If you receive an unusually high bill, ask yourself the following questions:

- Was the weather unseasonably hot or cold during the billing period?
- Was the thermostat set differently?
- Is the heating or air conditioning system filter dirty, causing the system to work harder?
- Was more hot water used than is usual?
- Did living habits change – more days spent at home, children home for the holidays, houseguests or a major appliance added?
- Is the bill estimated or is it based on an actual reading or does it include additional energy use for a previously estimated reading?

If these questions still don't lead to a reasonable explanation, please call I&M and we'll discuss your bill and usage with you.

Saving hints

Careful selection, use and care of your electrical appliances are important ways of stretching your energy dollars.

Major appliances carry EnergyGuide labels that provide operating cost estimates. This provides insight into a particular appliance's efficiency compared with similar makes and models.

Once you have selected an appliance, following the manufacturer's instructions for use and maintenance will prolong appliance life and maintain its efficiency. For example, removing lint from the trap in the dryer, vacuuming dust from the refrigerator coils and periodically draining the sediment from the bottom of your water heater may add to the appliance's life expectancy and keep it running efficiently. This means energy and cost savings for you.

Wiring safety

If the circuit breakers or fuses in your home's electric service panel fail frequently or for no apparent reason, the problem could be inadequate wiring.

Signs of inadequate wiring include:

- Circuit breakers trip or fuses fail frequently;
- Appliances, such as a toaster or iron, require a long time to heat;
- TV images get smaller when other appliances operate;
- Lights dim noticeably when other appliances operate;
- One appliance must be disconnected before another can be used; and
- Multiple extension cords are connected to a single outlet.

Remember, a quality wiring system is a good investment in safety and convenience.

Additional Information

I&M has information on a number of energy-related topics that can help you understand energy issues or be safe around electricity. For additional information contact I&M.