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September 23, 2020

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

**RE: Case No. U-20757 - 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 September 23, 2020 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

<b>Utility Name</b>	Consumers Energy		
<b>Report Submission Date</b>	9/23/2020	<b>Reporting Time Frame</b>	November 1, 2019 - June 25, 2020 Arrearage Data pulled thru 8/31/2020

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.

In response to this MPSC order, Consumers Energy's Data Analytics department pulled a list of all customers who met the following criteria from November 1, 2019 through June 25, 2020:

- 1) Were disconnected for non-payment
- 2) Services are still disconnected

The following outlines the efforts we have made to determine if the customer's premise is still occupied and to reconnect service whenever possible.

As our first step we completed live calls by conducted by our CSRs. The purpose of these calls was to determine if the premise is occupied and if so, reconnect service either remotely (electric) or schedule a turn on (gas). Two phone attempts were 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. Any customers we were unable to contact after two warm call attempts moved on to the next phase. As of the June 25, 2020 submittal, all of these efforts are complete.

Automated Phone Calls and Email. Three total attempts were made in this phase including two automated calls and one email, if the email address was on file. The objective of these contacts was to prompt the customer to contact us to verify the premise is occupied and have their services restored.

Drive-By Inspection. Any customers who remain disconnected after the above outreach efforts received a drive-by inspection performed to identify if the premise appears vacant.

Mailed Letter. If the premise appeared vacant, no further action was taken. However, if the premise appeared occupied during the drive-by inspection, those customers were sent a letter as our final attempt to reach them. As of the June 25, 2020 submission, all of these efforts are complete.

**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		Combination	
	Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed
A. Overall total	82	226	188	296	40	135
B. Non low-income/senior*	72	202	170	264	33	107
C. Senior*	0	2	2	13	0	0
D. Low-income*	10	22	16	19	7	28

**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		Combination	
	Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed	Confirmed Occupied	Not Confirmed
A. Unauthorized use	0	220	0	255	0	375
B. Safety	0	0	0	0	0	0
C. Access	0	0	0	1	0	2

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.

If needed, attach additional documents with this form.

Residential Customer Requested Disconnects that remain Disconnected: 1,997

Residential Current Occupant Disconnects that remain Disconnected: 1,412 (357 Electric Disconnected Only, 461 Gas Disconnected Only, 594 Combo)

Residential Unidentified (Could not pass FACTA requirements) Customer Disconnects that remain Disconnected: 4

**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.

In addition to our efforts described in Question 1, Consumers Energy is also taking the following actions to reconnect customers' services:

- 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

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.

The number of customers in each category below:*			The total dollar amount in each category below:*		
0-30 Day Arrears * Not enrolled in a plan	A. Senior / Low-income	71,364	0-30 Day Arrears Amount * Not enrolled in a plan	A. Senior / Low-income	\$6,525,094
	B. Non-low-income	240,940		B. Non-low-income	\$24,518,153
Enrolled in a Plan*	A. Senior / Low-income	32,041	Enrolled in a Plan*	A. Senior / Low-income	\$7,469,416
	B. Non-low-income	64,127		B. Non-low-income	\$16,456,725
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60 Days or More Arrears * Not enrolled in a plan	A. Senior / Low-income	23,279	60 Days or More Amount * Not enrolled in a plan	A. Senior / Low-income	\$1,508,457
	B. Non-low-income	97,722		B. Non-low-income	\$6,116,099
Enrolled in a Plan*	A. Senior / Low-income	15,196	Enrolled in a Plan*	A. Senior / Low-income	\$2,391,306
	B. Non-low-income	29,165		B. Non-low-income	\$5,459,361
90 Days or More Arrears * Not enrolled in a plan	A. Senior / Low-income	17,505	90 Days or More Amount * Not enrolled in a plan	A. Senior / Low-income	\$4,588,756
	B. Non-low-income	61,768		B. Non-low-income	\$13,149,628
Enrolled in a Plan*	A. Senior / Low-income	12,809	Enrolled in a Plan*	A. Senior / Low-income	\$6,084,824
	B. Non-low-income	19,072		B. Non-low-income	\$6,876,462