

IN THE MATTER OF: TOWN HALL TO TAKE
PUBLIC COMMENT ON OUTAGES FROM
RECENT WINTER STORMS, PUBLIC HEARING

March 20, 2023

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STATE OF MICHIGAN
MICHIGAN PUBLIC SERVICE COMMISSION

In the matter of:

Town Hall to take public comment on
outages from recent winter storms.

/

PUBLIC HEARING
13800 Ford Road, Dearborn, Michigan
Monday, March 20, 2023, 5:30 p.m.

PANEL:

DAN SCRIPPS
MPSC Commissioner

TREMAINE L. PHILLIPS
MPSC Commissioner

KATHERINE PERETICK
MPSC Commissioner

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1 Dearborn, Michigan

2 Monday, March 20, 2023 - 5:33 p.m.

3 MR. SCRIPPS: Thanks everybody for being here. My
4 name is Dan Scripps. I am the chair of the Michigan Public
5 Service Commission, and we're holding this town hall meeting
6 to talk about the outages that many folks across Michigan,
7 more than a million people across Michigan experienced in
8 the last month. And particularly here in southeast Michigan
9 where we had two separate events; one a major ice storm on
10 February 22nd, and then a heavy snowstorm just a week later
11 on March 3rd, that -- both of which resulted in significant
12 power outages, and particularly problematic, very long power
13 outages.

14 A number of folks who were without power for even
15 a week or more, and some had barely gotten reconnected from
16 the February 22nd storm before they were out again in early
17 March. And really, we don't have a whole lot of preliminary
18 remarks. We are here to hear from you. We have found that
19 listening to the people most directly impacted by outages is
20 often the best way to understand what those outages mean,
21 how they impact you, whether it's as an individual, as a
22 family, as a business.

23 And often, the ideas of what can be done based on
24 what you're seeing in your communities and your
25 neighborhoods help to inform the strategies that we use as

1 regulators of public utilities here in the state of
2 Michigan, to try and get the grid to a place that customers
3 expect and indeed deserve.

4 The other part of this is I think the outages of
5 the last month really brought this to fair, but, of course,
6 they're not the only recent examples, that we have had four
7 outages in the last four years that affected more than
8 500,000 customers statewide.

9 We had in 2021 a historic summer where in the DTE
10 territory there were major outage events happening, on
11 average, more frequently than once every five days. In 2017
12 the worst windstorm that we've had, and then, of course,
13 last month, the worst ice storm in 50 years. But I think
14 the challenge is if you're having historic events every
15 other year, they're no longer really historic. It is the
16 new normal.

17 And we have an obligation, I think, as regulators
18 of certainly the utilities that we oversee to make sure that
19 the grid is ready for the new normal and where it's going.
20 And so that's what we want to hear from you all tonight. I
21 also want to flag that if you have friends, family members,
22 neighbors, others who can't be here tonight, we're doing a
23 virtual town hall meeting tomorrow from 6:00 o'clock to 8:00
24 o'clock p.m. Information on that and how to dial in is
25 available on our website at Michigan.gov/MPSC.

1 So with that, I want to introduce my two
2 colleagues, Commissioner Tremaine Phillips and Commissioner
3 Katherine Peretick, and let them offer a couple of opening
4 remarks, as well, and then we'll get started hearing from
5 you.

6 MR. PHILLIPS: Thank you, Chair Scripps. And good
7 evening, everyone. My name is Tremaine Phillips. Again, my
8 comments will be brief as we want to maximize the
9 opportunities for all of you to share your stories with us.
10 First, I just want to take a quick minute to thank all of
11 our many staff who are here to support us. Thank you for
12 your flexibility and your responsiveness in coordinating not
13 one, but three town halls within a span of two days in
14 response to the recent severe storms and subsequent power
15 outages.

16 Secondly, I would like to thank all of you, all of
17 you for taking time out of your day to communicate with us
18 your challenges, I know the many frustrations and the
19 solutions in the aftermath of the recent extreme weather and
20 the solutions in the aftermath of the recent extreme
21 weather. But I also know and realize that you all don't
22 want to be here, that we recognize you have better places to
23 be this evening, better things to do with your time than
24 coming here and having to voice your frustrations in person
25 to us.

1 Yes, our grid, and by extension, our jobs as
2 regulators has become more challenging to manage. We are
3 confronting the headwinds of aging energy infrastructure, of
4 uncertain economic and geopolitical times, and the real and
5 un-abating impacts of an abruptly changing climate. But we
6 do not have the luxury of waiting or attempting to tackle
7 any one of these problems in isolation. And though I can
8 assure you that this commission and our staff has and
9 continues to have an unwavering focus on grid reliability,
10 on grid resilience and safety, we also know that you demand
11 and you deserve better.

12 And therefore, we regulators, utilities, and
13 legislators must do more, and we must do it faster. So I
14 thank you all, again, for your commitment to join us here
15 today. We are deeply sorry for the financial, as well as
16 the personal losses experienced over the last several weeks.
17 But we look forward to hearing your comments and personal
18 stories with us this evening. Thank you.

19 MS. PERETICK: My name is Katherine Peretick. I'm
20 the (inaudible) of the three commissioners, and I also just
21 wanted to start by thanking all of you for taking the time
22 out of your day today to attend and to share your
23 experiences with the recent outages following the ice storm.
24 I do want to note that if any of you has any questions or if
25 you need any help, there are members of our customer ser- --

1 customer assistance team that are here and waiting to assist
2 you at the desk outside in the hall. They can help with
3 information on bill assistance, or help with filing formal
4 complaints, or with answering any other questions that you
5 might have. Just talk to anybody with the MPSC name tag on,
6 and they can point you to the right person. When -- but
7 when the power goes out, people lose. It is the ability to
8 stay warm in the winter or cool in the summer, they can lose
9 food in their fridge or freezer, they lose medically. Some
10 people have even lost pets or farm animals, and have had
11 severe health impacts as a result of the power outages.

12 None of that is okay. And we're working
13 diligently to make sure that we identify the roots of the
14 problems that are facing our electric grid and then finding
15 the right solution. Just like the other two commissioners
16 said, I don't want to spend too much time right now talking
17 about what we are doing, because the purpose of this town
18 hall meeting is to hear from you. But I will mention the
19 three things that we're actively working on to help make
20 improvements.

21 You need to know what we're working on already,
22 and then help give us more ideas, better ideas, and hold us
23 accountable. The first is that we're re-writing the service
24 quality rules, which will tighten the acceptable service
25 restoration time and also increase penalties and payments

1 for customers when the power goes out to \$35 per day, which
2 is an automatic credit once the threshold is met. That's up
3 from \$25 total, which is -- which is the current standing.
4 And we expect these rules -- service quality rule changes to
5 go into affect this coming Friday, in just a couple of days.
6 The second one is that we're increasing transparency in the
7 performance of our utilities by requiring monthly reporting
8 on outages and fixes, to try to fix these outages, and we're
9 requiring that reporting by census track so we can really
10 narrow in on where these problems are occurring.

11 All of this information is going to be posted
12 publically to our website, the MPSC's website, and this
13 website goes live this Friday. The first data is not due
14 until May 15th, but that will report on the first --
15 January, February, and March data for this year, so you'll
16 be able to actually see that posted publically on our
17 website. And then the third and final thing is that for the
18 first time ever in the state of Michigan we're performing an
19 audit on both DTE and Consumers Energy's electric system, so
20 we can identify for ourselves where the deficiencies lie.

21 We're hiring a third-party, independent contractor
22 to do the audit, and that request for proposal for that
23 third-party, independent contractor went live last Monday.
24 So if anyone in here knows a firm that you think would do a
25 good job at the audit, please let them know to submit a

1 proposal, and all of that information is -- is available on
2 the State of Michigan's website. So I want to leave it
3 there. I want to stop talking and give the floor to all of
4 you who came here today.

5 MR. SCRIPPS: Great. Thank you Commissioner
6 Peretick. Thank you Commissioner Phillips. So we'll --
7 we're going to dive right in at this point, and this is the
8 agenda for the rest of this meeting is to hear from you. So
9 if you would like to make a public comment at the meeting
10 today, you can get a blue comment card that looks like this
11 (indicating) from the welcome table, complete it, and
12 provide it to Leslie or Wendy, who are over there by the
13 door, and they will bring it to us.

14 I'll call both the next speaker and the person
15 who's on deck, so that they can get ready. And when I call
16 your name, you can go to the mic that's here in the front
17 and make your comment. And this really is designed so that
18 we can hear from you. We have a large number of comments to
19 get through over the next two and a half hours. We have
20 approximately 50 folks who have filled out a comment card so
21 far.

22 So in order to hear from as many people as we
23 possibly can, we're going to limit comments to one per
24 person, and three minutes each. Shatina is keeping time
25 over to my left. She'll show you a yellow folder when

1 you've got 30 seconds remaining, and a red folder when your
2 time is up. We do ask that folks adhere to the time limits.
3 We do want to hear from as many people as we possibly can.
4 And then if you are interested in providing comments, but
5 either don't want to speak at an open meeting, or have more
6 to say than you can fit into three minutes, you can also
7 submit white written comments -- or comments on white
8 comment cards that are out front.

9 They can be filled out while you're sitting here
10 and given back to staff. And we can also, of course,
11 receive comments either by email or by regular mail, and
12 information on how to submit those is at the front table, as
13 well. So we're going to get started now. The first person
14 is Fay Beydoun. So Fay, if you want to make your way up to
15 the mic. And then Horace Sheffield I've got on deck.

16 MS. AMAL: Hello. My name is Amal. I'm actually
17 -- I'm (inaudible) with Fay Beydoun. She's kept in contact
18 and sent me a personal (inaudible) reading on her
19 behalf (inaudible). Starting off with --

20 "Good afternoon. My name is Fay Beydoun, and I've
21 lived in the City of Dearborn for 4- -- for 40 years.
22 I have unique experiences with DTE Energy,
23 including having my power shut off (inaudible), waiting
24 for days for the power to come on, like many of you. I
25 have also known DTE as a community partner that I've

1 worked with for over 20 years. DTE is a major
2 supporter in the Arab-American International
3 Festival where I'm (inaudible) -- extension, which
4 allows us to bring the Arab-American experiences to
5 over 300,000 individuals at each festival. DTE's
6 contribution to a multitude of organizations that have
7 directly, significantly impacted the underserved in our
8 community.

9 DTE has been a trusted partner whom I've had
10 firsthand experiences dealing with (inaudible)
11 including blackouts. I know that DTE is trying, and it
12 has been prepared for the first and second storm that
13 took place recently. I have been a DTE customer all my
14 life. Are they perfect? No. Can they improve? Yes.
15 Are they trying? Definitely, yes. Are they improving
16 the infrastructure? Yes. Yet it does not happen over
17 night. Just like you cannot judge a book by a cover,
18 you cannot -- (inaudible)."

19 Thank you.

20 MR. SCRIPPS: Thank you, Amal. So we now have
21 Horace Sheffield, and then Ronald Lockett. And I will
22 apologize in advance. I'm going to do as best as I can in
23 pronouncing your names, but if I get it wrong, please just
24 correct me.

25 MR. SHEFFIELD: You did a good job --

1 MR. SCRIPPS: Mr. Sheffield.

2 MR. SHEFFIELD: Thank you for this opportunity to
3 speak. (Inaudible) -- onset that I do support DTE. We
4 support them because, you know, they helped with the folks
5 at our center, and they may support our organization
6 again -- (inaudible). I think you said, Commissioner
7 Scripps, if, you know, it's -- this is the new normal.

8 I know the recent storm we had is unlike anything
9 we've ever had; they were back-to-back. It's been 50 years
10 since anything like that happened. I do believe we need
11 some improvement on service division and response time.
12 Like everyone else, I've experienced the same. But I'm here
13 to really speak in favor of DTE, 'cause they're doing the
14 best they can --

15 (Off the record audience interruption)

16 MR. SHEFFIELD: Well -- so that's how they do
17 things, going around and scaring people about what they get
18 paid or whatever. No one paid me anything to be here, and
19 quite frankly, I didn't say anything when anyone else was
20 speaking. I won't when they do. What I'm saying to you is
21 that we need to find some neutral way of working together to
22 improve the service divisions in the City of Detroit.

23 DTE's done an awful lot to remove trees -- to
24 remove trees in the way that have made service intermittent.
25 And I just don't want to see a Detroit-based company that

1 employs a tremendous number of folks -- some of whom attend
2 my church -- as employees and make the kind of charitable
3 contribution, be the kind of corporate friend that they've
4 been -- be attack because of anger over what's happened. I
5 think we can find a mutual way to work this out so that
6 services improve, whatever compensation people need to get
7 with respect to the service lost ought to be in placed.

8 I -- I really appreciate the fact you have
9 something that's going to dictate what that's going to be,
10 not decided by corporate interest. But overall, I like DTE,
11 and I think we need to work with them to make them better,
12 and make certain that in the future we don't have these kind
13 of lengthy delays of service (inaudible). Thank you.

14 MR. SCRIPPS: Thank you, Pastor Sheffield. I've
15 got Ronald Lockett, next one.

16 MR. LOCKETT: Yes.

17 MR. SCRIPPS: And then Debra Anderson after Mr.
18 Lockett. Mr. Lockett?

19 MR. LOCKETT: Yes. I've been involved with the
20 community for over 50 years. I am the president of Detroit
21 Association of Black Organization. I have run Northwest
22 Activity Center for 20 years. And I don't think if things
23 go wrong and someone has helped you out, that has, you know,
24 brought food to the center to feed people, to provide
25 expensive LED lightbulbs, to bring pallets of water on

1 unbelievably hot days, to provide things that the community
2 needs -- and once they get in a bind on a unbelievable new
3 normal type of situation, they primarily just run away from
4 them and then stick a knife in them. I think we can make
5 things better. We discussed with them about their plans.
6 If those of you who look out in the ally, you can see
7 there's a tremendous amount of tree cutting that's going on
8 now, tree trimming. And quite frankly, if that tree
9 trimming had not went on, what we went through the last
10 month would have been worse.

11 There has been a lot of work already done to try
12 to get ready with the grid, focusing on underground. There
13 are some things that are going on right now that I think we
14 need to work together as opposed to fighting each other.
15 But DTE has been there in the community for times when there
16 were not bad storms, times when the weather was absolutely
17 fabulous outside, but people were hurting, and hungry, and
18 needed help, and they were there for us. So I'm not a
19 fair-weathered friend. I'm not going to run away from you
20 when you're in trouble. Thank you.

21 MR. SCRIPPS: Thank you, Mr. Lockett. Debra
22 Anderson, and then Mr. David Sullivan. Ms. Anderson?

23 MS. ANDERSON: Good evening, everyone. My name is
24 Debra Anderson, and I represent the Mackenzie Noble
25 Community Collaborative (inaudible) in the community. And

1 I'm grateful that you're here today to have a discussion on
2 all sides. This is important to everybody. And I can't
3 call DTE or the corporate because I have written that if
4 anything they're doing wrong, and that outage, we were
5 informed every way, all along the way from radio, TV and the
6 internet when services were projected to be back on in
7 certain areas. That was important to me. Also, there's
8 always information coming. I appreciate both sides.

9 I have -- myself and my family have all -- also
10 have been affected, and it was very important, that
11 information. And I did see trucks from other communities
12 and regions (inaudible) for support. I saw them doing a
13 great effort to get every -- back -- everyone back on. And
14 when I look back at the outage and information (inaudible),
15 it said 600,000 homes were out within four days, the
16 majority of them had been gotten back on. That's great
17 effort; that's (inaudible). And if there are improvements
18 that are needed -- and I'm not saying I with the
19 suggestions.

20 I never did hear about resources available with
21 portable, battery-operated generators for people who have
22 health conditions. So I would ask for DTE, FEMA, and the
23 utility commission to make sure that those resources are
24 available. They are announced so people can get generators
25 for people who are on dialysis, people who have oxygen

1 machines, and the like. So that was one thing I did not see
2 in terms of information. I would like to see that
3 (inaudible) in the new plans, and the bridges (inaudible) we
4 got to all (inaudible). This is an act of God, and I think
5 DTE did the best they could with the resources that were
6 available. But that does not take away from the fact that
7 people were in the dark, 'cause there's only so much you can
8 do when the environment and weather comes to attack us. We
9 have to be well prepared, you know -- you know, (inaudible)
10 to everybody (inaudible), and thank you for listening.

11 MR. SCRIPPS: Thank you, Ms. Anderson.

12 MR. SCRIPPS: We have next Minister David Felton,
13 and then Mary Carmen Munoz.

14 MR. FELTON: Good evening. David Felton for
15 Ecumenical Ministers Alliance. It's good that you pray that
16 we can all find a resolution to this being I believe that
17 reliability of DTE and other service providers need to be
18 increased, sensitivity needs to be there. But again, there
19 needs to be a comprehensive effort toward doing that in an
20 intelligent way. 'Cause often times we're upset, we're
21 angry, we suffer from our power being out, and it's a
22 quality of life issue.

23 From a minister's standpoint, (inaudible)
24 standpoint, give us our prayer that we work together to
25 resolve these issues, hold DTE accountable when they need to

1 be held accountable, but also acknowledge the fact that they
2 have been in the community, and we look forward to seeing
3 them do that. Do what they need to do in order to make
4 things better, increase their liability with their -- people
5 that they serve, and take the considerations seriously on
6 the issues that's essential to talk about. There are people
7 with health issues and things of that nature. But we don't
8 want to throw the baby out with the bath water. You hear a
9 lot of people talking about them making the services public,
10 and if you do the research -- if you do the research that
11 they have. I don't think you want that.

12 (Off the record audience interruption)

13 MR. FELTON: So again -- so again -- so, again,
14 my -- our responsibility is to initially pray for both the
15 community and organization at the same time. Thank you --
16 thank you for your courtesy with me. Thank you so much.

17 (Off the record audience interruption)

18 MR. SCRIPPS: Thank you, Mr. Felton. We're -- I'm
19 letting folks speak, including folks from the audience, but
20 I would ask for the courtesy of allowing those to speak so
21 that they return the same to you. I've Got Mary Carmen
22 Munoz, and then Jane Garcia.

23 MS. MUNOZ: Good afternoon; buenos noches,
24 everyone (inaudible). I'm Mary Carmen Munoz. I represent
25 LA SED in southwest Detroit. I'm the executive director.

1 And I would like to thank the Michigan Public Service
2 Commission for allowing us to come together today and
3 holding this meeting so that we can hear everyone's opinion,
4 and politely listen to everyone's opinion. There are -- the
5 unprecedented weather events that have recently occurred
6 over the past few years, especially the past few weeks were
7 devastating to many in our community. Personally, I
8 experienced a power outage also. It's not -- it's not fun;
9 it's not anything that anyone wants.

10 And DTE acknowledges their responsibility to
11 upgrade the grid, and update their infrastructure, as well
12 as MPT -- PCS has also acknowledged the need for change on
13 certain -- the \$25 credit was ridiculous. So \$35 a day is
14 definitely welcome for those that lost so much food,
15 medicine, and -- and even pets have perished because of the
16 power outage. But that said, DTE is also trying to be a
17 good community partner, and we appreciate the things that
18 they have done throughout the years, especially during the
19 middle of COVID when people were literally dying.

20 They were there to support our communities with
21 food, with the resources needed to get the COVID -- the
22 COVID shots out to the general public. They were there to
23 help us during our crisis of a lifetime. So thank you very
24 much for this opportunity to speak. Muchas gracias, and
25 good evening.

1 MR. SCRIPPS: Thank you, Ms. Munoz. I have Jane
2 Garcia next, and then Queen Mack.

3 MS. GARCIA: Buenos noches. I hope everybody can
4 hear me with or without a mic -- they tell me sometimes.
5 Gracias (inaudible). Thank you very much for calling it and
6 hearing the concerns that we all have. It was a very rough
7 time, when people were without lights. We did have
8 organizations that helped out. I'm more likely asking you
9 all as our commissioners who monitor things to do their
10 job -- to do your job to make sure you represent this
11 community well. (Inaudible) -- talked about.

12 For over a year I've been asking the attorney
13 generals and other people to look at the third choice of gas
14 companies that are gouging our community, a need for a
15 continuing to monitor. I thank you very much for coming up
16 with the idea of \$35 a day versus \$35 a month, because a lot
17 of people lost (inaudible), they lost their food. I think
18 we did all -- as a community, we did whatever we could. We
19 called DTE. They did come out to help. I'm not going to
20 take that away from them.

21 Wherever we had generators -- especially for
22 seniors that were on oxygen, and that was very important to
23 us, because that was very important. Yes, they did lose the
24 food, but we wanted to keep them alive. And I think that
25 that's something you all as commissioners need to

1 understand, your responsibility, and we thank you that
2 you're having these meetings. You need to continue to have
3 them, not just with DTE but with all the companies that have
4 not done what they were supposed to do, and I think that
5 that's very important. I wanted to make sure that I came on
6 the record. Please look at the Michigan gas choices; it's
7 not good for our community, our customers, and I hope that
8 you continue to look at them, because we appreciate that.
9 Muchas gracias.

10 MR. SCRIPPS: Thank you. Thank you, Ms. Garcia.
11 I have Queen Mack, and then Diane McLean. Queen Mack?

12 MS. MCLEAN: Hi there. I'm Diane McLean. I'm 72
13 years old, and I have a kitty cat that's 17. I stayed at my
14 house as long as I could. My power was out for five days,
15 and I was freezing. I -- all the places were taken, you
16 know, the hotels, motels. I couldn't find a place. They
17 jacked up their prices, also. I was lucky enough to have my
18 sister and her husband ask me to come and see them in
19 Warren, so after three days I went over there.

20 I'm on a fixed income, I'm retired, and I lost a
21 lot of food in the refrigerator. And I did call DTE today,
22 and they said they would give me a \$35 credit within 90
23 days, and I thought, "That's a long time." I'm a little bit
24 behind in some of my bills, but I do keep them up. But it's
25 been a struggle, and thank you very much.

1 MR. SCRIPPS: Thank you. I've got Queen Mack, and
2 then Congresswoman Debbie Dingell. Queen Mack, are you
3 here? All right. Congresswoman Debbie Dingell, and then
4 Roger Myers.

5 MS. DINGELL: You know what? I'm going to speak
6 from my heart. Thank you, commissioners, for holding this
7 here in southeast Michigan. There are a lot of people that
8 want to have their voices heard. Dearborn used to be my
9 hometown, but now it's not, but I represent a lot of areas
10 that have been impacted from this unfortunately repeated
11 outages. So I'm here because I think you should hear what I
12 heard from my constituents. I have heard a number of people
13 that were without power, that lost food, that had medical
14 crisis was significant.

15 The people that use -- have oxygen, many who've
16 got acute medical situations; one of whom reported to have
17 died. The farmer that had 150 sheep that had no running
18 water, no power, and I thought was suicidal by Sunday. The
19 president of the paralyzed veterans who lives on the second
20 floor of his condo, who couldn't get down because he needed
21 the power lift, and he called the police and the fire, but
22 they wanted to be there, but they were so busy that they
23 couldn't get there for several days.

24 The fire chiefs who called me, the people who had
25 downed power lines who called; they couldn't get anyone to

1 answer. They called the fire departments, and the fire
2 chief couldn't get anyone from DTE to help them out. People
3 who were scared, and then there's real danger. This is an
4 ongoing and real problem. We have to (inaudible), and so do
5 many other people. We need Detroit to (inaudible). It's
6 getting worse, not better.

7 We have a partnership at the federal, the state,
8 the local level that the Michigan Public Service Commission
9 has really got to be critical to this. Global climate is
10 real. We need to strengthen our power grid. Our job --
11 (inaudible) congress calls when people were in life
12 threatening situations, again. People who had no place to
13 go because they didn't have a family member, or they didn't
14 have a hotel or motel that they could get into, let alone
15 afford. It's going to get worse.

16 I have a job to do at the federal level. I need
17 to understand what all the utilities need to build up their
18 resiliency. The members of congress (inaudible) to DTE
19 asking the question, "Why did this happen? What do you
20 need? What else do we need to provide?" This is a crisis,
21 one that all of us have a responsibility for. But I am
22 worried for those that I represent and know we must do
23 something to build the resiliency of our power grid. Status
24 quo is not okay. Thank you.

25 MR. SCRIPPS: Thank you. Thank you,

1 Congresswoman. Our sense is that Dearborn is always going
2 to call you it's favorite daughter. Roger Myers, and then
3 Maddie Samuels.

4 MR. MYERS: What can we say accept "Amen" to that?
5 Thank you Congresswoman; thank you. Thank you very much to
6 the commissioners for holding this important town hall
7 meeting and the meeting you held earlier today in Jackson,
8 and the virtual opportunity tomorrow. Working together --
9 together, we must do better in support of the greater public
10 good. There's not sides to this issue. I think we all want
11 the same thing. That's what I heard the commissioners say.
12 So (inaudible) 2023.

13 My name is Roger Myers. I'm here in four
14 capacities; as president and CEO of Presbyterian Villages of
15 Michigan, as the chair of the board of directors for PACE
16 Southeast Michigan, as a resident of Wayne County and
17 Isabella County, actually, right next to the big DTE wind
18 farms in Isabella County, and as the son of a 95-year-old
19 woman who experienced what we're talking about tonight.

20 At two specific examples, the Village of Westland
21 at 32001 Cherry Hill Road, and the other example is The
22 Village of Brush Park Manor Paradise Valley at 2900 Brush
23 Street in Detroit. The recent outages in February at
24 Westland, on February 22nd, and then in March, March 3rd in
25 Rush Park were horrible. Three days, four days, affecting

1 our residents, affecting (inaudible). Westland has had 14
2 outages since 2020 -- 14 since 2020. And in 2023 there have
3 already been four; January 25th, February 22nd, March 3rd,
4 and just last Friday, March 17th. A couple of the things
5 that (inaudible), one was, "What can our reasonable
6 expectations be?" Again, we're dealing with 2023. We're
7 not talking about the 1950's or the 1930's; 2023. It's
8 essential for heat, light, communications, reliable and
9 consistent service. We have to have much greater confidence
10 in the system. When people look at the weather forecast,
11 they should be thinking not -- they shouldn't be thinking
12 about whether I'm going to lose my cool or whether I'm going
13 to be cold, they should be worried about driving.

14 Here's for future consider considerations fit for
15 the commission: take steps to achieve greater systems
16 reliability, stronger regulatory oversight of utility
17 responses to outage, strengthen the communication between
18 utilities and the consumers, have facility provided portable
19 generators for critically impacted customers, utility funded
20 programs for installation of standby generators, and last,
21 heighten financial consequences to utilities when there are
22 severe outages. Working together, we must all do better.
23 Thank you very much.

24 MR. SCRIPPS: Thank you, Mr. Myers. Maddie
25 Samuels, and then Lena Swirczek.

1 MS. SAMUELS: All right. Can you guys hear me?

2 MR. SCRIPPS: We can.

3 MS. SAMUELS: So I actually wrote this stuff down
4 before I came here. I don't want to say this is pointless
5 for people to be recognized, but actually I've written some
6 other stuff that I want to say (inaudible) that DTE is not
7 the victim here. That is something that I did not think
8 that I was going to have to say, and it's not -- that's not
9 to attack anyone (inaudible), but it's (inaudible), DTE is
10 not the victim here. The people in this room are. DTE is
11 not going to go hungry (inaudible).

12 DTE (inaudible) suffer (inaudible) need to survive
13 that loss, or if they can't use power. That's the main
14 point I want to make here. And I know -- I know that there
15 is divisions in this room, but honestly, let's kind of cut
16 the crap and admit that some stuff has to change. DTE
17 probably is one of the most unreliable service in the west,
18 and the -- I'm looking at one of the people in this group
19 who had pointed out that 73 percent of the profits go to
20 their shareholders, someone was saying.

21 (Inaudible) -- of DTE suffering if we don't give
22 them exactly what they want; DTE will survive. Are we going
23 to if we don't have the things we need, like (inaudible)
24 resources to live? I don't think so. I'm worried about
25 people here. I'm worried about the people that have less

1 resources than me. And I'm not that worried about DTE.
2 (Inaudible) -- thank you.

3 MR. SCRIPPS: Thank you, Ms. Samuels. Lena
4 Swirczek, and then Tera Holcomb.

5 MS. SWIRCZEK: Hello. My name is Lena Swirczek,
6 and I'm a resident of Royal Oak, Michigan. I speak before
7 you just (inaudible) DTE tried to implement the Great Lake.
8 I want to thank you once again for having a hearing in light
9 of the new proposed (inaudible) and the recent outages. I
10 am one of the lucky ones in Michigan who has not lost power
11 for more than an hour this year. However, I'm here today on
12 behalf of all those I know who have. My cousins and their
13 baby who live here in Dearborn were without power during the
14 ice storm.

15 Some of my friends in Ann Arbor lost power for
16 days. My aunt and uncle in Macomb County lost power. I
17 have friends who live in Ann Arbor that had power go out
18 through three separate times last summer due to extended
19 outages. Every time it snows in Michigan, I'm afraid that
20 I'm going to lose power or that someone I love will. But
21 it's not just a winter problem. The power goes out when
22 (inaudible) in the summer.

23 Sometimes it goes out for no apparent reason at
24 all. During the last winter storm in southeast Michigan, we
25 had more outages per capita than the rest of the country.

1 My friends and family outside of the state were completely
2 appalled when they found out. It's not as if Michigan is
3 the only place in the country with ice and snow. They were
4 even more shocked to find out that there were only a small
5 number of outages in Lansing where the weather was going to
6 be worse, but where there's a public (inaudible). It's also
7 (inaudible) frustrating that DTE is once again trying to ask
8 for more of our money while bragging to investors that they
9 delayed infrastructure improvements to increase shareholder
10 profits. Why should we believe them when they say that
11 (inaudible) infrastructure when this is what's going on
12 behind the scenes? They already have over a billion dollars
13 in profits that they could use to do the bare minimum.

14 Instead they might ask (inaudible) no
15 accountability measures in place to make sure that this is
16 how the funds are actually being used. I'm asking today for
17 you to object their proposed rate hike and requesting
18 legislation that will allow the MPSC to get access
19 (inaudible) reports. The MPSC needs to have a say in how
20 DTE uses the funds we give them to make sure they follow up
21 with all their promises. Additionally, there needs to be a
22 bigger incentive to prevent (inaudible) in the form of
23 (inaudible). As the cost (inaudible) 15 percent this year
24 from price gouging, that's a major expense to replace.

25 A mere \$35 a day does not even begin to cover that

1 cost, let alone any expenses (inaudible). DTE (inaudible)
2 only covering those costs when they failed to provide their
3 service, especially because we have no other choice for an
4 energy provider. Not only would this help people deal with
5 the cost of outages, it will also provide the financial
6 incentive for investors to push DTE to make necessary
7 improvements that lead to more reliable energy. You all did
8 the right thing last summer by denying most of their
9 previous proposal. I thank you for that. And I hope you
10 will once again stand with the people of Michigan by denying
11 this rate hike, and I also (inaudible) necessary steps to
12 build a better accountability mechanism within the MPSC to
13 combat DTE's negligence. Thank you for your time.

14 MR. SCRIPPS: Thank you, Ms. Swirczek. I have
15 Tera Holcomb, and then Linda Jackson.

16 MS. HOLCOMB: Hello. Can you hear me?

17 MR. PHILLIPS: Yes, we can.

18 MS. HOLCOMB: My name is Tera Holcomb, and I am
19 here on behalf of my neighbors. I live in a neighborhood in
20 Detroit close to the Eastern Market. And I'm just going to
21 list the dates that we have not had power. It's a partial
22 list of the dates that we have not had power. And starting
23 from May of 2022 there were probably six outages prior to
24 when I started counting.

25 So May 21st, 2022; August 15th and 17th, 2022;

1 August 31st, September 1st, 2022; September 3rd, 2022;
2 January 12th, 2022; January 30th through February 1st we
3 experienced half power in our house, and then we lost power
4 for 48 hours during the last storm. That storm put out --
5 DTE's wire fell and hit the wire next to our house. It blew
6 out lightbulbs, my refrigerator, anything that was plugged
7 in; TV's, radios, stuff of that nature. And we also lost
8 power today. I came here and I did not have power. My
9 partner called and said the power is restored. We had been
10 without power since about 10:30 this morning. There was no
11 storm today. For 90 percent of the outages that my neighbor
12 had -- has suffered, there was no storm. It was a nice day.
13 There -- the sun was shining (inaudible).

14 I'm asking you to reject the rate hike. We can't
15 choose another electric company to get our services from; we
16 don't have that choice. If our electric company is letting
17 us down and not investing in infrastructure, we can't move
18 to another electric company as individuals. We don't have
19 that choice. A billion dollars in profits over the last
20 year, if I'm not mistaken. And at 1.9 -- 1.9 billion
21 dollars in profits, and my neighborhood experiences outages
22 on a monthly basis, and has for a year. So please, reject
23 the rate increase (inaudible). Thank you.

24 MR. SCRIPPS: Thank you, Ms. Holcomb. Linda
25 Jackson, and then Shannon Erwin -- Ervin; however you --

1 MS. JACKSON: Good evening, everyone. I represent
2 Redford Township, but I also represent everybody in this
3 room who is a customer of DTE. My request is for you guys
4 who represent us to hold DTE accountable. When they submit
5 for a rate increase, the one that they have on the table now
6 should be rejected. But any and all requests for rate
7 increases should have a substantial investment in
8 infrastructure. They know that lines above ground, how much
9 was acceptable to -- to power outages, and yet they took the
10 investment to make those lines go underground. They should
11 not be allowed to have profited when they have not made the
12 necessary investments in their infrastructure to keep
13 people -- those are only unprecedented once.

14 After (inaudible) and there should be actions
15 taken that you need -- that they need to do to prevent
16 future outages. And my request is you guys, the Michigan
17 Public Service Commission, you had several meetings over the
18 last couple of days. I would like you to report back to us
19 what action items you intend to take as a result of
20 listening to these speaking here today.

21 MR. SCRIPPS: Thank you, Ms. Jackson. Shannon
22 Ervin, and then Tom Mari.

23 MS. ERVIN: Hello. My name is Shannon Ervin. I
24 am an unwilling customer of DTE. More than 700,000 homes
25 without power, some of which without power for more than two

1 weeks, that is a failure in capitalism. DTE, for all
2 purposes, is a monopoly. Their services, as we are all well
3 aware of far below the national average and far below states
4 around us that are affected by Michigan storms. The
5 American Society of Civil Engineers gave DTE a C-minus for
6 aging infrastructure and lack of investments into preserving
7 function. And their cost is the 11th highest in our nation,
8 as is with the newly requested hike of 623-million, the
9 largest request in Michigan history, it is simply placing
10 the cost of maintenance on the customer, and I reject that.
11 Businesses are expected to reinvest profits and remain
12 relevant, competitive, effective, efficient.

13 Instead, DTE uses its profit to pay off investors,
14 to increase stock value without providing their customers
15 with reliable services. Due to -- due to the (inaudible) of
16 the MPSC, we do not have the full picture of where this
17 money goes. We need transparency to unveil the webs of
18 misdirection. You need legislation to grant you that
19 ability, and we need to see where their dark money
20 investments go. During the pandemic, DTE received a federal
21 relief fund of 30-million dollars excess revenue in 2020,
22 and they still shut off vulnerable customers' power.

23 It was at the -- I was at the (inaudible) hearing
24 this past week, and the DTE representative was very good at
25 leaving responses and testimony of nothing, blaming the

1 weather and claiming they had already apologized. You,
2 however, are the only means by which DTE can be held
3 accountable. If this (inaudible) experiment works and DTE
4 weren't the only -- were any other service within this
5 society, like a car mechanic, I would go somewhere else.
6 Quite simply, if a business doesn't have the tools or
7 infrastructure to provide services I need or is too costly,
8 I would go somewhere else. DTE does not have competition.
9 I get that you don't want multiple grids on top of one
10 another, and I understand that. However, there is an
11 alternative; home solar. And, with federal funding coming
12 our way, we should be able to jump at this opportunity.

13 However, DTE (inaudible) recognizes home solar as
14 a threat to their monopoly and has done everything in their
15 power to kill it. They have even gone so far as to get
16 involved in elections where (inaudible) is won on a home
17 solar (inaudible) as one of their issues. (Inaudible) this
18 joke of a \$35 payback and it would be at least \$150 so that
19 DTE will feel that pain when the power does go out.

20 (Inaudible) cost them money. (Inaudible) rate hike, and
21 raise your ability to hold them accountable. Thank you.

22 MR. SCRIPPS: Thank you, Ms. Ervin. Tom Mari, and
23 then Wendy Taher. My apologies if I got that wrong. Mr.
24 Mari?

25 MR. MARI: Good evening. I believe we the citizens

1 need to understand the true reality in regards to the power
2 outages. Was this outage due to weather that was simply out
3 of control of the utility or because our infrastructure has
4 not upgraded in the (inaudible) to other companies such as
5 ITC have any responsibilities here, or are they under the
6 DTE umbrella? It is my understanding that DTE has spent a
7 lot of money on solar wind. I want to know, does this play
8 a role in offsetting farms that may have been used to
9 maintain and upgrade our infrastructure. It is my hope that
10 this commission work with the utility to maintain reliable
11 power, and not to cater to the special interest or
12 political-driven time line that would affect our services.

13 MR. SCRIPPS: Thank you, Mr. Mari. Wendy Taher,
14 and then William Hickey. William Hickey and then Louella
15 Pizzuti.

16 MR. HICKEY: Good evening. Thank you for being
17 here. I would just like to hold up a voice that came from
18 way in the back early on when the -- the storms were
19 mentioned as being a (inaudible), an act of God. And that
20 is they are no act of God. They are an act of humans who
21 are so dependent on fossil fuels, and the person that just
22 spoke a little bit earlier mentioned home solar. My wife
23 and I live on Brightmore in Detroit.

24 We have a small array of solar panels on the
25 house. Did we get any support from DTE Energy? Of course

1 not. And last year, as people in the city know, DTE Energy
2 requested a surcharge for people who have solar in Michigan,
3 and also they requested that the money they pay for any
4 extra energy we might sell back to them be (inaudible)
5 amount it is currently. So instead of incentivizing people
6 to seek and use other forms of energy, they are dis-
7 incentivizing, but -- but we will not be dis-incentivized.
8 This is something that we -- that we will continue to do
9 whether DTE Energy is going to support us or not. Thank
10 you.

11 MR. SCRIPPS: Louella Pizzuti, and then I want to
12 see if either Queen Mack or Whitney Taher are here and
13 otherwise, we'll go to Kurt Felds after --

14 MR. FOLDS: Folds.

15 MR. SCRIPPS: Folds.

16 MR. FOLDS: Thank you.

17 MR. SCRIPPS: Thank you.

18 MS. PIZZUTI: Hi there. I'm Louella Pizzuti. I'm
19 a customer of (inaudible). I didn't realize that you
20 weren't aware that (inaudible) normal for us. My power goes
21 out once or twice a year. I've used -- I don't have to
22 worry about any expired food because I had to throw it all
23 away. I was not very happy to hear that people in our state
24 could call -- call this a weather event. It's not because
25 of the weather; it's because of the lack of investment.

1 If you are old enough, you know that in Michigan,
2 during this last storm -- I know that in Minnesota where it
3 does have a bit of snow have eight people without service;
4 eight people. You, plus, you, and you, that's it. I don't
5 want to move to Minnesota, so I'm really asking you to deny
6 this, and I'm asking you to enforce what ought to be normal,
7 which is that we get what we pay for. And I'm asking you to
8 stop calling it a "weather-based problem." And then to add
9 insult to injury, my bill -- my last bill was \$1100. I wear
10 sweaters. It wasn't because I had the heat on. It was
11 because DTE made a mistake. And to add insult to injury, I
12 called them, they told me, "Yes. We had a computer
13 glitch," which some people don't even know they had, because
14 their bill only went up a little.

15 Mine went up ten times, so I was aware. I had
16 them take -- stop the automatic payment, which, you know,
17 was necessary, and now they're hounding me for the money I
18 don't owe. I'm not a super nice person, but this makes me
19 less nice. So Commissioner Peretick, you said that there
20 was somebody to help with bills. Is there somebody out
21 there to help with this?

22 MR. SCRIPPS: Yes.

23 MS. PERETICK: Yes.

24 MS. PIZZUTI: Great. I'll be stopping on my way
25 out, and I thank you all for your time. And I think I'm the

1 only one here, because you're right, it's -- I had a couple
2 of other things (inaudible), but I would really -- I just
3 lose some food. There are people who lose their lives, and
4 there are people who are much, much more vulnerable than I
5 am. And so I'm here to speak for them. Thank you.

6 MR. SCRIPPS: Thank you. So the table that
7 Commissioner Peretick was speaking about is literally right
8 outside the door. It's -- we've got customer assistance
9 division staff who can help there, and you can also reach
10 that through our website. There's a toll-free number, and
11 also through the website, Michigan.gov/MPSC. And that's not
12 just for Ms. Pizzuti, but anybody who has had a similar
13 challenge. Mr. Folds?

14 MR. FOLDS: Thank you. Good evening, and thank
15 you guys for being here. I want to thank you also for
16 denying 260-million dollars last year to DTE. I know they
17 had applied for 300-million, and you awarded them a rate
18 hike for 30-million. I appreciate the fact that you are
19 plugging for us.

20 I want to read -- I want to read the CFO's -- the
21 chief financial officer for DTE, David Rudd, in Q1, his --
22 not -- his confidence was -- that they were going to achieve
23 their financial targets for 2022. Q2, again, David Rudd, he
24 said, "The company is in a great position to deliver our
25 priority in customers and communities and achieve our

1 financial goals." Q3, again, David Rudd, chief financial
2 officer, "The company is well positioned to meet our
3 financial goals in 2022 while delivering for our team
4 members, community and customers."

5 Again, the resounding theme here is their
6 financial goals. And then in Q4, again -- "The company
7 successfully met it's financial goals while providing
8 reliable" -- I beg to differ with that -- "and affordable
9 services for our customers." I beg to differ with that last
10 statement, other than the fact that they did meet their
11 financial goals. They operate with a base of 20-billion
12 dollars every year with rate jurisdiction; 20-billion
13 dollars. And they're asking for 600-million dollars?

14 They can't find 600-million dollars within their
15 rate jurisdiction to add to improvements? And do -- with
16 the last speaker, it is not a weather event, and it has
17 everything to do with what they're putting into their
18 infrastructure, their grid. They haven't worked on their
19 grid successfully. They're chasing leprechauns and fairies
20 with wind -- wind combines and solar power. They need to
21 work on their delivery system. If the delivery system
22 worked, we wouldn't have a problem, and their leprechauns
23 and fairies would also provide energy to us.

24 So rates, Idaho pays 9 cents -- 9.88 cents per
25 kilowatt hour; Minnesota pays 14.2 cents per kilowatt hour.

1 Minnesota only had eight people without power. I think
2 Minnesota's doing pretty well. Iowa, 13.86 cents per
3 kilowatt hour; Wisconsin, 15.01 cent per hour; Illinois,
4 12.47 cents per hour; Indiana, 12.22 cents per hour; Ohio,
5 11.84 cents per hour. The only one higher than us is New
6 York at 18.72 cents per kilowatt hour. Michigan is at 16.37
7 cents per kilowatt hour. I think we've had enough rate
8 increases, and I think it's time that we focus on getting
9 them focused on infrastructure and grid repair; period.

10 MR. SCRIPPS: Thank you, Mr. Folds. We've got
11 Kathryn Lensle (phonetic), I think, and then Anna Signorino
12 to follow. And apologies if I got your name wrong.

13 MS. LENSKE: Hi. My name is Kathryn Lenske, and I
14 am the youth president of Dearborn Heights. I just wanted
15 to thank you for your time and consideration, because we
16 appreciate it. After these last huge (inaudible) storms, I
17 feel we lost power for four days and were repeatedly told
18 (inaudible) of when our power would be back on, but it
19 continued to be delayed leaving uncertainty and
20 unreliability in its providers.

21 We were dependent on a generator for minimal
22 appliances, so what can (inaudible) just lose our food, but
23 it can be difficult to provide my mom care, as she has stage
24 IV (inaudible) cancer. In our country, our everyday living
25 is solely dependent on energy, including many jobs that are

1 online. My whole office is dependent on computers. We had
2 to push back deadlines and our production considerably
3 decreased. Due to these power outages, we were provided 35
4 compensation, which not enough for a whole tank of gas or
5 even to cover half of the energy bill. But this isn't the
6 only time it happened. Last year, the year before, and the
7 year before that it had a consistency of power outages at
8 the relative -- relatively same time each year, yet rate
9 increase each year will fix the added problems. From
10 personal experience, (inaudible) comparably the largest
11 outages, DTE is requesting a 60-point -- I'm sorry --
12 6-million in '22 rate increase, which is the largest in
13 state history.

14 But consumers as well as the government continue
15 to not know where the money goes on paper. We need you to
16 continue to hold DTE accountable, whether it's at -- reject
17 rate hikes, increase (inaudible) and put their customer --
18 or consumers first, and (inaudible), not corporate office
19 and whatever they invest their money. I am trusting you to
20 make the change to better our energy with a better
21 (inaudible). Thank you.

22 MR. SCRIPPS: Thank you; thank you. Anna
23 Signorino, and then Gino Roncelli.

24 MS. SIGNORINO: Thank you. My name is Anna
25 Signorino. I live in Grosse Pointe Park, Michigan. And I'm

1 hearing that these horror stories of people losing power,
2 and I -- I can say that I have a (inaudible), that we
3 have -- something to do with our socioeconomic privilege.
4 But DTE knows what the problems are, DTE knows how to fix
5 the problems, and DTE has the money and the resources to fix
6 the problems. They just don't want to. Instead, they want
7 to pass the cost back on to us by raising our rates while
8 continuing to horde their obscene profits, and they can,
9 because DTE owns the public utility, and there is nothing we
10 can do about it. All we can do is band together, lift our
11 collective voice and shout, "That's not fair."

12 (Off the record audience interruption)

13 MS. SIGNORINO: And we are shouting, "That's not
14 fair" in the hopes that someone will listen to us and do the
15 right thing for all of us, not just the folks in Grosse
16 Pointe, Michigan. While DTE holds themselves accountable to
17 their shareholders, someone must hold DTE accountable to
18 their customers. And this is exactly why a company that
19 provides a public utility, and owns a monopoly must be
20 regulated. Together, we will do (inaudible) and hold you to
21 be accountable to provide a -- the shared public utility for
22 everyone reliably at a fair and reasonable price. Thank
23 you.

24 MR. SCRIPPS: Thank you, Ms. Signorino. Gino
25 Roncelli, and then Brenda Davis.

1 MR. RONCELLI: Hi, Commissioners. Thank you for
2 having me here. I -- I've been a resident in Detroit for
3 the better part of about 11, 12 years now. I came here with
4 my notes, and I kind of tossed them away. I'm here to speak
5 on behalf of DTE and the positive things they do. I am
6 surprised about the things I've heard in this room that I
7 don't disagree with, and I don't think most of the folks
8 that have been with DTE would disagree with either. I think
9 everyone wants a stronger grid, lower rates, more power
10 security; don't disagree with any of that.

11 But I'm speaking from a business perspective when
12 I say the work that we've done with DTE for the past ten
13 years has allowed me to hire local. We work in the City of
14 Dearborn, hired local people there. We do internships out
15 of there to watch the money and contributions that our
16 neighbors and friends and coworkers all get from DTE. We've
17 heard (inaudible) --

18 (Off the record audience interruption)

19 MR. RONCELLI: -- what I want to make sure doesn't
20 happen is that we wind up with a nameless, faceless utility
21 that doesn't give a damn about Michigan jobs, and Michigan
22 neighbors --

23 (Off the record audience interruption)

24 MR. RONCELLI: So we -- that's not -- that's not
25 what they are, and I think there is plenty of friends,

1 neighbors, cohorts, nonprofits who -- who feel strongly on
2 this and I, as well. So thank you for hearing me. I
3 (inaudible) out a good business sense to whatever it is you
4 chose to do. Please just don't be reactive, don't
5 (inaudible), make the right choices. Thank you.

6 MR. SCRIPPS: Thank you, Mr. Roncelli. Brenda
7 David, and then Scott Sarver.

8 MS. DAVIS: This my first time (inaudible). I'm
9 representing the (inaudible) community and the (inaudible)
10 community. I'm a middle-income senior, and I lost power for
11 30 hours the first time in February, for four days in
12 August -- my building lost power in August. I had to throw
13 away all of my food. The Bagley community where (inaudible)
14 sits across the street lost power for six days, and they had
15 to throw away all of their food. If you are a middle-income
16 senior who needs to be (inaudible), there are no resources
17 for you to replace your food, housing, medication.

18 My second comment is about the quality of the
19 workmanship, the work that is being done. I know when we
20 have a major event, we bring -- DTE brings people in from
21 other states. My neighboring Bagley community had to flag
22 down, after six days of no power, a DTE truck and show them
23 where their power was -- their power line was located
24 underground. And once she showed the guy where the power
25 line was down, after six days with no power, it only took 30

1 minutes for the power to come back on.

2 So I guess this goes with infrastructure and
3 making sure the people who work for DTE know the areas that
4 they work in, and they're putting money into personnel
5 development. And my next question is (inaudible) to help
6 to -- (inaudible) rather, I would like to ask (inaudible)
7 special notation on the bill for the \$35, and is that
8 (inaudible) make sure that I've gotten \$35?

9 MR. SCRIPPS: So I think there's a -- let me get
10 back to you, and we can try and post this more broadly,
11 because I'm sure that it's not just a question that you
12 have. But I think there is a distinction between the -- so
13 we have a required credit that at this point people have to
14 apply for, that's only \$25. I believe that DTE is offering
15 a voluntary credit of \$35.

16 The rule changes that Commissioner Peretick spoke
17 about earlier will make that required, and then increase \$35
18 every day, those rules become effective -- we have them on
19 our agenda for the meeting that we have on Friday. So I
20 think your question is on the credit that DTE is offering,
21 and I will need to follow up with you. But we'll try and
22 get that information and post that publicly.

23 MS. DAVIS: So there is nobody in the front who
24 can tell -- and let me paraphrase, are you saying you can
25 make -- that the \$35 that has been reported in the news is

1 not really instituted yet, is that what you're saying?

2 MR. SCRIPPS: So the -- it's a little confu- --
3 there is a --

4 (Off the record audience interruption)

5 MR. SCRIPPS: Sorry. I'm trying to answer a
6 question, and if -- I'm trying to be as clear as I can, but
7 I don't think that I'm succeeding. I think that the \$35
8 that DTE has pledged to provide the folks who are -- were
9 without power is something that DTE is doing. The \$35
10 credit that we are increasing from the \$25, and then having
11 the increase for each day, is not yet effective. Right --
12 currently, today, it's 20- -- it's a one-time \$25 credit
13 that people have to apply for, which is why we wanted to
14 move in the direction that we did.

15 MS. DAVIS: And where do I get this information
16 once it's clarified? Because that's not the understanding
17 I'm hearing here today. So I look on your website or --

18 MR. SCRIPPS: I will follow up directly with you,
19 but we will find a way to make it more broadly available,
20 because I'm sure that you're not the only one with this
21 question.

22 MS. DAVIS: Okay. Thank you.

23 MR. SCRIPPS: I appreciate the question. Scott
24 Sarver, I think, and then Maya Ponton Arnoff.

25 MR. SARVER: I understand that most of the

1 comments are direct reports of the Detroit Edison. I have
2 information that applies to both utilities. I am a former
3 employee of Consumers Energy, 48 years of service there --

4 MR. SCRIPPS: Hold the mic up.

5 MR. SARVER: -- 48 years of service at Consumers
6 Energy. I would like to share some information. If you
7 were to (inaudible) the change the names of the DTE to
8 Consumers, you would all be saying the exact same complaints
9 that they right now own from a different utility. So
10 (inaudible) that (inaudible) mentioned here, the county --
11 the Citizens Utility Board of Michigan recently granted the
12 state the fourth worst in the nation for the length of time
13 residents experienced power outages.

14 I have experienced myself at my former --
15 during -- the tree trimmer for -- as a tree trimmer for
16 Consumers Power, helping them. It's still my opinion that
17 if you wanted the biggest bang for your dollar, you've got
18 to come up with a program that expands to (inaudible) on
19 your service. If it means eliminating a tree, you eliminate
20 it; you eliminate the problem. I have a question regarding
21 Public Service Commission.

22 Late last August launched an inquiry to the state
23 utilities after a storm, but I'm not sure if that's been
24 publically disclosed. It has? Most of this information
25 that I'm giving you is based off of an article that was

1 written December 26th, 2021, by -- a woman by the name of --
2 can you hold that? -- Sharon McQuirter. She's a well-known
3 reporter, I believe. So everything that I talk about just
4 now is not only this. It's more than a year old, so we're
5 talking about the same stuff repetitively, over and over.
6 The reason utilities (Inaudible) preventative maintenance.
7 It's pretty easy to figure out, because it's a cost
8 associated being that you're not making any money off of it.
9 Follow the money where it's going, and also the money where
10 it's not going; you end up with a lot of (inaudible).
11 That's for your time.

12 MR. SCRIPPS: Thank you; thank you, sir. Maya
13 Ponton Arnoff, and then Sherry Miller.

14 MS. ARNOFF: Hello. I come here today as a DTE
15 customer who lost power for 14 days, two weeks. I live in
16 the Garden Homes/Pembroke neighborhood. Thank you to my
17 neighbor who was up here advocating for us. Our community
18 is a majority of low income. Our community is 98.5 percent
19 Black. We border Green Acres, Sherwood Forest, and
20 Ferndale, and I can assure you that we were the only ones
21 with that problem, and we know exactly why. I didn't have
22 power until March 3rd, and they didn't even bother alerting
23 me that my power was restored.

24 A neighbor texted me and told me, "Hey, the light
25 in your living room have turned back on." For two weeks I

1 stayed on the couch with a friend. I have the privilege of
2 having family members nearby. And like many of us, I
3 hunkered down in my freezing home to avoid spending even
4 more money on hotels and lodging. I lost hundreds of
5 dollars on spoiled groceries. I had to take days off work
6 to spend time and money calling DTE. The only way to reach
7 DTE is to call their customer service representative line,
8 and it takes hours, and hours, and hours of being on hold --

9 (Off the record audience interruption)

10 MS. ARNOFF: -- (inaudible). It could have been
11 another two weeks, and I'm not joking about that; I'm not
12 joking about that. When I tried to get a hotel room in Ann
13 Arbor, do you know what they told me at the front desk?
14 They told me that all the hotels were sold out because of
15 out-of-state dispatch teams hired by DTE to come in. I come
16 here today to speak on behalf of all the Detroiters who
17 don't have renters insurance to replace their groceries.

18 The 38 percent that don't have internet access to
19 learn the information to connect and the (inaudible)
20 resources, the 34 percent of Detroiters who don't have a car
21 to leave in, my elderly and disabled and (inaudible) ill
22 neighbor who (inaudible) help prevent them from safely
23 relocating. I speak here to amplify their ignored
24 (inaudible), and fight for protection and care that they
25 deserve, that we all deserve. The lack in ownership and

1 control over energy resources keeps us in a perpetual state
2 of crisis and instability, and we deserve better.

3 I received a few emails -- I received a email a
4 few days ago that I owed them money for my unpaid bill,
5 despite submitting my (inaudible) credit application on
6 March 3rd, demanding I receive the \$35 that they insured me
7 would be automatically applied to my account, and then \$35
8 for every day after that; right? They let me know this
9 morning on the phone that my application would be under
10 review until April 2nd, almost a whole month after I
11 initially applied; right?

12 And then, if approved, and the supervisor seemed
13 doubtful -- so if it's approved, then it'll take another two
14 to three billing cycles for that credit to apply, and then
15 if I want to prevent my power from getting shut off again, I
16 better pay up. So I seek here today to implore you reject
17 DTE's increased hike, to implement policies for public
18 housing and renewable energies can thrive in Michigan.

19 (Off the record audience interruption)

20 MS. ARNOFF: I demand that DTE be held accountable
21 for (inaudible), and I ask that you implement financial
22 sanctions on them for these catastrophic events. I have
23 paying customers who (inaudible) like all of us do. We
24 can't make these type of mistakes; right? I want to see
25 tree cutters come out to my neighborhood. I want to see my

1 power lines go underground like they are in Ferndale, right
2 across 8 Mile where they (inaudible) -- and demand that --
3 receive the services we pay for, and we demand affordable
4 and renewable alternatives, and demand -- demand that you do
5 better for all of us. Thank you.

6 MR. SCRIPPS: I have Sherry Miller, and then Mike
7 Hacham.

8 MS. MILLER: Hello. I am Sherry Miller, and thank
9 you for listening to us. I'm a woman on Social Security,
10 and the last several times that my power has been out, it
11 has been due to fallen limbs. That could be avoided by
12 maintenance. But as long as DTE is deferring to the
13 maintenance, which means it doesn't get done, we're going to
14 continue to have this problem; that's pretty basic. They
15 want more money from you, from us, 300-million, a little
16 excess to that because of inflation and material cost. And
17 they want to raise my bill, a resident's bill over 14
18 percent.

19 Now, who do I go to to ask for money so I can pay
20 for that? (Inaudible) this winter. I keep my heat down to
21 64 degrees, and I'm cold. I wear a hoodie, I wear a hoodie
22 to bed, I am in sweats and in a robe all that -- all through
23 my house, and I am cold all winter. Last time, in the
24 summertime when I had to throw away all my food from my
25 freezer and refrigerator, I was offered \$25. That's an

1 insult; that is an insult. And you know what? They're
2 making billions in profits. Okay.

3 Use some of that money to fix this and provide the
4 service that you're in business to provide. There is a
5 quote that you cannot expect a corporation to have a
6 consciousness as long as it doesn't have a body to be kicked
7 or a soul to be damned. You, the Michigan Public Service
8 Commission, have the ability to kick them in the pocketbook
9 and -- and you have the responsibility to us, please, to
10 make them do what they're supposed to do, which is provide a
11 service at a reasonable rate. Thank you.

12 MR. SCRIPPS: (Inaudible). Mr. Mike Hacham, and
13 then Andrew Koplowitz -- Kaplowitz. Apologies.

14 MR. HACHAM: Good evening, Commissioners. Mike
15 Hacham. I'm a resident of Dearborn, and I'm a business
16 owner. I'm not here to support DTE, actually. I'm here to
17 throw DTE under the bus. I'm a business owner that always
18 looks for the next solution to save me money, and the next
19 solution was what's getting mainstreamed now, which is solar
20 energy. Thank you.

21 I had an engineer come out and assess my facility,
22 that I paid for -- okay? -- to assess my rooftop, to see how
23 many solar panels could we possibly put on my rooftop to
24 power my business and to put back into the grid. And guess
25 what I found out? Like a few people before me said, DTE

1 kept me from putting excess solar energy on my rooftop to
2 power the residents in my neighborhood. How do you guys
3 like that? You guys came here today, I'm assuming, in
4 gas-generated vehicles. Well, guess what? I did buy a
5 Tesla a couple weeks ago, and I couldn't even power it with
6 my own house. But you guys, the government is always
7 advertising need to go green. You need to go to the next
8 level. How are we going to go to the next level if this
9 body right here (indicating) that's sitting in front of you
10 is not holding DTE accountable? And trust me, I want a
11 smokescreen. You know, I didn't want to come up here and
12 talk today, but I'm hurting; I'm hurting with how much I
13 have to pay for energy. And guess what?

14 I'm in a business district where I -- (inaudible)
15 in my business district where I have things that it's a
16 necessity for people to live. But I need you guys to
17 understand, the people behind me are not here just to waste
18 time. They're here with a real issue. But you guys need to
19 actually sit and address the issues, not just blindfold.

20 MR. SCRIPPS: Thank you. I have Andrew Kaplowitz,
21 and then Mark Wrobel.

22 MR. KAPLOWITZ: Thank you for being here. I
23 appreciate you having these town halls, and I want to thank
24 you for listening to us. What I mean by that is I want to
25 make a lot of noise about -- make some noise if you're happy

1 with DTE service. Okay. Now, make some noise if you're
2 upset. Okay. So that's what I mean when I say, "Listen to
3 us." DTE is a privately owned energy company that has a 200
4 year track record of destroying the environment. Okay?
5 This is a human-caused problem. DTE has continued to
6 prioritize shareholders and their profits over their
7 services. They're unreliable, and people in Michigan who
8 have DTE pay some of the highest rates in the nation have no
9 other service provider options. You are the board who has
10 the power to hold DTE accountable. We're looking to you for
11 help. But DTE is a part of this. DTE is part of the
12 problem, and they should be responsible for helping to fix
13 the problem, but we can't expect the fox to guard the
14 henhouse.

15 So like many people have said, there are
16 entrepreneurs who are paid to (inaudible). Let's make sure
17 that's a possibility for our communities. We need to update
18 codes so that way passive solar heating is possible. I've
19 lived through snowstorms in an Earthship, which a house
20 literally made out of trash and dirt, but is actually really
21 nice and comfortable, and I've lived through a snowstorm in
22 this, and it doesn't require any energy for heating.

23 In addition to community (inaudible) and updates
24 to building codes, we need a public owned utility. We know
25 change isn't going to happen overnight, but that's why

1 starting with a public owned utility is the first step,
2 because there is no way that DTE should be profiting from
3 their terrible service. So I say, not one more dollar to
4 DTE; not one more dollar to fossil fuel products, and all
5 power to the people; all power to the people; all power to
6 the people. Thank you.

7 (Off the record audience interruption)

8 MR. SCRIPPS: Mark Wrobel, and then Representative
9 Erin Byrnes.

10 MR. WROBEL: Thank you, Commissioner. I'm a
11 retired electrical engineer. I worked at an assembly plant
12 for 20 years. Hello? Can you hear me? I'm a retired
13 electrical engineer. I worked in an assembly plant for 20
14 years. I have experience with high-power electricity. I've
15 lived in Wayne for 53 years. The first 49 virtually never
16 had outages. Now the last four years the City of Wayne
17 averages two days a year. Wayne is the poster child of
18 outages; 80 percent of them are outside of any storm.

19 I've had 12 hours of outages this year, all
20 outside of storms, and it was not affected by the ice storm.
21 The 23 -- 20 to 30-year-old dead tree fell on a substation
22 in Wayne. It was rotted at the trunk. It exploded the
23 transformer. That was a ten -- ten-hour outage. It had
24 nothing to do with a storm. I have troubleshooting
25 experience as an engineer, and I was wondering, how could

1 they get it right for 49 years and then get it so wrong for
2 the last four? (Inaudible) they were running stuff at the
3 (inaudible) and then blamed it on storms.

4 I ran into two out-state crews of electricians and
5 asked them, in light of my outages, what are they seeing?
6 They said our system is screwed up and is over 70 years old.
7 It's (inaudible) completely. Talked to the out-of-state
8 electricians. They run stuff 'til it breaks. DTE does not
9 give updates when their estimate is overdue. We are very
10 frustrated. We get 1,000 percent of our information from
11 Facebook; nothing is reliable from DTE. You never get
12 information about what happened or where.

13 They lobbied for 17 years to get -- they lobbied
14 for a 17-year payback on solar panels, which I have on my
15 roof, and then they put pictures of little girls and
16 butterflies on TV how they care about the environment. I
17 don't trust a word that DTE says. They're slimy; they're
18 unreliable. They've got to be held accountable.

19 MR. SCRIPPS: Representative Byrnes, and then
20 Kathy Bibger -- Bilger. Okay. You're next.

21 MS. BYRNES: Thank you, Commissioners. I'm
22 standing before you today not only as someone who is honored
23 to represent a portion of the City of Dearborn and also the
24 community of Dearborn Heights, but mostly as a DTE customer
25 myself. I can tell you that we do not need another rate

1 hike. What we need is actual service. (Inaudible) service,
2 we need it now, and we actually needed it for decades, and
3 we need the type of service and the type of investment in
4 our infrastructure that will carry us through the climate
5 change induced weather that we are seeing. And we know that
6 these are not once in a lifetime, or once in a generation
7 storms. This will only get worse unless and until we take
8 real action. I know that I've made comments at our energy
9 committee hearing that we hosted last week. I look forward
10 to working with you, and I care (inaudible) of all of our
11 residents, all of the customers of DTE, to make sure that
12 we're making the investment that we so desperately need,
13 again, to keep the power on.

14 And we know that there are other Midwestern states
15 that experience (inaudible) weather, but somehow magically
16 manage to keep the lights on for all of their consumers, all
17 of their customers. We need the same in Michigan. We need
18 it across the region for DTE and Consumers customers. I
19 look forward to working with you again and here in service
20 of our residents. I am here as a resident and a customer of
21 DTE myself, so please continue to host these meetings,
22 please continue to hear all of us, our residents and the
23 customers of DTE. We really need you, and I look forward to
24 working with you. Thank you.

25 MR. SCRIPPS: Thank you. Kathy Bilger, and --

1 MS. BILGER: Thank you. You read it right.

2 MR. SCRIPPS: -- and then Donald Bilger.

3 MS. BILGER: Hi. Good evening. Thank you very
4 much for being here, and by the way, thank you everybody,
5 the activists, especially the young people. That being
6 said, let's talk history. All right? Well, I have a story
7 about (inaudible); it's my job. But a long time ago, in a
8 galaxy far, far away, about 43 years ago to be precise, I
9 was a young engineering student at Michigan State
10 University, and I took a class called, "engineering
11 careers." It was a one-credit course. And each week a
12 different corporation came in and talked about engineering
13 opportunities. We saw all different (inaudible).

14 Detroit Edison came in, a gentleman came in with a
15 slide show and talked about what a great place it was to
16 work and how important it was -- they wanted to hire young
17 engineers to fix the aging grid, 43 years ago. We have
18 now -- that was 43 years ago. A lot of people in this room
19 aren't 43 years old. They've lived a lifetime of DTE
20 promises. We've listened to DTE make piper's promises
21 (inaudible) say. They promise the world and they don't
22 deliver. "Yes. We're going to fix the grid. It's aging."
23 "Yeah, we know it, but we're going to fix it." Come on 143
24 years ago; it's not fixed.

25 They're not even making an attempt to fix it. We

1 see it time after time, it's the same communities going
2 down. There's the area below us; it's called the "Bermuda
3 Triangle." Two summers ago when we had all the power
4 outages, there were families that lost power 13 times. It's
5 time to hold DTE's -- they're promising, "Oh, we'll do this
6 and we'll do this." They're not doing it; they're selling
7 us a story. It's time to get -- to actually say, "DTE, you
8 do this or face the consequences." Thank you very much. I
9 appreciate your time and attention.

10 MR. SCRIPPS: Thank you. (Inaudible). Donald
11 Bilger, and then Connor Berdy.

12 MR. BILGER: I would like to start by thanking the
13 MPSC for the -- organizing this event, reaching out and
14 gathering customer comments and feedback from out -- from
15 the Detroit metro area and out of state areas. I'm speaking
16 for myself as a dissatisfied customer of DTE, and judging
17 from what I've heard here this evening, I am not alone. I
18 applaud the MPSC for its plan to investigate the root causes
19 of these outages.

20 And looking at my notes here, I believe that this
21 investigation should include benchmarking of DTE's practices
22 versus those of the utilities in other states that have
23 lower rates, and much higher uptime, and a much faster
24 repair time when the power does go out. Another point that
25 should have been (inaudible) here, I've heard (inaudible)

1 reports of out-of-state workers that DTE hires and brings in
2 to assist with large outages, such as the ones we've had the
3 in previous few weeks, have observed that DTE favors
4 quickie, Band-Aid repairs over repairs that would have
5 provide durable, long-lasting, reliable services. Certainly
6 the number of outages we've had suggest that what's left of
7 the grid is held together with chewing gum and duct tape
8 rather than (inaudible) materials. I concur with the
9 comments that other people have made about holding DTE's
10 feet to the fire, and I think one of the ways this could be
11 done, if the MPSC has the authority to do it, is to link
12 DTE's management compensation and its investor returns to
13 its outage and restoration performance.

14 Make the folks at the top pay for (inaudible)
15 bonuses, the smaller merit increases and the like, until
16 they get it right. I would also like to note that I'm
17 disgusted that a utility that's so consistently underspends
18 on grid maintenance can somehow manage to find the money for
19 incessant advertising (inaudible). I'm really sick of
20 (inaudible) and listening to their platitudes when they have
21 failed to deliver on what should be job one for an electric
22 utility, generation and reliable delivery of power to its
23 customers. Thank you again for listening, and I wish you
24 all the best in holding DTE's hand to the fire.

25 MR. SCRIPPS: Thank you, Mr. Bilger. Connor

1 Berdy, and then Pastor Douglas Butler.

2 MR. BERDY: Thank you, guys, and thank you,
3 everyone, for being here. So I'm a political organizer and
4 activist for a living, and I've spent the past year of my
5 life working with candidates (inaudible) to stop DTE Energy,
6 and by "stop," I mean, full control by the people. We
7 should have a municipalization (inaudible), so that way a
8 democratically elected board may (inaudible), because this
9 panel right here (indicating), they can't do anything. But
10 they are picked by people who take money from DTE to sit
11 here and take all the brunt from us, and keep the cycle
12 going over and over again, election cycle after election
13 cycle, and you know I'm trying to (inaudible) \$10,000,
14 \$50,000 in dark money, \$100,000 in dark money.

15 You know, know who your election (inaudible) are,
16 know who takes money from DTE, because the democrats have
17 control now, and we can help that. They could change things
18 if they want to, but this is something they keep pushing
19 back, pushing back. 'Cause who's one of Gretchen Whitmer's
20 biggest donors? DTE Energy. I voted for Gretchen; I voted
21 for Gretchen. You know, I don't care (inaudible) agenda,
22 but I want to make sure everyone in this room knows where we
23 really got to put the pressure, and we want some things
24 changed, because that's the only way that this is going to
25 happen.

1 It's not just about saving us, not only keeping
2 the power out, DTE is blocking an entire private sector,
3 future energy technology, from being implemented (inaudible)
4 on our cities. Like this is lifesaving technology,
5 environment saving technology, and we've been fed a lie for
6 decades now. The fact that a crippled part in our
7 infrastructure is held by such a few amount of people that
8 our (inaudible) elected is obscene. That is a horrible
9 problem. Thank you all for showing up tonight
10 (inaudible) -- we are going to actively be working to take
11 out anybody who is taking money from DTE Energy. The gig is
12 up.

13 MR. SCRIPPS: Thank you. Pastor Douglas Butler,
14 and then Anna Gladstone. Pastor Butler? Anna Gladstone?
15 Sorry. And then Arnie Cordell.

16 MS. GLADSTONE: Hi. Thank you for the opportunity
17 to speak today. My name is Anna Gladstone. I'm the mother
18 of two DPSCD students, a resident of the City of Detroit.
19 So for what it's worth, according to Grid Detroit, Consumers
20 Energy has said it plans to spend 5 billion dollars on
21 increasing preventative maintenance over the next five
22 years, but I've heard nothing about future pro- --
23 significant promises from DTE.

24 Even if they have made any promises, we need those
25 promises in writing and contracts, because obviously,

1 they've been saying things for years. We need them to be
2 held accountable when the spring weather comes and the news
3 cycle has moved on to other stories. We need you to help us
4 so that the continued story doesn't go on for the next 40
5 years, and on and on, beyond that. I would also like to
6 point out some of the (inaudible), the power outages that
7 have happened that we don't always pay attention to. We got
8 multiple notifications during the power outages of school
9 closures beyond the school closures that were due to
10 weather -- inclement weather, because of the lack of power
11 to those schools.

12 DPSCD is already struggling with chronic
13 absenteeism and educating our students, and so any missed
14 days is a huge deficit and is on top of the already --
15 already the deficit that is already there. Not only
16 (inaudible) of our students depends on school breakfast and
17 lunch, so not only are they losing food at home --
18 (inaudible) -- closures at school. And the \$35 a day is a
19 start, but it's kind of --

20 UNKNOWN SPEAKER: Offensive.

21 MS. GLADSTONE: -- yeah -- it's as if we
22 (inaudible) the rippling effects that extended power outages
23 have on a community. And in fact it's a bit of a slap on
24 the face to those who have had extended outages and felt the
25 financial burden of having to find secondary housing, to

1 replace lost items and food, repairs, and not to mention
2 this happened in the middle of winter. If anyone's pipes
3 froze and they don't have insurance or whatever, there is --
4 there is just so many costs that \$35 a day doesn't even --
5 it's just silly. And I do see the importance of cutting
6 trees, but really, that won't cut it. What's important is
7 investing in infrastructure. I know that my mom's
8 neighborhood in Ann Arbor has underground lines. I don't
9 remember the last time that my mom lost power. And I know
10 that those -- this is all -- this is all well known. This
11 is known information, so it's not like we are bringing you
12 guys anything that you don't already know.

13 As extreme weather becomes more common -- it's the
14 second year in a row where I've heard snow thunder -- it's
15 really, really important that we improve infrastructure and
16 hold DTE accountable so that they're not lining their
17 pockets and running away with all of our money. Thank you.

18 MR. SCRIPPS: Thank you, Ms. Gladstone. Arnie
19 Cordell, and then Harriet Cammock.

20 MR. CORDELL: I'm very surprised I'm not the very
21 last person, because (inaudible) talk to me, because here is
22 the card. All of us have problems, but let's hope all I
23 left with you I said would never likely get. Yeah, I'm
24 still waiting for my phone call. All right?

25 (Inaudible) you people sitting up here have no vested

1 interest in any of you's (indicating) at all. They just
2 gave DTE one of the largest rate increases ever -- that I've
3 ever seen in my life, and that includes 3:00 o'clock to 7:00
4 o'clock you're going to get hit to have to (inaudible) more
5 on your bill, and then June, July, and August (inaudible)
6 telling you you're going to get hit with 36 percent. And
7 here (inaudible) I've got it written down, and people I talk
8 to DTE, is they've told people -- they told DTE, "You can
9 reduce power, and you can do it any way you want." They
10 gave them a blank check, every single one of you's. You
11 don't mean nothing to none of us, and we don't mean nothing
12 to you.

13 You's are all appointed there just need other get
14 out of that job. You don't belong there. (Inaudible) --
15 yup, they're all -- they're all appointed. So -- so
16 (inaudible) -- so we have -- (inaudible) -- I did it the
17 first time; I did it the second time; fool me once, shame on
18 me; fool me twice -- yeah (inaudible) -- you all got it.
19 But this is just totally out of hand, and these people have
20 no place taking our money. They're getting paid by all of
21 us, and DTE don't care. I had power outages. I counted one
22 year, DTE and Michigan Public Service Commission didn't like
23 it, because we were out 13 times in one year.

24 It's become so common, you walk outside and you
25 plug the generator in, me and my wife don't even think about

1 it anymore. Yeah, it's just terrible. And nothing is going
2 to get resolved here, nothing is going to get resolved at
3 all. So, yes, it's a smokescreen. I agree with you. And I
4 hate to tell you all, is watch your bills, and I think,
5 number one, it's a very big burden on all the elderly,
6 because who's home between 3:00 and 7:00 o'clock? Everyone,
7 uh-huh (affirmative.) When it's 100 degrees outside, and
8 you can't breathe, who's sitting at home? You can't put the
9 air on again 'til past 7:00 o'clock. You know, what about
10 you's with children that come home from school? "Oh, wait a
11 minute, you can't put the light on to do your homework now.
12 Let me light the candle for you." Well -- and that's
13 exactly what these people up here did to you.

14 MR. SCRIPPS: Harriet Cammock, and Anna Briones.

15 MS. CAMMOCK: Hey, everybody. I am Harriet
16 Cammock, and I just wanted to ask you guys, the Michigan
17 Public Service Commission, I think it's time that we say
18 these words, "break the monopoly." (Inaudible) DTE has the
19 monopoly on the distribution of power, because Michigan has
20 the Great Lakes, hydropower (inaudible). And where we come
21 from, we have been looking into hydropower for more than
22 four decades. This is the United States of America.

23 This is supposed to be a first-world country, and
24 yet we have (inaudible) storing food in the snow, and we
25 have elected official -- you dare to say you're an elected

1 official in the United States of America while you're
2 constituents are storing food in the snow (inaudible)
3 Siberia. And we have disabled children who have been
4 without power for more than three or four hours. I don't
5 why you all (inaudible) United States. We need to start
6 demanding that DTE's power and they're a monopoly of a
7 distribution of power be broken, be broken --

8 (Off the record audience interruption)

9 MS. CAMMOCK: -- we all were without power.
10 Remember that last summer? The wind blew, you all. I
11 watched the wind blow. It was 35 per miles hour. I lived
12 in Florida for eight years, and in Florida, there is no such
13 thing as power lines above ground? Anybody lived in
14 Florida? And in Florida where we have storms, I never lost
15 power in eight years.

16 I come to Michigan. I've lived here 20 years, and
17 since 2017 I've lost more power than in the previous 16
18 years. I kid you not. It's time (inaudible) that DTE
19 glorifies and profits over people, and it's time to break
20 the monopoly. (Inaudible) -- today, tomorrow, and the rest
21 of time, what do we say? "Break the monopoly." It's time
22 to break the monopoly.

23 MR. SCRIPPS: Anna Briones, and then Cheryl
24 Drumness (phonetic).

25 MS. BRIONES: Hi. I'm Anna Briones. Both my

1 points have been spoken of already. But I wanted to make a
2 point to let you guys know that in the nation, we are 11th
3 in the cost of energy. We are 10th in consumption. We are
4 5th -- 5th in the frequencies of outages; 5th. But we are
5 number one at getting our power restored. We are the worst
6 in the nation. Nobody beats us in having our power
7 restored; we are number one. I just wanted to make that
8 point, make sure you guys understand that DTE has taken us
9 for a ride. And whoever said "Stop the monopoly," she is so
10 right. Stop it. It's been time for a long time. Also, I
11 wanted to make a point -- thank you for having these
12 hearings, but they're appointed by the Governor. Remember
13 how (inaudible) -- "Fix the damn roads." Please don't let
14 it go the way of that.

15 And then the last thing I want pointed out is that
16 they want this massive rate hike to upgrade our power grid.
17 I -- I have a home. Many people here have businesses. Not
18 once has asked for the money up front to pocket it, and then
19 whatever is left we'll fix it. That's what DTE does. You
20 either finance it, you pay cash, or you pay as you go. Your
21 profits don't come first. So -- and then the last thing I
22 wanted to mention was they have gotten two rate increase
23 last year; one was 30.5 million, the other one was 188
24 million. What did they do with that money?

25 UNKNOWN SPEAKER: Nothing.

1 MS. BRIONES: Exactly, they pocketed it. When my
2 power went out for five days, I was so fortunate I had a
3 generator. All I had to pay for was my furnace that blew
4 when the power went. Thank you, very much. And then I was
5 just going to -- I was just going to mention that my
6 neighbor was out for nine days. She was -- she had power
7 (inaudible) they had so much loss that I had to step in and
8 help. I called the news, I called the Michigan Public
9 Service Commission for help, I called our representatives
10 for help; nobody helped. You know who helped? I went out
11 on the street and I chased down one of the DTE workers
12 (inaudible), and then I called their union. That is how we
13 got help. They were there within two hours. So I just
14 wanted to mention that.

15 MR. SCRIPPS: Thank you, Ms. Briones. Cheryl
16 Douglas? I think I'm getting this wrong. Cheryl Douglas --
17 Dooglas (phonetic)? We'll come back to you. Liz Kennedy,
18 and then William Davis.

19 MS. KENNEDY: Hello. One billion dollars, that's
20 the profit DTE made last year. So that's a lot of money.
21 And as a DTE customer it feels as though we're literally
22 paying them to kill us. We're paying them to kill us when
23 the power is on, because they refuse to move away from
24 fossil fuels and are stopping (inaudible) communities from
25 getting renewable and resilient energy, and they're killing

1 us when the power is off, which is very frequently, by
2 having people lose lifesaving medication, breathing
3 machines, being literally out on the street and all the
4 things -- and I don't know if we can get folks (inaudible)
5 here.

6 My power personally didn't go out, but I live in
7 the southwest, and it's no secret that the lowest income and
8 communities of color are hit often, disproportionately,
9 (inaudible) worst of power outages. And that has been true
10 throughout DTE's history, and it continues to be true. So
11 with one billion in profits, it's clear that the issue is
12 not that they don't have enough money -- again, we don't
13 have to be worried about DTE -- it's that that money is
14 going to the shareholders.

15 How much is the CEO making versus the union worker
16 who helped that lady out; right? I mean, the issue is that
17 every time you all (indicating) give them the rate hike, and
18 every time legislators do what they're paid to do for DTE,
19 you keep the cycle going because you're telling them,
20 "You're going to get paid to do nothing," and that's just
21 going to go on forever until we stop paying them to do
22 nothing.

23 And I'm also (inaudible), and in the meantime,
24 like somebody said, kick them in the pocket where it hurts.
25 But I really never want to hear again that they need any

1 type of rate hike. We can take a rate hike out of the CEO's
2 10 million a year salary.

3 MR. SCRIPPS: Thank you, Ms. Kennedy. William
4 Davis, and then Dennis Bryant.

5 MR. WILLIAM DAVIS: Hello. I am William Davis.
6 I'm president of the Detroit chapter of the National Action
7 Network. I am president of the Detroit Active and Retired
8 Employee Association. I am vice president of (inaudible),
9 and -- and I've worked for the City of Detroit for 34 years
10 in the water department, from '78 'til 2012. I used to
11 know -- I was a shareholder in Detroit Edison. Back in the
12 late 70's and early 80's, Detroit Edison told the
13 shareholders it was going to put all this infrastructure
14 below ground. Not yet; not yet.

15 You know, we have a lot of City of Detroit
16 retirees that lost power that, you know, they need power so
17 that they can live. And Edison, or DTE, or whatever you all
18 want to call this monopoly, is robbing people. This
19 monopoly took over the Detroit Public Lighting Commission.
20 And you know what happens now? More Detroit is (inaudible),
21 more traffic lights are out, more streets are flooded. But
22 what do you all do? Nothing. We need to make sure we have
23 control -- total control of what's going on in our city.
24 You know, I'm surprised you all got this close to Detroit,
25 because I think most of you all are afraid of Detroit.

1 I've never seen one of the Public Service
2 Commissioners in Detroit. Why you all afraid of Detroit?
3 Are you all afraid of Detroiters? You know, we need to make
4 sure that DTE is held accountable, that DTE pays, pays, and
5 pays. Why do the customers always have to be the ones
6 paying, paying, and paying? You all need to do something
7 about that. You all need to -- you know, Public Service
8 Commission in the 70's and 80's seemed to be more active.
9 I've been around -- I'm older than all of you up there, and
10 if you all don't do a better job, more seniors and retirees
11 are going be dying. Thank you. For what? I don't know.

12 MR. SCRIPPS: Thank you. Dennis Bryant, and then
13 John Hern (phonetic), Jr.

14 MR. BRYANT: Good evening, everybody. I just want
15 to thank you all for coming out this evening to listen to
16 our concerns. A lot of what -- a lot of what I wanted to
17 say has been said already.

18 But I just want to add on to this: I live on the
19 east side of Detroit. You know, thankfully, my power didn't
20 go out, but a lot of my neighbors have -- had had their
21 power go out for two, there, four, five days, and that
22 shouldn't be normal under any circumstance, because we
23 have -- we have seniors that are on, you know, limited
24 income, they lost power for five days. And they have --
25 they had that difficult choice on -- "Well, we get -- we get

1 a \$35 payment each day, but --

2 UNKNOWN SPEAKER: Not yet.

3 MR. BRYANT: -- but they lose -- they lost maybe
4 150, 160, \$170 worth of food, so that's a -- that's a
5 difficult choice that they have to make, "Should I get this
6 money to buy food, or should I go -- or should I save this
7 money to buy this bill." And also, which was mentioned
8 before, you've got -- you've got to pressure legislatures,
9 even republican or democrat, and they're taking money from
10 DTE. You need to call them, email them, and tell them,
11 "What the heck is going on?" And, also, just basically --
12 you know, just fix it.

13 We need more regulations from DTE, alternative
14 power sources such as wind and solar, underground wiring,
15 and this just has to be fixed. This is -- this is truly
16 unacceptable, especially for, you know, seniors (inaudible)
17 people, as those have come up before talking about they're
18 on ventilators and other machines to help them -- help them
19 breathe, to help them live, get medication. So please fix
20 it; fix it; fix it. Thank you.

21 MR. SCRIPPS: John Hern, Jr., and then Loretta
22 Powell. John Hern, Jr., and then Loretta Powell.

23 MS. POWELL: I'm Loretta Powell.

24 MR. SCRIPPS: All right. Come on down.

25 MS. POWELL: Good evening. I'm Loretta Powell and

1 I'm a resident (inaudible). And my problem is I (inaudible)
2 have too many (inaudible), too many years I have no power.
3 That is my -- I had five days with no power, and
4 (inaudible), and I'm on a CPAP, so I need power. My life
5 depends on my power to be on, because if my power is not on,
6 I -- bad things happen. So I always have to be the type to
7 pack up and go to my daughter's house (inaudible) have to
8 put my CPAP on, because that's what (inaudible) when I go to
9 sleep. So I need power. I need DTE to understand how
10 important it is that our power be (inaudible) and to fix
11 this infrastructure, because they have the money, and they
12 can do it. And that's all I have to say.

13 MR. SCRIPPS: Thank you, Ms. Powell. John Hern,
14 Jr.? I want to try one more time. Okay. Edith Lee-Payne,
15 and then Alex Klause.

16 MS. LEE-PAYNE: Good evening. I am sure that the
17 community (inaudible) commissions (inaudible). And it
18 explains how DTE caused me to have two house fires because
19 they did not accurately maintain their electric wires. I'm
20 probably the only person that knows (inaudible) information,
21 it also includes all of the (inaudible) DTE was supposed
22 (inaudible), and not only that, the resignation (inaudible).
23 So there is no ambiguity with what I had presented to them.

24 Somehow, your staff, hopefully the ones that are
25 here, (audible) only after I sent a letter to the attorney

1 general saying that they spoke with the DTE, and everything
2 that I said was incorrect. A two percent late charge is all
3 the company is supposed to charge, not (inaudible) or 60
4 percent, as is included in here (indicating). I'm
5 (inaudible) pictures (inaudible) that a tree landing on my
6 (inaudible) could cause power surge -- power outage. But
7 that (inaudible) I tried to explain this to you last August.
8 I tried to (inaudible) in October. But, again, your staff
9 has told me that (inaudible) mean nothing to DTE, and
10 apparently they don't mean anything to you. That's not
11 acceptable to me. I need you to do what these lines
12 (inaudible) and apply them to my concern, and everyone
13 else's concern, too. Because I'm going to read this again,
14 just in case you forgot, the \$35 a day (inaudible) --
15 because Section 4610C says, "Determination of non-compliance
16 (inaudible) -- and as otherwise -- own motion.

17 If the commission finds that (inaudible) electric
18 utility, or an alternative electric supplier has not
19 complied with the provision (inaudible) the commission shall
20 order (inaudible) necessary to make whole a customer but
21 (inaudible) but this one, the next one, (inaudible) that
22 would make (inaudible) including, but not limited to
23 reasonable attorney fees." Now, that's (inaudible) and the
24 money that I paid out of my pocket more than \$350,000
25 (inaudible) to get my house fixed. After my (inaudible) DTE

1 decided they just disagreed.

2 It didn't matter that I (inaudible), they just
3 disagreed, and then they tell your staff that, and that's
4 what you tell me. "Well, they said they didn't do it."
5 That's not acceptable. And I want to add another thing
6 Commissioner (inaudible) and the years, let's go back to
7 1976, when DTE had (inaudible), and in 1991, in July, they
8 had (inaudible) without power, and -- and this is DTE's
9 records, too, by the way. In 1995 (inaudible) people
10 without power. In 1997, (inaudible) people without power;
11 2008 (inaudible) people; 2003 (inaudible). This is April
12 DTE (inaudible) themselves -- (inaudible) people. So we're
13 talking almost 50 years of them not doing anything. As you
14 all know, I work with utility (inaudible). You spoke with
15 me on the phone (inaudible), and I think (inaudible) -- I
16 think one of them may have seen (inaudible).

17 But it's imperative that you do what's in Public
18 Act (inaudible) guarantee that, and that's not happening.
19 Two house fires. Your staff said that DTE (inaudible).
20 They did not. (Inaudible) -- I don't know if you can --
21 look up Channel 7 News, a reporter did (inaudible) one of
22 DTE -- one of three substations (inaudible) is missing --
23 clearing their lines right next to their substations, what
24 do you think they're doing in your neighborhood? What do
25 you think (inaudible), because I've offered to (inaudible).

1 And the last thing I want to share with you, (inaudible)
2 respond to us, and certainly DTE does not respond to us,
3 there are consequences.

4 I shared with you loss of life. (Inaudible) -- I
5 have copies for you. And then there is Brianna -- I don't
6 have her last name -- Brianna Robinson, down power line
7 (inaudible). DTE had been called, but they didn't respond.
8 She went back there to play and (inaudible) electrocuted.
9 And then there was (inaudible), he was leaving school, down
10 power line, he was electrocuted. And then one of the more
11 recent, 14-year-old, another down power line, and then
12 there's -- I don't have his picture, but (inaudible)
13 electrocuted while walking down the street. Power lines
14 (inaudible), and as he was walking from the store
15 (inaudible) apparently he didn't know about standing
16 (inaudible). The line jumped on him, electrocuted him
17 (inaudible) four hours before DTE go there. I'm saying this
18 because (inaudible) -- like this little girl that I
19 mentioned to you. I went to her funeral.

20 I promised her; I promised her -- 2-1/2 years
21 old -- that I'll do everything I could to (inaudible),
22 because DTE has to be accountable. They can't just
23 (inaudible). The industry -- I'm sorry -- they're -- the
24 industry experts says that it costs approximately \$2,000 per
25 line (inaudible), and that's an average, because

1 (inaudible). DTE has 4100 miles of line. That comes out to
2 like 8-million dollars.

3 When you talk to them, do you ask them to show you
4 the entire circuit, because there are areas where they can
5 show you that they (inaudible) that shows you everything.
6 You need to see that. You to ask the right questions. And
7 if you don't know the questions, please, you know my number,
8 call me and I'll get them for you.

9 MR. SCRIPPS: Thank you. So we have gotten
10 through 44 comments. We have 20 minutes until the scheduled
11 time for this. We can go longer than that, but we can only
12 go a half an hour longer than that. We have to be totally
13 out of this room, including breaking down everything, by
14 9:00 o'clock, per our agreement with the school. So we will
15 go until 8:30, and we want to hear from as many people as we
16 can. Again, I want to remind folks that there's also a
17 virtual public hearing tomorrow from 6:00 to 8:00, and
18 details are available on our website, Michigan.gov/MPSC.
19 And then you can also submit written comments either tonight
20 or through our website (inaudible) time.

21 And we want to hear from as many people as we can.
22 We'll get through as many of you as we possibly can,
23 continuing to go in order, until we get to 8:30. But we're
24 going to have to have a hard stop at that point. So the
25 next person I have is, Alex Klause, and then Yvonne -- this

1 is not my night -- Thor (phonetic).

2 MS. KLAUSE: Hi there. My name is Alex. I'm a
3 southwest Detroit resident. I am a (inaudible) State
4 student. I'm a DTE customer, by force; no choice,
5 unfortunately. And quite frankly, I am mad. After watching
6 my lovely -- I got lucky. My apartment complex never ran
7 out of power. That's not the case for thousands of my
8 neighbors. My parents' power went out twice, and then went
9 out for another 30 minutes after (inaudible), 'cause a
10 transmitter, or whatever, caught on fire, so that's fun. So
11 I was not very happy to find a 14 percent rate increase
12 request, especially considering that as a DTE customer in
13 Michigan, I already pay higher rates than most people in the
14 Midwest; one of the highest rates in the Midwest area. And
15 being that I live in Detroit, I also pay higher rates than
16 DTE customers who do not live within the -- within the city
17 limits.

18 I'm just curious, who here is a Detroit resident?
19 Okay. So we all have to pay -- only us Detroit residents
20 pay a 5 percent utility usage tax that serves as one of the
21 largest (inaudible) department. So I don't think that it's
22 really appropriate that we should be paying any more towards
23 DTE considering that the residents in the city also have
24 higher energy burdens than anywhere else in the area,
25 including outside of the state. Just a simple request,

1 just, you know, don't approve this rate increase. It's not
2 necessary. It's -- they have proven in the past that they
3 are not burdened over money. That's all I want to say.
4 Thank you.

5 MR. SCRIPPS: Thank you. Yvonne Moore; Yvonne
6 Moore? Is there anyone named Yvonne? I think I'm giving
7 the wrong name, last name.

8 UNKNOWN SPEAKER: I don't know -- I'm
9 also (inaudible).

10 MR. SCRIPPS: Okay.

11 MS. UNKNOWN: Hi, Commissioners. My name is
12 (inaudible), and I am a near lifelong resident of southwest
13 Detroit. I'm here to share (inaudible) my parents, who
14 couldn't be here tonight. They told me (inaudible) DTE.
15 During the last power outages, during the last ice storm,
16 they were out of power for five days. They have lived in
17 the same home that (inaudible) for over 20 years in Detroit
18 (inaudible). For us in that zip code, we are regular
19 experts of power outages.

20 I remember (inaudible) riding my bike up and down
21 my parents' street over extension cords that connected once
22 house to the other as folks shared electricity or
23 generators. From a young age, power outages have been
24 extremely normal. And while now as an adult I can learn
25 that it's not just an individual issue or an individual ice

1 storm, but a systemic problem designed by DTE. I know that
2 that ice storm alone (inaudible) consumers were also
3 affected in my zip code alone, but there were nearly one
4 million people impacted by just that system.

5 I also have shared before at the previous hearing,
6 last August, that I was a part of mutual (inaudible) that
7 raised \$80,000 to help over 300 families of (inaudible), and
8 we helped pay many, many, many DTE bills. We kept many
9 people's homes from go- -- from getting the power shut off.
10 And (inaudible) learned that we have to step up to the plate
11 and take care of each other. We've learned that when the
12 power goes out, we need to check in on each other, and we
13 have to take care of the -- of how people who with kids
14 cannot stay the night in an ice cold home during the winter.
15 We let people put their groceries in my fridge. Luckily we
16 can take care of that. We text each other to make sure
17 we're okay, to make sure that we know (inaudible) house and
18 we know they're good. I want to -- people in the room,
19 raise your hand if you've ever been helped by someone, or
20 you ever helped someone out during a power outage.

21 In the absence of reliable power, in the absence
22 of leaders we can rely on to hold DTE accountable, we
23 stepped up to the plate to rely on each other. But we're
24 here today because we don't -- we can take care of each
25 other for a week, we can take care of each other during one

1 ice storm, but we need long-term (inaudible) change. In
2 Detroit we know -- in Detroit, the (inaudible) suburbs and
3 the lower income, (inaudible), we know that their systems
4 are (inaudible) past their life expectancy.

5 We know that DTE has no (inaudible) plan to make
6 that system work (inaudible). We know that's the reason why
7 power outages are normal for us. We need to rely on you.
8 At the hearing last week, DTE lied about the fact that they
9 can only give \$35 credits because that's the standard that
10 you all had put forward. They put the blame on you all.
11 And at the same time (inaudible) excuse for why they're
12 giving us \$25 credits. We know that they can voluntarily
13 give more. We know that DTE representatives sat there and
14 lied in your presence. They lied to residents; they lied to
15 (inaudible). They do not have our interests at heart.
16 We -- I also heard Commissioner Peretick (inaudible)
17 legislator that you only want (inaudible) to be able to hold
18 DTE and other utilities accountable. We need folks in the
19 room to also reach out to legislators so that they know that
20 you all want DTE to put people over profits, and give
21 (inaudible) commission more authority. That's it.

22 MR. SCRIPPS: Thank you. I have Marie Gallagher,
23 and Rafael Mojica.

24 MS. GALLAGHER: Hello. My name is Marie
25 Gallagher. First I'd just wanted to offer the perspective

1 of the folks that were speaking for DTE. Them giving money
2 to your churches or small businesses and parks is not DTE
3 caring about us; it's them spending our energy bills on
4 PR and advertising --

5 (Off the record audience interruption)

6 MS. GALLAGHER: -- I'm a grad student right now,
7 studying environmental justice, and I've lived in Ann Arbor
8 for the past few years, and I've also grown up in Michigan
9 and been a DTE customer my whole life. I've already
10 experienced (inaudible) multiple homes (inaudible) four or
11 five people and the burden of power outages and extreme
12 storms on my neighbors and students who didn't have
13 families' homes to go to, and hotels were completely booked.
14 But I want to spend my few minutes talking about our vision
15 for the future, and how DTE threatens that (inaudible). I'm
16 able to share space in organizing an academic (inaudible) in
17 which I'm surrounded by people dreaming up and envisioning
18 plant solutions that (inaudible) environmental justice and
19 energy equity, and visions that (inaudible) that holding the
20 brunt of our (inaudible) industry impact for generations.

21 But I can feel that a lot of hope is being lost
22 when it comes to visions for justice (inaudible) in
23 Michigan. People are feeling really powerless, and that's
24 really easy to feel when you're in the dark for a week.
25 It's getting really hard to (inaudible) clean energy and

1 affordable rooftop when our policies discourage any economic
2 incentive that might be (inaudible), when they lobby against
3 metering. When DTE is charging customers a (inaudible) when
4 they're no longer (inaudible) if they want rooftop solar,
5 clean solar.

6 When DTE has 60 percent mix in (inaudible)
7 cleaning our planet and land (inaudible), when we are at
8 pivotal moments (inaudible) infrastructure, and instead DTE
9 is investing the money that we pay into new fossil fuel
10 projects. DTE caused (inaudible) paid 70 million dollars to
11 their investors. They made 1.1-billion dollars in profit in
12 2022, and that's our money. And for dark homes and empty
13 fridges, expired insulin, cold warming centers, and downed
14 lines in backyards that are waiting for our collective
15 monthly energy bills to be put to use. So Commissioners,
16 I'm going to continue to honor the people of this region
17 even after the current energy system that (inaudible) the
18 people.

19 We are asking you to hold DTE accountable for the
20 financial and emotional burden of this outage (inaudible)
21 legislation and ensure that the money we pay DTE every month
22 is going into infracture and good (inaudible) to ensure
23 equitable, reliable energy (inaudible) justice any updates
24 (inaudible) impacted once by energy injustice. So I ask you
25 not to (inaudible) the most recent rate (inaudible) to serve

1 the people by supporting the (inaudible) for our future
2 generations' livelihood, and not just listen to the people
3 in this room, but to use your power and really act for us.
4 Thank you.

5 MR. SCRIPPS: Thank you. Rafael Mojica, and then
6 Maria Ibarra.

7 MR. MOJICA: My name is Rafael Mojica, and I've
8 worked for an organization that I'm sure you guys are
9 already familiar with; Soulardarity. We are a local
10 organization (inaudible) and this is one, only one of the
11 things that we advocate on. But before I begin, there was a
12 comment earlier in the night by a business owner that said
13 we shouldn't be reactionary. The problem is is that we have
14 to be here, because DTE isn't reactionary. They aren't
15 reacting to this problem in any way, so that means it has to
16 be us. And I'm sorry if that offends you in the way that we
17 do so, but we are tired, we are cold, we are hungry, and we
18 are broke. One of the parts that I love the most about my
19 job is the community organizers that talk and work with
20 people about ideas that are focused on creating healthier
21 communities.

22 People are focused on ideas like solar that is
23 owned by a community, different ways that we can bring back
24 street lights to Highland Park that was (inaudible) by DTE,
25 how we can establish spaces for our youth where they can get

1 the things that they need when it comes to having a safe
2 space to be outside (indicating) outside their school.
3 These conversations have been had with hundreds of people by
4 our organization for ten years, including with your staff.
5 But one group of folks that we still need to have that
6 conversation with is DTE.

7 And I can't imagine why it's because that
8 conversation has nothing to do with their business model,
9 which is to do the bare minimum when it comes to maintaining
10 our energy infrastructure, and how they respond to moments
11 of crisis like these power outages. In the meantime,
12 they're making profits that break records every year. And
13 speaking of, for (inaudible) in front -- in front of the
14 Michigan House Energy Committee, had the gall to refer to
15 their term of equity, which is the way that their bread and
16 butter is for making profit, as a right that they have.
17 That was incredibly tone deaf to the reason why they were
18 brought in front of that committee in the first place, which
19 was to talk about what went wrong, and what they were going
20 to do to make things better to prevent future outages.

21 This was the same tone of entitlement that was
22 present when they had a call with their shareholders the day
23 after power went out, bragging about the cuts they were
24 making to our operations to maintain our grid, all because
25 those are the same kinds of operations that they've

1 litigated the impact that they (inaudible), and they did it
2 because they wanted to be able to report a bigger figure for
3 their profits that year to their shareholders, which
4 apparently carries more weight to them than to us.

5 Instead they chose that \$35 is good enough for us.
6 And from what we are hearing from some people today, even
7 that is not guaranteed. When Consumers Energy was up to bat
8 in front of the Committee, they were asked during the
9 committee hearing if they felt that was enough. Their
10 response was is that they were giving what they were allowed
11 to by the MPSC. Dan, Tremaine, Kristie (sic), I have one
12 question. And you can answer this, 'cause this is an easy
13 one, but I think that we know the answer to this already.
14 Is it true? Is that deceiving? I'll answer it for you.
15 I'll do you guys a favor. It's not. You didn't put that
16 ceiling on them. Their hands aren't tied. They're acting
17 like their hands are pretty much tied by policies and laws.

18 The funny thing is is that many of those same laws
19 and policies are the ones their lobbyists put in front of
20 our legislators to tip the playing field in their favor.
21 They can't volunteer to give their customers more money, to
22 make them whole for the damages that were made. But instead
23 we have to give ourselves (inaudible).

24 That's why we need to pass legislation, like
25 automatic hourly compensation for people who use power,

1 require DTE full financial transparency, establish an
2 income-based affordable energy, and stopping power shutoffs
3 to (inaudible) statewide, (inaudible) for our community
4 members that are impacted by these issues, equitable grid
5 investments, performance based rate making, feasibility
6 studies on public power, and distributed -- and distributed
7 energy through when it comes to our group (inaudible) and
8 tackling the climate crisis.

9 Thank you for bearing with me while I went through
10 a list of legislative solutions, because I understand that
11 you aren't legislators yourselves. But in the meantime,
12 just because you aren't legislatures or even community
13 organizers like me, it doesn't mean that you can't advocate
14 for people like we do. You are regulators. Let's work
15 together and regulate the hell out of DTE, because they seem
16 to need it.

17 UNKNOWN SPEAKER: That's right.

18 MR. SCRIPPS: Maria Ibarra, and then Rick Prusak.

19 MS. IBARRA: So I am one of the lucky ones. My
20 house was not (inaudible) lose of power, and obviously,
21 (inaudible). I'm also really grateful, because it takes a
22 lot of willpower and patience to sit through hours and hours
23 of people being really mad, and know that they're also right
24 to be mad. I (inaudible) earlier on, but how many of you --
25 raise your hand if you lost power. Raise your hand if you

1 know somebody who lost power. Actually, I would like to
2 want to include, like, officers, too -- everybody, yeah.
3 Have you also lost power?

4 Do you know anybody who lost power? Yes. Like
5 this is happening to everybody, and you (inaudible) ability
6 to decide to do something about it. Jerry Garcia, the
7 president of DTE makes 8 million dollars in salary.
8 (Inaudible) grotesque and awful, and he should not be
9 allowed to have that happen while his workers -- while
10 people who work for DTE are literally down on the ground,
11 while our community and our people are literally having
12 their groceries, their medicine, their food destroyed
13 because our system is so (inaudible). You have the power to
14 deny (inaudible). It is literally in your hands to do it,
15 and I know that you are in the position because you want to
16 make the lives of the people in Michigan better. So
17 (inaudible), will you please do what you know is right, and
18 deny the rate hike? Thank you.

19 MR. SCRIPPS: Thank you, Ms. Ibarra. Rick Prusak,
20 and then Anthony S.

21 MR. PRUSAK: Good evening. Thank you for being
22 here. My name is Rick Prusak. I am a hostage, a victim,
23 and a concentration camp resident of Wayne County who gets
24 their electricity from DTE. If my information is correct,
25 not too long ago, DTE came in front of you to ask for a nine

1 percent rate increase. Instead, you just granted them a one
2 percent increase. Thank you for that.

3 But, what DTE has done now is circumvent you guys
4 by giving us a rate increase based on the time of day that
5 we use electricity, the days of the week, the months of the
6 year, so not only are they going to get back the eight
7 percent that you denied them, they're going to make a whole
8 lot more money because of rate increases. That is sheer
9 extortion; that is sheer extortion. It's no different than
10 Tony Soprano telling us someone is going to pay for the
11 electricity. So we're in the mafia is what it's like, you
12 know, to get our electricity. I've heard people talk about
13 there's a way that we should break apart DTE. Years ago
14 Michigan Bell was considered (inaudible) company, and -- and
15 Ma Bell was broken up. We have a suburb in Wyandotte, they
16 have their own power; they have their own cable, and they
17 didn't have anyhow problems during this ice storm. We don't
18 live in Florida where we get hurricanes that tear down power
19 poles, that's -- you know, to equal the damage that is done.
20 We don't live in tornado alley, where we're constantly --
21 you know, being victimized by weather.

22 We just had a little ice. Now, I had a huge tree
23 in my backyard, which was trimmed by DTE a few years ago. I
24 even hired an outside company to make more ventilation to my
25 trees so my tree doesn't act like an umbrella when the wind

1 blows through. During this ice storm, I had two major
2 branches land not only on my power line between my garage
3 and home, but my neighbor next door, because there's a power
4 pole behind my garage in my neighbor's garage kitty-corner
5 from me. I called DTE (sic) and told them "I have power,
6 but I have a situation where I might lose power." The lady
7 on the phone said, "I will put you down as having no power,
8 so that we can have our crew come in and take those heavy
9 branches off the lines, because within a few more days,
10 we're getting another ice storm."

11 I'm trying to prevent a problem. DTE sent a survey crew out
12 to see if there was a safety issue. They saw the power
13 lines being, you know, weighted by the branches. They told
14 me that, "Unless you don't have power, that's your
15 responsibility to get those branches off."

16 And my response to them, "But yet the lady on the
17 phone told me, 'Don't go near those branches, because you
18 might get electrocuted.'" So what happened? An outside
19 contractor come by two days later to my neighbor's house. I
20 happened to be in the backyard, and he said, "Well, your
21 neighbor's got power." And I said, "Look at that heavy log
22 sitting on his power line." Well, "That's your
23 responsibility." And I said, "Oh, my God. The lines are on
24 my garage. If any of those lines break, I could have a
25 garage fire, or the fencing around our homes become

1 electrified." And I says, "Can't you get a guy to get up on
2 a step-ladder and carefully take those branches off?" I had
3 to beg this guy from an outside contractor. And he told me
4 the same thing, "According to DTE rules and regulations,
5 anything that's between the power pole and your house is
6 your responsibility," but he took it down for me. And I
7 thanked him for that. I think we just really need to start
8 thinking about breaking up DET; make it like Wyandotte.
9 Have Dearborn have their own electricity. Have Detroit have
10 its own electricity. Don't -- don't be a pawn to DET. Your
11 job is to help us, and we're asking you for that help.
12 Thank you for being here tonight, and for your time.

13 MR. SCRIPPS: I have Anthony S., and then Folger
14 Rothman.

15 MR. S.: And good evening, and thank you so much.
16 And I actually called up here to be (inaudible) 3:00 in the
17 morning, and while all the power was out (inaudible). But
18 this morning, actually, I -- it's crazy. I was out driving
19 to go get some Tim Horton's coffee and I saw a big power
20 line down this morning at 7:00, 8:30 in the morning. It
21 had, you know, yellow caution tape around it, right next to
22 a school. I have a picture on my phone; I would be happy to
23 show you guys.

24 You can literally see two kids walking by at the
25 school next to this downed (inaudible) on this day that it's

1 next to the school where kids (inaudible), and on my way
2 here two more poles down in southwest Detroit. And it is
3 really strange. And I was thinking to myself --
4 (inaudible) -- once every 50 years, once every century
5 (inaudible) -- I don't think that was 50 years ago. I'm not
6 that old. I mean (inaudible) shocking things; some really
7 shocking things. And it's interesting -- I don't have the
8 solution. I'll tell you that. I don't know nothing about
9 electricity or nothing about engineering. I just had some
10 observations (inaudible) campaigning for other legislators.
11 I think that's very great, and I think it's kind of sad
12 every time all those big (inaudible) biggest contributors.
13 And I thought he was about to say, "Blue Cross Blue Shield."
14 I didn't know it was DTE. That's just the way it is in this
15 state, and I really don't know who you guys are. I'm sure
16 you're nice people, but I don't even know how you got there.
17 And, you know, we (inaudible) it's very sad. (Inaudible).

18 And, you know, (inaudible) federal, state, and
19 local -- local, we have tree trimmers coming in, they're
20 saying, "DTE gave me COVID shots." What in the world does
21 that have to do with the job (inaudible). First of all,
22 (inaudible), second of all, we're probably better off they
23 didn't do that (inaudible) but anyway, that's (inaudible)
24 Big Gretch and all that, and (inaudible). And then at the
25 federal level, well, we have a federal politician

1 (inaudible) over 100 billion (inaudible) January (inaudible)
2 so I think (inaudible).

3 MR. SCRIPPS: Thank you, sir. Folger Letman
4 (phonetic), and then Boratha Tan. Is Folger Letman here?
5 Is Boratha Tan here? Yes, excellent. And then Kevin
6 Watson.

7 MR. TAN: Good evening. My name is Boratha Tan.
8 Just a disclaimer that I work for (inaudible), so I'll --
9 everything that I say is based (inaudible) and not on behalf
10 of (inaudible). I won't comment on any of that. Earlier
11 someone mentioned that the experiences of DTE outages is
12 comparable to a third-world country, and I would like to
13 echo that sentiment. My parents are from Cambodia, and I
14 spent a lot of time in Cambodia. And unfortunately, it is
15 comparable to the unreliability of the (inaudible) in that
16 country.

17 Some of the things in which I've experienced,
18 personally, and in my community experienced outages,
19 specifically in February and March, is that when
20 (inaudible), both of which are single parents, they have
21 four children, and two children separately, they also work
22 afternoons (inaudible). When the power went out, luckily,
23 the kids were in their bed and asleep, but the parents
24 (inaudible), "Oh, no. I can't get my children out of bed.
25 I have to go to work."

1 So just from that experience alone -- someone
2 mentioned that all of the economic impacts, negative
3 economic impacts that occurred, and I would like to
4 reiterate that there are many other people that have been
5 affected who have to work these night jobs, maybe even
6 pulling a couple of shifts, who cannot be here to voice
7 their own opinions and such. So I just want to bring that
8 voice up. Personally, I own solar panels, and as well as
9 (inaudible) storage. When the power was out, I was able to
10 charge up people's cell phones, portable batteries and such.
11 It was also hooked up to my furnace. I was able to let the
12 children use my home when their parents weren't home during
13 the daytime so that they won't have to freeze. But then, of
14 course, when you look at -- when they had to go back home at
15 night, not only do they have to worry about being cold, but
16 also would the pipes burst. So that's what we're dealing
17 with. There are other people here. I just wanted to voice
18 my own experiences and the experiences in my community.
19 Thank you.

20 MR. SCRIPPS: Thank you, Mr. Tan. Kevin Watson,
21 and then Michael Prus.

22 MR. WATSON: I just wanted (inaudible), and just
23 like my neighbors and many in Westland, we've been having
24 consistent power outages. Since the summer of 2021 and the
25 present, we've had exactly 20 power outages, which is

1 unacceptable; 20 power outages. It's getting to the point
2 where we now refer to our neighborhood to North Korea
3 because of the (inaudible) blackouts.

4 And unfortunately, during the ice storm, we didn't
5 get our power out- -- outages, but everyone else around me
6 did. I mean, we were just shocked -- we were so shocked
7 that we didn't (inaudible); we seem to get it every other
8 time. But my concern is that I don't think DTE deserves
9 another dime to (inaudible) -- they don't deserve it.
10 Because they don't put anything into our infrastructure, and
11 I wish they would put more effort into fixing our
12 infrastructure than they do for PR, which is ridiculous.
13 And, you know, I heard other people tonight say, "Oh, they
14 did so much for charity, and they did this and that." Well,
15 I wish they would put that effort -- that effort and spend
16 that money on the infrastructure (inaudible). Pardon my
17 language. But also, too, (inaudible) is that people who
18 lost power couldn't get hotels because most of the hotels in
19 the area rai- -- spiked their rates because of this.

20 It was ridiculous. And, you know, it's ridiculous
21 that people had to go all the way to Ohio to stay in a hotel.
22 And for Christ's sake, I went to Canada the day after, and
23 as I was crossing the border, the Customs guy asked me if I
24 was looking for a hotel in Canada, because he said the past
25 20 people so far that were coming through from Michigan were

1 looking for hotel rooms in Canada.

2 It's pretty sad that we live in America, and yet
3 we got to go to Canada to find a hotel room so -- so people
4 can stay warm. That's sad, isn't it? Thank you. You know,
5 and going out of state. You know, it's ridiculous, and like
6 I said, I don't think they deserve another dime. That's it.

7 MR. SCRIPPS: Thank you, Mr. Watson. Michael
8 Prus, and then Justin Broome.

9 MR. PRUS: Prus (pronouncing).

10 MR. SCRIPPS: Prus. Thank you.

11 MR. PRUS: With the power shortage, I lost a day
12 and a half of work because I work at home from a computer.
13 Also, I -- I'm very perplexed on how my sister had power,
14 who lives only about two miles away from me. I live in a
15 vicinity south of Michigan Avenue and west of Telegraph, and
16 that whole area was without power for about four and a half
17 days. Anyways, I have a couple suggestions that maybe the
18 board would like to consider.

19 Maybe there should be a comparative cost analysis
20 study done on DTE operating costs and expenses. Two, by
21 the -- after this fiscal year, have DTE go on a zero-based
22 budgeting, have them implement that. And three, if they
23 don't do all right, they should bid for their supplies,
24 services, and other materials to get the least amount of
25 cost on whatever they need. And I think that's a little

1 more feasible than maybe digging holes to put the wires in
2 and less cost expensive. Thank you.

3 MR. SCRIPPS: Thank you, Mr. Prus. I have Justin
4 Broome, and then Nicole Markott (phonetic).

5 MR. BROOME: It's obvious that people are really
6 upset about how power has been going here in Michigan. And
7 I wonder if the problem is direct accountability, because
8 accountability is what makes things work well. And right
9 now there isn't much accountability for DTE when they don't
10 provide services. So I wonder if instead of this \$35 thing
11 that people talk about, if for as long as DTE's reliability
12 is below the national average, anytime somebody goes 24
13 hours without power it's \$100 bill credit.

14 UNKNOWN SPEAKER: All right.

15 MR. BROOME: If they're giving us reliable
16 service, and something crazy happens, they shouldn't be held
17 accountable for that (inaudible). But if they're not
18 meeting a national standard, just a basic standard, then
19 there should be accountability and that might be the only
20 tool that you have. You can't take away the CEO's salary,
21 you can't tell them they can't make money. There are 1.1
22 billion dollars in profit.

23 That's only about five percent of revenue last
24 year, which isn't out of line for a public company. So it's
25 not that they're "cheating" us, per say, just that they

1 didn't maintain the system for a long time, and perhaps
2 there needs to be a (inaudible) of stronger accountability
3 for them to get back to baseline.

4 MR. SCRIPPS: Thank you. Next I have Nicole
5 Markott, and then Congresswoman Rashida Tlaib. Nicole
6 Markott? Congresswoman Tlaib?

7 MS. TLAIB: Thank you so much for having this town
8 hall in my district. Welcome to the 12th Congressional
9 District. I do this all the time, because I just
10 (inaudible) what your mission is; right? Is the mission of
11 the Michigan Public Service Commission to serve the public
12 in trying to save the (inaudible) at a reasonable rate?
13 I've got to tell you, the first day of the outage, I get the
14 call from the (inaudible) -- "(inaudible), we have to open
15 up the rec center on generators because the senior city hall
16 is out."

17 Then I started getting calls from the fire chief,
18 and then another (inaudible) 10:00 o'clock (inaudible). I
19 had to call multiple times for lines that were out
20 (inaudible). I mean, everyone was calling. I need us to
21 think about this, literally, as -- as you all think about
22 how to hold them accountable, and you're on the line. What
23 I do at the federal government is not going to do it, and
24 you know it. All they do is (inaudible), so that I can
25 subsidize for their rate. Of course I can't tell them I've

1 got (inaudible).

2 It keeps the lights on and energy for my
3 residents. So I'm sitting there fighting to get more
4 (inaudible), to subsidize for their high, unreasonable
5 rates. You've got to admit it; look at it I would love
6 (inaudible), but also look at how many shutoffs, even during
7 the pandemic. How many (inaudible). They still shut people
8 off, 80,000 times at the peak of the pandemic. So I get a
9 call from another mayor telling me, "Are they going to
10 reimburse us? Because I feel like our firefighters are
11 working for DTE, because they're the first out there a
12 lot -- literally putting their feet out there, getting out
13 there." Some of them don't even have enough firefighters
14 (inaudible); they don't. And on top of that, at 10:00
15 o'clock at night until, you know, early in the morning,
16 getting no answers; none so ever, or update.

17 Even the updates have been unsure. (Inaudible) on
18 that? I mean, it's really hard to get those calls. But I
19 really wanted to be here because I know -- you know,
20 (inaudible). But you guys know, Commissioner,
21 your (inaudible) we serve together. I'm very assessible,
22 you know, when you give out your number. So I get the text
23 messages from my seniors and from my residents. And Mr. and
24 Mrs. (inaudible), they're our veterans; they served our
25 country, you know. Mr. (inaudible), you know, has a big

1 scooter, because I always have to make sure, you know,
2 wherever I'm at -- is his scooter going to be able to get
3 into my town hall?

4 And it's so sad to get a text message that, "I
5 don't know what to do. I can't get (inaudible) scooter. I
6 would (inaudible) I can't get in the house, the garage -- I
7 can't get it out." So they're stuck. "What are you doing
8 now?" I'm in the car, getting warmed up inside
9 (inaudible)." She (inaudible). And then she gets -- a
10 fourth day of the outage, she gets the bill. She
11 (inaudible) and she sends me the bill, \$555. No; no. I'm
12 going to help. I mean, these are fixed income -- I mean, so
13 what am I going to do? Go subsidize their high rate
14 (inaudible). It is important to know that all the hours
15 that the front line representing my community, they can't
16 get those hours back (inaudible); they can't. Who is
17 reimbursing them? It is unreliable service. I grew up in
18 Michigan; many of us did.

19 You know, I can remember having to, like, skate
20 through to get to school. I mean, this is the weather that
21 we have. Quit saying it's unprecedented. Stop it. Stop
22 blaming the trees. If I hear one more time them blaming the
23 trees -- I mean, come on. Not only that, they're cutting
24 the trees in a way -- and I heard you guys -- you know,
25 hearing about how those arbors -- thank you for that.

1 That's the kind of oversight you have to have. Talk to
2 them. Because they're cutting the trees down the way
3 they're all starting to lean and do all these things.

4 We need to do something. I need to also look at
5 how many times they deferred maintenance; how many times.
6 How much are they spending on maintenance? What do they
7 have for operations? And the tree cutting services, it's
8 getting worse and worse. They're just not doing it right.
9 One of the things that -- I mean, you heard this over and
10 over again, but I am asking also, Commission -- you know, I
11 can remember congress, I don't have the kind of oversight
12 that you all have over this, over DTE. You know that. And
13 I know you can't make legislative changes. And I think some
14 that -- that made a comment understood that. But we've got
15 to do some sort of audit accountability, please. Because
16 some people are getting overcharged, not noticing until I --
17 you know, we talked to them and figure it out, and then
18 found out. We've got to -- please, if there is any way that
19 you as the commission can find out if people are getting
20 over-billed, I would appreciate you (inaudible).

21 It's a very good question about the 35, 25,
22 whatever it is. And by the way, Chairman, I had to tell my
23 mother it was only \$25, and you should have heard her go
24 off. "If you're a congress member" -- I said, "Mom, I'm" --
25 because if you know anything about immigrant moms, they love

1 buying things in bulk.

2 MR. SCRIPPS: I've met your mom.

3 MS. TLAIB: Because she did the day before. So
4 all of us have a story. But like my mom had me. A lot of
5 my residents don't have anybody. You all don't get the
6 calls, but we do. (Inaudible) -- pets we had to drop off at
7 the -- at the warming station. I get the -- do you know
8 (inaudible) made me cry. I can't do anything for them.
9 What they do -- and you guys know this, many of (inaudible)
10 or give comments and support? Come on. This is enough. We
11 can do better. If we need to continue to come and have
12 these town halls, do it. If we need to show them, do it.
13 You've got to keep this up. This kind of transparency is
14 important, because again, you guys are the only line of
15 pushback on them. We can talk about wanting something to
16 happen, but right now you are the -- like you all can
17 actually act now in the capacity that you have to hold them
18 accountable; 14 percent. The week before you're going to
19 send letters out -- they all call me -- "What's this
20 (inaudible). What's going on? (Inaudible)."

21 You know, my -- our residents do everything
22 they're supposed to do. Some of them keep (inaudible), and
23 it's hard. I mean, you're -- you're -- literally, this is
24 you all are the ones that they have to answer these
25 questions to, (inaudible). But shame on them for

1 (inaudible), and the hardest thing is when I do talk to
2 them, and they call me back, they tell me to (inaudible) --
3 I'm not doing it. And my mayors, our mayors and everybody
4 bring food, water.

5 Who's reimbursing them for that? (Inaudible)
6 they'll continue to donate and make us look the other way,
7 but it's to the point where we're just -- it's not
8 (inaudible), it's crisis mode time. We can't continue to
9 allow our folks to live this way. It's not a good quality
10 of life. This is not the way (inaudible) you know, to act.
11 And again, I -- I just say to you all, look at the billing,
12 do more of this, compare the pricing, but also refer to
13 maintenance. Look at the (inaudible). We've been doing
14 that. You know, a lot of us have been trying to figure out
15 what is wrong here. And we know -- I know -- you know, you
16 guys know it; it's corporate greed and profit. I know it
17 is. You know it is.

18 It's not like that's the -- the reason you can say
19 is you're help -- these are the people you're supposed to be
20 help -- you know, they hold you accountable; these folks.
21 You can go back to them and say, "This is what I heard."
22 Use us any way you can. We're speaking the truth. Go back
23 to them and tell them. We -- again, your letterhead
24 actually would (inaudible) more than mine right now. Thank
25 you so much.

1 MR. SCRIPPS: Thank you. We have enough for two
2 or three more folks. So Roy Davis, if you're here, and then
3 Kathy Stannis.

4 MR. ROY DAVIS: My name is Roy Davis, and I drove
5 an hour and 45 minutes to be here, because the meeting that
6 you set this afternoon, it was very vague. Some of us have
7 to work. And I'm going to talk about Consumers Energy.
8 Consumers Energy is responsible to provide 1.9 billion power
9 in Michigan. In 2021, they posted seven percent earnings,
10 according to their own shareholder report at 1.89 billion
11 dollars. It's 2022 they had a profit of a billion dollars.
12 Now, let's look at some of their greatest hits. In 2006
13 there was a Consumers Energy customer who had a bill of
14 \$1,662.08. She showed up to pay her bill, \$1,662.07, one
15 penny short. You know what Consumers Energy did? They shut
16 her power off. In February of 2015, Consumers Energy cut
17 off the natural gas service to a Hazel Park home resulting
18 in the death of a 69-year-old Vietnam veteran. He died of
19 hypothermia. Utility companies are prohibited from shutting
20 off the heat in homes that have residents age 65 and older
21 from November 1st to the 31st. That's according to Michigan
22 Public Service Commission spokeswoman, Judy Pon.

23 Anybody remember the polar vortex? Consumers
24 Energy sent me the text and said, "Emergency alert. Dues to
25 extreme temperatures, Consumers are asking everyone to lower

1 their heat to 65 degrees (inaudible)." What was the issue?
2 Well, there was a fire at the compressor plant, (inaudible)
3 system, and the company didn't have the infrastructure in
4 place to handle this emergency weather. That was 2019.

5 In July of 2019, thunderstorms downed (inaudible)
6 electric service, this time heat peaked to 96 degrees. More
7 than 800,000 customers lost electricity. Tens of thousands
8 would be without power for a week. Again, Consumers didn't
9 have the infrastructure. Did they fix the problem? No. 45
10 days later, more storms come through, DTE Energy and
11 Consumer learns 100,000 people lost power (inaudible). Did
12 they fix it? It was (inaudible) 2019. August of 2021, more
13 than 850,000 customers lost power due to wind storms. Did
14 they fix it? No. (Inaudible). It doesn't matter whether
15 it's winter, spring, summer or fall, they can't keep the
16 power on.

17 Now, how do we compare to the rest of the country?
18 Michigan averaged 15 hours of power outage. Do you know
19 what the national average is? Seven. Over the past 20
20 years, Michigan has the fourth most power outages; 620. We
21 are behind New York, Texas, and California. In 2022, we had
22 22 power outages in the State of Michigan, where (inaudible)
23 aforementioned. Now, with all the rate hikes, surely
24 Consumers spends money on fixing their incompetence.
25 However, the facts don't support that. Part of what's

1 behind DTE and Consumer's high bills are profits that go to
2 investors, as well as executive salaries, and political
3 spending. DTE customers -- I'm not a DTE customer, and I
4 feel for you all -- will pay 650-million dollars, or \$13 per
5 month for an average customer to satisfy investor
6 obligations.

7 That means that Michiganders pay \$13 on each bill;
8 it does nothing for their service, and simply goes to
9 investors. A required donation by you all, \$156 a year for
10 each person to give to DTE shareholders. Consumers Energy
11 donated 43 million dollars to political, non-profit dark
12 money paths. The Michigan Public Service Commission Sally
13 Talberg told the lawmakers in 2019; she told the Detroit
14 News that. Now, how have you helped? From 2013 to 2017,
15 this commission approved 779 million dollars in DTE hike
16 rates. At the time, that was the nation's second highest
17 jump. And what did we get for it? Over a ten-year span,
18 the Michigan Public Service Commission has approved 663
19 million in rate increases to Consumers Energy. Remember the
20 guy that died because they shut his heat off?

21 There have been eight rate increases in ten years
22 approved by you (indicating). The Michigan Public Service
23 Commission just approved 155 million dollars to Consumers
24 Energy. So I'm going to come here and complain, because you
25 don't (inaudible) companies do. Here's what you should do:

1 Break up the monopolies; it's anti-capitalism. No rate
2 increases for five years, ban political contributions, and
3 at the expense of the utilities, send Michigan people, these
4 paying customers, a survey.

5 And if they don't have a 98 percent satisfaction
6 rate from the customers, they don't get anything.
7 Automatically (inaudible) customers an hourly rate, and 100
8 percent of those monies come from any dividends that were
9 intended for the shareholders. Mandate that any rate
10 increase be tied specific projects, and demand receipts for
11 each expenditure. Require tree trimming to be done on a
12 two-year basis. Ban the (inaudible). Here's the reality:
13 We have some bad actors in the energy companies. They are
14 kids that have unlimited checkbook, and you all are the
15 parents that keep signing the checks. You (indicating) are
16 just as much to blame; you are just as much to blame.

17 Ladies and Gentlemen, these people up here are
18 paid with your tax dollars. Contact your (inaudible),
19 contract your representative, and tell them they're not
20 doing they're job. Call them every time the power is out;
21 every time the power is out. They will get tired of hearing
22 from you. That's the only way to do it. You're
23 (indicating) not listening. Thank you.

24 MR. SCRIPPS: All right. Kathy Stannis, we're
25 going to give you the last word here, and we do have to be

1 out of this room in 29 minutes. So we're going to let you
2 go, but then we've got to pack up.

3 MS. STANNIS: Good evening, and thank you for this
4 opportunity. I've heard so many incredible stories. My
5 story is like zip compared to them. But I want to it share
6 with you. My name is Kathy Stannis. I'm a resident of
7 Berkley. I grew up in Berkley, and I now have lived in my
8 home for 36 years. Berkley is a small town. It's a very
9 proactive city to avoid crisis situations. It consistently
10 coordinates the trimming of trees, especially near power
11 lines, throughout the year. They have an incredible snow
12 removal and salting. Their public service and first
13 responders are always on the alert, and I know, because I
14 live behind the police station. We all know the crisis on
15 February 22nd, Wednesday, the freezing rain, and this is my
16 story.

17 During that night, I went to bed early because the
18 power was out -- no -- it wasn't out then. But during that
19 night I could hear the weather outside; I could hear the
20 rain. I have a boatload of trees over my house. At 3:30 I
21 heard the incredible snow removal of Berkley coming down the
22 street, plowing roads, and salting roads. I was hopeful
23 that we would make it through the storm, and it all seemed
24 good. I got up to a normal morning; we made it through the
25 storm. All seemed good.

1 But at 11:57 a.m. on Thursday morning, the power
2 went out. Everything was shut down. Three-quarters of my
3 city was out of power. So I went into crisis mode. I shut
4 down electricity to my furnace and appliances. I gathered
5 all my electronic devices and battery packs and flashlights.
6 I started to prepare for the worst.

7 I have two cats; one is a very senior cat. When I
8 was going -- what was I going to do about them? I checked
9 with my friends and neighbors. Where do we go for the
10 emergency? I -- that first night I decided to stay home. I
11 still had hot water and plumbing, just no heat. I typically
12 keep my heat at 67 degrees. I got up Friday morning and my
13 house temperature was 57. Imagine that was a little chilly.
14 Friday, the same day, I received a text message over -- from
15 DTE, "Beverly Boulevard is estimated to be restored on
16 Friday, the 24th of February. Crews are working
17 diligently." (Inaudible) -- after that message, I decided
18 to wait it out in my home and stay another night. They
19 lied. The power was not restored. Saturday morning the
20 temperature was now 46 degrees in my home. I had to leave.

21 I did not trust DTE with this level of
22 communication. They even canceled my request when I first
23 announced the power outage because of some computer glitch,
24 and I had to re-register my power outage. Communication was
25 awful. A friend invited me to stay at her house, cats and

1 all. She was very concerned. (Inaudible) animals is no
2 (inaudible); crating them, including their medicine, food
3 litter, all at a moment's notice.

4 After six days, the following week, my power was
5 restored on Tuesday, in the evening, so I returned home I
6 want to say March 1st. I had to eat my meals out every day
7 for six days, an unexpected budget expense. I was concerned
8 about pipes freezing. I had to clean and throw out all the
9 spoiled food in my refrigerator and freezer. I incurred
10 extra charges on my mobile devices because I went -- it
11 exceeded daily usage. I was emotionally and physically
12 exhausted. I was concerned about the wellness of my pets.
13 I felt (inaudible) that it was going to take some time to
14 recover. But there was another shortcoming. In the next
15 one and a half days, on March 3rd, my power went out again.
16 (inaudible). Now I had no faith in DTE's recovery
17 procedures and was preparing for the worst again.
18 Fortunately, my home power was restored the next day, March
19 4th, in the evening.

20 Living through those two weeks was extremely
21 devastating to me and the other members of our community.
22 DTE needs to take accountability for its services. Their
23 priority should be the customers. Their status quo is not
24 working for me. I'm expecting more value for my money. I
25 pay their fees, which are consistently increased each year,

1 and I expect -- I expect more from them.

2 In my lifetime I've never experienced a power
3 outage like this. They lacked communication, they lacked
4 timely notification, and they lacked ample extra workers.
5 They want to raise their rates, but the consumer should be
6 first and foremost. They should be compensated for the
7 hardships and their losses. We are why they are in business.
8 Thank you for listening to me.

9 MR. SCRIPPS: Thank you. So we're going to have
10 to call it there. I -- we have about 20 folks who submitted
11 blue cards, who we didn't get a chance to hear from. I will
12 say, again, that we've got another of these virtual hearings
13 tomorrow from 6:00 to 8:00. You can find information on how
14 to participate there on our website, Michigan.gov/MPSC. You
15 can also submit -- if you brought written comments, we can
16 take those and make sure that those get added to what we
17 received here tonight, and also encourage folks who didn't
18 get a chance to speak, or have more to say, to either
19 contact us by email, or through the -- or through the
20 regular mail, and information on how to do both of those
21 things is also on our website, Michigan.gov/MPSC.

22 MR. PHILLIPS: (Inaudible).

23 MR. SCRIPPS: All right. I want to say thank you.
24 It's been -- we've been here since 5:30; it's 20 to 9:00. I
25 really appreciate you taking -- as Commissioner Phillips

1 said at the beginning, none of you want to be here, but it's
2 really important that you are. And we've heard a lot, and
3 there was one suggestion on -- that you want to see what
4 we're doing in response. And I think we heard the same
5 thing earlier this afternoon in Jackson. I think we're
6 looking at how we can be transparent around the steps that
7 we're taking based on the feedback that we've heard here.
8 So we'll certainly follow up with that.

9 But I do appreciate you coming, sharing your time,
10 and spending it with us on something that we're all, I
11 think, focused on trying to get to a better place. But it
12 comes from hearing the stories directly from the folks most
13 impacted. So we appreciate it again. Thank you.

14 (Concluded at 8:41 p.m.)

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| <p style="text-align: center;">A</p> <p>ability 8:7 32:19 33:21 51:8 88:5 able 9:16 33:12 81:17 82:16 86:2 94:9,11 100:2 abruptly 7:5 absence 80:21,21 absenteeism 62:13 absolutely 15:16 academic 82:16 accept 24:4 acceptable 8:24 31:9 74:11 75:5 access 28:18 48:18 account 49:7 accountability 28:15 29:12 97:7 97:8,9,19 98:2 101:15 110:22 accountable 8:23 17:25 18:1 31:4 33:3,21 40:16 41:16,17,21 49:20 52:10 53:10 55:18 62:2 63:16 71:4 76:22 80:22 81:18 83:19 97:17 98:22 102:18 103:20 accurately 73:19 achieve 25:15 37:22 37:25 acknowledge 18:1 acknowledged 19:12 acknowledges 19:10 acres 47:19 act 17:4 34:19,20,20 75:18 84:3 89:25 102:17 103:10 acting 86:16 action 31:19 56:8 70:6 actions 31:14 active 70:7 71:8 actively 8:19 61:10 activist 60:4 activists 57:5 activity 14:22 actors 107:13 actual 56:1 acute 22:16 add 36:8,11 38:15</p> | <p>71:18 75:5 added 40:9 111:16 addition 53:23 additionally 28:21 address 52:19 adhere 11:2 admit 26:16 99:5 adult 79:24 advance 12:22 advertising 52:7 59:19 82:4 advocate 84:11 87:13 advocating 47:17 affect 9:5 34:12 affirmative 65:7 afford 23:15 affordable 38:8 50:3 83:1 87:2 aforementioned 105:23 afraid 27:19 70:25 71:2,3 aftermath 6:19,20 afternoon 11:20 18:23 104:6 112:5 afternoons 93:22 age 79:23 104:20 agenda 10:8 44:19 60:21 aging 7:3 32:6 57:17,22 ago 49:4 52:5 57:7,8 57:17,18,24 58:3 88:25 89:13,23 92:5 agree 65:3 agreement 77:14 air 65:9 alert 104:24 108:13 alerting 47:22 alex 73:15 77:25 78:2 alive 20:24 alley 89:20 alliance 17:15 allow 28:18 103:9 allowed 31:11 42:13 86:10 88:9 allowing 18:20 19:2 allows 12:4 ally 15:6 alternative 33:11 72:13 74:18</p> | <p>alternatives 50:4 amal 2:8 11:16,16 12:20 ambiguity 73:23 amen 24:4 america 65:22 66:1 96:2 american 32:5 amount 15:7 35:5 61:7 96:24 ample 111:4 amplify 48:23 analysis 96:19 anderson 2:9 14:17 15:22,22,23,24 17:11 andrew 51:13 52:20 anger 14:4 angry 17:21 animals 8:10 110:1 ann 27:15,17 48:12 63:8 82:7 anna 1:20 39:11 40:22,24 61:14,14 61:17 65:14 66:23 66:25 announced 16:24 109:23 answer 23:1 45:5 86:12,13,14 102:24 answering 8:4 answers 99:16 anthony 88:20 91:13 anticapitalism 107:1 anybody 8:5 37:12 61:11 66:13 88:4 102:5 104:23 anymore 65:1 anyones 63:2 anytime 97:12 anyway 92:23 anyways 96:17 apart 89:13 apartment 78:6 apologies 33:23 39:12 51:13 apologize 12:22 apologized 33:1 appalled 28:2 apparent 27:23 apparently 74:10</p> | <p>76:15 86:4 applaud 58:18 appliances 39:22 109:4 application 49:5,9 applied 37:17 49:7 49:11 applies 46:2 apply 44:14 45:13 49:14 74:12 appointed 64:13,15 67:12 appreciate 14:8 16:8 19:17 21:8 37:18 39:16 45:23 52:23 58:9 101:20 111:25 112:9,13 appropriate 78:22 approve 79:1 approved 49:12,13 106:15,18,22,23 approximately 10:20 76:24 april 49:10 75:11 arabamerican 12:2 12:4 arbor 27:15,17 48:13 63:8 82:7 arbors 100:25 area 58:2,15 78:14 78:24 95:19 96:16 areas 16:7 22:9 44:3 58:15 77:4 arent 57:19 84:14 86:16 87:11,12 arnie 61:15 63:18 arnoff 2:20 45:24 47:13,14 48:10 49:20 array 34:24 article 46:25 asked 55:5 67:18 86:8 95:23 asking 20:8,12 23:19 28:16 30:14 36:5,6,7 38:13 83:19 91:11 101:10 104:25 asleep 93:23 assembly 54:11,13 assess 51:21,22 assessible 99:21 assist 8:1 59:2 assistance 8:1,3</p> | <p>37:8 associated 47:8 association 14:21 70:8 assuming 52:3 assure 7:8 47:20 attack 14:4 17:8 26:9 attempt 57:25 attempting 7:6 attend 7:22 14:1 attention 58:9 62:7 attorney 20:12 73:25 74:23 audible 73:25 audience 13:15 18:12,17,19 41:12 42:18,23 45:4 48:9 49:19 54:7 66:8 82:5 audit 9:19,22,25 101:15 august 29:25 30:1 43:12,12 46:22 64:5 74:7 80:6 105:12 aut 27:16 authority 59:11 81:21 automatic 9:2 36:16 86:25 automatically 49:7 107:7 available 5:25 10:1 16:20,24 17:6 45:19 77:18 avenue 96:15 average 5:11 32:3 76:25 97:12 105:19 106:5 averaged 105:18 averages 54:17 avoid 48:3 108:9 avoided 50:11 awarded 37:17 aware 32:3 35:20 36:15 awful 13:23 88:8 109:25</p> |
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