

Christina Forist BIO

Christina Forist serves as the manager of the Michigan Public Service Commission's Compliance and Investigation Section within the Customer Assistance Division and has 17-years of experience dealing directly with the enforcement of the Consumer Standards and Billing Practices for Electric and Natural Gas Service, known as the billing rules. In this role she is a technical resource for the MPSC chairman and commissioners on technical matters related to rule interpretation, service quality issues, and customer protections.

The C&I section is responsible for responding to informal customer contacts and formal complaints from customers of Commission regulated electric, natural gas, and telecommunication companies relating to enforcement of service quality and billing rules. She supervises the coordination of formal complaints and service quality cases that go before an administrative law judge for review, then to the Commission for a decision. This deals directly with the development of testimony, exhibits and/or discovery. On an ongoing basis, she reviews trends that are received from customers. If a trend has been identified staff works with all the parties involved to identify and address the root cause. She also conducts and reviews all utility waivers, tariff changes, conduct investigations, and generate reports or briefs on the billing rules. Mrs. Forist also served as the lead coordinator and one of the main staffers in the most recent rewrite of the billing rules. During this process, she provided insight and knowledge of the current rules, proposed changes and trends while working directly with different stakeholders through the process. She continues to voice concerns relating to high profile issues and educate stakeholders of the MPSC position.