

**Jake Thelen BIO**

Jake Thelen joined the Michigan Public Service Commission (MPSC) in 2005 as a student assistant. He spent five years answering phones, listening, and documenting customer utility complaints. Upon graduation from Central Michigan University, he accepted a Departmental Analyst position as a Regulation Officer with the MPSC. As a Regulation Officer he assisted customers by investigating and resolving their utility complaints. In 2017, he was promoted to a Departmental Specialist, he now continues to investigate utility complaints with a specialty in business complaints. He also provides Staff expertise in customer related utility cases related the MPSC Billing Rules.