

Michigan Public Service Commission

Fiscal Years 2021 - 2025

MPSC
01/12/21

FOUNDATIONS

MISSION

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

VISION

- We will be a best-in-class commission by:
- Making well-informed decisions at every level of the organization
 - Meaningfully engaging the public
 - Enabling innovation for the future.

VALUES

- Evidence-based
- Opportunity
- Responsibility
- Security
- Transparency

EXPECTATIONS

- Engagement
- Integrity
- Service
- Excellence
- Teamwork
- Respect

KEY GOALS

Empower customers to make informed utility choices.

Assure safe, secure, and reliable utility services and infrastructure.

Assure accessible and affordable utility services through regulatory oversight.

Cultivate open and diverse communication and education.

KEY STRATEGIES

- Publish accurate information on energy and telecommunications programs
- Support customer data access – Green Button Connect
- Promote Connect Michigan broadband expansion
- Collaborate with other state departments and stakeholders
- Develop energy and technology pilots

- Implement recommendations from the Statewide Energy Assessment
- Regularly review / update administrative rules
- Engage stakeholders in MI Power Grid initiative
- Issue a Telecommunications Assessment
- Plan and execute audits and investigations for rules and complaints
- Track compliance with Commission orders
- Maintain emergency action plans and preparedness measures
- Conduct after action reviews of emergencies
- Define roles for telecommunications outage monitoring
- Investigate performance-based ratemaking
- Support the transition to IP-911

- Assess low-income program options, design and accessibility
- Participate in low-income workgroup initiatives
- Examine role in addressing systemic racism's impact on energy and telecom programs
- Encourage customer protections in emergency conditions
- Support Connected Nation
- Administer and promote customer programs
- Continue targeted energy waste reduction programs
- Better integrate Customer Assistance Division into rate cases
- Enable transparent and accessible processes

- Maintain website with accurate and unbiased information
- Evaluate Listserv messaging and external newsletter
- Establish and encourage virtual stakeholder participation in workgroups and proceedings
- Expand social media presence
- Engage partners on informational webinars/forums
- Evaluate communication and outreach programs and efforts
- Maintain branding standards and guidelines

CORE OPERATING PROCESSES

- MPSC communications plan process
- Outreach process
- MI Power Grid Initiative
- Stakeholder workgroup processes
- Participation in partnerships

- Statewide Energy Assessment planning
- Rulemaking processes
- MI Power Grid Initiative
- Rate case and plan case processes
- Audit and Investigation processes
- Emergency planning processes

- Low-Income EWR Workgroup planning
- DEI Team processes
- Participation in partnerships
- Gas and electric customer choice programs administration
- MEAP program and grants administration
- MPSC website administration
- Rate case process

- MPSC website administration
- E-Dockets process
- Listserv administration
- Communications protocols and processes
- Stakeholder surveys and workgroups
- MI Power Grid Initiative
- Public comments processes

KEY MEASURES

- Complaint processing time
- Voluntary green pricing participation
- Utility demand response program participation
- Utility distributed generation program participation

- Electricity outages – Michigan weighted SAIFI
- Natural gas pipeline inspections
- Regulatory case processing
- IP 911 implementation

- Average electric and natural gas bill ranking within the US (residential)
- Michigan electricity price ranking among other US states
- MEAP self-sufficiency participation

- Average #/days to close complaints
- Number of Listserv subscribers