



Bureau of  
Energy Resources,  
United States  
Department of State



National  
Association of  
Regulatory  
Utility  
Commissioners

# Case Study: Scheduled outages and supply interruptions in Connecticut

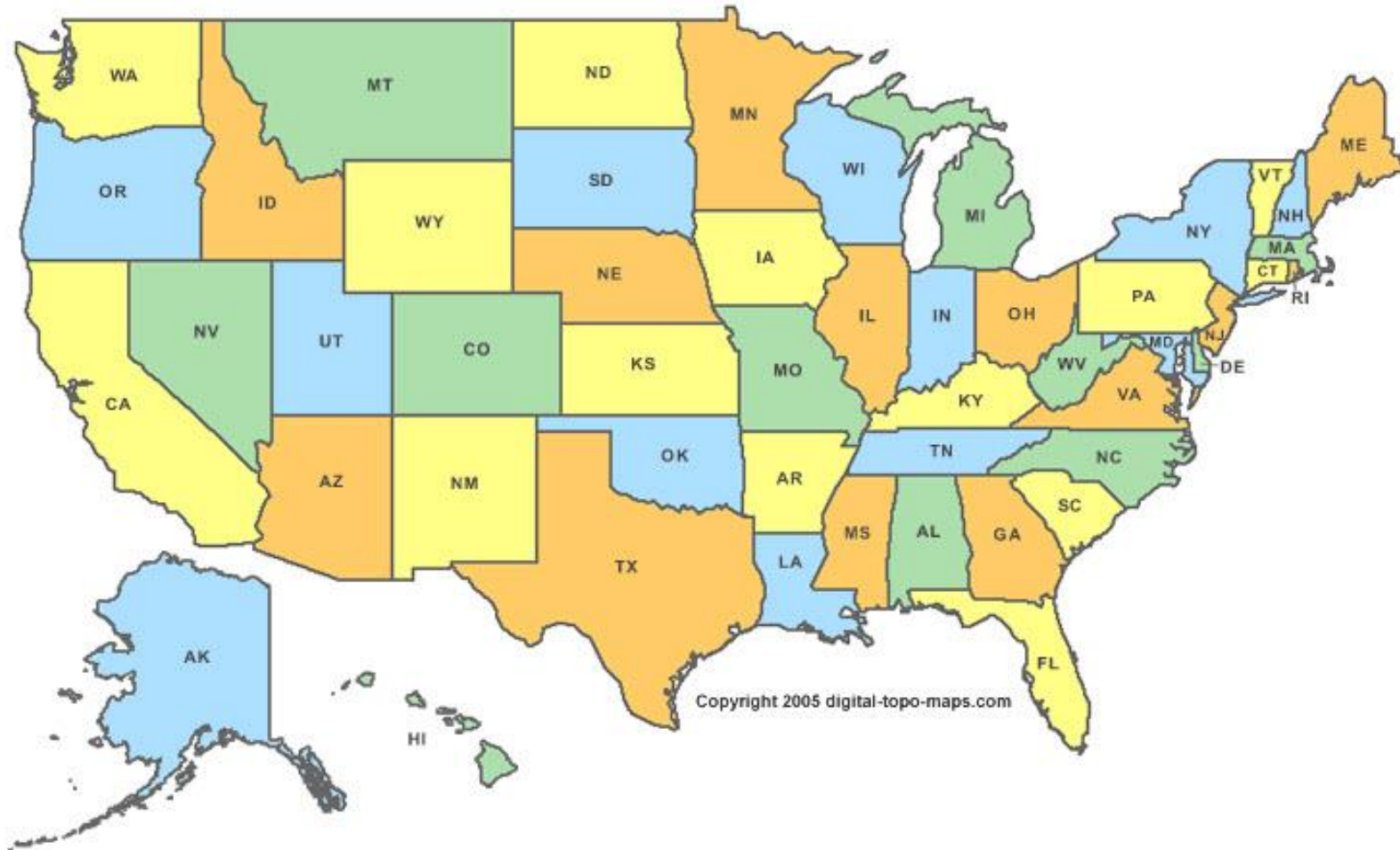
Susan R. Corbin  
Michigan Agency for Energy  
August 31, 2015

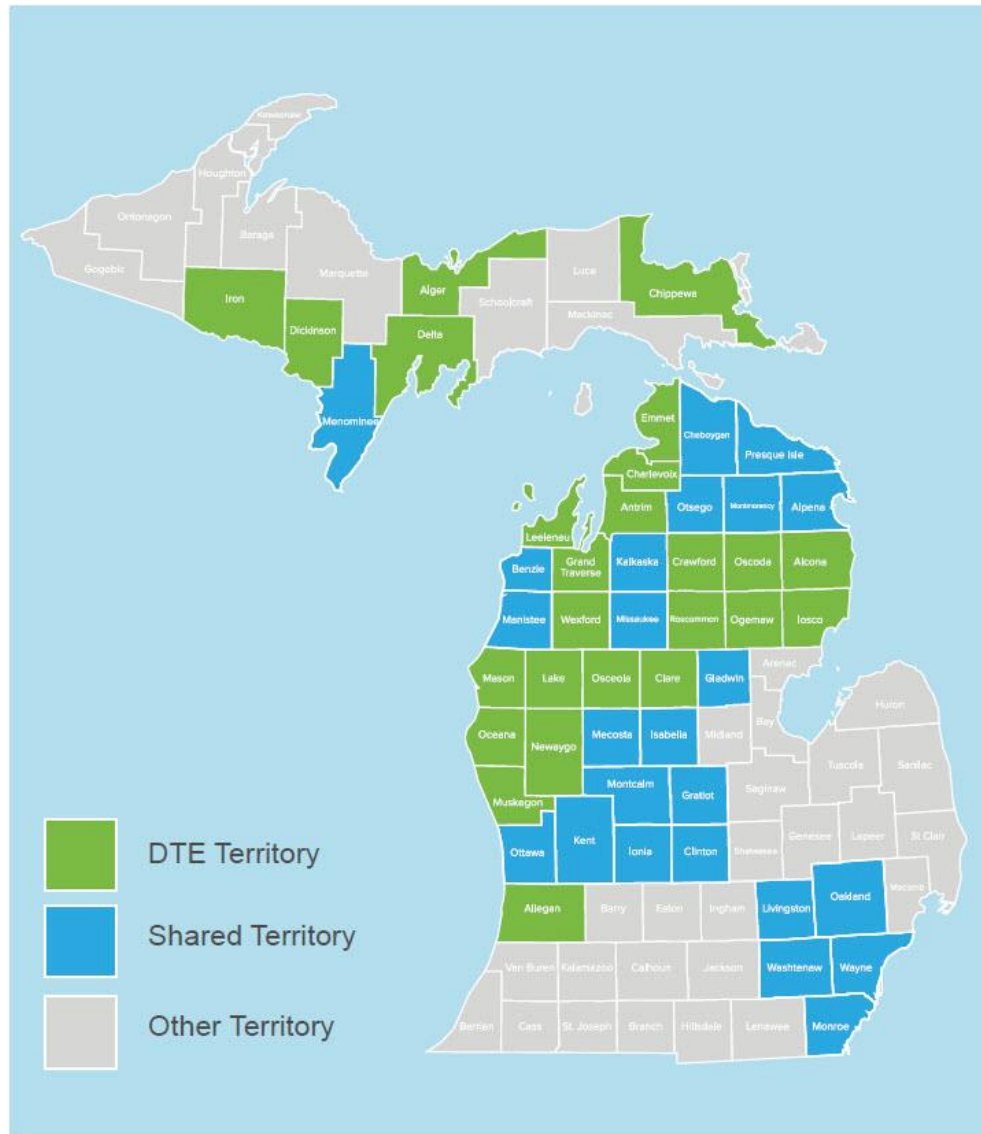






- ❑ State law requires MPSC to investigate the method employed by utilities to supply electricity and to order improvements necessary to secure good service and ensure the safety of the public
  - Prior to 2000 regulated electric utilities had no annual reporting requirements
  - 1997 to 1999: three worst storms since 1991 with wind speeds exceeding 80mph
  - Impacted one million customers of Detroit Edison
  - Increased number of complaints to MPSC









- ❑ Staff developed recommendations regarding appropriate measures of service quality, current industry standards, and changes in existing methods that will improve service reliability.
- ❑ Rule Making Process-Commission staff, utility, stakeholder, customer input
- ❑ 2003 Service Quality and Reliability Standard for Electric Distribution Systems approved



## Service Quality and Reliability Standard Annual Reporting Requirements

- ☐ Utility responses can be found annually on MPSC E-Dockets
- ☐ Case:12270
- ☐ Summary: In the matter, on the Commission's own motion, of the investigation into the methods to improve the reliability of electric service in Michigan
  - <http://efile.mpsc.state.mi.us/efile/>
- ☐ Customer Contacts to Electric Utility
  - Call Blockage Factor-factor of less than 5%
  - Complaint Response Factor-90% within three business days
  - Average Customer Call Answer Time: less than 90 seconds

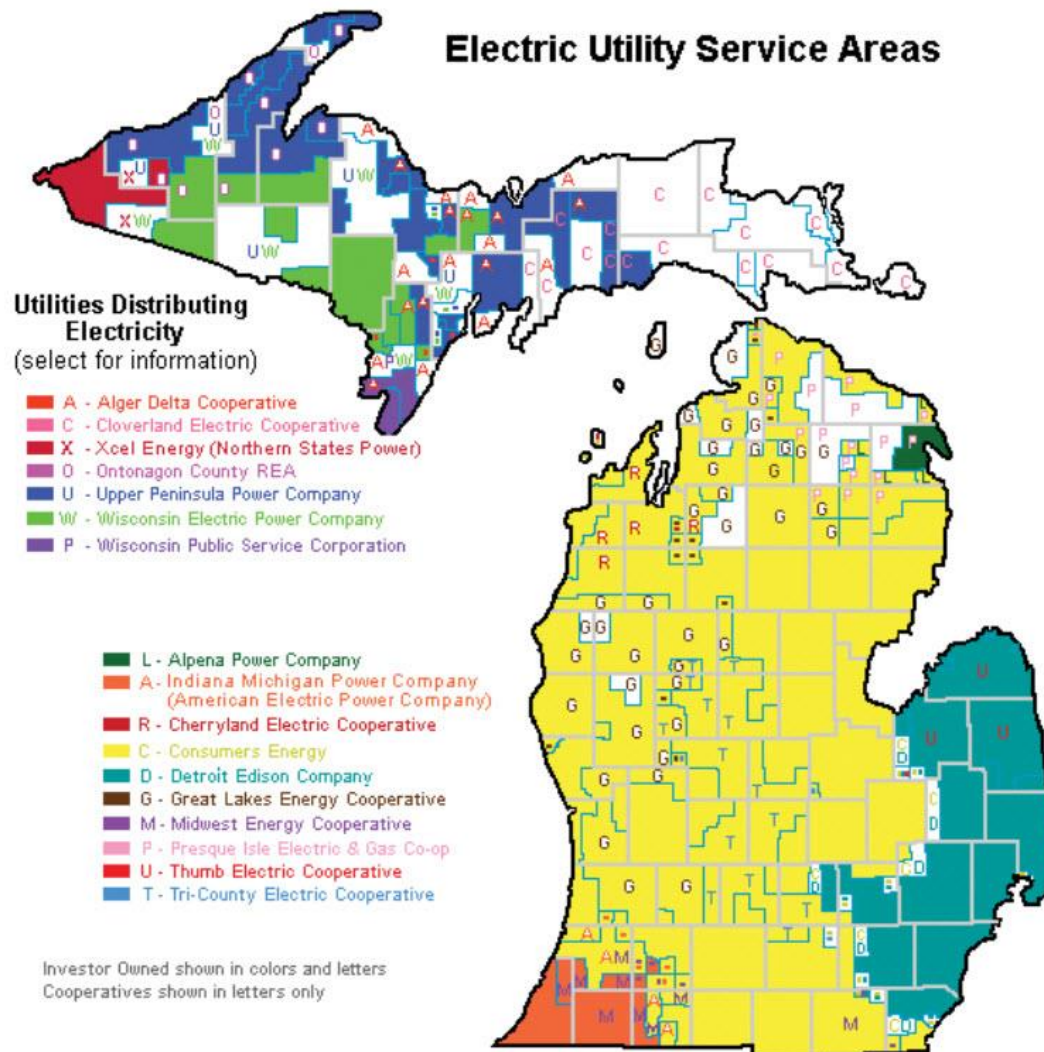


## Service Quality and Reliability Standard Annual Reporting Requirements

- ☐ Meter Reading Factor: 85%
- ☐ New Service Installation Factor: 90% completed within 15 business days
- ☐ Wire-down Relief Factor: 90% within 240 minutes within metropolitan area, 90% within 360 minutes in non-metropolitan area
- ☐ Service Restoration Factor for All Conditions: 90% restored within 36 hours
- ☐ Service Restoration Factor for Normal Conditions: 90% restored within 8 hours
- ☐ Service Restoration Factor for Catastrophic Conditions: 90% within 60 hours
- ☐ Description of Catastrophic Conditions Experienced during the year
- ☐ Number and Total Dollar Amount of All Customer Credits Provided during year
- ☐ Summary Table -complied or failed to comply with explanation of steps being taken to bring performance to acceptable level



## Electric Utility Service Areas





## MiScorecard Performance Summary

**Business Unit:** Michigan Public Service Commission  
**Executive/Director Name:** J. Quackenbush  
**Reporting Period:** Jun 2015

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
Date Approved: 7/16/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Rules</b>								
MPSC-1	Average # of Days to Issue Final Orders in Electric & Gas Rate Cases	Green	=	351 days	251	251	Monthly	The Cumulative Average Processing Time for all General Electric & Gas Rate Cases Decided after 10/6/08. Lower Number Means Faster Case Processing.
<b>Key Economic Indicators</b>								
MPSC-5	Residential - Electric Price Rank within the United States		👎	N/A	40	39	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (June 2015 - 2 month lag)
MPSC-6	Commercial - Electric Price Rank within the United States		👎	N/A	35	33	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (June 2015 - 2 month lag)
MPSC-7	Industrial - Electric Price Rank within the United States		=	N/A	29	29	Monthly	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (June 2015 - 2 month lag)
MPSC-8	Residential - Total Average Annual Combined Electric and Natural Gas Bill Rank within the United States		👍	N/A	24	35	CY Annually	Rank 1 is the Lowest Price, Rank 51 the Highest. Source: EIA Data (Calendar Year 2013; 2014 data expected March 2016 from EIA)
<b>Customer/Constituent</b>								
MPSC-12	% of Households with Access to Broadband at 3 mbs or Better	Green	👍	95%	98%	97%	Twice a Year	As Referred to Connect Michigan Link (through April 2014)
MPSC-13	% of Households Purchasing Broadband Services	Green	👍	85%	79%	71%	CY Annually	As Referred to Connect Michigan Link (2013 data)
MPSC-14	% of Businesses Purchasing Broadband Services	Green	👍	85%	75%	69%	CY Annually	As Referred to Connect Michigan Link (2013 data)
MPSC-15	% of State Covered by Approved 211 Calling Plans	Green	=	90%	99%	99%	Quarterly	Abbreviated Dialing for Community Information & Referral Services (2014 Q3)
MPSC-18	Company Response Time (Customer Service)	Green	👎	within 10 days	8	7	Monthly	Average # of Days for Companies to Respond to MPSC Regarding Customer Complaint/Inquiry (Michigan Agency for Energy)
MPSC-20	Closed Complaints that Become Formal Complaints (Customer Service)	Green	👎	<5%	0.3	0.0	Monthly	% of Customers not Satisfied with Case Resolution & File a Formal Complaint with MPSC (Michigan Agency for Energy)



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<b>Reliability or Customer/Constituent</b>								
MPSC-4	Electric Distribution Reliability: Michigan Weighted SAIFI			N/A	0.840	0.870	CY Annually	The Weighted Average SAIFI (System Average Interruption Frequency Index) for Electric Utilities in Michigan. This Number Represents the Frequency of Customer Electric Outages. Lower Numbers indicate a Lower Frequency of Outages. (2014 data)
<b>Statutory Requirement</b>								
MPSC-9	Renewable Energy (2012 target: 3.90%; 2013 target: 4.9%; 2014 target: 6.2%; 2015 target: 10%)	Green		4.8% for 2013	7.9%	5.4%	CY Annually	Current Data Represents Michigan's Estimated Renewable Energy Generation for the Year 2013. Data has been Updated Based Upon 2013 Compliance Information. The Reported Data Shows that Michigan is on Track to Meet the Requirements. (2014 data expected Nov 2015)
MPSC-10a	Electric Energy Efficiency (target ramps up to 1% in 2012; 2011 target is 0.75%)	Green		1.00%	1.32%	1.25%	CY Annually	2012 Target: 1%; 2013 Data is the Most Current Data Available. MPSC Nov 30 Report (2014 data expected Nov 2015)
MPSC-10b	Natural Gas Energy Efficiency (target ramps up to 0.75% in 2012; 2011 target is 0.5%)	Green		0.75%	0.91%	0.95%	CY Annually	2012 Target: 0.75%; 2013 Data is the Most Current Data Available. MPSC Nov 30 Report (2014 data expected Nov 2015)
<b>Productivity</b>								
MPSC-2	Processing Applications & Formal Complaints with Statutory Deadlines for all Industries	Yellow		100%	85%	89%	Monthly	% of Orders Issued on or before the Expiration of a State or Federal Statutory Deadlines
MPSC-3	Processing Applications & Formal Complaints in a Timely Manner for all Industries	Green	=	75%	83%	83%	Monthly	% of Orders Issued within 9 Months or Less for Cases having no Statutory Deadline
MPSC-11	Pipeline Safety Inspection (Number of Inspection Days)	Green		612	704	627	CY Annually	Number of Required Pipeline Safety Inspections Completed Annually as Required by Federal Standards (2014 data)
MPSC-19	Customer Complaint Resolution Time (Customer Service)		=	within 14 days	7	7	Monthly	Average # of Days for MPSC to Close Informal Customer Complaint/Inquiry (Michigan Agency for Energy)