

EAAC: Data Analysis & Regulatory Review Quarterly Report and U-20757 Data Report Comparison

4/21/2022



Charge: Part 1 Data Analysis Reporting

Data points will focus on two Commission utility metrics

- Quarterly Reports (QR) R 460.151
 - Submitted to the Commission 45-days after the end of the reported quarter.
 - U-18120
- U-20757 Data Reporting (U-20757)
 - Data will be filed on the 10th of the month encompassing the previous month's information.
 - <https://www.michigan.gov/mpsc/regulatory/reports/other/utility-customer-data>
- Note: required submission is for regulated utilities ONLY

A detailed discussion and overview of the existing collection of data which will set a foundation for open dialogue

- Clear understanding of each data metric.
- What is different between the two reports?



Quarterly Report – Billing Rules

R 460.151 Reporting requirements.

Rule 51. A utility shall file with the commission quarterly reports that disclose all of the following:

- (a) The payment performance of its customers in relation to established due and payable periods.
- (b) The number and general description of all complaints registered with the utility.
- (c) The number of shut off notices issued by the utility and the reasons for the notices.
- (d) The number of hearings held by the utility, the types of disputes involved, and the number of complaint determinations issued.
- (e) The number of written settlement agreements entered into by the utility.
- (f) The number of shut offs of service and the number of reconnections.
- (g) Any other customer service quality information requested by the commission staff.

[R 460.101 to R 460.169 \(1\).pdf](#)



U-20757 Monthly Report Requirements

Customer Payment Performance

Number of customers who are behind 6-30 days, 31-60 days, 61-90 days and 91+ days after the bill due date.

Amount in arrears of customers who are behind 6-30 days, 31-60 days, 61-90 days and 91+days after the bill due date.

Payment Plan Information

Number of customers on a payment plan and amount owed.

Winter Protection Plan (WPP) Information

Number of customers on WPP.

Number of customers who defaulted on WPP.



U-20757 Monthly Report Requirements Continued

Alternative Shutoff Protection Plan Information

- Number of customers on an alternative Shutoff Protection Plan.
- Number of customers who defaulted on their alternative Shutoff Protection Plan.

Shut off Information

- Total number of disconnect notices sent.
- Total number of customers disconnected for non-payment, unauthorized use, safety, access and any other reason.
- Total number of disconnections prevented or customer restoration due to medical emergency and critical care.
- Total number of seniors coded as of the end of the month.


Restoration Information


- Total number of customers restored after the cause has been cured or payment arrangement has been entered.
- Total number of customers restored due to the customer receiving assistance..





Data Categories


 Customer Payment Performance (QR & U-20757)


 Payment Plans (QR & U-20757)


 Winter Protection Plan (QR & U-20757)

 Alternative Shutoff Protection Plan (QR & U-20757)

 Shutoff Information (QR & U-20757)

 Restoration Information (QR & U-20757)

 Customer Service (QR)

 Informal Hearings (QR)



Customer Payment Performance

The total number of customers who paid the amount owed by their scheduled due date.	Total for month (QR & U-20757)
An account with charges for utility service that remains unpaid 6 -30 days after the due date. (R 460.102 (m))	As of the last day of the month (U-20757)
An account with charges for utility service that remains unpaid 31 -60 days after the due date. (R 460.102 (m))	As of the last day of the month (QR & U-20757)
An account with charges for utility service that remains unpaid 61 - 90 days after the due date. (R 460.102 (m))	As of the last day of the month (QR & U-20757)
An account with charges for utility service that remains unpaid 91 days or more after the due date. (R 460.102 (m))	As of the last day of the month (QR & U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 6-30 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 31-60 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 61-90 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 91 days or more after the due date.(R 460.102(m))	As of the last day of the month (U-20757)

*Highlighted information denotes a differences in Quarterly Reporting and U-20757 reporting.



Payment Plans

The number of customers who have entered into a written agreement to settle a dispute and may include to pay back on an unpaid balance over a duration of time. (R 460.158)

- Total for month (QR)

The number of customers who have entered into an agreement to pay back an unpaid balance over a duration of time. Arrangements can be verbal. (R 460.146)

- Total for month (QR & U-20757)

The total dollar amount for all customers who have entered into an agreement to pay back an unpaid balance.

- As of the last day of the month (U-20757)

* Highlighted information denotes a differences in Quarterly Reporting and U-20757 reporting.



Winter Protection Plan (WPP) & Alternative Shutoff Protection Plan

Winter Protection Plan (WPP)

Number of customers who are classified under Winter Protection Plan. (R 460.131) (Total for month (QR & U-20757))

The number of customers who defaulted on the program (R 460.131) (Total for month (QR & U-20757))

Alternative Shutoff Protection Plan

The number of customers who are classified under Shutoff Protection Plan. (R 460.131(10)) (Total for month (QR & U-20757))

The number of customers who defaulted on the program. (R 460.131(10)) (Total for month (QR & U-20757))



Shutoff Information

The total number of notices sent to customers. (R 460.136 and R 460.139 and R460.143(1))	Total for month (QR & U-20757)
The total number disconnected due to non-payment for electric or natural gas. (R 460.137(1)(a), (b), (f), (2)(b)(i)(ii), (3)(a)(b))	Total for month (QR) Total customers still disconnected as of the last day of the month (U-20757)
The total number disconnect due to unauthorized use for electric or natural gas. (R 460.102b(l), R 460.136 R 460.137(1)(c), (e), R 460.137(2)(a))	Total for month (QR) Total customers still disconnected as of the last day of the month (U-20757)
The total number disconnected due to safety for electric or natural gas. (R 460.136)	Total for month (QR) Total customers still disconnected as of the last day of the month (U-20757)
The total number disconnected due to access for electric or natural gas. (R 460.137(1)(d))	Total for month (QR) Total customers still disconnected as of the last day of the month (U-20757)
The total number disconnected that does not fall into the above categories for electric or natural gas. (i.e. prepaid, pilots, etc.) (R 460.137 or program terms and conditions)	Total for month (QR) Total customers still disconnected as of the last day of the month (U-20757)

*Highlighted information denotes a differences in Quarterly Reporting and U-20757 reporting.



Shutoff Information Continued

The number of customers (prevention and restoration) or member of the customer's household who have an existing medical condition as defined and certified by a physician or public health official on a commission-approved medical certification form, that will be aggravated by the lack of utility service. (R 460.102a(i) and R460.130)	Total for month (QR & U-20757)
The number of customers (prevention and restoration) or member of the customer's household who require, home medical equipment or a life support system, and who, on an annual basis, provides a commission-approved medical certification form from a physician or medical facility to the utility identifying the medical equipment or life support system and certifying that an interruption of service would be immediately life-threatening. (R 460.102(i) and R 460.130a)	Total for month (QR & U-20757)
The total number of seniors coded (prevention and restoration) at the end of the report month. (R 460.102(p) and R 460.132)	Total for month (QR & U-20757)



Restoration Information

The number of customers restored due to the customer request when the cause has been cured or credit arrangements satisfactory to the utility (R 460.144) or participating in a winter protection plan (R 460.131 or R 460.132(2)).

- Total for month (QR & U-20757)

Total restored due to receiving assistance.

- Total for month (QR & U-20757)



Customer Service

<p>The number of contacts the company receives from customers about their utility service. Contacts can come in any form. Contacts would include all complaints and inquiries.</p>	<p>Total for month (QR)</p>
<p>A complaint means a customer driven contact where corrective action occurs to resolve the matter.</p> <ul style="list-style-type: none"> - The Commission does not deem requests for information, service, routine information or explanation as a complaint. - The Commission is aware that a customer may not be satisfied but accepts the utility information, explanation or verification. - A complaint can be resolved on the first call. 	<p>Total for month (QR)</p>
<p>a. Corrective action that relates directly to a customer billing dispute.</p>	<p>Total for month (QR)</p>
<p>b. Corrective action that relates directly to a customer "service" dispute.</p>	<p>Total for month (QR)</p>
<p>c. Corrective action that relates directly to a customer credit or collections of the account.</p>	<p>Total for month (QR)</p>
<p>d. Corrective action that relates to other areas of concern not listed above.</p>	<p>Total for month (QR)</p>
<p>e. Provide a description of "other" areas of concern.</p>	<p>(QR)</p>



Informal Hearings

The number of customer hearings requested on a hearing on a disputed matter before a hearing officer that a utility offers to a customer under the provisions of R 460.155. (R 460.102(k))	Total for month (QR)
The number of customer hearings scheduled on a hearing on a disputed matter before a hearing officer that a utility offers to a customer under the provisions of R 460.155. (R 460.102(k))	Total for month (QR)
The number of written decisions of a hearing officer after a customer hearing. (R 460.102(h))	Total for month (QR)
a. The number of final determinations in favor of the customer.	Total for month (QR)
b. The number of final determinations in favor of the company.	Total for month (QR)
c. Hearings resolved in compromise	Total for month (QR)
Briefly list reasons for any customer hearing (i.e. billing error, high bill, shutoff, deposit, etc.)	Total for month (QR)



Questions? Comments? Concerns?

Open Dialogue

DARR Suggestion Box (<https://www.michigan.gov/mpsc/commission/workgroups/energy-affordability-and-accessibility-collaborative>)

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What's next

- Next meeting:
May 19th at 10:00 a.m. – 12:00 p.m.
- OPEN Forum Type
- Topics:
 - What type of information is legal to collect and share?
 - Focus on current Commission utility data
 - Review and gauge value
 - What is missing?
 - Where should the data reside?





Appendix

- Information only in Quarterly Report
- Information only in U-20757 Monthly Report



Information Only in Quarterly Report

<p>The number of contacts the company receives from customers about their utility service. Contacts can come in any form. Contacts would include all complaints and inquiries.</p>	<p>Total for month (QR)</p>
<p>A complaint means a customer driven contact where corrective action occurs to resolve the matter.</p> <ul style="list-style-type: none"> - The Commission does not deem requests for information, service, routine information or explanation as a complaint. - The Commission is aware that a customer may not be satisfied but accepts the utility information, explanation or verification. - A complaint can be resolved on the first call. 	<p>Total for month (QR)</p>
<p>a. Corrective action that relates directly to a customer billing dispute.</p>	<p>Total for month (QR)</p>
<p>b. Corrective action that relates directly to a customer "service" dispute.</p>	<p>Total for month (QR)</p>
<p>c. Corrective action that relates directly to a customer credit or collections of the account.</p>	<p>Total for month (QR)</p>
<p>d. Corrective action that relates to other areas of concern not listed above.</p>	<p>Total for month (QR)</p>
<p>e. Provide a description of "other" areas of concern.</p>	<p>(QR)</p>



Information Only in Quarterly Report Continued

The number of customers who have entered into a <u>written</u> agreement to settle a dispute and may include to pay back on a unpaid balance over a duration of time. (R 460.158)	Total for month (QR)
The number of customer hearings requested on a hearing on a disputed matter before a hearing officer that a utility offers to a customer under the provisions of R 460.155. (R 460.102(k))	Total for month (QR)
The number of customer hearings scheduled on a hearing on a disputed matter before a hearing officer that a utility offers to a customer under the provisions of R 460.155. (R 460.102(k))	Total for month (QR)
The number of written decisions of a hearing officer after a customer hearing. (R 460.102(h))	Total for month (QR)
a. The number of final determinations in favor of the customer.	Total for month (QR)
b. The number of final determinations in favor of the company.	Total for month (QR)
c. Hearings resolved in compromise	Total for month (QR)
Briefly list reasons for any customer hearing (i.e. billing error, high bill, shutoff, deposit, etc.)	Total for month (QR)



Information Only in Quarterly Report Continued

The total number disconnected due to non-payment for electric or natural gas. (R 460.137(1)(a), (b), (f), (2)(b)(i)(ii), (3)(a)(b))	Total for month (QR)
The total number disconnect due to unauthorized use for electric or natural gas. (R 460.102b(l), R 460.136 R 460.137(1)(c), (e), R 460.137(2)(a))	Total for month (QR)
The total number disconnected due to safety for electric or natural gas. (R 460.136)	Total for month (QR)
The total number disconnected due to access for electric or natural gas. (R 460.137(1)(d))	Total for month (QR)
The total number disconnected that does not fall into the above categories for electric or natural gas. (i.e. prepaid, pilots, etc.) (R 460.137 or program terms and conditions)	Total for month (QR)



Information Only in U-20757 Monthly Reporting

An account with charges for utility service that remains unpaid 6 -30 days after the due date. (R 460.102 (m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 6-30 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 31-60 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 61-90 days after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount on an account with charges for utility service that remains unpaid 91 days or more after the due date.(R 460.102(m))	As of the last day of the month (U-20757)
The total dollar amount for all customers who have entered into an agreement to pay back an unpaid balance.	As of the last day of the month (U-20757)



Information Only in U-20757 Monthly Reporting Continued

The total number disconnected due to non-payment for electric or natural gas. (R 460.137(1)(a), (b), (f), (2)(b)(i)(ii), (3)(a)(b))	Cumulative total through end of month (U-20757)
The total number disconnect due to unauthorized use for electric or natural gas. (R 460.102b(l), R 460.136 R 460.137(1)(c), (e), R 460.137(2)(a))	Cumulative total through end of month (U-20757)
The total number disconnected due to safety for electric or natural gas. (R 460.136)	Cumulative total through end of month (U-20757)
The total number disconnected due to access for electric or natural gas. (R 460.137(1)(d))	Cumulative total through end of month (U-20757)
The total number disconnected that does not fall into the above categories for electric or natural gas. (i.e. prepaid, pilots, etc.) (R 460.137 or program terms and conditions)	Cumulative total through end of month (U-20757)