

General Offices:

One Energy Plaza  
Jackson, MI 49201

Tel: (517) 788-0550  
Fax: (517) 768-3644

\*Washington Office:

1730 Rhode Island Ave. N.W.  
Suite 1007  
Washington, DC 20036

Tel: (202) 778-3340  
Fax: (202) 778-3355

Writer's Direct Dial Number: (517) 788-2194

Writer's E-mail Address: michael.rampe@cmsenergy.com

LEGAL DEPARTMENT

SHAUN M. JOHNSON  
Senior Vice President  
and General Counsel

MELISSA M. GLEESPEN  
Vice President, Corporate  
Secretary and Chief  
Compliance Officer

KELLY M. HALL  
Vice President and Deputy  
General Counsel

Emerson J. Hilton  
Adam C. Smith  
Bret A. Totoraitis  
Assistant General Counsel

Robert W. Beach  
Ian F. Burgess  
Don A. D'Amato  
Gary A. Gensch, Jr.  
Matthew D. Hall  
Georgine R. Hyden  
Katie M. Knue  
Robert F. Marvin  
Jason M. Milstone  
Rhonda M. Morris  
Deborah A. Moss\*  
Chantez L. Pattman  
Michael C. Rampe  
Scott J. Sinkwitts  
Theresa A.G. Staley  
Janae M. Thayer  
Anne M. Uitvlugt  
Aaron L. Vorce  
Attorney

December 10, 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 December 10, 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

U-20757 COVID-19 Response Data  
Residential

\* Ticket DMND0132592: Development underway; Targeting 1/29/2021 implementation date; Includes development of 14 new reports

\*\* Ticket DMND0134648: Implemented 12/3/2020 (2 weeks ahead of schedule)

Utility: Consumers Energy		Reporting Month: November 2020	
Customer Payment Performance		Comments	
A.	Number of customers paid by the due date	NA	Will become available upon completion of ticket number DMND0132592*
B.	Number of customers in each category below	NA	Will become available upon completion of ticket number DMND0132592*
	Number of customers delinquent 6 - 30 days overall	396,190	Based on existing Rule 51 automated reports; Showing number of customers 1-30 days past due; Electric and Gas contracts are being counted separately, therefore Combination contract accounts count as 2; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Number of customers delinquent 31 - 60 days overall	213,029	Based on existing Rule 51 automated reports; Electric and Gas contracts are being counted separately, therefore Combination contract accounts count as 2; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Number of customers delinquent 61 - 90 days overall	110,869	Based on existing Rule 51 automated reports; Electric and Gas contracts are being counted separately, therefore Combination contract accounts count as 2; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Number of customers delinquent 91 days or more overall	115,102	Based on existing Rule 51 automated reports; Electric and Gas contracts are being counted separately, therefore Combination contract accounts count as 2; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
C.	Total dollar amount in each category below	NA	Will become available upon completion of ticket number DMND0132592*
	Dollar amount for customers delinquent 6 - 30 days overall	\$31,435,847	Based on existing Rule 51 automated reports; Showing dollars 1-30 days past due; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Amount of arrears Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Amount of arrears Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Dollar amount for customers delinquent 31 - 60 days overall	\$13,688,904	Based on existing Rule 51 automated reports; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Amount of arrears Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Amount of arrears Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Dollar amount for customers delinquent 61 - 90 days overall	\$7,394,222	Based on existing Rule 51 automated reports; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Amount of arrears Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Amount of arrears Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Dollar amount for customers delinquent 91 days or more overall	\$9,646,803	Based on existing Rule 51 automated reports; Note that open items are grouped based on due date (as opposed to grouping by oldest due date per contract account), so a contract account may show up in multiple buckets; Report enhancements are in progress, ticket number is DMND0132592*
	a. Amount of arrears Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Amount of arrears Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
Payment Plans		Comments	
D.	Number of payment plan arrangements issued	4,436	
E.	Total dollar amount enrolled in a plan	NA	Will become available upon completion of ticket number DMND0132592*
Winter Protection Plan (WPP)		Comments	
F.	Total enrolled in program at the end of the month overall	9,763	
	a. Number of low-income customers enrolled at end of month	4,517	
	b. Number of seniors enrolled at end of month	5,246	
G.	Number of defaults at end of month overall	60	
	a. Senior / Low-income	60	
Alternative Shutoff Protection Plan		Comments	
H.	Total enrolled in program at end of month overall	44,745	
	a. Number of low-income customers enrolled at end of month	8,751	

	b. Number of seniors enrolled at end of month	35,994	
I.	Number of defaults at end of month overall	4,995	
	a. Senior / Low-income	4,995	
Shutoff Information			Comments
J.	Total discontinuation notices issued at end of month	40,105	Based on existing Rule 51 automated reports; Electric and Gas notices are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	Electric overall	31,102	Based on existing Rule 51 automated reports; Electric and Gas notices are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Natural Gas overall	9,003	Based on existing Rule 51 automated reports; Electric and Gas notices are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Combination overall	NA	Will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
K.	Total of customers physically discontinued due to non-payment	1,726	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	Electric overall	1,681	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	c. Senior Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Natural Gas overall	45	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	c. Senior Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Combination overall	NA	Will become available upon completion of ticket number DMND0132592*
	a. Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	c. Senior Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*

	Confirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
	Unconfirmed Occupied	NA	Plan has been developed to determine occupied/non-occupied, will take effect upon completion of ticket number DMND0132592*
L.	Total of customers physically discontinued due to unauthorized use	26	Based on existing Rule 51 method; Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas)
	a. Electric	16	
	b. Natural Gas	10	
	c. Combination	NA	Process being developed to accurately count combination
M.	Total of customers physically discontinued due to safety	NA	Not available until tracking plan is developed and implemented
	a. Electric	NA	
	b. Natural Gas	NA	
	c. Combination	NA	
N.	Total of customers physically discontinued due to access	0	Based on existing Rule 51 method; Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas)
	a. Electric	0	
	b. Natural Gas	0	
	c. Combination	NA	Process being developed to accurately count combination
O.	Total of customers physically discontinued due to "other"	0	Based on existing Rule 51 method; Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas)
	a. Electric	0	
	b. Natural Gas	0	
P.	Discontinuations prevented or restored due to "medical emergency" overall	28	Based on new report developed on ticket number DMND0134648**
	a. Senior / Low-income	17	Based on new report developed on ticket number DMND0134648**
	b. Non-Low-income	11	Based on new report developed on ticket number DMND0134648**
Q.	Discontinuations prevented or restored due to "critical care" overall	186	Based on new report developed on ticket number DMND0134648**
	a. Senior / Low-income	114	Based on new report developed on ticket number DMND0134648**
	b. Non-Low-income	72	Based on new report developed on ticket number DMND0134648**
R.	Total number of seniors identified	994,622	Based on existing Rule 51 automated reports; Electric and Gas contracts are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final value will be available upon completion of ticket number DMND0132592*
Restoration Information			Comments
S.	Total number of customers restored	2,037	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	Electric overall	1,740	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Natural Gas overall	297	For consistency, sharing this number that aligns with Rule 51; This number includes Residential, Commercial, and Industria customers; Note that Electric and Gas disconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final values will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Combination overall	NA	Will become available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
T.	Total restored due to receiving assistance	76	Based on existing Rule 51 automated reports; Electric and Gas reconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final value will be available upon completion of ticket number DMND0132592*
	Electric overall	72	Based on existing Rule 51 automated reports; Electric and Gas reconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final value will be available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Natural Gas overall	4	Based on existing Rule 51 automated reports; Electric and Gas reconnections are being counted separately, therefore Combination contract accounts count as 2 (1 for Electric and 1 for Gas); Final value will be available upon completion of ticket number DMND0132592*
	a. Senior / Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	b. Non-Low-income	NA	Will become available upon completion of ticket number DMND0132592*
	Combination overall	NA	Will become available upon completion of ticket number DMND0132592*