



Bureau of
Energy Resources,
United States
Department of State



National
Association of
Regulatory
Utility
Commissioners

Information Management Tools for License Tracking and Docketing in Illinois

Susan R. Corbin
Michigan Agency for Energy
September 2, 2015



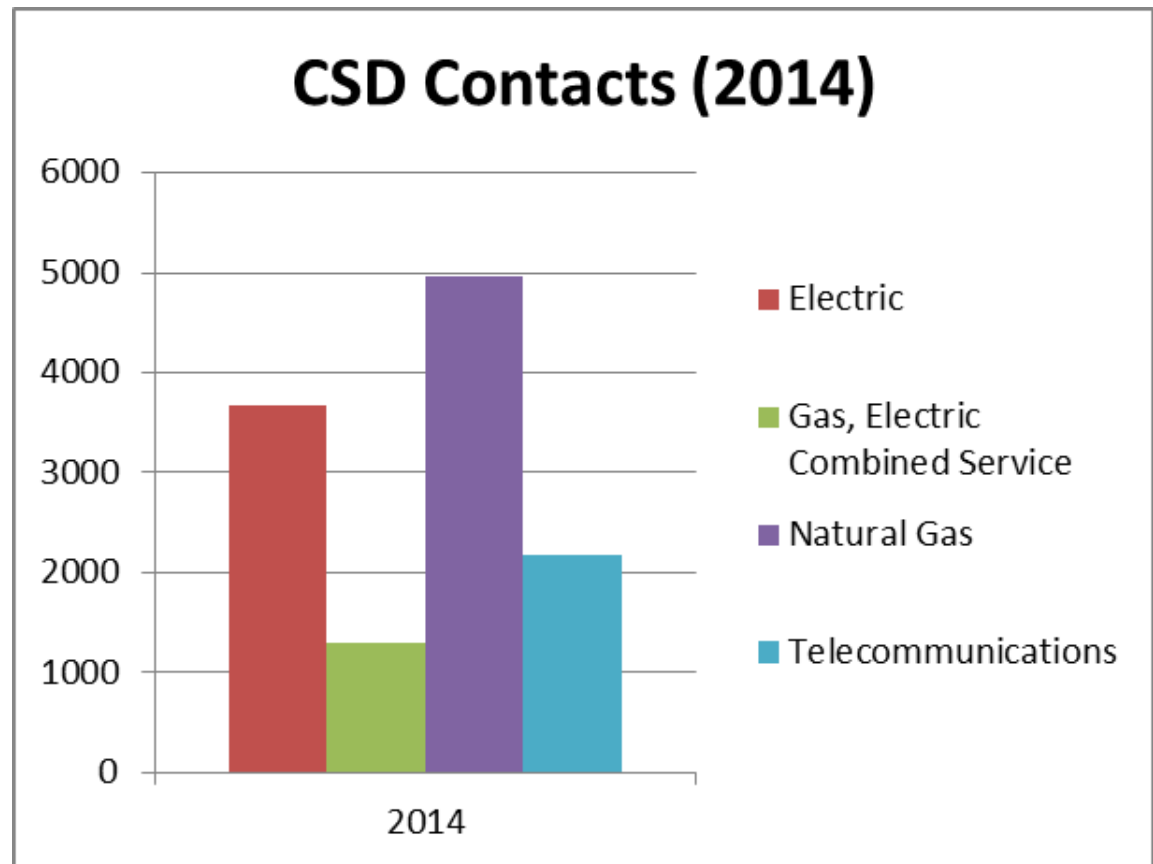


Customer Service Division (CSD)

In 2014, the CSD handled 15,634 customer contacts:

- 4,961 Natural Gas
- 3,665 Electric
- 2,171 Telecommunications
- 1,298 Gas, Electric Combined Service
- 3,539 Other (general information, MPSC questions, etc.)

Once a complaint is taken, each of the 500 regulated energy utilities or telecom companies must then provide a response via complaint portal.





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Messages and Alerts



MPSC Admin

Tuesday August 18, 2015



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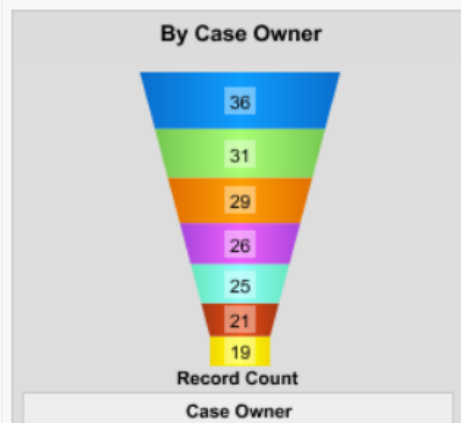
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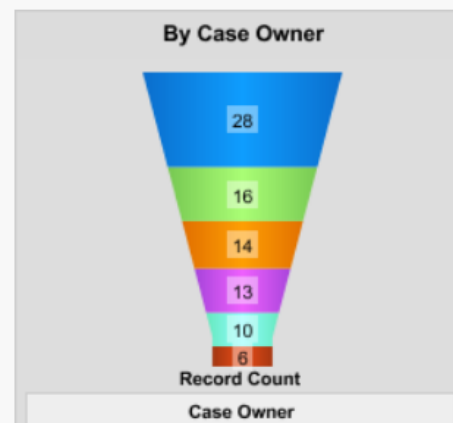
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As of 8/18/2015 10:50 AM. Displaying data as MPSC Admin.

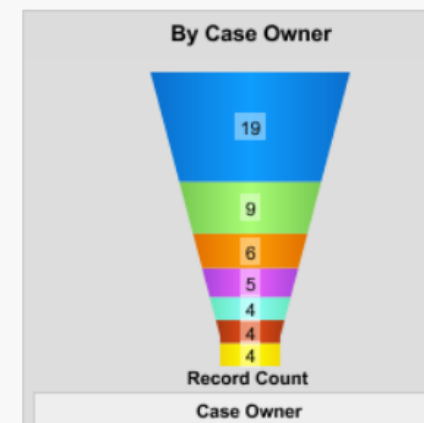
Open Cases (All)



Closed Cases (This Week)



Open Cases > 14 Days (All)





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<input type="checkbox"/>	Action	Case Number ↑	Date/Time Opened	Status	Priority	Needs Attention T...
<input type="checkbox"/>	Edit Del +	01393416	6/26/2012 2:51 PM	Close Complaint	Medium	New History
<input type="checkbox"/>	Edit Del +	01393423	1/6/2012 2:17 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393439	10/24/2011 11:31 AM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393473	1/24/2012 8:45 AM	Close Complaint	Medium	New History
<input type="checkbox"/>	Edit Del +	01393479	12/27/2011 3:28 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393490	5/9/2011 1:47 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393517	10/24/2011 4:21 PM	Close Complaint	Medium	New History
<input type="checkbox"/>	Edit Del +	01393527	6/21/2011 5:36 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393538	3/15/2012 3:07 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393567	5/7/2012 5:18 PM	Closed	Medium	New History
<input type="checkbox"/>	Edit Del +	01393570	10/26/2012 12:31 PM	Closed	Medium	New History



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01458503

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Case Detail

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▼ Case Information

Case Owner	MPSC Admin [Change]	Special Instructions Flag	
Account Name	TEST PAGE	Special Instructions Category	Deal ONLY in Writing Violent/Abusive Customer
Caller Phone	(517) 284-8185	Special Instructions Comment	
Caller Email	hannuma@michigan.gov	Visible in Self-Service Portal	<input checked="" type="checkbox"/>
Status	Open	Clean	
Case Origin	Call Center	Industry	Electric [Change]



Utility Cases That Need Attention

LARA Public Service Commission
Department of Licensing and Regulatory Affairs



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View:

Action	Case Number ▲	Date/Time Opened	Account Name	Industry	Status	Days Open
	01458503	1/7/2015 10:28 AM	TEST PAGE	Electric	Open	223



Utility Case Detail

LARA Public Service Commission Department of Licensing and Regulatory Affairs



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Case Detail

Case Information

Case Owner	MPSC Admin	Visible in Self-Service Portal	<input checked="" type="checkbox"/>
Account Name	TEST PAGE	Industry	Electric
Caller Name		Case Number	01458503 [View Hierarchy]
Caller Phone	(517) 284-8185	Case Origin	Call Center
Problem Phone		Parent Case	
Caller Email	hannuma@michigan.gov	Priority	Medium
Status	Open		

Address Information