

Comments on Draft Recommendations

February 22, 2022

Consumers Energy appreciates the time and effort of the MPSC in working with a diverse and varied group of stakeholders and developing comprehensive recommendations, as well as the opportunity to provide comments regarding the draft recommendations. The Company has the following feedback, with the text of the draft recommendations.

- Customer Engagement in the Regulatory Process (designed to improve opportunities for customers to influence regulatory decisions)
 - **The Commission should encourage the utilities to engage with customers on issues including their long-term investment plans, rate case requests, and pilot programs through customer surveys, public meetings, and other available means.**
 - *Consumers Energy as a utility does work to engage with customers on a variety of issues, including investments, pilots, etc, and expects to continue to do so. The Company does work to engage using methods best suited to the situation – consequently, such engagement is not uniform but can be very different based on a variety of factors.*
- Improving Customer Participation and Education regarding energy use and program options (designed to improve customer education and access to information)
 - **The Commission should develop and publicize a utility program portal with information regarding available utility programs and offerings.**
 - *Consumers Energy would respectfully note that adoption of this recommendation would likely need utility support so as to provide complete and accurate information. Adoption of this recommendation will likely require resources allocated in some fashion by the Company, including digital support.*
 - **The Commission should hold regular meetings with regulated utilities to examine and review utility customer outreach and education efforts, identify barriers to program adoption, and discuss lessons learned and opportunities for improvement and coordination.**
 - *Consumers Energy is willing to meet regularly with the Commission regarding customer education.*

Again, Consumers Energy appreciates the opportunity to provide input and the opportunity to collaborate with the MPSC and other stakeholders.