

**From:** [Kathryn Savoie](#)  
**To:** [LARA-MPSC-EDOCKETS](#)  
**Subject:** Comment on Case U-20629  
**Date:** Thursday, July 30, 2020 11:27:18 AM

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Dear Michigan Public Service Commissioners,

I am writing to demand action from the Michigan Public Service Commission in response to DTE Energy's deadly disregard for the safety of our communities.

I have experienced the poor service that DTE provides to customers experiencing power outages. In my Southwest Detroit neighborhood, poor infrastructure, which has not been adequately maintained by DTE, results in frequent power outages, especially with summer storms and winter snow storms. I have thrown out more than one fridge full of food, and never once been compensated for my loss of service, never mind the cost of my groceries, even when outages extended for several days. This is inexcusable, and DTE must do better.

We are demanding that the Michigan Public Service Commission:

- > Ensure that customers are compensated for power outages – customers should receive rapid, automatic bill credits that reflect the actual costs associated with power outages, including lost groceries & lost work.
- > Make DTE pay for their poor performance – utilities' allowed profits should be based on their quality of service, relative to national standards
- > Require that DTE prioritize safety and reliability, with an explicit focus on low-income communities – to prevent future power outages and injuries from down power lines
- > Commit to racial and economic justice in health – consider the economic costs of health impacts caused by energy pollution in all MPSC decision-making
- > Commit to supporting community-based clean energy as a reliability measure, and don't approve short-sighted investments in fossil fuels.

It is time for the Michigan Public Service Commission to go further to protect the entire public - not just those who can afford to live in affluent communities that receive better service from DTE.

Yours sincerely,  
Kathryn Savoie

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