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April 30, 2020

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Post Office Box 30221
Lansing, MI 48909

RE: In the matter, on the Commission's own motion, to review its response to the novel coronavirus (COVID-19) pandemic, including the statewide state of emergency, and to provide guidance and direction to energy and telecommunications providers and other stakeholders.

Dear Ms. Felice:

Enclosed for electronic filing in the above-captioned proceeding, please find **Consumers Energy Company's Report on disconnected service to occupied and unoccupied residences.**

This is a paperless filing and is therefore being filed only in PDF.

Sincerely,

Michael C. Rampe



U-20757 Reporting Form

Utility Name	Consumers Energy		
Report Submission Date	30-Apr-20	Reporting Time Frame	November 1, 2019 - April 29, 2020 3:45 PM
The information requested below should reflect data from November 1, 2019 to current.			
1. An account of efforts made to determine which occupied residences within the utility's service territory do not have natural gas and/or electric service.			
Please enter account in the space provided below. If needed, attach additional documents with this form.			
<p>In response to this MPSC order, Consumers Energy's Data Analytics department pulled a list of all customers who met the following criteria since November 1, 2019:</p> <p>1) Were disconnected for non-payment 2) Services are still disconnected</p> <p>The following outlines the efforts we have made to determine if the customer's premise is still occupied and to reconnect service whenever possible. At this time, safety concerns around entering customers' premises have delayed additional action for gas and inaccessible electric meters until 5/18/20 unless otherwise determined safe based on COVID-19 situational risks.</p> <p>Warm calls by CSRs. The purpose of these calls is to determine if the premise is occupied and if so, reconnect service either remotely (electric) or schedule a turn on (gas). Two phone attempts will be made to speak to a live person or to leave a voicemail. Customers were broken down into three categories for Electric Only, Combination, and Gas Only. The calls will be made in waves, starting with Electric Only customers with accessible meters. Please see the attached one-pager for estimated timeline of outreach. Any customers we are unable to contact after two warm call attempts will move on to the next phase.</p> <p>Automated Phone Calls and Email. Three total attempts will be made in this phase including two automated calls and one email, if available. The objective of these contacts is to prompt the customer to contact us to verify the premise is occupied and have their services restored.</p> <p>Drive-By Inspection. Any customers who remain disconnected after the above outreach efforts will have a drive-by inspection performed to identify if the premise appears vacant.</p> <p>Mailed Letter. If the premise does appear to be vacant. No further action will be taken. However, if the premise appears to be occupied during the drive-by inspection, those customers will be sent a letter as our final attempt to reach them.</p> <p>As of 4/29/20, 214 customers have been reconnected through these efforts.</p>			
2. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of a shutoff due to non-payment.			
	Electric		Natural Gas
A. Overall total	938		908
B. Non low-income/senior*	836		799
C. Senior*	3		20
D. Low-income*	99		89
			*Please note: These are the number of device locations/usage points that remain disconnected. Combo customers can be counted in both gas and electric.
			Additional Note: The Customers that we have contacted since 4/24, validated need for service, and restored have been taken out of these counts
3. The number of occupied residences within the utility's service territory that do not have natural gas and/or electric service as a result of any reason other than non-payment broken down into the following categories:			
	Electric		Natural Gas
A. Unauthorized use	469		273
B. Safety	0		0
C. Access	0		4
D. Other - Please explain the reasons households are in this category in the space provided below. This includes households that cannot be confirmed occupied or unoccupied.			
<p>If needed, attach additional documents with this form.</p> <p>Residential Customer Requested Disconnects that remain Disconnected: 1,427 Residential Current Occupant Disconnects that remain Disconnected: 1,896 Residential Unidentified (Could not pass FACTA requirements) Customer Disconnects that remain Disconnected: 7</p>			
4. What actions the utility has taken to reconnect natural gas and/or electric service for occupied residences, particularly those involving low-income or elderly individuals, or individuals impacted by the COVID-19 pandemic.			
Please explain actions in the space provided below. If needed, attach additional documents with this form.			
<p>In addition to our efforts described in Question 1, Consumers Energy is also taking the following actions to reconnect customers' services:</p> <ul style="list-style-type: none"> -Waiving reconnect fees and deposits for customers who have been impacted by COVID-19 -Removing late payment charges (LPCs) for impacted customers -Encouraging any customer who contacts us due to an inability to pay to also work with the state on potentially receiving other benefits, such as State Emergency Relief (SER), during this hardship -If customers call us and are disconnected, we will enroll them into a payment plan and turn their service back on with no down payment or fees -On March 20th, 2020, we held our first COVID-19 agency update meeting in which we informed our agency partners that any disconnected customer they referred to us would be enrolled in a payment plan and reconnected with no fees, late payment charges, or down payment. -Other outreach efforts to disconnected customers include social media posts and website updates <p>Please note that no attempts were made to verify occupancy or reconnect services for those customers who are currently disconnected as a result of unauthorized usage or safety issues.</p>			
* = Not specified in Order No. U-20757			

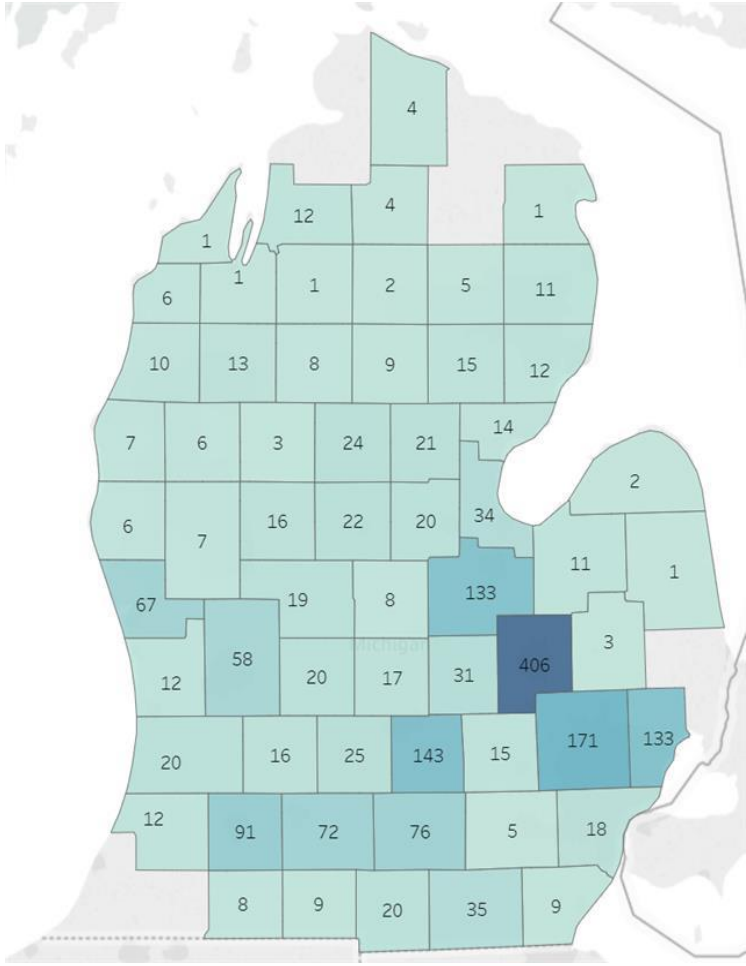
MPSC RECONNECT ORDER OVERVIEW

CUSTOMER OVERVIEW

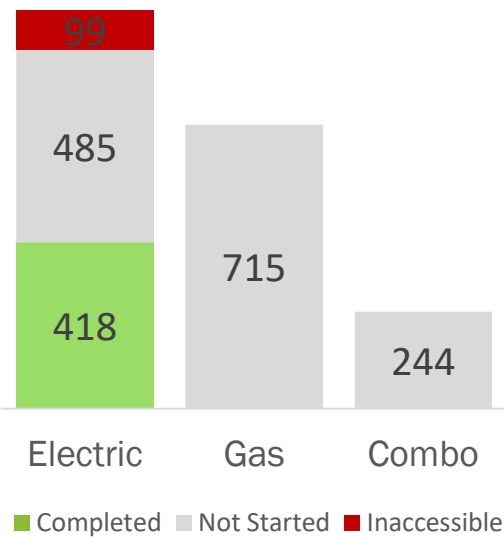
As of 4/29/20

	ELECTRIC	GAS	COMBO
OUTREACH COMPLETE	418	0	0
OUTREACH NOT STARTED	584	715	244
Total Customers	1,002	715	244

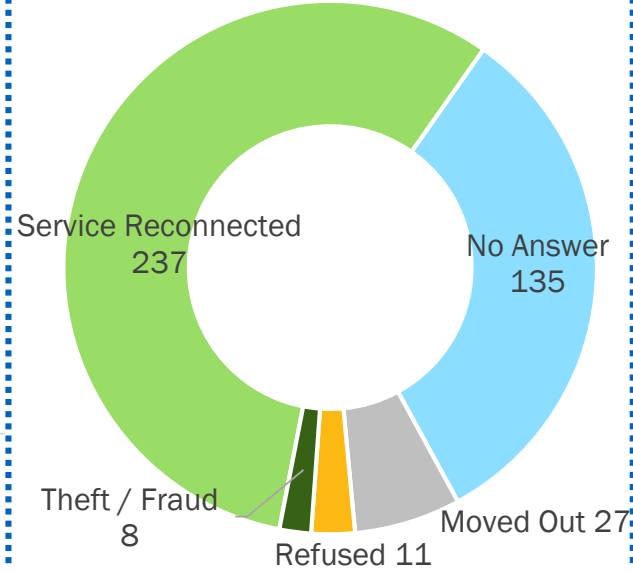
DISCONNECTS BY COUNTY



CUSTOMER OUTREACH

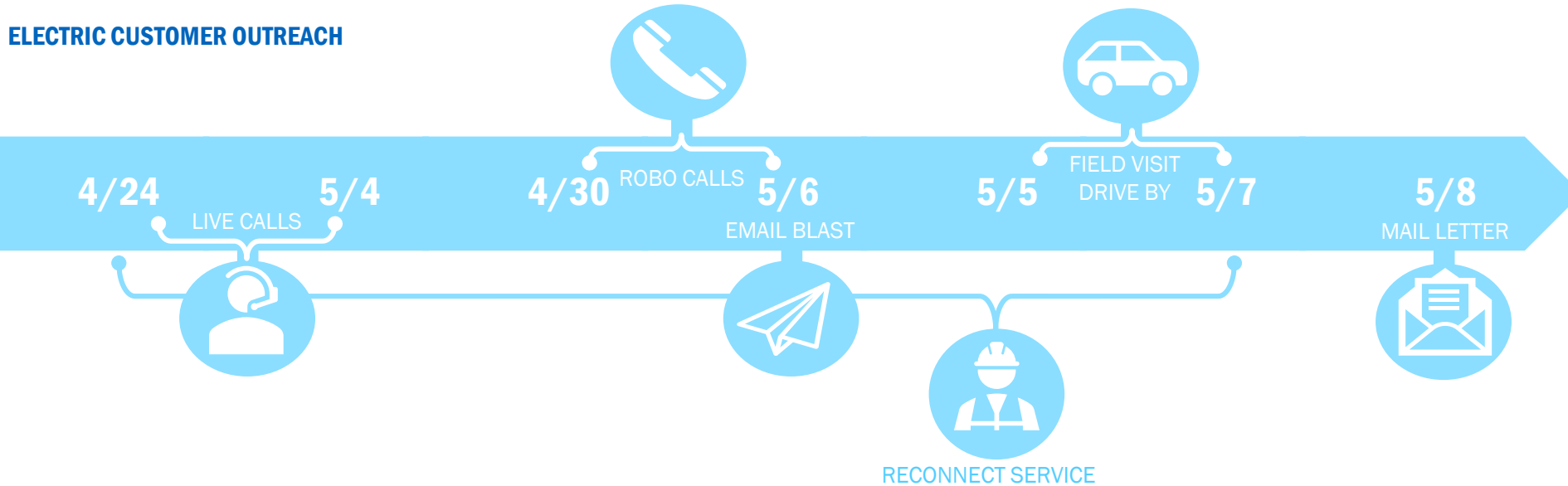


COMPLETED CALL RESULTS



PROJECT TIMELINE

ELECTRIC CUSTOMER OUTREACH



GAS, COMBO, & INACCESSIBLE ELECTRIC METERS CUSTOMER OUTREACH

