



# Energy Access & Affordability



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


# Overview

- U-20757 Overview
  - Highlights of Data and Reporting
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# U-20757 Affirmations

Commission required cooperative utilities and IOUs to file an affirmation by 4/20/2020 of minimum protections in place for vulnerable customers:

- Suspend disconnections for low-income & senior customers through 6/1/2020;
- Waive late fees for eligible low-income customers receiving energy assistance 
- Allow customers medically affected by COVID-19 to have a 30-day medical hold
- Waive deposits & reconnection fees for low-income, seniors and COVID-19 related financial hardship for restoration of service
- Extend access & flexibility of payment plans; connect customers to resources

\*Municipal utilities were not required to file this affirmation as they are not regulated by the Commission. However, several munis (although not all) have voluntarily adopted similar protections. Access MEC's tracker here:

[https://docs.google.com/spreadsheets/d/1OpuFFHc\\_yXndpot89Cfp6O9VpfDhcuVjP-6JrTMkyoo/edit#gid=1299852535](https://docs.google.com/spreadsheets/d/1OpuFFHc_yXndpot89Cfp6O9VpfDhcuVjP-6JrTMkyoo/edit#gid=1299852535)

# Disconnection Data

- IOUs were required to report every two weeks data relating to utility disconnections. First round of data came in on 4/30 and second round is due today.
- Utilities were also required to report what actions they are taking to determine which **occupied** residences within their service territory do not have natural gas and/or electric service:
  - Verifying occupancy with phone calls, emails, mailings, wellness checks/site checks

## Total Meters\* Disconnected for Nonpayment 4/30

	Electric	Gas	Total
Seniors	3	23	26
Low-income	638	1,661	1602
Other	2,976	2,655	4,637
<b>Total</b>	<b>3,617</b>	<b>4,339</b>	<b>6,265</b>

\*Data points represent meters not households. Both DTE and Consumers Energy have customers with combined electric and gas service under one bill, so in some cases data reflect single households with multiple meters

\*\*~12,000 meters disconnected for reasons other than non-payment

# Affordability and Assistance Planning

U-20757 included a requirement that regulated utilities to consult with Commission staff before April 30<sup>th</sup> regarding their affordability programs and plans.

- That was a closed consultation, so we don't have any information to share in terms of specifics of what was discussed.
- Need going forward: work groups and other stakeholder input opportunities around changes to affordability and assistance programs



# Comments on Costs and Savings

Commission requested comments and reply comments on utility costs and savings associated with Covid. Specifically the Commission wanted input on:

- Categories of COVID-19-related extraordinary costs that the Commission should consider authorizing utilities to track
- Potential cost savings associated with impacts due to COVID-19
- Potential external sources of revenue that may provide reimbursement for COVID-19- related expenses.
- Options for tracking extraordinary costs, how the cost is calculated, including specific accounting treatment, time periods during which costs should be tracked, and appropriate carrying charges, if any.

The docket is open and anyone can file comments into it on these or other topics related to covid and utility response to covid



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# Questions?

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