

EAAC: Data Analysis & Regulatory Review Customer Lived Experiences

8/18/2022



Where are we at now?

Data Collection Review

- Provided insight into current data collection efforts, primarily focusing on shutoff and arrearage data
- Explored the need for additional data to help customers with energy assistance

Rule Review

- Educated the meaning and intent of each Billing Rule – Part 7
- Discussed modifications or gaps

Current Utility Protections

- Outlined current offerings
- Provided Billing Rule-Part 7 statistics on number of participants, denials, and arrearages

Customer Lived Experiences

- Hear real-life journeys customers face, both struggles and successes



Customer Lived Journey Road Map Open Discussion





Questions we asked ourselves

Where or are there any gaps in the protections or data collection?

What additional data points would you like to see collected?

Do you think any of the current data points should be removed?

How does our current data collection help assist with new protections?

Can we add value?

Do we need to track additional data to gauge future protections?



Strengths **W**eaknesses **O**pportunities **T**hreats





We want your feedback

DARR Suggestion Box

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

Provide
suggestion or
recommendation
for: Data
Collection &/or
Protections

Submit by:
September 2nd

Review all
comments on
September 15th



Questions? Comments? Concerns?

Leadership
Contacts

Kasey McNeally
Superior Watersheds
kaseym@superiorwatersheds.org

Christina Forist
MPSC Staff
foristc@michigan.gov

Rick Bunch
5 Lakes Energy, LLC
rbunch@5lakesenergy.com

Jake Thelen
MPSC Staff
thelenj7@michigan.gov



Upcoming ...

- Next meeting:
September 15th at 10:00 a.m. – 12:00 p.m.

Topics:

Where do we go from here ...

- Review all potential recommendations

