



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
PUBLIC SERVICE COMMISSION

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DIRECTOR

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COMMISSIONER

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CHAIRMAN

RACHAEL EUBANKS  
COMMISSIONER

**Energy Waste Reduction (EWR) Collaborative**

June 20, 2017

9:00 a.m. – 12:00 p.m.

Lansing Conference Room

Map to MPSC at [7109 W. Saginaw Highway](#)

Phone-In: 1-877-336-1831, Access Code: 938-2920#

Reminder to callers: Please don't put us on hold!

**AGENDA ITEMS**

**Discussion**

Home Energy Report Calibration Whitepaper  
*Review step per MEMD update process*

**Update**

MEMD Process Review  
*Cherish Smith, Navigant*

**Presentation**

Mapping and Improving the Customer Journey for Residential  
Energy Efficiency Customers  
*Emily McGraw, Consumers & Amanda Dwelley, Illume Advising*

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