

Michigan Public Service Commission

How actions today are helping Michiganders now and in the future



ADAPTABILITY



Gov. Rick Snyder has set Michigan on a path to a “no-regrets” energy future. It is the responsibility of the **Michigan Public Service Commission** to carry out that policy by ensuring customer rates are affordable, electric supplies are reliable, the environment is protected, and utilities as well as regulators can adapt quickly to a changing energy landscape. Energy laws passed in 2016 with broad, bipartisan Legislative support are the keystone of this policy.

Ensuring **affordable energy bills** for residents and businesses is a top priority of the MPSC. Since 2011, Michigan’s combined heat and electric bill ranking has improved nationally.



Residential energy bill (heat and electric) ranking
30th nationally in 2011 to 25th today

↑ Up 5 spots



Industrial electric rate ranking
34th nationally in 2011 to 26th today

↑ Up 8 spots

Source: Energy Information Administration, MPSC. Latest figures available for residential bills is 2016; latest figures for industrial are June 2018

The Commission in 2018 approved nearly **\$380 million** in immediate customer refunds following a federal corporate tax rate cut. Customers could see as much as **\$3.8 billion** in total bill credits.

Energy waste reduction programs help customers save on their utility bills through more efficient lighting, buildings, and equipment. Customers save over **\$4 for every \$1 spent** by a utility on EWR.



State Energy Efficiency Ranking
improved from 17th place in 2011 to 11th place today

↑ Up 6 places

Source: American Council for an Energy Efficient Economy, The State Energy Efficiency Scorecard



Energy waste eliminated 2011-2017

8.9 million megawatt-hours in electricity (over 1.1 million homes’ annual usage)

32.72 million cubic feet of natural gas (or nearly 400,000 homes’ annual usage)

Source: MPSC

MPSC policies give utility customers **more control over how they use energy**. Through EWR, demand response, distributed generation, and gas and electric choice, residents and businesses have **many options** to save on energy bills.

More than **100,000 Michigan households** annually qualify for **energy assistance** and **self-sufficiency services** through the Michigan Energy Assistance Program (MEAP). In conjunction with MEAP, utility low income programs support nearly **45,000 customers** annually.



MEAP funding profile

- **100,000+** households qualified for assistance
- **60 percent** of funds go to households below 100% of the federal poverty level
- **Most** homes have a senior citizen, child under 5, or a person with a reported disability

Source: MPSC



In a major update of utility billing rules, the Commission added **protections** for customers with severe medical conditions by preventing electrical and gas service shutoffs.

AFFORDABILITY

The Commission is focused on safety and reliability and it approved accelerated **gas infrastructure replacement** that identifies and updates at-risk distribution lines and meters, and **electric infrastructure upgrades** that replaces equipment, modernizes substations, and clears vegetation.



Gas Safety

At-risk gas pipelines replaced annually:
79 miles in 2011 to 330 miles today

↑ **Up 318%**

MPSC gas safety inspections per year:
514 in 2011 to 853 today

↑ **Up 66%**



Power Outages

Power outage frequency:
1.15 in 2011 to .97 today

↓ **Down 16%**

Average time to restore power:
217.4 minutes in 2011 to 188.5 minutes today

↓ **Down 14%**

Source: MPSC. Gas data 2018 estimates, electric 2017 data

Energy supply is not a problem with 100% of regulated electric providers demonstrating to the Commission that they can **meet their customers' power needs**.

MPSC has approved utility investments to help the state **transition to cleaner energy**, including upgrades to the Ludington pumped storage facility generation, adding 2,000 megawatts of renewable energy, and approval of efficient natural gas plants in the Upper Peninsula and southeast Michigan.

Utilities must have a **15% renewable energy portfolio** by 2021.

Homeowners can **generate their own renewable energy** and businesses have **green pricing options**.



Percentage of electricity from renewable energy
4.4% in 2011
11.3% today

↑ **Up 157%**



Percentage of electricity from coal
53.9% in 2011
37.3% today

↓ **Down 30%**



Number of distributed generation customers (mostly solar)
1,015 in 2011
3,277 today

↑ **Up 233%**

Source: EIA, MPSC; latest data available



The Commission has sponsored **plug-in electric vehicle conferences** that have studied EV adoption, barriers, and regulatory frameworks.

The MPSC works with Connect Michigan to **extend broadband's reach**. Users can search an interactive map to find broadband availability. **"Connected Communities"** have increased across the state.



Connected Communities
4 in 2011 to 54 today

↑ **Up 60%**

Source: Connect Michigan

Residents in all of Michigan's 83 counties can access information and social services by **dialing 2-1-1**.

The MPSC's Customer Assistance hotline receives more than **12,000 complaints** annually. Staff work with callers to educate them on their rights and responsibilities as well as resolve disputes with a utility.