

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

5/19/2022



Goal and Purpose

- ✓ Engage in discussions that will assist MPSC Staff in preparing a report providing recommendations to be filed in December 2022, under Case No. U-20757.
- ✓ Continue to focus on the needs and protections for:
 - purpose of identifying and addressing customer protection
 - equity and affordability measures moving forward
- ✓ Keep an open mind, respect other's viewpoints and be mindful of the scope and goals of this group.



Part 1: Data Analysis Reporting

Where are we at?

Step 1

Reviewed what we currently collect

- R 460.151 (Quarterly Reports)
- U-20757 COVID Order (U-20757)

Step 2

Educated and provided a clear understanding of what each data point means

Step 3

Compared various data points and where certain data resides




Current Commission Reporting


Quarterly Reports


- Submitted to the Commission 45-days after the end of the reported quarter.
- U-18120
- Data represents both residential and nonresidential customers

U-20757 Data


- Submitted to the Commission 10-days after the end of the month.
- Data represents residential customers


 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)



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





Data Privacy Definition

Potentially Personally Identifiable Data (PPID): a name, number, or other information that is used for the purpose of identifying a specific person or providing access to a person's financial accounts, including, but not limited to:

- a person's name
- address
- telephone number
- driver license or state personal identification card number
- social security number
- taxpayer identification number
- health insurance identification number
- credit card number
- IP Address
- medical information

Some data elements alone may not be considered personally identifiable, but when combined with other information can be linked to a person.

For example:

- date of birth
- ethnic background
- gender
- height and weight can be considered potentially identifiable information when combined with other data elements

PPID is comprised of more data elements than those listed above; you should check the federal and state laws applicable to the data potentially in your care using terms such as PHI, PII, FTI, PPI, CJI, PCII, and Student Education Records from FERPA. (<https://www.michigan.gov/dtmb/policies/adminguide/8000-glossary#P>)

* You are still going to be responsible for protecting it.



Survey Questions

1. What additional data points would you like to see collected? Please list them.

2. Do you think any of the current data points should be removed? Please list them and explain why.

3. How would you improve the U-20757 and Quarterly Report data accessibility?

4. How do you plan on using the data that is collected?



Survey Results

Current data collection is sufficient but could be better clarified

Customer Journey

Payment troubled customers who receive EWR services

Use Commission online reporting system

Separate Residential vs. Non-residential

Both reports visible

Remove complaint tracking

Shutoff info based on zip code: ethnic, income, etc.

How EWR programs been deployed with this subset of shutoff data

Merge Reports

Remove Occupied/Non-occupied

Restoration Rates

Data in other formats





Part 2: Open Discussion on Data Categories

Customer Payment Performance

- No Survey Suggestions

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Payment Plan Information

- No Survey Suggestions

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Winter Protection Plan (WPP) Information

- No Survey Suggestions

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Alternative Shutoff Protection Plan Information

- No Survey Suggestions

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Shutoff Information

- Disconnects based on ethnic, income, zip code, etc.

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Restoration Information

- Restoration rate after 3-day, 7-day, 1-month.

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Complaints/ Informal Hearing

- Remove complaint tracking

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

Logistics

- Merge the reports
- Make all the information visible
- Use Commission online reporting system
- Separate report to represent all residential & non-residential
- Data in other formats (csv or geo)

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



Part 2: Open Discussion on Data Categories

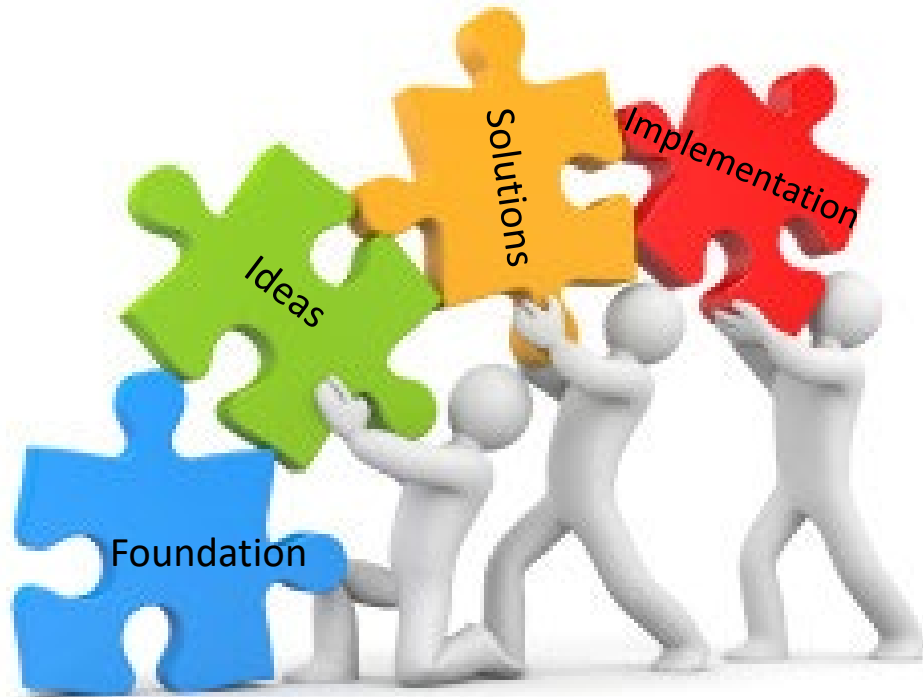
Other

- Current data collection is sufficient but could be better clarified
- Remove Occupied/ Non-occupied
- How EWR programs been deployed with this subset of shutoff information
- Payment troubled customers who receive EWR services
- Customer Journey (arrear vs current customer based on amount/geographic)
- Average electric use per geographic area

- What should be added?
- How would you use any new data?
- Strengths, weaknesses, opportunities or threats of any new data.



How do we make this work?

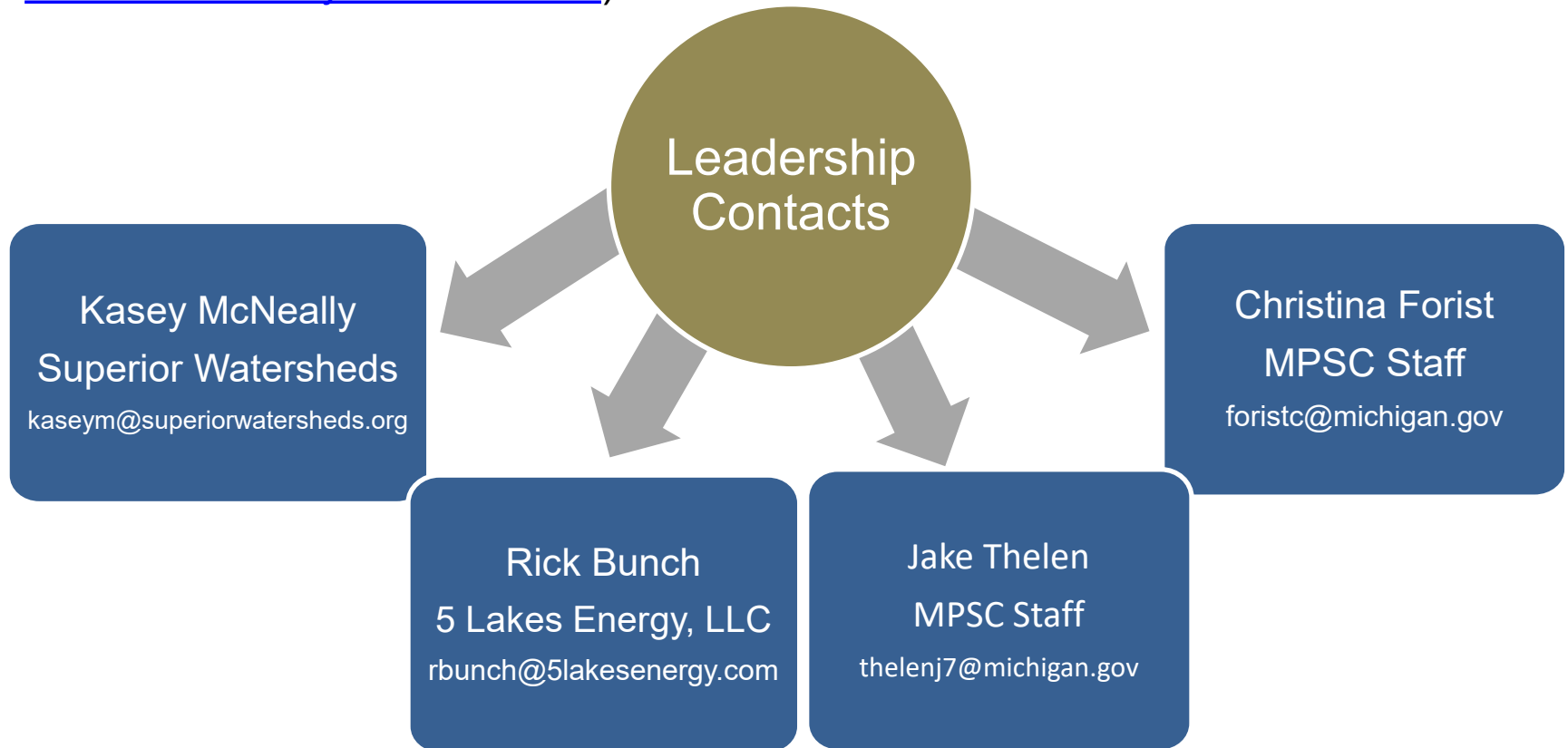




Questions? Comments? Concerns?

DARR Suggestion Box

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





What's next

- Next meeting:
June 16th at 10:00 a.m. – 12:00 p.m.

Topics:

- Provide a detailed discussion and education of the meaning and intent of each of the existing Billing Rules – Part 7
 - provide a basis for an open discussion
 - review any modifications or gaps that have been identified





Appendix

- R 460.151 Quarterly Report Rule Requirements
- U-20757 Monthly Report Requirements



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 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..



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.