

MPSC COVID-19 Response

May 8, 2020

MPSC COVID-19 Response

- ✓ Monitoring regulated utility pandemic plans and business continuity planning
- ✓ Participation in the State Emergency Operations Center incident command structure led by MSP
- ✓ Participation in the Governor's task forces
 - State Operations (Chairman Talberg)
 - Economy and Workforce (Commissioner Phillips)
 - Critical Infrastructure (Led by Commissioner Scripps)
- ✓ MPSC implemented teleworking March 13, 2020
- ✓ Staff meeting regularly with energy and communications providers and affected stakeholders to identify and elevate issues

Case No. U-20757 (April 15 Order)

Commission Operations

- Extending timelines for cases and public comment when possible
- Using web / tele-conferences for Commission meetings
- Re-prioritizing workload
- Implementing remote hearings with cross-examination
- Providing regular stakeholder updates
- Handling customer complaints remotely

Provision of Critical Services

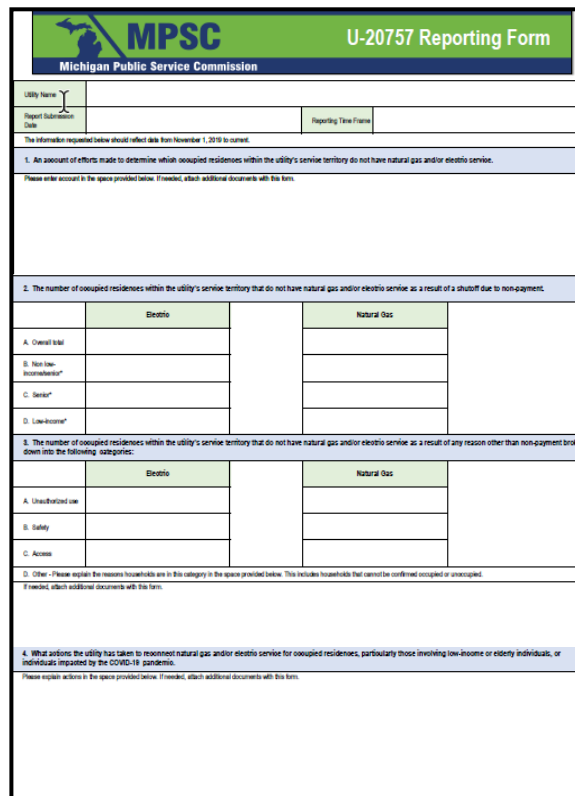
- Obtaining data related to utility disconnections
- Consultations with utilities regarding customer affordability
- Accounting treatment for COVID-19 related expenses and revenue
- Modifying certain non-urgent regulatory and compliance deadlines during emergency
- Monitoring the response of voice, internet and data services providers across the state
- EWR/DR Program Continuity Plans

Customer & Employee Protection Affirmation

- ✓ MPSC-regulated electric and gas utilities required to file an affirmation by 4/20/2020 of minimum protections in place for vulnerable customers and employees:
 - 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 per R 460.130
 - 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
 - Safeguard customers and workforce employees
- ✓ All MPSC-regulated utilities, and most electric cooperative utilities, affirmed the required protections outlined within the order.

Restoration of Service & Data Reporting

- ✓ MPSC Staff working with providers to find and reconnect families that don't have power, with a focus on seniors and low-income customers
- ✓ Regulated utilities required to submit shut-off data every 2 weeks
- ✓ Utilities taking action to determine which occupied residences within their service territory do not have natural gas and/or electric service:
 - phone calls, emails, mailings, wellness checks/site checks
- ✓ These actions are being completed with the last customer of record at the time of the disconnect and/or landlord of the address



The image shows a reporting form from the Michigan Public Service Commission (MPSC). The form is titled "U-20757 Reporting Form" and includes the MPSC logo. It contains several sections for data entry, including a header for utility name and reporting period, and two main tables for reporting shut-off data. The first table is for "The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of a shutoff due to non-payment." The second table is for "The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of any reason other than non-payment broken down into the following categories: Unauthorized use, Safety, Access, and Other." Each table has columns for "Electric" and "Natural Gas" and rows for "Overall total", "Non-low-income/elderly*", "Seniors*", and "Low-income*".

MPSC		U-20757 Reporting Form	
Michigan Public Service Commission			
Utility Name			
Report Submission Date		Reporting Time Frame	
The information reported below should reflect data from November 1, 2019 to current.			
1. An account of efforts made to determine which occupied residences within the utility's service territory do not have natural gas and/or electric service.			
Please enter account in the space provided below. If needed, attach additional documents with this form.			
2. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of a shutoff due to non-payment.			
	Electric		Natural Gas
A. Overall total			
B. Non-low-income/elderly*			
C. Seniors*			
D. Low-income*			
3. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of any reason other than non-payment broken down into the following categories:			
	Electric		Natural Gas
A. Unauthorized use			
B. Safety			
C. Access			
D. Other - Please explain the reasons households are in this category in the space provided below. This includes households that cannot be confirmed occupied or unoccupied.			
If needed, attach additional documents with this form.			
4. What actions the utility has taken to reconnect natural gas and/or electric service for occupied residences, particularly those involving low-income or elderly individuals, or individuals impacted by the COVID-19 pandemic.			
Please explain actions in the space provided below. If needed, attach additional documents with this form.			

Shut-off Data Summary

Total meters disconnected for non-payment* as of 4/30:

	Electric	Gas	TOTAL
Seniors	3	23	26
Low-income	638	964	1,602
Others	2,976	1,661	4,637
TOTAL	3,617	2,655	6,272

* ~12,000 meters currently disconnected for reasons other than non-payment (unauthorized use, access, safety)

- ✓ Each data point represents a meter, not a family or household
- ✓ 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 (thus, there are **NOT** 6,272 disconnected households)
- ✓ Some disconnected meters reported may be at **unoccupied** residences (utility due diligence to confirm occupancy status ongoing and includes field visits, calls, and other outreach)
- ✓ Staff working with utilities to identify and reconnect disconnected customers, and to refine future data submissions



Payment Flexibility

What is Offered	Residential	Commercial	Industrial
Payment flexibility plans (varies by utility)	✓	✓	✓
Utilities waiving late fees and deposits	✓		
Utilities waiving payment fees at 3rd party facilities	✓		
Proactively working to connect customers to resources and assistance	✓	✓	
Large utilities assisting businesses with accessing federal loans and grants		✓	
Allowing minimum demand charges to be paid off over 6 or 12 months (CE, DTE)			✓
Utilities waiving power factor charges, allowing deferred CIAC payments, and/or waiving load balancing and withdrawal limits for large customers (CE, DTE)			✓

Energy Assistance



MPSC Collaboration with Partners

- Working with MDHHS, utilities, and non-profit agencies to streamline the energy assistance process and to broadly disseminate consistent messaging.



State Emergency Relief (SER)

- Household cap was increased by \$300 for each commodity.
- Second crisis assist now allowed on both heating and electric commodity.
- MI Bridges phone assistance guidelines revised to provide additional support for customers needing application guidance.



Michigan Energy Assistance Program (MEAP)

- MEAP grantees, utilities, MDHHS, and MPSC are coordinating services to help customers in need of energy assistance.



Energy Assistance Messaging

- Be proactive: Contact your utility provider to ask what kind of protections, funding, flexible payment options, or energy saving tools and resources are available.
- Get Help by Calling 2-1-1: Call 2-1-1 or go to www.mi211.org to learn about agencies in your county that may assist with your energy bill.
- State Emergency Relief (SER): Apply through MI Bridges for bill payment assistance.
- Michigan Energy Assistance Program (MEAP): provides supplemental bill payment assistance and self-sufficiency services to low-income residents statewide.

Energy Assistance Outreach & Education

Leveraged partnerships with other state agencies, utilities, and consumer advocacy groups to help educate utility customers

- ✓ State agency communications
 - Press releases, media and social media
 - MPSC COVID-19 response webpage
 - Provide ongoing energy assistance information and resources to members of the legislature and other state agencies

- ✓ Michigan energy providers PSA campaign

- ✓ Utility bill inserts



Factors that May Affect Affordability

Fuel & Purchased Power

- Lower power supply and gas supply costs
- DTE Energy \$30-40 million in electric bill relief for June and July

Cost Drivers

- Sequestration
- Uncollectibles
- Personal protective equipment (PPE)
- Health & safety costs
- Work from home costs
- Shifting capital labor to O&M
- Foregone revenue for late fees, credit card fees, reconnection fees

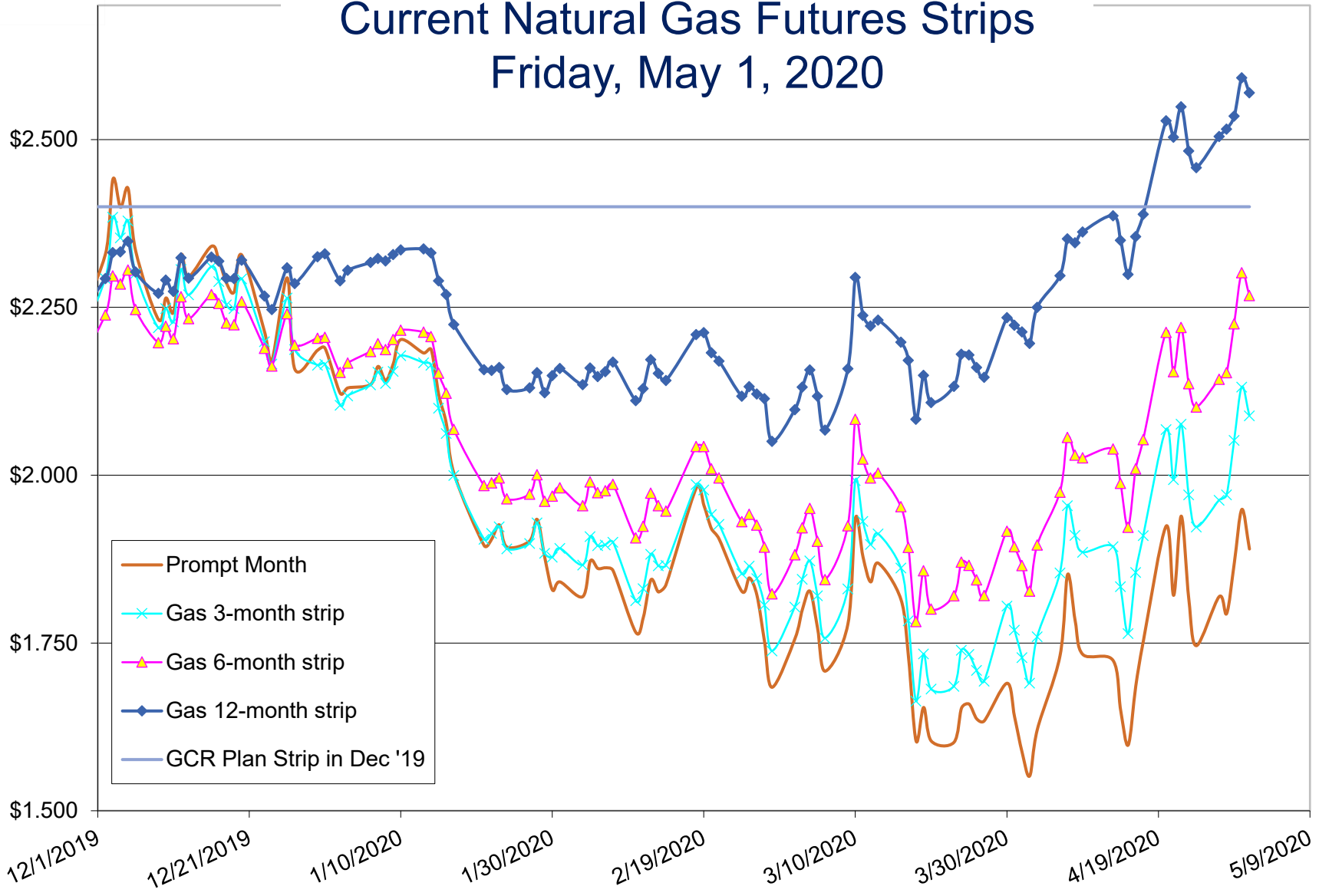
Cost Containment

- Reductions in:
 - Wholesale market prices
 - Field operations O&M
 - Facilities O&M
 - Travel
 - Training
 - Overtime



Low Natural Gas Prices

Current Natural Gas Futures Strips Friday, May 1, 2020



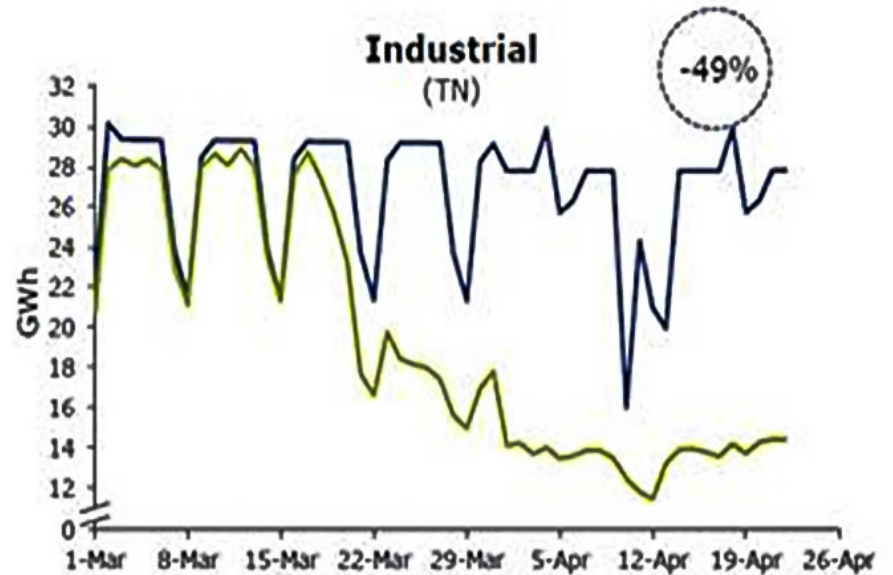
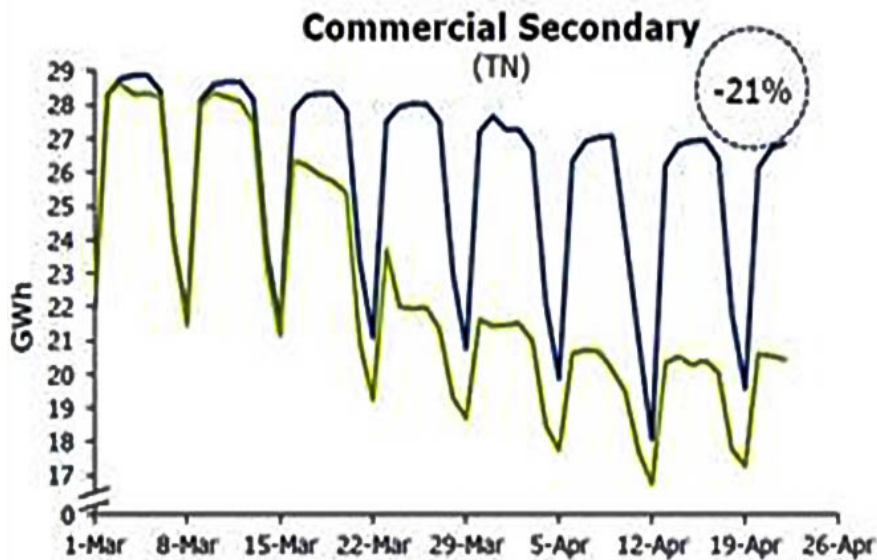
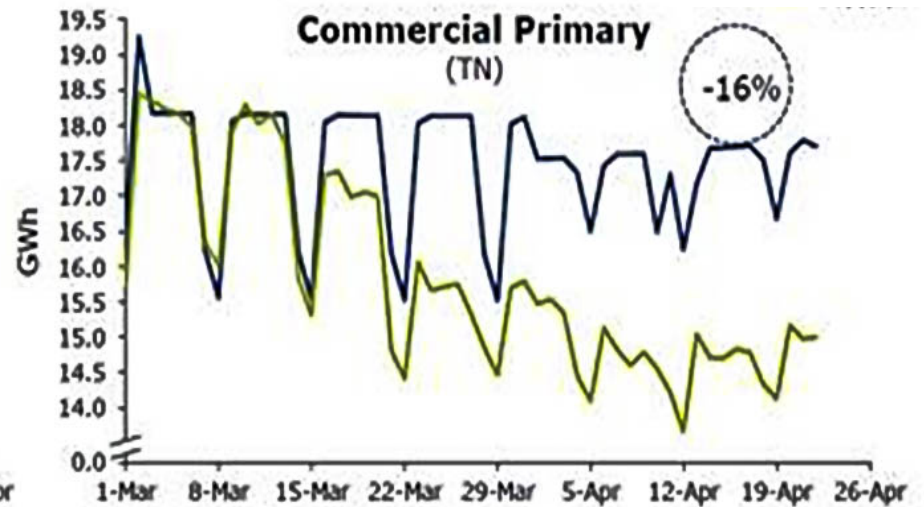
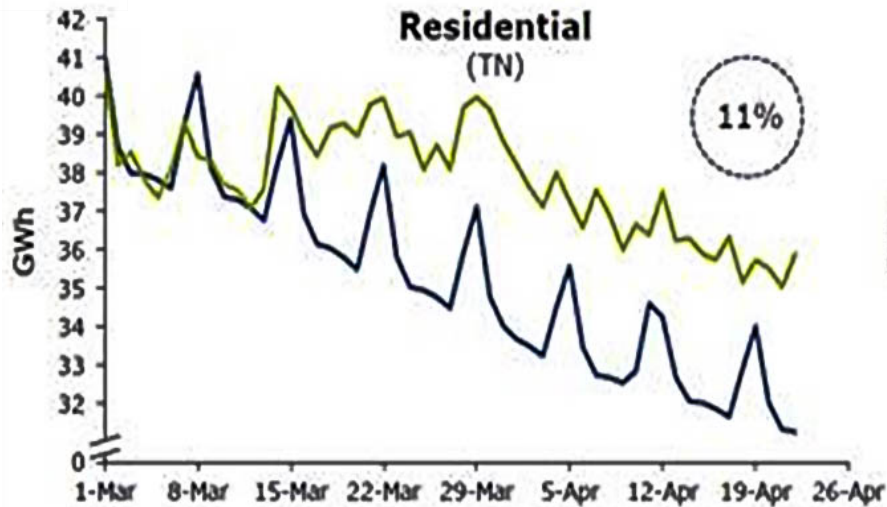
Low MISO Market Prices

 31% decrease in prices from last March driven by reduced gas prices and reduced load due to COVID-19 stay at home orders



Residential Usage Up - Other Classes Down

— Plan — Actual



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Date	Completed Actions and Next Steps
March 24	All energy utilities under MPSC jurisdiction begin deferring uncollectible or bad-debt expense in excess of the amount used to set current rates.
April 20	Energy utilities statement of affirmations regarding minimum customer protections filed.
April 22	Staff to provide the reporting template to energy utilities for reporting data on disconnected services.
April 30	Investor-owned energy utilities to begin reporting data on disconnected residences on a bi-weekly basis.
April 30	Comments due on utility accounting for COVID-related expenses.
April 30	Comments due on COVID-related impacts to regulatory activities .
April 30	Energy utilities consult with MPSC Staff on challenges and opportunities to improve customer protections .
May 13	Reply comments due on utility accounting for COVID-related expenses.
June 15	MPSC Staff to file an update on energy waste reduction and demand response program continuity .
Through July 31	Investor-owned energy utilities provide advance notification and coordination regarding planned rate case filing dates .



Thank You!



MPSC

C  **VID-19** Response

Michigan Public Service Commission