



Customer Education and Participation

Session 3

*Customer Engagement in
Commission Related Activities:
Opportunities and Barriers*



August 4, 2021 1:00 – 4:00 PM (EST)





WELCOME AND HOUSEKEEPING



Kayla Gibbs

Resource Optimization and Certification
Michigan Public Service Commission

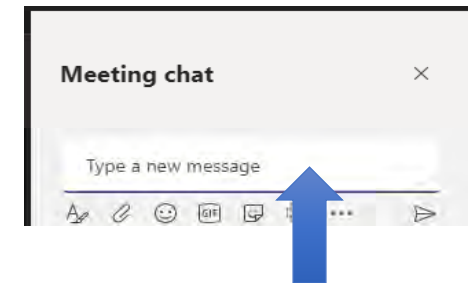
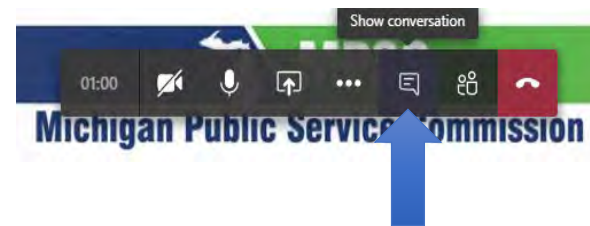
HOUSEKEEPING

01 Meeting will be recorded

02 Recording and slides will be posted to the workgroup website in about a week

03 All audience members will be muted

04 Please type questions into the chat box



HOUSEKEEPING

05 Staff will ask chat box questions during Q&A

06 Needed clarification of your question
To unmute:

Phone: Press *6

Teams: Click mic button

Please mute yourself again after your clarification.

07 Chat box may note when audience member enter/exit. *These notices are automatic*

08 If Teams via web browser is not working, try a different web browser.

All work except Safari

AGENDA



1:00 Welcome & Opening Statements

Commissioner Tremaine Phillips
Kayla Gibbs, MPSC Staff

1:05 MPSC: Processes and Opportunities for
Customer Education, Participation, and Outreach

Reka Holley, MPSC Staff

1:55 The MPSC's Customer Shutoff Data Portal

Jake Thelen, MPSC Staff

2:05 Barriers to Customer Participation in Commission-
related Activities

Moderator: Keith Cooley, Principia, LLC
Monica Martinez, Coalition to Keep Michigan
Warm
Conan Smith, MI Environmental Council
Briana DuBose, EcoWorks

2:55 BREAK

3:00 Successes in Customer Education, Outreach and
Engagement

Stacey Steep, Office of Public Participation,
FERC
Christina Chase-Pettis, Pennsylvania Public
Utility Commission
Shari Williams, Pennsylvania Public Utility
Commission
Don Tormey, Iowa Utilities Board

3:50 Closing Statements

Danielle Rogers, MPSC Staff

4:00 Adjourn





OPENING STATEMENTS



Commissioner
Tremaine Phillips
Michigan Public Service Commission



Commissioner Tremaine L. Phillips

Michigan Public Service Commission

ENGAGEMENT

- IMMERSE
- INVOLVE
- INTERACT



Tremaine L. Phillips was appointed by Governor Gretchen Whitmer to the Michigan Public Service Commission on September 9, 2019. His term ends on July 2, 2025.

Prior to his appointment, Commissioner Phillips worked in the public and private sectors to accelerate the nation's transition to clean, renewable, and reliable energy resources. Most recently, he served as the Director of Cincinnati 2030 District, leading the organization to become one of the largest and most engaged 2030 Districts in the country. As Vice President of Strategic Initiatives for EmpowerSaves, a Columbus-based energy efficiency data analytics and marketing company, he was recognized in 2016 as an emerging clean energy leader through the Midwest Energy News's "40 Under 40" award. He previously worked for the Prima Civitas Foundation, the State of Michigan's Department of Energy, Labor, & Economic Growth, and the Michigan Environmental Council. He also spent a summer in Washington D.C. as an intern with the Obama Administration's White House Council on Environmental Quality, working to advance climate and clean energy policies, including the Clean Power Plan.





MPSC: PROCESSES AND OPPORTUNITIES FOR CUSTOMER EDUCATION, PARTICIPATION, AND OUTREACH



Reka Holley Voelker
Michigan Public Service Commission



Reka Holley Voelker

Michigan Public Service Commission



Reka Holley Voelker is the Manager of the Communications Section at the Michigan Public Service Commission where she also serves as the Commission's Liaison to the Legislature and Michigan's 12 Federally Recognized Tribes. In her role, she oversees the Commission's external communications and outreach efforts, advises on numerous policy issues, and serves as the main point of contact for members of the Legislature and the Tribes.

Reka joined the Commission staff in 2019 following more than two years at the Michigan Agency for Energy (MAE) where she served both the MAE and the MPSC as the Energy and Legislative Ombudsman. She previously served as the Legislative Director for a member of the Michigan House of Representatives and, prior to her service in the legislature, served as the Program Director for the Michigan Conservative Energy Forum.

Reka holds a Bachelor's Degree in History and Political Science from Cornerstone University, a Masters Degree in Government from Regent University's Robertson School of Government, and a Juris Doctor from Regent University Law School.

ENGAGEMENT

- IMMERSE
- INVOLVE
- INTERACT



Reka Holley Voelker
Michigan Public Service
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holleyr@michigan.gov

THE MPSC: WHO WE ARE



Commissioner
Tremaine Phillips



Chair
Dan Scripps



Commissioner
Katherine Peretick

THE MPSC: WHO WE ARE



Approximately 180 full-time employees focused on serving the public, with expertise in the following:

- Engineering
- Finance
- Auditing
- Law
- Economics
- Accounting

OUR MISSION

To serve the public by ensuring safe,
reliable, and accessible energy and
telecommunications services at
reasonable rates

Reka Holley Voelker
Michigan Public Service
Commission
holleyr@michigan.gov

MPSC INDUSTRY JURISDICTION



Electricity



Telecommunications



Gas

MPSC UTILITY JURISDICTION

Investor Owned Utilities	Cooperatives	Michigan Municipally-Owned Utilities
<p>Complete Power & Jurisdiction to Regulate (460.6)</p> <p>*The Commission cannot make business decisions for utility companies</p>	<p>Intermediate Jurisdiction; Subject to certain Commission rules</p>	<p>Limited Jurisdiction</p>
<p>Rates, Fares, Fees, Charges, Services, Rules, Conditions of service, Other matters related to Formation, Operation, & Direction</p>	<p>Distribution performance standards, Quality of service, Customer billing practices, 4-Year Forward Capacity Demonstration, Low-income energy assistance program, Renewable Energy Plan (PA 342), Energy Waste Reduction (PA 342)</p>	<p>Heating season customer shutoff protections (460.9r), Energy Waste Reduction (PA 342), Renewable Energy Plan (PA 342), Demonstration of capacity resources (460.6w)</p>

MAJOR FUNCTIONS

Ensuring System Reliability

Setting Just and Reasonable Rates

Licensing & Fostering Competitive Markets

Energy Assurance and Planning

Facility Siting & Need Determination

Public Safety and Infrastructure Oversight

Customer Assistance & Protection

Reka Holley Voelker
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MPSC AUTHORITY



THE MPSC: A CREATURE OF STATUTE

- Commission only has authority provided by the legislature
- Possesses no common-law or equity powers
- Courts have clarified extent of MPSC authority, e.g.:
 - ✓ Union Carbide Corporation v. Public Service Commission, 431 Mich 135 (1988)
 - ✓ Attorney General v. Public Service Commission, 231 Mich. App. 76 (1998)
 - ✓ Telephone Association of Michigan v. Public Service Commission, 210 Mich App 662 (1995)
 - ✓ In re Complaint of Rovas, 482 Mich 90 (2008)

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COMMISSION PROCESSES & PUBLIC PARTICIPATION AT THE MPSC



THE MPSC: A CREATURE OF STATUTE

- MPSC makes decisions through:
 - ✓ Contested cases
 - ✓ Rulemaking
 - ✓ Declaratory rulings and ex parte rulings
 - ✓ Mediation and arbitration
- MPSC also provides guidance
 - ✓ Stakeholder collaboratives
 - ✓ Guidelines
 - E.g., rate case filing requirements

THE CONTESTED CASE

- Contested cases are “quasi-judicial” or trial like
- Contested cases are governed by the Michigan Administrative Procedures Act (APA) and the Michigan Office of Administrative Hearings and Rules (MOAHR) Rules of Practice and Procedure specific to the Commission
- A commission case that is referred to MOAHR is a contested case that may require an evidentiary hearing and is assigned an Administrative Law Judge (ALJ)

CONTESTED CASES: WHO CAN PARTICIPATE?

- Intervention by Right
 - ✓ The Company, its staff and its legal representation
 - ✓ MPSC Staff and staff attorneys
 - ✓ Attorney General
- Permissive Intervention
 - ✓ Intervenors who have a direct interest in the case may file a petition to intervene and must meet the following criteria:
 1. the petitioner would likely suffer injury in fact (i.e., its interests are impacted or affected) and
 2. the petitioner's affected interests are within the zone of interest to be protected or regulated by the statutes involved (i.e. the ratemaking statutes applicable herein).
 - ✓ If approved by ALJ, must file an entry of appearance

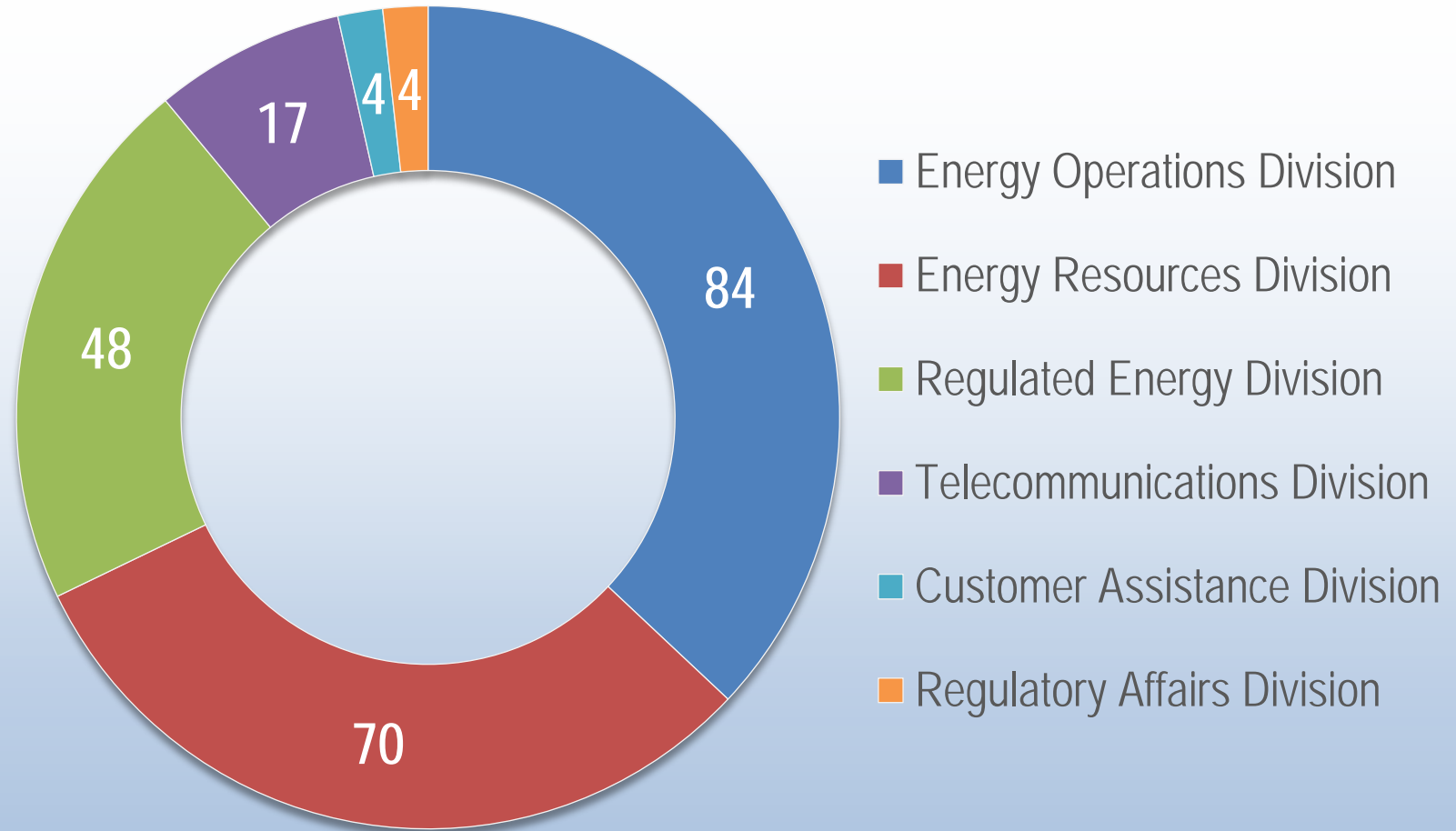
CONTESTED CASE PROCESS



COMMISSION DECISIONS

- Must be supported by **law** and the **facts** in the evidentiary record with appropriate justification. The moving party bears the burden of proof.
- Parties can seek rehearing or reconsideration
 - ✓ Due 30 days from final order and governed by Rule 437
 - ✓ Must be based on claims of (1) error, (2) newly discovered evidence, facts or circumstances arising after the hearing, or (3) unintended consequences resulting from compliance
- Final order subject to judicial review
 - ✓ Court of Appeals for most contested case orders (circuit courts for customer complaints)

OPEN COMMISSION CASES



RULEMAKING

"[The] commission shall have power and authority to make, adopt, and enforce rules and regulations for the conduct of its business and the proper discharge of its functions . . . [and to] make and prescribe regulations for the conducting of the business of public utilities, subject to the jurisdiction thereof . . . " Public Act 419 of 1919, MCL 460.55

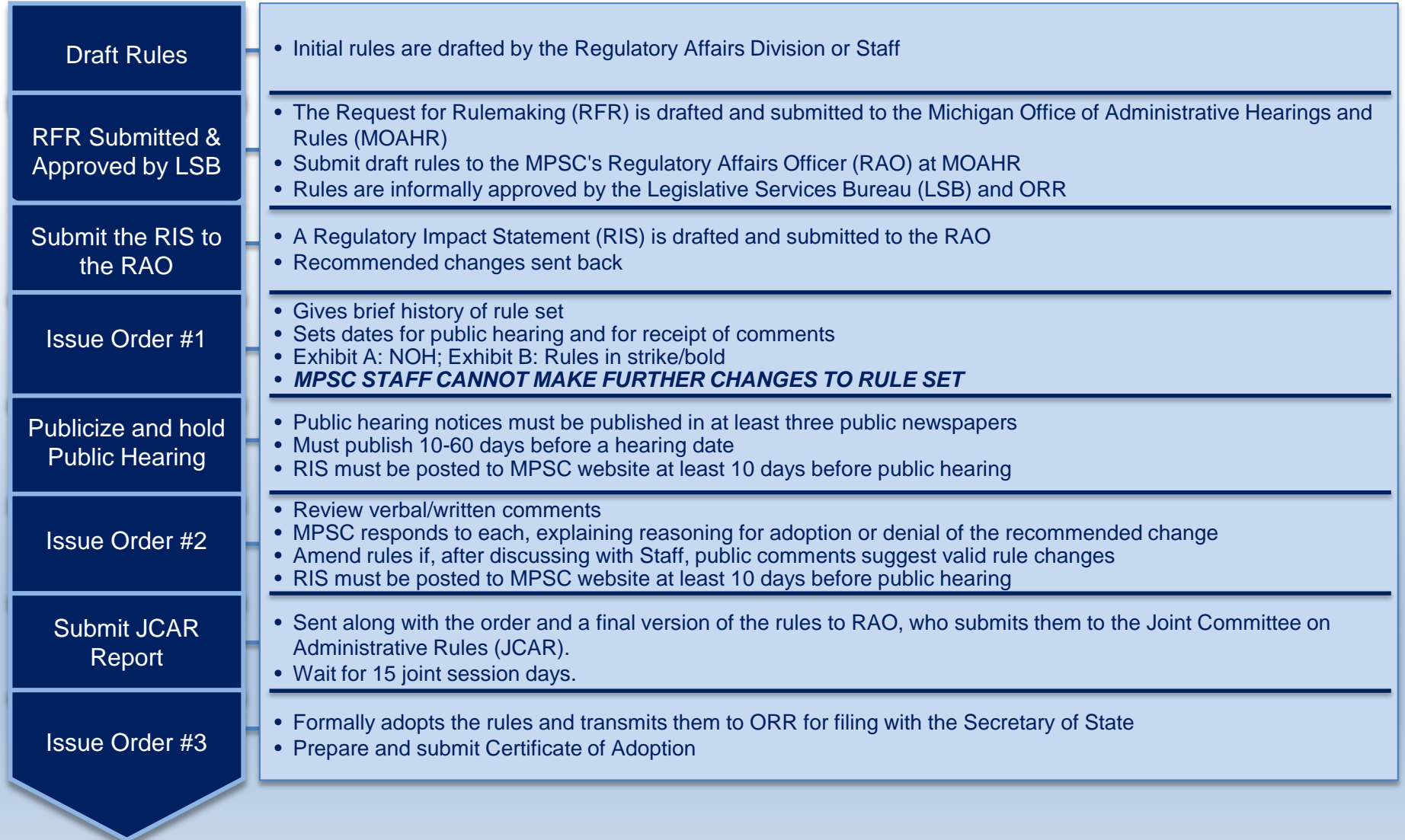
What is a rule?

- Establishes requirements for those who are regulated by or deal with the Commission and sets forth enforcement procedures for rule violations

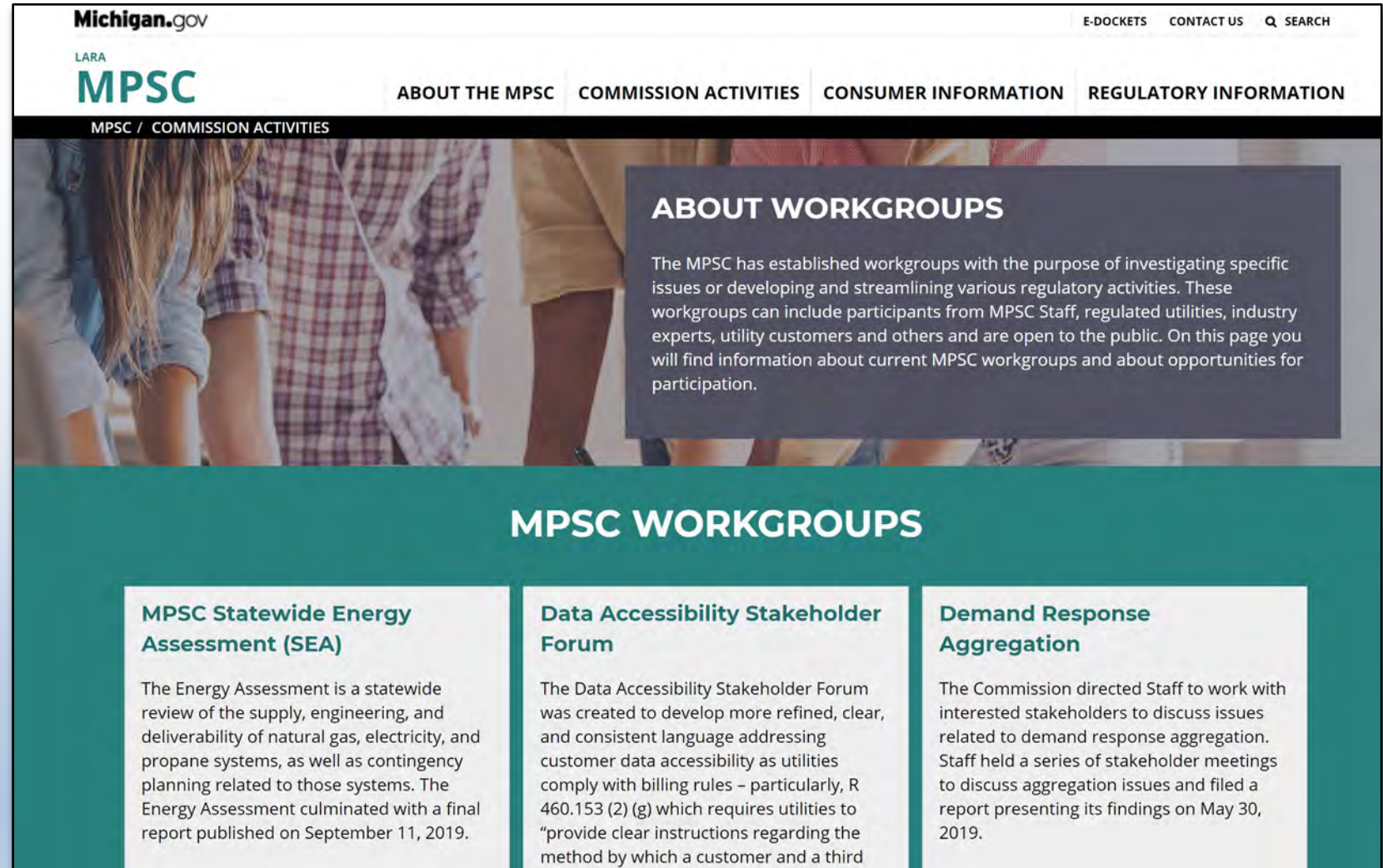
Rules apply generally, not individually

- Examples of Commission rules:
 - ✓ Consumer Standards and Billing Practices for Electric and Natural Gas Utilities
 - ✓ Gas safety standards
 - ✓ Telecommunications discontinuance of service
- Rulemaking process set forth in APA

MPSC RULEMAKING PROCESS



STAKEHOLDER WORKGROUP



The screenshot shows the MPSC website's 'ABOUT WORKGROUPS' page. The page features a navigation bar with links for 'ABOUT THE MPSC', 'COMMISSION ACTIVITIES', 'CONSUMER INFORMATION', and 'REGULATORY INFORMATION'. Below the navigation is a large image of people in a meeting, with a text box explaining the purpose of workgroups. The main content area is titled 'MPSC WORKGROUPS' and lists three specific workgroups: 'MPSC Statewide Energy Assessment (SEA)', 'Data Accessibility Stakeholder Forum', and 'Demand Response Aggregation', each with a brief description of its purpose and activities.

Michigan.gov E-DOCKETS CONTACT US SEARCH

LARA
MPSC

ABOUT THE MPSC COMMISSION ACTIVITIES CONSUMER INFORMATION REGULATORY INFORMATION

MPSC / COMMISSION ACTIVITIES

ABOUT WORKGROUPS

The MPSC has established workgroups with the purpose of investigating specific issues or developing and streamlining various regulatory activities. These workgroups can include participants from MPSC Staff, regulated utilities, industry experts, utility customers and others and are open to the public. On this page you will find information about current MPSC workgroups and about opportunities for participation.

MPSC WORKGROUPS

MPSC Statewide Energy Assessment (SEA)

The Energy Assessment is a statewide review of the supply, engineering, and deliverability of natural gas, electricity, and propane systems, as well as contingency planning related to those systems. The Energy Assessment culminated with a final report published on September 11, 2019.

Data Accessibility Stakeholder Forum

The Data Accessibility Stakeholder Forum was created to develop more refined, clear, and consistent language addressing customer data accessibility as utilities comply with billing rules – particularly, R 460.153 (2) (g) which requires utilities to “provide clear instructions regarding the method by which a customer and a third

Demand Response Aggregation

The Commission directed Staff to work with interested stakeholders to discuss issues related to demand response aggregation. Staff held a series of stakeholder meetings to discuss aggregation issues and filed a report presenting its findings on May 30, 2019.

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THE COMMISSION & THE LEGISLATURE



Constituent concerns
Energy education
Policy development



CURRENT COMMISSION OUTREACH

MPSC
Michigan Public Service Commission

MI Public Service Commission ✓
 @MichiganPSC Follows you

We serve the public by ensuring safe, reliable, accessible energy and telecommunications at reasonable rates. Need utility help? Call 1-800-292-9555.

📍 Lansing, MI 🌐 michigan.gov/mpsc 🕒 Born February 15, 1939
 📅 Joined October 2010

518 Following 2,543 Followers

2020 HOME HEATING CREDIT
 Residential Customers

The Michigan Public Service Commission (MPSC) doesn't want you to miss your chance to receive the Home Heating Credit (HHC) from the state of Michigan! The HHC can help pay your winter heating bills and is funded by the federal Low Income Home Energy Assistance Program (LIHEAP). If you use a large portion of your monthly income to pay heating costs, you may be eligible for the HHC for the 2020 tax year.

WHO is eligible to apply?

Eligible customers must meet all of the following requirements:

- ✓ Your homestead (where you live) is in Michigan.
- ✓ You own or rent a home where you live (e.g. a rented apartment or mobile home on a lot in a mobile home park).

Income Guidelines	
Exemptions	Income Ceiling
0 - 1	\$14,043
2	\$18,986
3	\$23,900

MPSC
Michigan Public Service Commission

Issue Brief

Consumers Energy Integrated Resource Plan

1. Does Michigan's 2016 energy laws require electric utilities to file Integrated Resource Plans (IRPs)? What is an IRP and why is it important?

An Integrated Resource Plan (IRP) is a roadmap for how an electric utility will meet its future electricity needs to serve customers in a cost-effective, reliable manner. A plan addresses issues such as the utility's expected



VISIONING AN EXPANDED OUTREACH

The MPSC's 2021 – 2025 Strategic Plan

Improving communications and access to information regarding utility offerings

- Developing and deploying an inventory of utility offered customer programs on the MPSC's website
- Improving promotion of new customer options from rate cases and other proceedings

Direct, local engagement within our local communities

- Reestablish the MPSC's outreach team to improve local outreach capacity
- Establish regular, regional engagement for hearings and informational sessions
- Reinitiate consumer forums or an alternative program to engage directly with customer throughout the state
- Explore options and opportunities for hosting (or co-hosting) webinars on topics of interest

MPSC CUSTOMER EDUCATION & PARTICIPATION THINKING CREATIVELY INSIDE THE BOX

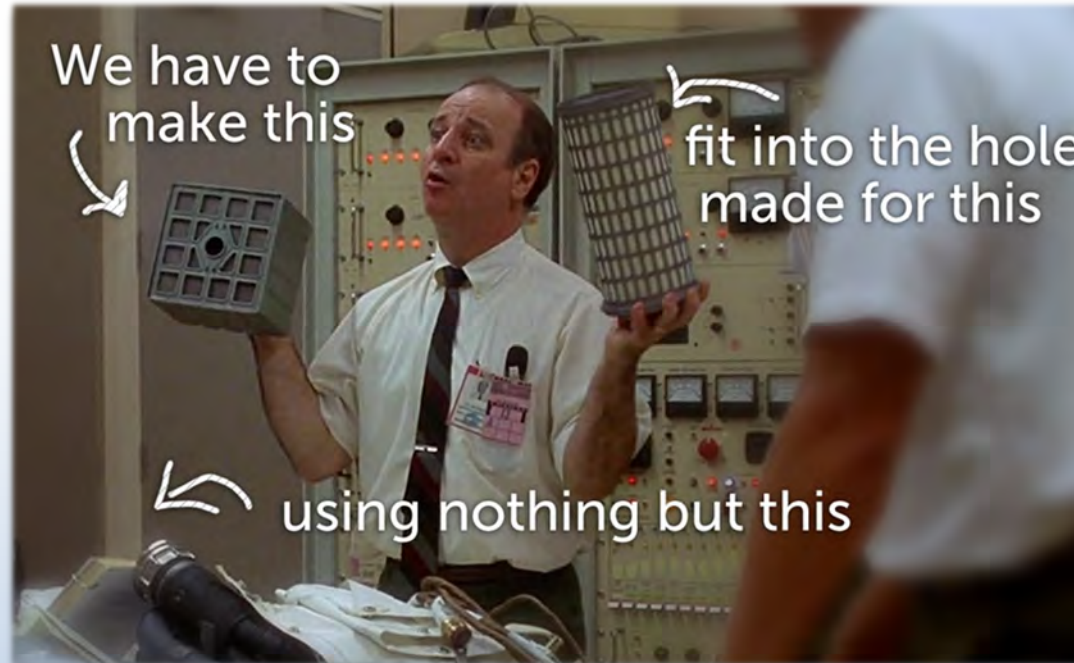


Image source: *Apollo 13*, Imagine Entertainment

Statutory Walls

- Required statutory processes
- Ex Parte Rules
- Procedural Rules
- Evidentiary Requirements

Operational Walls

- Staffing considerations and constraints
- Budgetary considerations

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Questions?

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Legislative & Tribal Liaison
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THE MPSC's CUSTOMER SHUTOFF DATA PORTAL

Jake Thelen

Michigan Public Service Commission

Jake Thelen

Michigan Public Service Commission



Works as Departmental Specialist in the Compliance and Investigation Section at the MPSC. I have worked for the MPSC for just over 16 years. I started as a student assistant, then became a regulation officer handling customer complaints. My current position as a Specialist allows me to work with our current group of regulation officers to address any complaint trends or large scale utility issues.

ENGAGEMENT

- IMMERSE
- INVOLVE
- INTERACT



THE MPSC's CUSTOMER SHUTOFF DATA PORTAL

Bi-weekly reporting on shut-offs
and restorations

Staff updates reporting to include
arrearage data by customers and amounts

4/15/20

5/20/20



Monthly reporting on
shut-offs, restorations,
payment plans and
arrearages.

Public Data Site is live, data
which was previously only
available on the docket by
individual utility is now in a
more easily analyzable
format on the MPSC
website.

COVID-19 Response: U-20757

THE MPSC's CUSTOMER SHUTOFF DATA PORTAL

Michigan.gov E-DOCKETS CONTACT US SEARCH

LARA **MPSC** ABOUT THE MPSC COMMISSION ACTIVITIES CONSUMER INFORMATION REGULATORY INFORMATION

MPSC / REGULATORY INFORMATION / REPORTS & FORMS

Utility Customer Data

Per Michigan Public Service Commission order U-20757, investor-owned utilities are required to file monthly reports to the U-20757 docket using a Commission Staff template detailing the data on disconnected service to occupied and unoccupied residences and arrearages.

While this data is available in the [U-20757 docket](#), the Michigan Public Service Commission is making it available here in a more easily analyzable form to help stakeholders better understand customer disconnections and arrearages (unpaid bill balances).

MPSC Staff have created a [video explaining the database](#), walking through how to use the report and what data is available.

COVID-19 Utility Customer Data

Per Michigan Public Service Commission [order U-20757](#), investor-owned utilities shall file monthly reports in this docket using the updated Commission Staff template detailing the data on disconnected service to occupied and unoccupied residences and arrearages.

Investor-owned utilities self-report data in accordance with [U-20757 Data Template and Definitions](#).

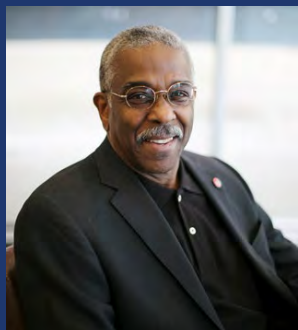
Please note that not all regulated utility systems are capable of capturing the granular data asked for in the updated template.

Utility	Reporting History Last Period Reported
Alpena Power Co.	June 2021
Consumers Energy Co.	June 2021
DTE Energy Co.	June 2021
Indiana Michigan Power Co.	June 2021
Michigan Gas Utilities	June 2021
Northern States Power Co. (Xcel)	June 2021
Semco Energy Gas Co.	June 2021
Upper Michigan Energy Resources	June 2021
Upper Peninsula Power Co.	June 2021



BARRIERS TO CUSTOMER PARTICIPATION IN COMMISSION-RELATED ACTIVITIES

Moderator:
Keith Cooley
Principia, LLC



Monica Martinez
Coalition to Keep
Michigan Warm



Conan Smith
MI Environmental Council



Briana DuBose
EcoWorks





Keith Cooley
Principia, LLC



Keith Cooley is a seasoned, results-oriented executive and a proven leader in highly competitive business, nonprofit, and public sector settings. For the past 20 years his work has focused primarily on clean energy, sustainability, workforce development, and social/environmental justice for underserved communities.

He holds degrees from the University of Michigan, a Bachelor of Science (Engineering Physics) and a Master of Science (Nuclear Engineering).

Equally comfortable working with clients on either side of the political divide, Keith served as a cabinet member to Michigan's Governor Jennifer Granholm and as a national public opinion leader chosen by the Bush Administration to visit U.S. troops deployed in the Middle East.

ENGAGEMENT

- IMMERSE
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- INTERACT





Monica Martinez
Ruben Strategy Group



Monica Martinez has extensive experience in the regulatory and legislative sectors, specializing in energy, workforce diversity, human services, and community engagement.

She is a Principal with Ruben Strategy Group, spokesperson for the Coalition to Keep Michigan Warm, and serves on various organizational boards focusing on energy efficiency and the advancement of greater inclusion.

ENGAGEMENT

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- INTERACT





Conan Smith

Michigan Environmental Council
President & CEO



Conan Smith is an experienced nonprofit leader, policy innovator, and respected public official. Smith has been a long-time advocate for the environment, public health and equity in Michigan. Starting as a volunteer and working his way up to leadership positions as a program director, executive director and board member.

Smith previously served for 12 years as executive director of Metro Matters, 14 years as an elected county commissioner and on numerous public and private boards, including Michigan Saves.

Gov. Jennifer Granholm and Gov. Rick Snyder who each appointed him to serve on the Utility Consumer Participation Board, which funds citizen interventions in utility rate cases. Smith is also a lecturer in intergovernmental cooperation at the Gerald R. Ford School of Public Policy at the University of Michigan.

ENGAGEMENT

- IMMERSE
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- INTERACT



Briana DuBose

EcoWorks



ENGAGEMENT

- IMMERSE
- INVOLVE
- INTERACT



Briana DuBose has extensive experience in the energy sector working with county and city governments to improve local sustainability policies. She has managed various initiatives to bring energy efficiency statewide, supporting municipalities, universities, school districts, and hospital systems.

Briana is the Director of the Strategic Community Initiatives department at EcoWorks. She is the program administrator for community-scale energy usage benchmarks including residential and commercial sectors. Briana serves on the City of Detroit Green Task force as the co-chair of the Climate Action Subcommittee.





BREAK





SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT

Stacey Steep
Office of Public
Participation, FERC



Christina Chase-Pettis
Pennsylvania Public Utility
Commission



Shari Williams
Pennsylvania Public
Utility Commission



Don Tormey
Iowa Utilities Board



Stacey Steep

Interim Transition Lead
Office of Public Participation,
Federal Energy Regulatory
Commission



ENGAGEMENT

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Stacey Steep is an attorney advisor at Federal Energy Regulatory Commission (FERC) and is the Interim Transition Lead of the Office of Public Participation. In 2014, she joined the Office of General Counsel at FERC, where she focuses on rehearing requests under the Natural Gas Act and Federal Power Act. Before joining FERC, she worked in energy and environmental policy at a consulting firm and in the U.S. House of Representatives. She is a graduate of the George Washington University Law School and Kalamazoo College.

She and her husband have two children and live in Virginia.



Don Tormey

Iowa Utilities Board



Don Tormey joined the Iowa Utilities Board (IUB) as the Manager of Customer Service and Public Information in September 2011. He became Director of Communications for the IUB in 2015.

Before joining the IUB Tormey was the Public Information Officer for the Iowa Office of Energy Independence and previously worked in the private sector as the Director of Multimedia for the Des Moines Register and as a Senior Editor for the Los Angeles Times.

He received his Bachelor of Arts degree in journalism for California State University, Long Beach.

ENGAGEMENT

- IMMERSE
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- INTERACT





Shari A. Williams Education Specialist, PUC



ENGAGEMENT

- IMMERSE
- INVOLVE
- INTERACT



Shari A. Williams is the Senior Communications Specialist for the Southeastern region for the Pennsylvania Public Utility Commission. Over the last 24 years, Shari has provided advanced professional public relations work, consumer education and public outreach to Pennsylvania consumers. Additionally, Shari participates in the PUC’s overall communications strategy, specifically related to consumer education and outreach. As one of the PUC’s consumer education energy experts, Shari represents the PUC at educational roundtables, workshops, train the trainer events, conferences, forums and the PUC’s signature Be UtilityWise statewide conferences and events. Shari has enhanced consumer education for Pennsylvania utility consumers related to low-income assistance programs, the advancement of energy efficiency programs and education about the shale gas industry and other energy economic resources. Shari serves as the Director of Community Initiatives, Public Policy Committee member, 3rd Vice President, Board member and Committee member for the Greater Philadelphia Women’s Energy Network, (WEN), The American Association of Blacks in Energy (AABE), The Coalition of 100 Black Women, The National Energy Utility Affordability Coalition, (NEAUC) and The National Utilities Diversity Council. Shari was previously appointed to serve on Governor Wolf’s Energy Action Transition Team and has also received the Ipraxis Stem Advocate of the year award.





Christina Chase-Pettis Education Specialist, PUC



ENGAGEMENT

- IMMERSE
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- INTERACT



Christina Chase-Pettis began her career at the PUC in 2000. Christina is a seasoned and highly respected consumer education leader with 20+ years of experience providing consumer education, outreach and training programs to thousands of consumers, human service agencies and other interested stakeholders throughout the Commonwealth of Pennsylvania. She independently develops and manages consumer education outreach programs in Central and Western Pennsylvania, with a strong ambition and emphasis on customer assistance programs, policies and initiatives that help low-income families.

Christina is an expert in planning and coordinating utility educational events, seminars, conferences and legislative community forums. She is favorably recognized among community leaders, legislators and peers for her passionate and dedicated commitment to utility education and creating awareness and understanding of the many utility industry Universal Services Programs. She serves as the Chairperson for the PUC's signature Be Utility Wise Conferences, held annually in the Commonwealth. Christina presents and exhibits at state and national conferences showcasing the PUC's leading consumer education program and outreach services.



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SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT



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SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT

PUC Be Utility Wise

Be Utility Wise was organized in the 1980s and has continued annually since. Our goal is to educate those in the front line of Health and Human Services. Be Utility Wise expands knowledge and heightens awareness about utility issues such as affordability, convenience, comfort, and healthy living - it's a free professional development program promoting and connecting valuable community resources to help those in need.

Glance of Panel Topics:

- Universal Service Coaching
- LIHEAP
- Conservation Weatherization Tips
- Low-Income Budgeting
- SNAP/Food Bank
- Housing/HUD
- VA Services
- CareerLinks
- PUC Family Feud



Be Utility Wise is coordinated and hosted by the PUC, Utility Companies and other allied Community Base Organizations.



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Shariwilli@pa.gov

SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT

PUC Be Utility Wise Events

Erie BUW – September – Ambassador Conference Center

Pittsburgh BUW – September – Hilton Garden Inn
Pittsburgh/Southpointe

Philadelphia BUW – October - PECO Energy Hall

Wilkes Barre/Scranton BUW – October - Mohegan Sun Conference
Center

Reading – Berks Be Wise – October – Double Tree Hotel

Johnstown BUW – November – Holiday Inn Johnstown
Downtown

Harrisburg BUW – November - Red Lion Inn




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SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT

WE ARE HERE FOR YOU
 Spreading Awareness and Sharing Valuable Services & Resources
 as We Respond to and Recover from COVID-19

PUC CONSUMER-EDUCATION SERVICES ARE AVAILABLE

<p>FREE</p>  <p>We are a resource to everyone</p>	<p>FLEXIBLE</p>  <p>We meet when, where and how you want</p>	<p>FOCUSED</p>  <p>We offer programs tailored to you</p>
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OUR PUC EDUCATION & OUTREACH TEAM WORKS WITH STAKEHOLDERS STATEWIDE

COMMUNITY GROUPS • GOVERNMENT AGENCIES • HUMAN SERVICE PROVIDERS • UTILITY COMPANIES • COMMUNITY BASED ORGANIZATIONS • REGIONAL AND NATIONAL ORGANIZATIONS

PROGRAMS AND RESOURCES AVAILABLE


<p>FINANCIAL ASSISTANCE</p>  <p>CAPS, LIHEAP Hardship Funds, Lifeline</p>	<p>CONSUMER RIGHTS & RESPONSIBILITIES</p>  <p>Safety, PUC Complaint Process, PUC Oversight</p>	<p>WAYS TO SAVE</p>  <p>Conservation, Energy Efficiency & Shopping</p>
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REACH OUT TO OUR CONSUMER EDUCATORS

<p>Shari A. Williams 717-562-2912</p>	<p>Christina Chase-Pettis 717-480-7293</p>	<p>Juanita D. Gale 717-216-6535</p>
-----------------------------------------------------------	----------------------------------------------------------------	---------------------------------------------------------

ConsumerEd@pa.gov
 1-800-692-7380
www.puc.pa.gov

PA PUBLIC UTILITY COMMISSION
 1-800-692-7380
www.puc.pa.gov



WE ARE HERE FOR YOU
 Spreading Awareness and Sharing Valuable Services & Resources
 as We Respond to and Recover from COVID-19

FOLLOW THE YELLOW BRICK ROAD TO UTILITY ASSISTANCE & OTHER HELPFUL RESOURCES



HELP ASSISTANCE GUIDANCE SUPPORT ADVICE

CASTLE OF HOPE

RECOVERY JUST AHEAD

CUSTOMER ASSISTANCE REFERRAL & EVALUATION SERVICE (CARES)
LIURP
LIFELINE
HARDSHIP FUNDS

BUDGET BILLING
H2O ASSISTANCE PROGRAMS
WEATHERIZATION

CUSTOMER ASSISTANCE PROGRAMS (CAP)
LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

CALL YOUR LOCAL UTILITY COMPANY FOR DETAILS TO SEE IF YOU QUALIFY.

REACH OUT TO OUR CONSUMER EDUCATORS

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PA PUBLIC UTILITY COMMISSION
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SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT



NEED HELP WITH YOUR ENERGY BILLS?



The Public Utility Commission requires utilities to have programs and protections that help limited-income customers keep their utility service. These programs may help you to pay utility bills or lower the amount of electricity or natural gas you use.

The local electric or natural gas company may call them by different names, but each company has the following programs listed below. Here are some tips to help you stay warm, lower your heating bills, and tell you who to call when you need help.



Budget Billing: All residential customers may contact their electric or natural gas company to request budget billing at any time. This form of billing is based on the customer's past 12 months of energy usage to arrive at a fixed "average" amount to bill each month. The utility company can adjust this average four times a year higher or lower depending on the customer's usage.



Customer Assistance Programs (CAP): This program is set up between the utility company and a limited-income, payment-troubled customer to pay utility bills that are based on household size and gross household income. CAP customers agree to make regular monthly payments, which are usually less than the current bill, in exchange for continued utility service.



Customer Assistance Referral and Evaluation Program (CARES): The CARES program will help customers with special needs. Special needs customers are consumers who are experiencing family emergencies, divorce, unemployment, or medical emergencies. The program's goal is to provide support and direction to help customers pay their utility bill.



Low-Income Usage Reduction Program (LIURP): LIURP helps limited-income residential customers lower the amount of electricity or natural gas used each month. The utility company may provide free home weatherization. A utility company representative may come to your home to install energy saving features to help reduce your monthly bill.



LIHEAP and Hardship Funds also are Available!



Low-Income Home Energy Assistance Program (LIHEAP): LIHEAP provides financial assistance to income-qualifying households to pay energy bills. LIHEAP is a federal program administered by the Pennsylvania Department of Human Services (DHS) and consists of three components:

- **Cash Benefits:** Helps limited-income customers pay their home energy bill.
- **Crisis:** Helps limited-income customers meet home emergency situations and restore services if their service has been shut off.
- **Weatherization:** Helps qualified limited-income customers reduce their energy consumption through home improvements.

NOTE: Limited-income customers who qualify for Cash and Crisis can receive both. For more information please contact your local county assistance office or DHS at: 1-866-857-7095.



Hardship Funds: Utility company hardship funds provide cash assistance to utility customers to help them pay their utility bills. Hardship funds provide assistance grants to customers who "fall through the cracks" of other financial assistance programs, or to those who still have a critical need for assistance after the other resources have been exhausted. The fund makes payments directly to companies on behalf of eligible customers. For further information, contact your local utility company.

NOTE: You must meet certain income limits and be payment troubled to qualify for CAP, CARES, LIURP, LIHEAP and the hardship fund. Call your local utility company for more details to see if you qualify.

If you or someone you know is without utility service, or has received a utility shut-off notice, first call your local utility company for help! Most utility companies have Home Energy Assistance Programs available to assist customers in need.

Your utility company will work with you and explain programs that may help you depending on your income or hardship situation.

CALL US For More Information !!!



The Pennsylvania Public Utility Commission
1-800-692-7380

For people with speech or hearing loss,
dial 7-1-1 (Telecommunications Relay Service)
www.puc.pa.gov
ConsumerEd@pa.gov



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SUCCESSSES IN CUSTOMER EDUCATION, OUTREACH AND ENGAGEMENT



Resources

www.puc.pa.gov

www.PAPowerSwitch.com

www.PaGasSwitch.com

Consumer Services Hotline: 1-800-692-7380

ConsumerEd@pa.gov





CLOSING STATEMENTS

Danielle Rogers

Smart Grid

Michigan Public Service Commission

THANK YOU

Please Stay Engaged

Sign up for the listserv

- Go to [MI Power Grid Customer Education and Participation workgroup](#) page
- Scroll to bottom to add email

Attend future meetings

Next Meeting

- Wednesday, August 25, 2021
- 1:00pm-4:00pm (EST)
- Topic: Creating More Equitable Outreach and Access to Utility Programs and Offerings

For questions or concerns, please email
Kayla Gibbs (gibbsk2@michigan.gov) and/or
Danielle Rogers (rogersd8@michigan.gov)