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U- 20629: Service Quality and Reliability Standards for Electric Distribution Systems Workgroup Meeting #4

Thursday, March 12, 2020; 1:00 p.m. – 2:30 p.m.

Lake Michigan Hearing Room, Michigan Public Service Commission

Map to MPSC Offices: [7109 West Saginaw Highway, Lansing, MI 48917](http://www.michigan.gov/mpsc)

[Join Skype Meeting](#)

Join by phone: +1 (248) 509-0316,,161088667# (Dial-in Number)

Agenda Items		
1:00 pm	Welcome, Introduction, and “U-20629 Issue Summary – Service Quality” Document* Overview	Charyl Kirkland Electric Operations Section
1:15 pm	Issue Statements and Proposals for Today’s Discussion (see below)	All
2:20 pm	Closing Statements	MPSC Staff
2:30 pm	Adjourn	

* Please see the “U-20629 Issue Summary - Service Quality” document posted to the [webpage](#) under “Related Documents”. Three of the six issues below will be discussed during the meeting.

Issues for Today’s Discussion

#2 Definitions*

Open the Consumer Billing Rules and coordinate transfer of rules from Service Quality Standards to Consumer Billing Rules. Staff proposes to include "normal conditions" (<2.5%), "gray sky day" (2.5-10%), and "catastrophic conditions" (>10%) for all utilities.

#5 Outage Credits*

Utilities should implement system to automatically track and refund outage credits when applicable. Increase outage credit to \$35 based on rate of inflation when original rule was established.

#6 Reporting Standards

Staff proposes that utilities should report outage information using a MPSC generated report form to ensure consistent communication. Staff proposes including of MAIFI in annual reporting metrics and incorporating IEEE definitions within the standards where possible.

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