



**Making the Most of Michigan's Energy Future**

# **Service Quality and Reliability Workgroup Meeting #4**

U-20629

March 12, 2020



**MPSC**

**Michigan Public Service Commission**

# March 12, 2020 Agenda

Agenda Items		
1:00 pm	Welcome, Introduction, and “U-20629 Summary of Identified Issues” 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	

## Issue Statements and Proposals 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:** Staff proposes that utilities should report outage information using a MPSC generated report form to ensure consistent communication. Staff proposes including MAIFI in annual reporting metrics and streamlining annual reporting for all Michigan utilities.

# U-20629 Service Quality & Electric Reliability Rulemaking

## Staff Summary of Identified Issues

Issue	Issue Statement	Staff Proposal
#1 Wire Down Response	Wire down relief times for first responders are too long. This creates unnecessary risk to health and human safety and shifts staffing expense from utility to local municipality.	Reduce required response time. Reimburse first response staffing costs to local municipalities for exceeding relief time. Work with statewide stakeholders of first responders and utilities and develop a standardized process for prioritizing wire downs.
#2 Definitions	Definitions related to call response time should be moved to Consumer Billing Rules (e.g. "Call", "Call blockage factor", "Complaint response", "Complaint response factor") Other definitions: "gray sky day", "normal conditions"	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.
#3 Service Performance	Performance metrics related to call response times, call blockage factors, and complaint response factors should be moved to Consumer Billing Rules.	Open the Consumer Billing Rules and coordinate transfer of rules from Service Quality Standards to Consumer Billing Rules.

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# U-20629 Service Quality & Electric Reliability Rulemaking

## Staff Summary of Identified Issues

<p>#4 Momentary Outages</p>	<p>Momentary outages and power quality issues cause economic hardship to industrial customers. The MPSC does not have data on the breadth or depth of momentary outages.</p>	<p>Utilities should track momentary outages and report to MPSC quarterly.</p>
<p>#5 Outage Credits</p>	<p>Outage credits/refunds are too difficult to obtain. Rules surrounding credit eligibility are confusing and inconsistently applied/delivered.</p>	<p>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.</p>
<p>#6 Reporting</p>	<p>Staff does not receive the same outage information from each utility during storm/event restoration. Consistent information is necessary to relay to the State's emergency team.</p>	<p>Utilities should report outage information using a MPSC generated report form to ensure consistent communication.</p>

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## #2 Definitions

Issue Statement – Customer Assistance Division Staff utilize Definitions related to call response time (e.g. "Call", "Call blockage factor", "Complaint response", "Complaint response factor") in their quarterly reports regarding Consumer Billing Rules

Other definitions: "gray sky day", "normal conditions", "momentary"

Staff Proposal – 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.

## #2 Definitions Discussion

Staff proposes to incorporate some IEEE definitions within the Standards. Staff also proposes to include "normal conditions" (<2.5%), "gray sky day" (2.5-10%), and "catastrophic conditions" (>10%) for all utilities.

## #5 Outage Credits

Issue Statement – Outage credits/refunds are too difficult to obtain. Rules surrounding credit eligibility are confusing and inconsistently applied/delivered.

Staff Proposal – 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.

## #5 Outage Credit Discussion

Staff proposes that the outage credit amount increase to \$35 and that utilities should implement system to automatically track and refund outage credits when applicable. Staff also proposes that the utility identify the credit as a line item on customer bills.



## #6 Reporting

Issue Statement – Staff does not receive the same outage information from each utility during storm/event restoration. Consistent information is necessary to relay to the State’s emergency team.

Staff Proposal – Utilities should report outage information using a MPSC generated report form to ensure consistent communication.

## #6 Reporting Discussion

Staff proposes that utilities provide the Commission with After Action Reports for unusual events.

Staff proposes to increase the meter read factor from 85%

Staff proposes to include MAIFI in annual reporting

# Feedback Due March 24, 2020

Submit comments on:

- Issue Statements and Staff Proposals (All)

# Comment Submittal

1. Written comments can be submitted to the docket by emailing [mpscedockets@michigan.gov](mailto:mpscedockets@michigan.gov) and referencing MPSC Docket No. U-20629.
2. Alternatively, comments referencing the specific docket can be mailed to

Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909

# Looking Ahead

- Upcoming Workgroup Meetings: **April 7, 2020 @ MPSC Offices (tentative)**
- Initial Staff Report Due: April 30, 2020. As directed in U-20629 order.

“While the workgroups will not engage in official rule-making activities, the Commission’s goal is that input from the workgroups will provide a foundation for potential future rule changes that are flexible and responsive to changing technology and that ensure safe, reliable electric service.” page 3.

# Questions?

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# Break

Up Next: Technical Standards Presentation



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