



Making the Most of Michigan's Energy Future

Customer Education and Participation Session 1: Data Access

*The meeting will begin shortly at 1:01 pm
to allow people to join.*

May 25, 2021

1:00PM – 3:30 PM (Eastern)



MPSC

Michigan Public Service Commission



Making the Most of Michigan's Energy Future

Customer Education and Participation

Kayla Gibbs

GibbsK2@michigan.gov

**Resource Optimization and
Certification**

Michigan Public Service Commission

Danielle Rogers

RogersD8@michigan.gov

Smart Grid

Michigan Public Service Commission



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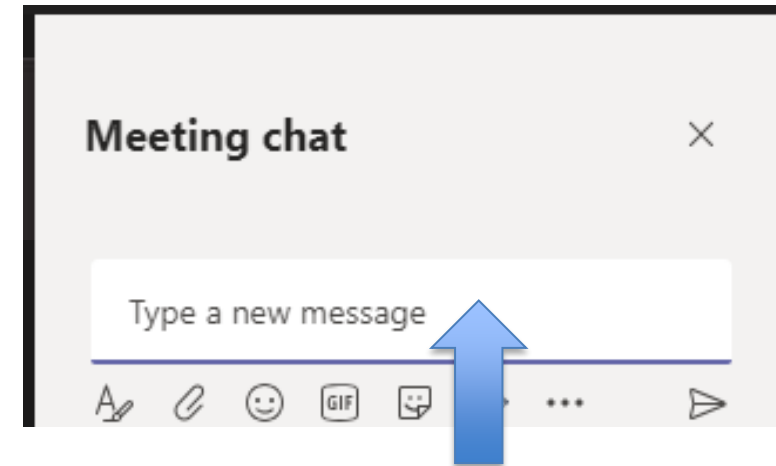
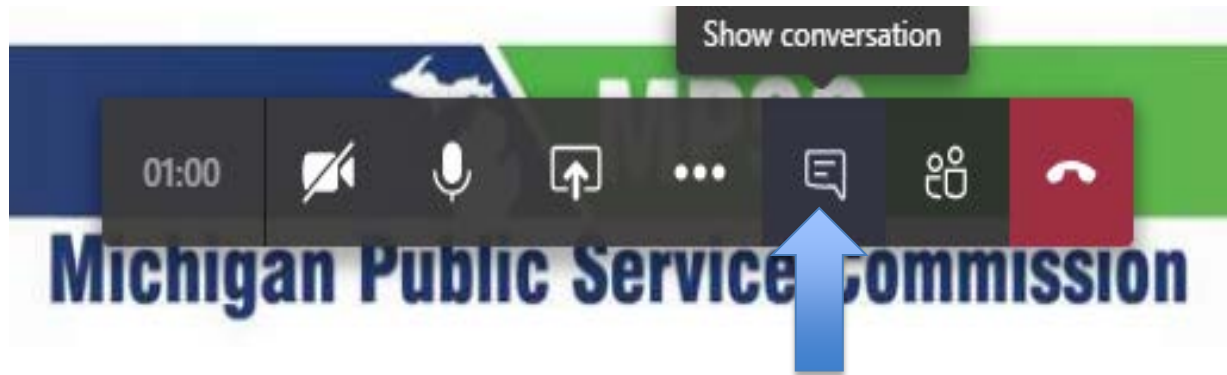
Michigan Public Service Commission

Agenda Items

1:00pm 5 min	Welcome & Opening Statements	Commissioner Tremaine Phillips
1:05pm 5 min	MI Power Grid and Workgroup Introduction	Kayla Gibbs, MPSC Staff
1:10pm 15 min	Evolution of Utility Data Collection and Where we are Nationally	Michael Murray, Mission:data
1:25pm 10 min	<u>Status of Grid Modernization in Michigan:</u> How Grid Modernization is Improving Access to Energy Data and the Collection of Energy Data	Ryan Laruwe, MPSC Staff
1:35pm 25 min	<u>State of Customer Usage Data Access in Michigan</u> Consumers Energy & DTE Energy Data Access Demos	Christina Gipson and Jennifer Graham, Consumers Energy Alicia Ramirez and Thac Nguyen, DTE Energy
2:00pm 5 min	Break	
2:05pm 40 min	<u>Panel:</u> <u>Use Cases and Regulatory Barriers & Enhancements to Customer Usage Data Access</u> Academia and Community Perspective	Moderator: Kendal Kuneman, Detroit 2030 District Soren Anderson, MSU Rick Bunch, MI-MAUI Connie Lilley, Detroit 2030 District Jan Culbertson, Ann Arbor 2030 District
2:45pm 40 min	<u>Panel:</u> <u>Use Cases and Regulatory Barriers & Enhancements to Customer Usage Data Access</u> Third-Party Installer and Service Provider Perspective	Moderator: Danny Waggoner, AEE Mike Troupos, Foresight Management Mark Cryderman and Erica Larsen, The Green Panel David Gard, MEECA Peter Dotson-Westphalen, CPower
3:25pm 5 min	Closing Statements	Danielle Rogers, MPSC Staff
3:30pm	Adjourn	

Housekeeping

- This meeting is being recorded
- Recording and slides posted on [workgroup website](#) in about a week
- All audience members will be muted
- Please type questions into the chat box
 - To access chat box:



- Staff will ask chat box questions during Q&A

Housekeeping, cont.

- During the meeting, if clarification of your question is needed, we will ask you to unmute.
 - To unmute:
 - Phone: Press *6
 - Teams: Click mic button
 - Please mute yourself again after your clarification.
- Chat box may note when audience members enter/exit
 - These notices are automatic
- If Teams via web browser is not working, try a different web browser.
 - All work except Safari



Making the Most of Michigan's Energy Future

Customer Education and Participation Opening Statements



Tremaine Phillips
Commissioner, Michigan Public
Service Commission

1:00 – 1:05 PM

Session 1
May 25, 2021



Michigan Public Service Commission



Making the Most of Michigan's Energy Future

Customer Education and Participation: Summary, Tasks, & Timeline



Kayla Gibbs

Resource Optimization and Certification
Michigan Public Service Commission

May 25, 2021



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- Focused, multi-year stakeholder initiative to maximize benefits of transition to clean, distributed energy resources for Michigan residents and businesses
- Engages utility customers and other stakeholders to help integrate new clean energy technologies and optimize grid investments for reliable, affordable electricity service
- Includes outreach, education, and regulatory reforms



Core Areas of Emphasis

- **Customer Engagement**
 - Customer Education and Participation
 - Demand Response
 - Energy Programs and Technology Pilots
- **Integrating Emerging Technologies**
- **Optimizing Grid Performance and Investments**



U-20959: Customer Education and Participation

- Launched Customer Education and Participation workgroup
 - On February 18, 2021
 - Phase II of MI Power Grid
- The order provides guidance to Staff regarding the Commission's objectives and expectations for the Customer Education and Participation workgroup, which integrates Customer Data Access and Privacy.

Workgroup Objectives

- Customer Education and Participation:
 - Better connect and communicate the availability of customer-facing programs and resources
 - Not limited to EWRs, DERs, DRs, and innovative rate making
 - Provide customers, stakeholders, consumer advocates, and community-based organizations with opportunities and education in Commission proceedings
 - Investigate barriers that underserved and marginalized communities experience relating to the energy system

Workgroup Objectives (cont.)

- Data Access and Privacy:
 - Explore how additional access to energy data by customers and third parties can allow ratepayers to be more active, responsive, and involved in the changing energy system
 - Identify use cases and regulatory barriers faced by customers and third parties when accessing and utilizing data
 - Allow customers additional access while maintaining data privacy safeguards
 - System data exploration will be reviewed in a separate upcoming MI Power Grid workgroup

Workgroup Topics and Timeline

- May 25, 2021: Data Access Session
- June 22, 2021: Data Privacy, Sharing, and Customer Consent
- July 2021^{**}: Customer Education and Participation Topics
- August 2021^{**}: Customer Education and Participation Topics
- August 2021^{**}: Customer Education and Participation Topic
- Report writing will take place finalizing the stakeholder session.
- Report will be provided to stakeholders for feedback.
- No later than February 25, 2022, report filed to the docket

^{**} July and August dates and specific topics TBA

How to Get Involved

Go to: www.michigan.gov/MIPowerGrid

Michigan.gov

E-DOCKETS CONTACT US SEARCH

LARA
MPSC

ABOUT THE MPSC COMMISSION ACTIVITIES CONSUMER INFORMATION REGULATORY INFORMATION

MPSC / COMMISSION ACTIVITIES / MI POWER GRID





Customer Engagement

Providing Michigan residents and businesses with the demand-side technologies, programs, and price signals that will allow these customers to be more active and effective participants in the state's transition to increased clean and distributed energy resources.



Integrating Emerging Technologies

Ensuring timely and fair grid access and appropriate information exchange to support customer-oriented solutions and reliable system operations.



Optimizing Grid Investments And Performance

Integration of transmission, distribution, and resource planning to increase transparency and optimize solutions; enhancement of tools, financial incentives, and regulatory approaches to adapt to technology change and customer preferences.

Customer Education And Participation



In order to maximize the value of clean and distributed energy resources for customers, significant attention needs to be given to educating and facilitating customer participation and access to new demand-side technologies, energy waste reduction programs, demand response offerings, time-based pricing and other related programs. Customer Education and Participation also includes Data Access and Privacy, which will focus on the customer's need to access and share energy usage information while maintaining privacy safeguards.

[Learn More](#) >

Demand Response

Customers enrolled in demand response programs may be called upon to shift electricity consumption away from times of peak usage when electricity costs more to produce. These customers benefit through a lower rate. Demand response can also be a useful tool to avoid emergency situations where customer usage is expected to exceed available generation supply.

[Learn More](#) >

Energy Programs And Technology Pilots

Utility companies use pilot projects to test new or experimental ideas. This helps utilities, stakeholders, and the MPSC learn what may work on a larger scale, as well as where to improve. Past pilot projects have involved energy waste reduction, electric vehicles, advanced metering infrastructure, and rates that vary based on when electricity is used. Having a standard process to evaluate pilot projects can help the MPSC and stakeholders decide whether expanding these programs is beneficial to customers.

[Learn More](#) >

CUSTOMER EDUCATION AND PARTICIPATION

The Customer Education and Participation section of the workgroup will focus on prior utility learnings while leveraging new technologies to improve customer outreach, satisfaction, and empowerment to achieve both internal and statewide clean energy goals. This effort will focus on identifying and breaking down barriers that impact low-income and other vulnerable customer classes in their ability to participate in utility program offerings.

CUSTOMER DATA ACCESS AND PRIVACY

Customers increasingly need access to their energy usage information to better understand and manage their energy decisions. Customers may choose to share this energy usage information with third parties who can assist them with their energy management opportunities. Customer data privacy continues to be foundational to any data sharing that takes place between the utilities and customers and their third parties. The Customer Data Access and Privacy section of this workgroup will explore how additional access to energy data by customers and third parties can allow ratepayers to be more active, responsive, and dynamic participants in the energy system while appropriately maintaining data privacy safeguards.

SIGN UP FOR CUSTOMER EDUCATION AND PARTICIPATION UPDATES

To sign up for updates or to access your subscriber preferences, please enter your contact information below.

*Email Address

Submit

Questions?

Email Staff Leads:

Kayla Gibbs (GibbsK2@michigan.gov) and Danielle
Rogers (RogersD8@michigan.gov)

Energy Data Access: A National Perspective



Michael Murray
President
michael@missiondata.io

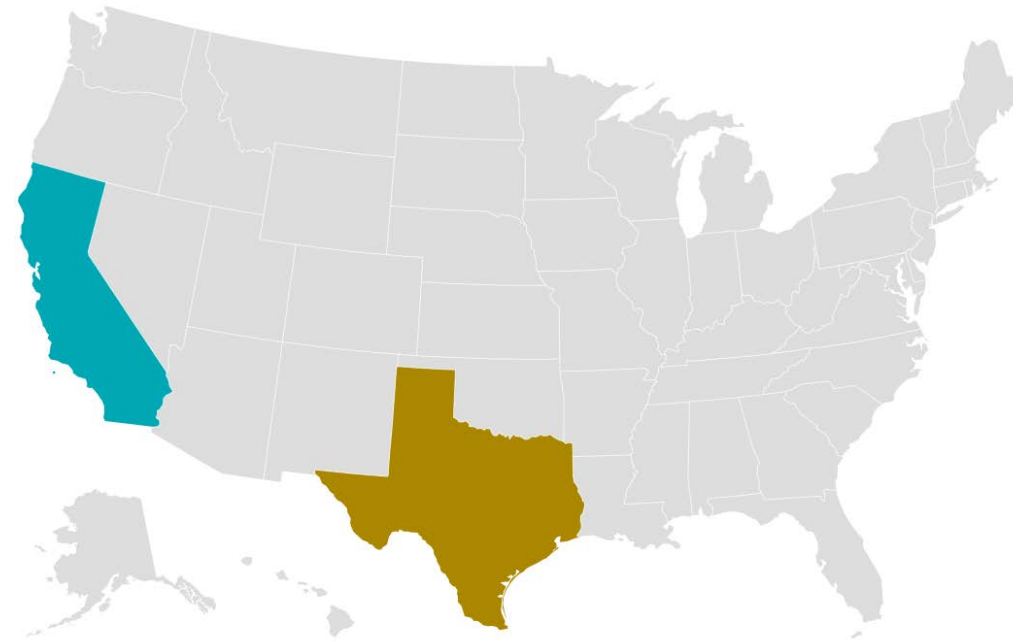


MISSION:DATA

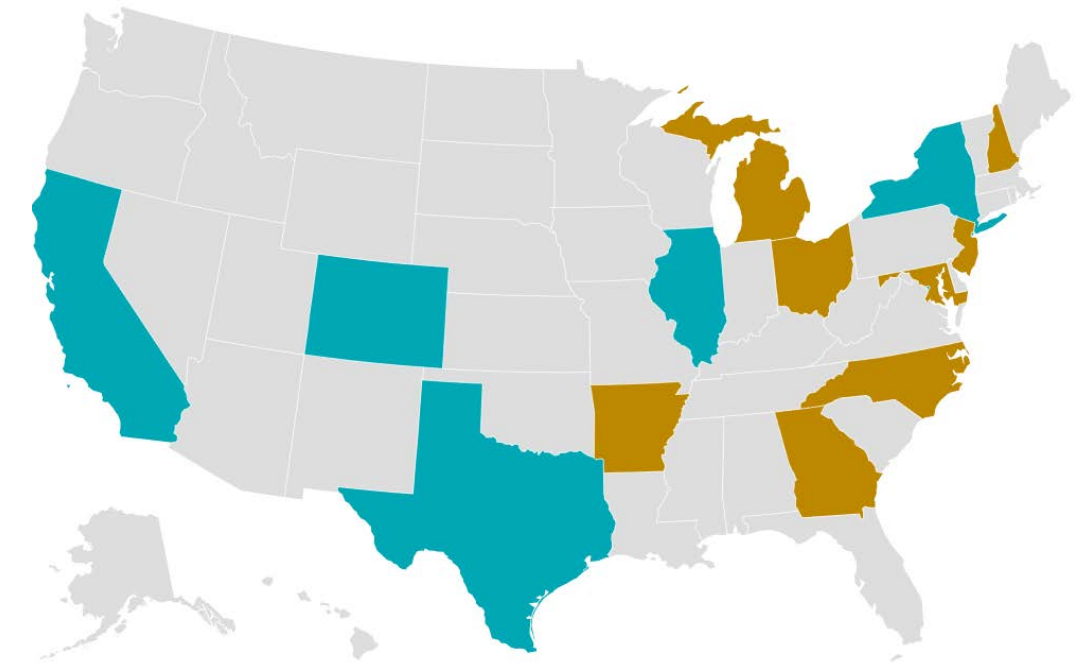
empowering energy savings



2014



2021



- Policy established
- Under consideration

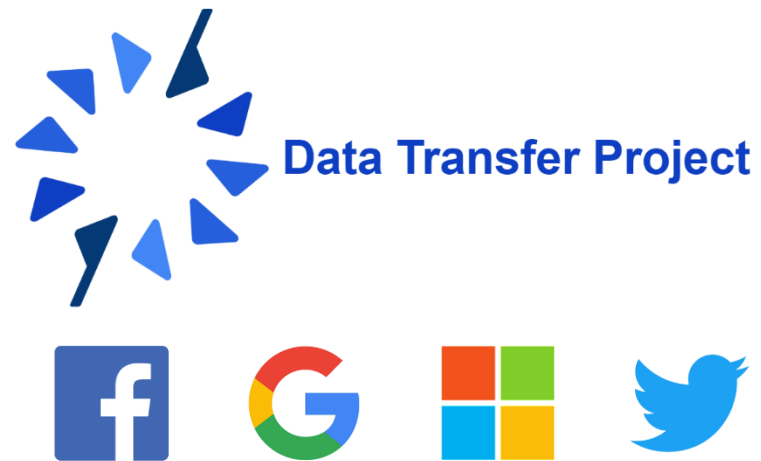
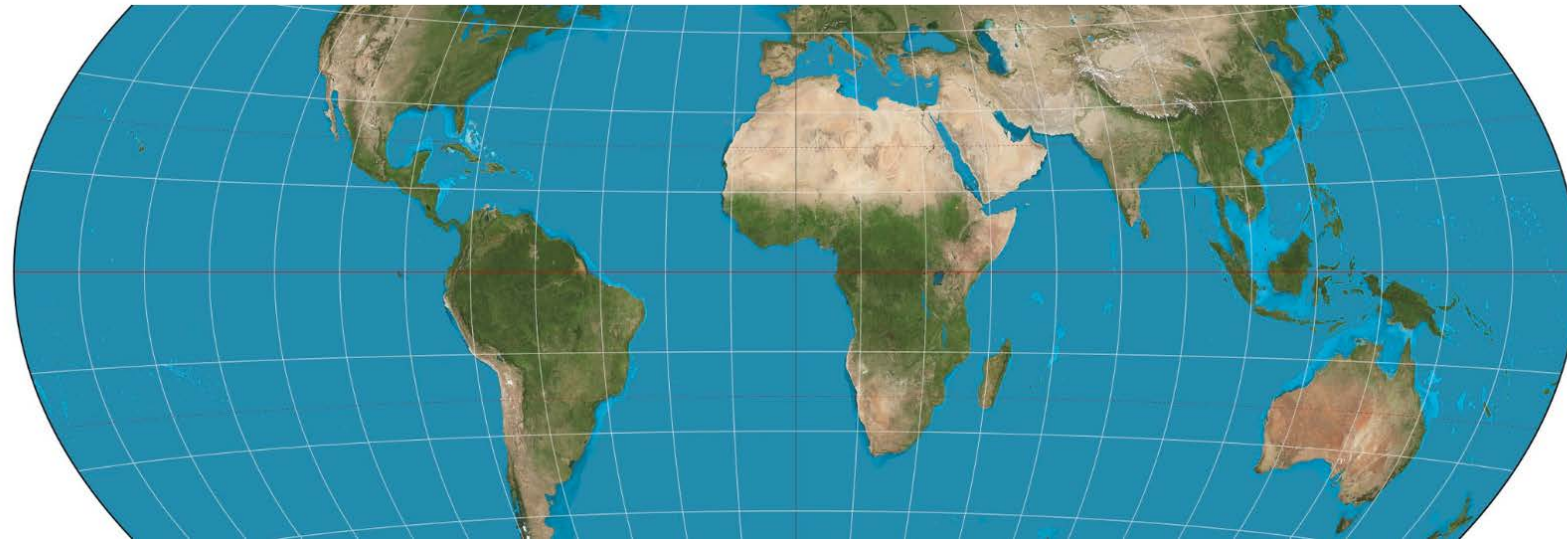
36+ million meters and growing...



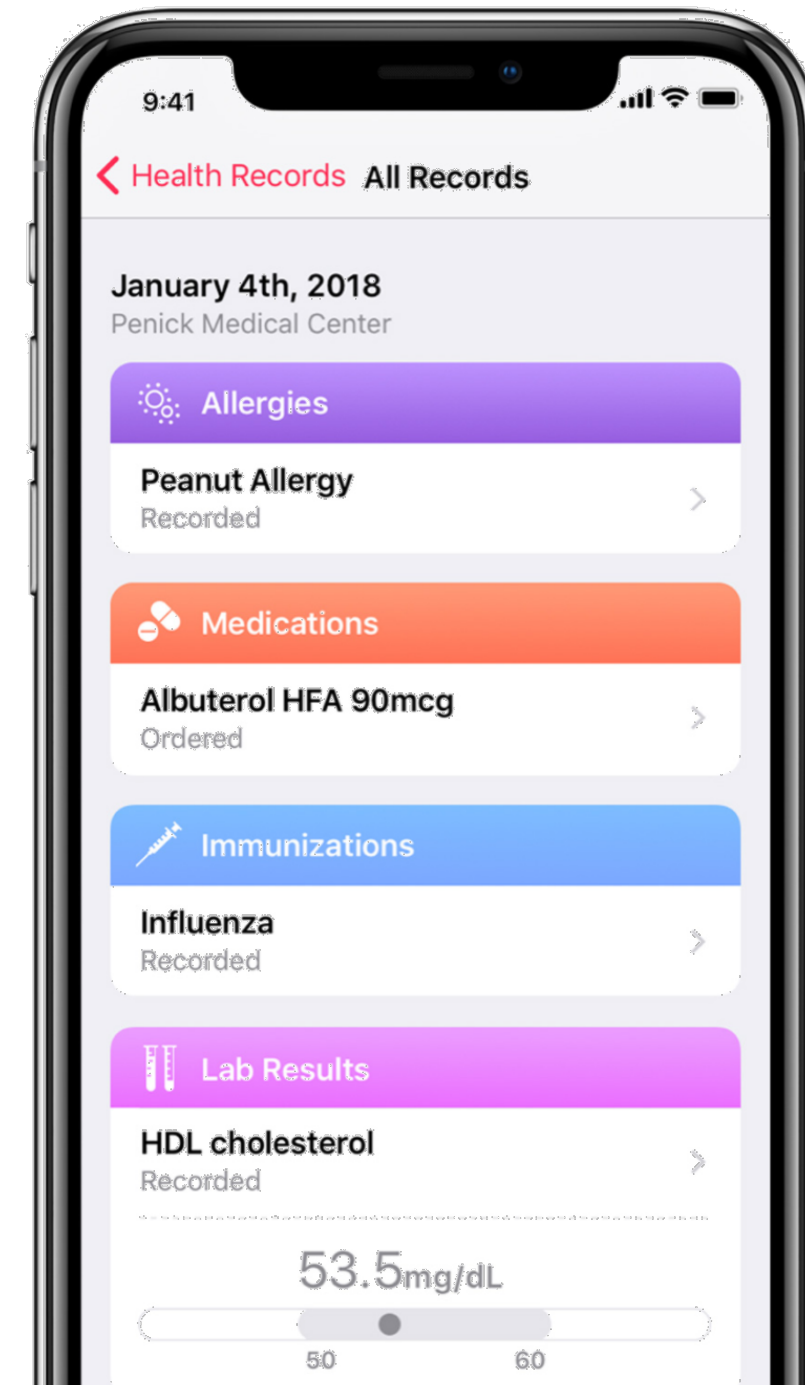
missiondata.io/reports



Global movement toward data portability



European
Commission
Payment Services Directive (PSD2)



More info: <https://bit.ly/2yVCHPv>

Four sub-areas:

without consent

1. Individual customer data with consent

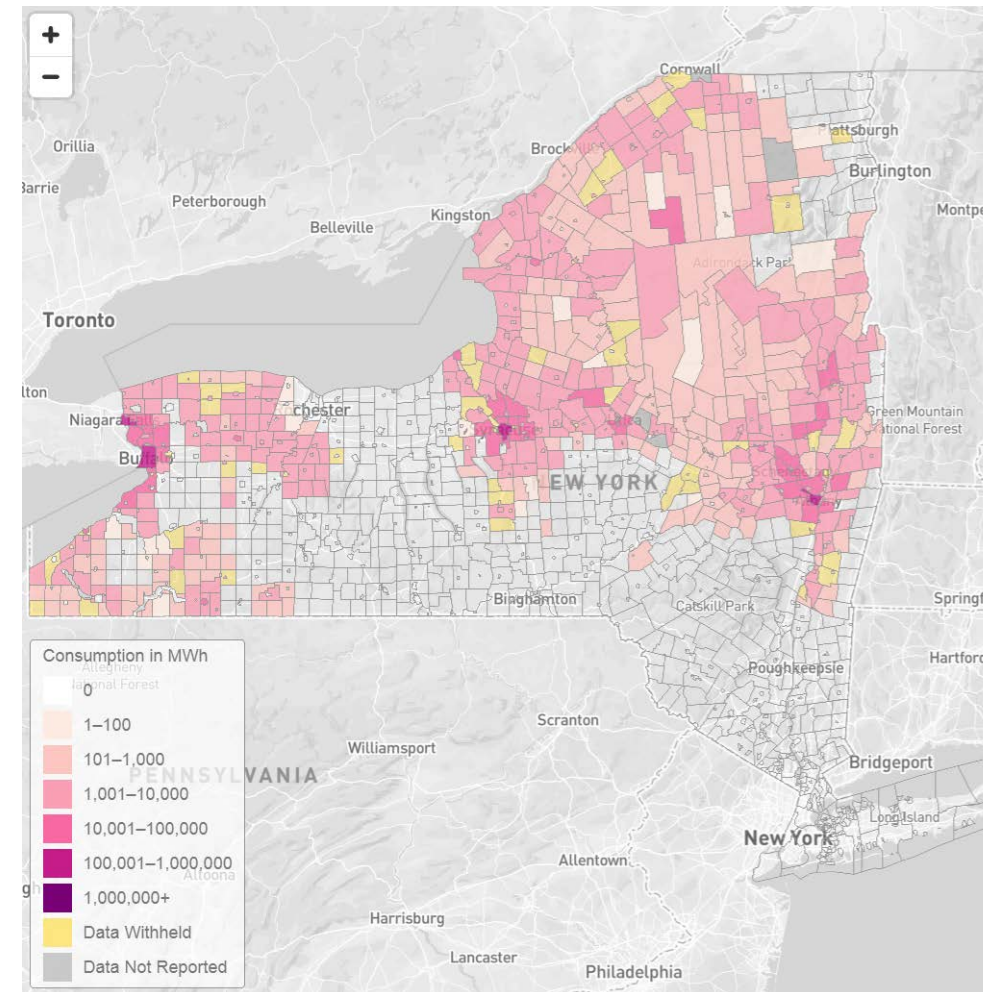
- Usage
- Billing history
- Rate info
- Account info



2. Whole-building usage



3. City/County/State planning

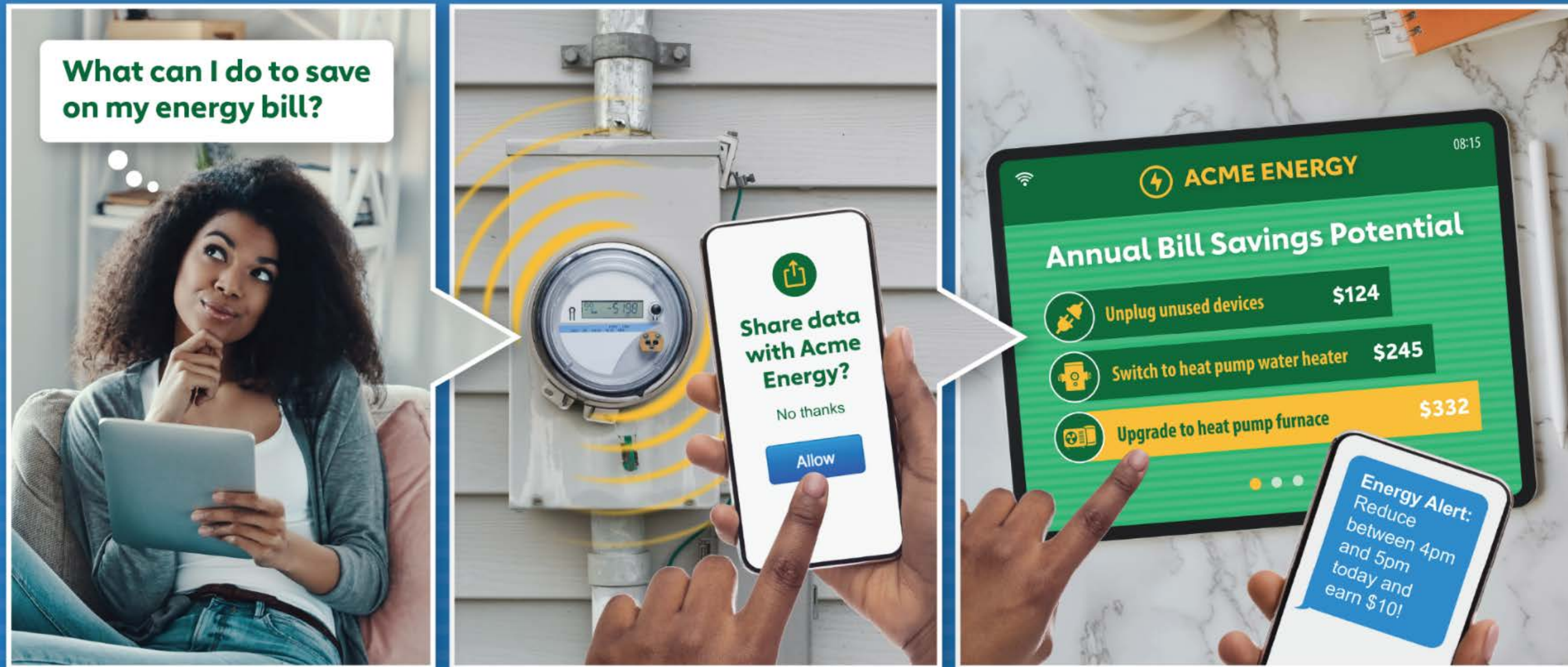


4. Distribution grid data



How would you use it?

How energy data portability **benefits consumers**



What are the benefits of energy data portability?

12 STUDIES
from 2011-2015

FOUND

6% TO 18%
ENERGY SAVINGS



WHEN USERS
HAVE ACCESS
TO METER DATA

*coupled with new technologies
like disaggregation, actionable
feedback and smart controls*

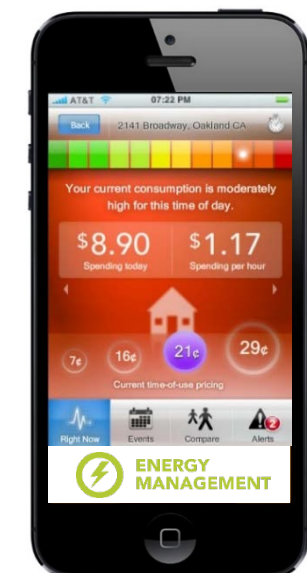
See missiondata.io/reports

Price quotes

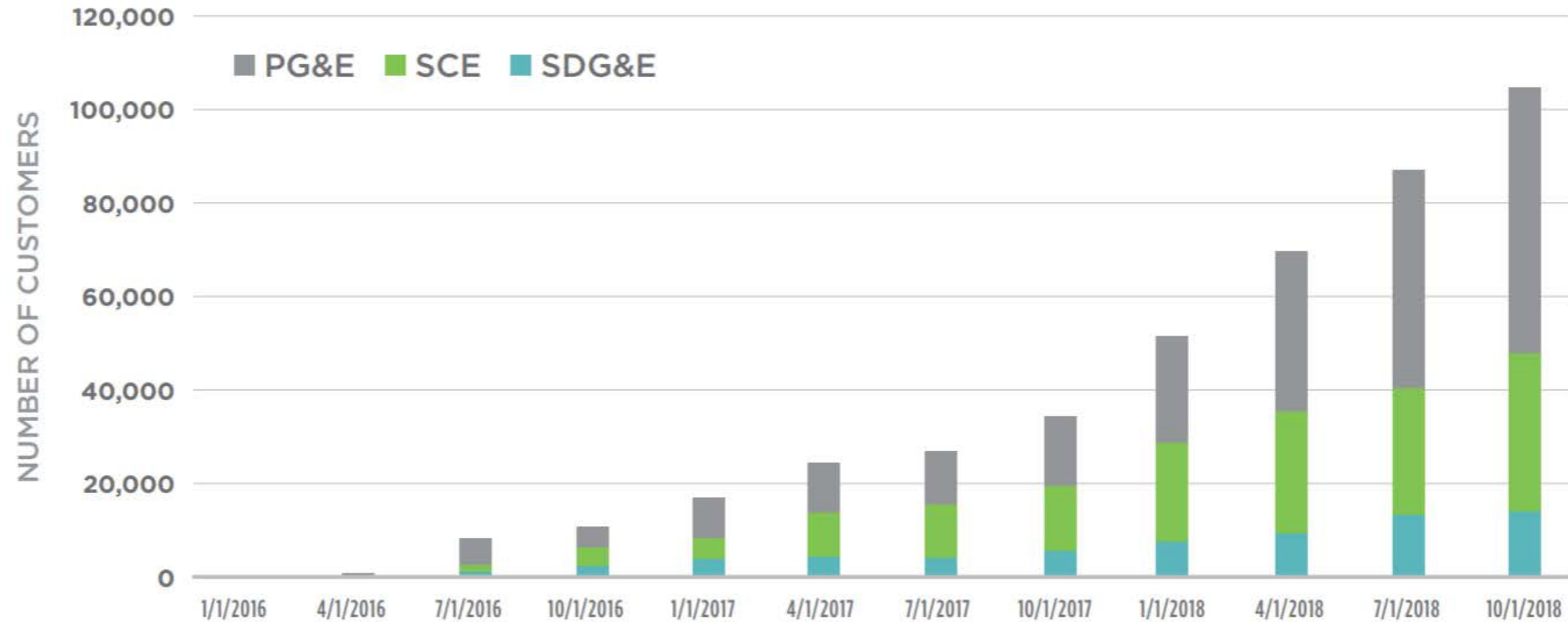
- Heat pump cost-benefit analysis
- Solar + storage system sizing
- Eligibility for programs

Smart Home

- Time-of-use optimization (“prices to devices”)
- Cost savings analysis
- Retail supplier shopping



California leads the way



Lessons learned from other states

1. Plan for poor UX

SOUTHERN CALIFORNIA EDISON
AN EDISON INTERNATIONAL COMPANY

CUSTOMER INFORMATION SERVICE REQUEST FOR DEMAND RESPONSE PROVIDERS (CISR-DRP)

IMPORTANT INFORMATION FOR CUSTOMERS – BE SURE TO READ FIRST
THIS IS A LEGALLY BINDING CONTRACT – READ IT CAREFULLY

Southern California Edison's (SCE's) Rule 25 and its corresponding privacy policies, which can be found at <https://www.sce.com/portal/home/privacy>, generally do not allow for the disclosure of customers' personal information (such as your name, address, phone number, or electric and billing information) to third-parties unless the customer expressly authorizes the disclosure. The purpose of this form is to allow you, the customer, to exercise your right to disclose your personal energy-related information to collaborating Non-Utility Demand Response Providers (DRPs) pursuant to SCE's Rule 24, so that you may obtain Demand Response services. Rule 24 can be accessed at https://www.sce.com/NR/sc3tm2/pdf/Rule_24.pdf. This form may be used for authorization to release Bundled Service, Community Choice Aggregation (CCA) Service, Community Aggregator (CA), and Direct Access (DA) Service customer's personal energy-related information. In some cases two different DRPs may collaborate to help a customer obtain Rule 24 Demand Response services. Accordingly, this form allows for disclosure of your information to both a Primary DRP and an optional Secondary DRP. Alternatively, each DRP may submit its own CISR-DRP form with your consent to receive personal energy-related information about you. Once you authorize access by the DRP(s) to your personal energy-related information, you are responsible for ensuring that the DRP(s) safeguards this information from further disclosure without your consent. Authorization for SCE to release your information under Rule 24 is a separate agreement from the one you may have or may make with the DRP(s) for its services.

This form also grants the DRP(s) the ability to request that SCE make limited changes to the SCE electric meter(s) serving your Service Account(s), as specified in Section C below.

I, (Customer),
 Customer Name According To SCE Records

Contact Name (if different from above)	First Name	Last Name
E-Mail Address	Phone Number	

(You are required to provide at least your e-mail or phone number.)

Do hereby AUTHORIZE (Sign Section D) REVOKE (*check only one*) the following DRP(s) (Sign Section H):

Name of Primary DRP	Fed Tax ID	Rule 24 ID
Email Address	Phone Number	

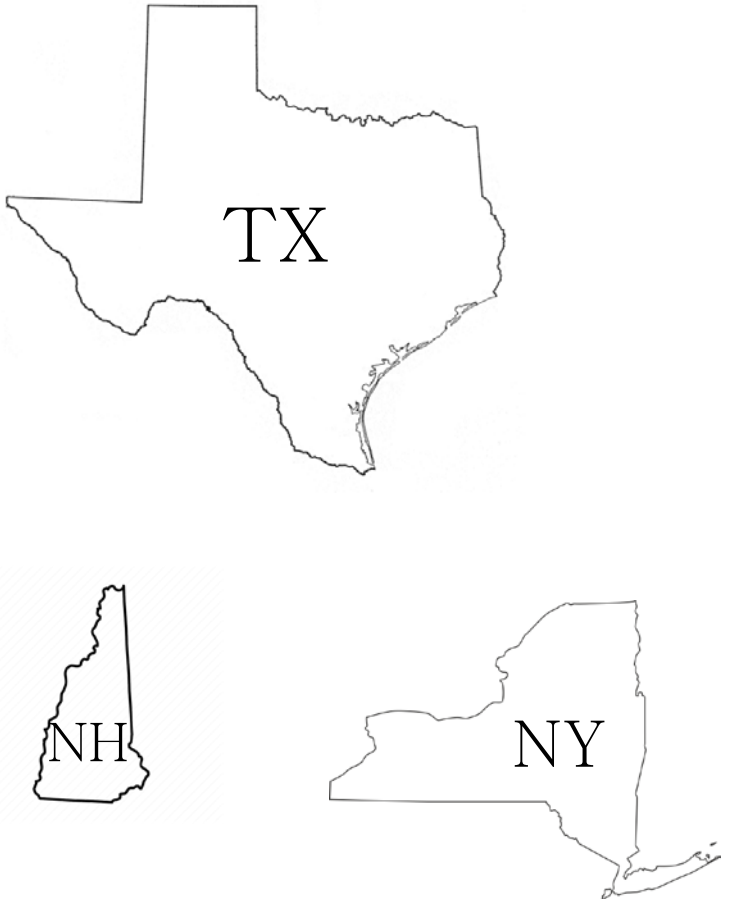
(Complete the following table only if you are authorizing data to be released to a collaborating DRP)

Name of Secondary DRP	Fed Tax ID	Rule 24 ID
Email Address	Phone Number	

2. Plan for poor quality



3. Centralize!



State policies on data portability

	California	New York	Texas
Technical standard	Green Button Connect (with deviations for DR info)	Green Button Connect “or alternate standard with similar functionality”	Custom authorization process, using GB-formatted data files
Data types	48 months interval usage history, billing and account info, DR participation info, Home Area Network	24 months interval usage history, service address, electric account number, meter number, “ICAP” tag needed for DR, other items such as rate class	24 months interval usage history
Eligibility criteria of data recipients	Must not be on the Commission-maintained list of “banned” entities	Registration with PSC, must execute Data Security Agreement required and complete audit	Must provide contact information
User experience	Extensive – 2 screens and 4 “clicks” (E-4868)		Streamlined process approved by Commission (47472)
Centralized	No	Under construction	Yes
Performance monitoring	Website must show real-time performance statistics including availability, start-to-finish times, etc.	Under development	Monthly uptime reporting to PUCT



Making the Most of Michigan's Energy Future

Status of Grid Modernization in Michigan:

How Grid Modernization is Improving Access to Energy Data
and the Collection of Energy Data

Ryan Laruwe

Commissioner Advisor

Michigan Public Service Commission

May 25, 2021



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Customer Data Access

May 2021

Customer Data



BILLING & CONSUMPTION DATA OPTIONS

- Customers can obtain billing and consumption data through
 - Energy bill copies
 - Itemized Statements
 - Interval data
 - Visually on ConsumersEnergy.com
- Customers can authorize third parties to obtain data on their behalf by completing the required authorization forms or by using Green Button Connect online

DEMO

Non-Residential Customers – Data Access

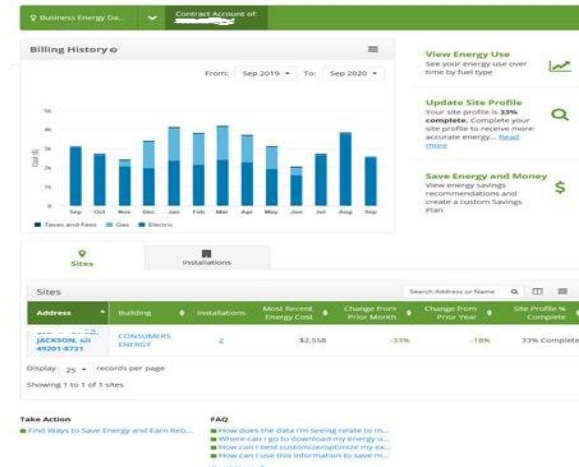
DATA ACCESS OVERVIEW

Current Methods

- Online account at ConsumersEnergy.com
- Interactive Voice Response System* – Self-Serve option for bill copies and/or itemized statement emailed or mailed to the customer of record.
- Phone* –Data sent to the customer of record by email or mail
- Email* –Data sent to the customer of record by email or mail

Future Outlook

- Business Energy Dashboard - Self-serve to display and download billing, consumption, demand, and interval data as applicable. Customers will be able to authorize third parties for data access



Residential Customers – Data Access

DATA ACCESS OVERVIEW

Current Methods

- Phone* –Data request sent to the customer of record by email, mail, or provided verbally.
- Web** – Energy data is viewable in account history or Energy Dashboard
- Green Button Connect** – Customers can share and manage data with third party providers

Future Outlook

- Account authorization of third parties online
- Mobile application

Questions?



MI Power Grid: Customer Participation and Education Workgroup

Alicia Ramirez, Thac Nguyen

May 25, 2021

DTE offers multiple tools to help our customers access and utilize their energy usage data

Energy Usage Report

Energy Usage Data **DTE** Visit dteenergy.com

Energy Usage Report

DTE Energy customers with an advanced metering infrastructure (AMI) meter can generate an energy usage report from the previous 13 months to monitor their data or share with a third party. Electric customers can view their hourly data. The most current data is available in a downloaded spreadsheet or a live link.

Type of Service
Electric (Hourly)

Date Range
Start Date: 04/11/2021 End Date: 05/11/2021

File Type
 CSV - Spreadsheet format
 XML - Machine-readable format

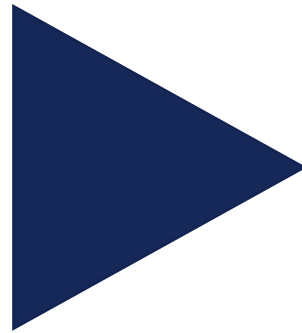
Download Report

Generate Link

You can also generate a link to... months. A third party is a person... act on behalf of DTE. Your link... who have the link will no longer...

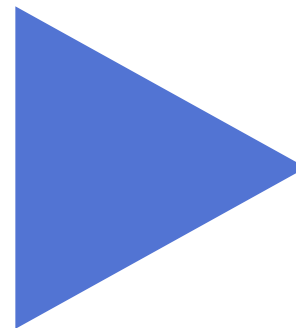
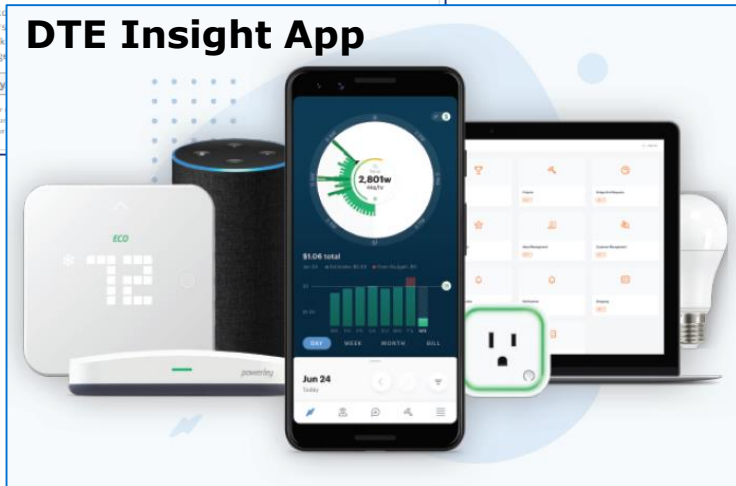
<https://usagedata.dteenergy.com>

Customers have the right to share their... partners. Please be aware the informat... information by you or third parties after...



- Download load usage for Electric and Gas services for up to 12-months
- Create a link to allow others access to your energy usage
- Stop sharing your usage with others at anytime

DTE Insight App



- Real-time usage with the Energy Bridge
- Smart-home integration
- Setting budgets, personalized coaching and alerts
- Behavior Change Engine

Live demo of **Energy Usage Report** and
the **DTE Insight App**



Making the Most of Michigan's Energy Future

Customer Education and Participation Session 1: Data Access

Break: 2:00pm-2:05pm

May 25, 2021

1:00PM – 3:30 PM (Eastern)



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Use Cases and Regulatory Barriers: Academia and Community Perspective



Connie Lilley
Executive Director-
Detroit 2030 District



Jan Culbertson
Senior Principal-
Ann Arbor 2030 District



Moderator

Kendal Kuneman
Program Manager-
Detroit 2030 District



Soren Anderson
Associate Professor of
Economics
Michigan State University



Rick Bunch
Executive Director -
Michigan Municipal
Association for Utility
Issues

Use Cases and Regulatory Barriers: Third Party Installers and Service Providers



Erica Larsen
Sales Engineer-
The Green Panel



Mike Troupos
Managing Director-
Foresight Management

Moderator



Mark Cryderman
Business Development/
Education-
The Green Panel



David Gard
Executive Director-
Michigan Energy
Efficiency Contractors
Association (MEECA)

Danny Waggoner
Director-
Advanced Energy
Economy (AEE)



**Peter Dotson-
Westphalen**
Senior Director, Market
Development-
CPower



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Customer Education and Participation Closing Comments

Danielle Rogers

Smart Grid

Michigan Public Service Commission

May 25, 2021



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For more information:

- Customer Data Access & Privacy [Issue Brief](#)
 - Created October 24, 2018
- Michigan Utility Data Privacy Tariffs: Case Number [U-18485](#)
 - Scroll down to Filings
 - Evolution of Data Privacy Tariffs 2018-present
- March 5, 2019 Data Privacy/Accessibility [Stakeholder Forum](#)
- April 15, 2019 Data Accessibility Staff [Report](#)
 - Summarizes stakeholder discussion from March 5, 2019 forum
 - Provides possible recommendations to Commission going forward

Thank You and Please Stay Engaged!

- Thank you for your participation.
- Please stay engaged.
 - Sign up for the listserv if you have not already
 - Go to MI Power Grid [Customer Education and Participation workgroup](#) page
 - Scroll to bottom to add email
 - Attend future meetings
 - Next Meeting on Tuesday, June 22, 2021
 - Topic: Data Privacy and Sharing
 - Speak at a future meeting
 - Presenter/Panelist spots available for stakeholder input/experiences
 - If interested, email: Kayla Gibbs (gibbsk2@michigan.gov) and/or Danielle Rogers (rogersd8@michigan.gov)

Thank you!