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GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
PUBLIC SERVICE COMMISSION

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Service Quality and Reliability Standards U-20629 Workgroup Meeting #2

Wednesday, January 8, 2020; 1:00 p.m. – 4:00 p.m.

Lake Michigan Hearing Room, Michigan Public Service Commission

Map to MPSC Offices: [7109 West Saginaw Highway, Lansing, MI 48917](#)

[Join Skype Meeting:](#)

Join by phone: +1 (248) 509-0316, 111940579# (Dial-in Number)

Agenda Items		
1:00 pm	Welcome, Introduction and Recap	Charyl Kirkland Electric Operations Section
1:10 pm	Session #1 Comments Summary & Discussion	Charyl Kirkland Electric Operations Section
1:45 pm	Service Quality Standards for Electric Service Staff Multi-State Review	Charyl Kirkland Electric Operations Section
2:15 pm	Break	
2:30 pm	Public Sector Consultants Multi-State Review: Service Quality & Reliability Standards for Electric Service	Eric Pardini, Public Sector Consultants*
3:15 pm	Service Quality and Reliability: Areas of Focus	Charyl Kirkland Electric Operations Section
3:45 pm	Closing Statements / February 12 th Session Overview	MPSC Staff
4:00 pm	Adjourn	

Tentatively Scheduled—Subject to Change

Coffee and tea will be provided. To reduce waste, please consider bringing your own reusable cup.