



Bureau of
Energy Resources,
United States
Department of State



National
Association of
Regulatory
Utility
Commissioners

Monitoring utility performance and customer satisfaction in Michigan

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Michigan Agency for Energy
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Consumer Standards and Billing Practices for Electric and Gas Residential Customers

- ☐ Provides guidelines for customer complaint process
- ☐ Informal Complaint-matter that requires follow-up action or investigation by utility or commission to resolve the matter
- ☐ Inquiry-question regarding a utility matter
- ☐ Formal Appeal-customers or utilities may file a formal complaint to have a hearing before an administrative law judge

<http://www.michigan.gov/mpsc/0,4639,7-159-16368---,00.html>



LARA Public Service Commission

Department of Licensing and Regulatory Affairs

MPSC > CONSUMER INFORMATION

consumer information

Consumer Tips

- Business Customers
- Electric
- Motor Carrier
- Natural Gas
- Telephone
- Video/Cable
- Foreign Language
 - En Espanol
 - Arabic

How Do I?

- File an inquiry or complaint
- Receive utility payment assistance
- Switch natural gas or electric providers
- Comment on a case
- Attend a hearing
- File a FOIA request
- Understand my utility bill

Online Services

- Commission e-mail lists
- Electronic case filings (e-dockets)
- Telephone Service Providers (ITSP)
- MI Broadband Map
- Commission Orders
 - Communications
 - Electric
 - Gas
 - Motor Carrier

MPSC Links

- Staff Directory
- معلومات باللغة العربية
- Información en Español

Consumer Links

- Statutes, Rules and Standards
- Find Your Senator
- Find Your Representative
- Federal Trade Commission - Consumer Protection
- Michigan Office Of Aging - Consumer Alerts
- U.S. DOE - Tips On Saving Energy & Money At Home
- Home Energy Saver
- MI Attorney General Consumer Alerts

MPSC SCORECARD

Consumer News

- MPSC: Cut Summer Energy Bills with Improved Energy Efficiency
- Emergency Shutoff Protection

MAE Outreach Events

AUGUST 2015

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

CLICK TO VIEW PAST AND FUTURE EVENTS



- ☐ Compliance and Investigation Section
 - Manager and five Regulation Officers-resolve customer issues in accordance with rules
- ☐ Handle customer inquiries through toll free telephone number, Commission website, referrals from Governor, Attorney General, state legislators



Complaint Procedures

- ☐ Utilities are required to establish procedures to ensure prompt investigation and resolution of all commission referred customer inquiries and complaints
 - Contact the customer within two business days of referral
 - Report to the commission within 10 days after the resolution of the complaint
- ☐ MPSC staff are authorized to inspect all of the utilities operations related to customer service
- ☐ Utilities are not permitted to be shut off pending resolution of complaint filed with the utility or commission



Personnel Procedures

- ☐ Procedures shall ensure that staff are available at all times during normal business hour to receive and respond to customer inquiries, service requests, and complaints
- ☐ Necessary arrangements to communicate with customers that do not speak English
- ☐ Utility staff are available at all times to respond to customer contacts regarding shut off of service and emergency conditions

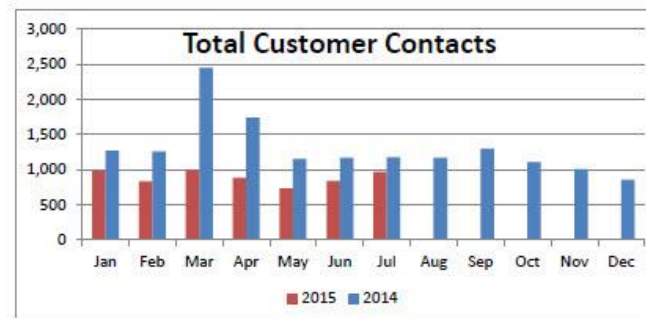


MiEnergy Michigan Agency for Energy		SCORECARD Customer Service Division July 2015					MPSC Michigan Public Service Commission
#	Metric	Trend	Current	Last Year	YTD	2014	Metric Definition
1	Total Customer Contacts	↓	967	1,172	6,228	15,634	Total number of cases and dispositions
2	Energy Contacts	↓	653	660	4,267	9,924	Number of electric and natural gas contacts
3	Telecom Contacts	↓	161	213	1,016	2,171	Number of telecommunications contacts
4	Business Contacts	↓	55	77	385	946	Number of cases created by business accounts
5	Energy Days to Close	⇒	8	8	10	12	Average days to close for energy cases sent to company for response
6	Telecom Days to Close	↑	8	12	11	19	Average days to close for telecommunications cases sent to company for response
7	Formal Complaints	↑	3	4	9	47	Number of formal complaints found prima-facie.
8	Outreach Events Attended	↑	5	1	62	75	Number of outreach events attended by CSD staff.
9	Constituents Contacted	↑	341	60	6,608	11,885	Estimated number of constituents interacted with at outreach events.
10	Inbound Calls	↓	911	1,094	6,228	14,215	Number of inbound calls to the call center.

Top Customer Concerns	#	%
Energy	653	100%
Outages/Interruptions	89	14%
Cancellation of Contract	48	7%
Shutoff	44	7%
Telecom	161	100%
Billing Charges	27	17%
Repair Problems	23	14%
Internet/DSL	18	11%

Top Business Concerns	#	%
Total	55	100%
Outages/Interruptions	7	13%
Billing Charges	6	11%
Service	5	9%

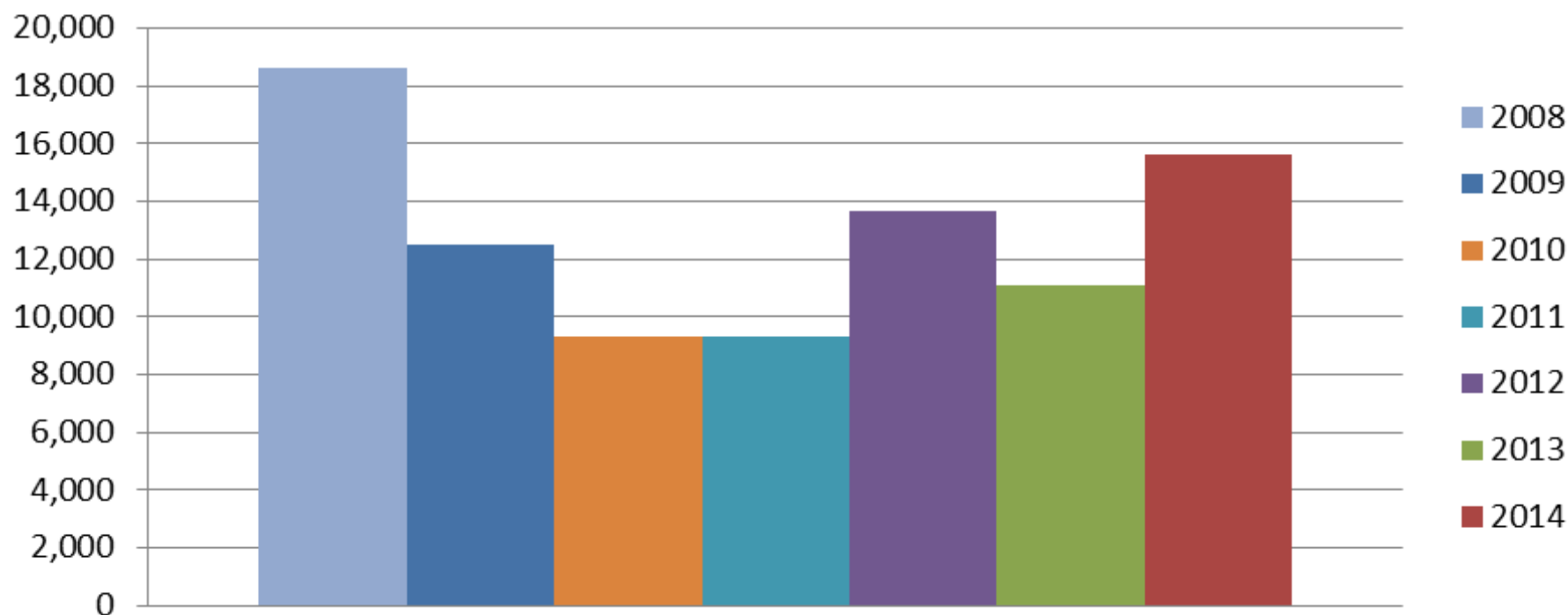
%	#	How Are Customers Contacting Us?
100%	967	Total
67%	646	Call Center
28%	266	Web
3%	30	Referral





2008-14 Customer Service Contacts

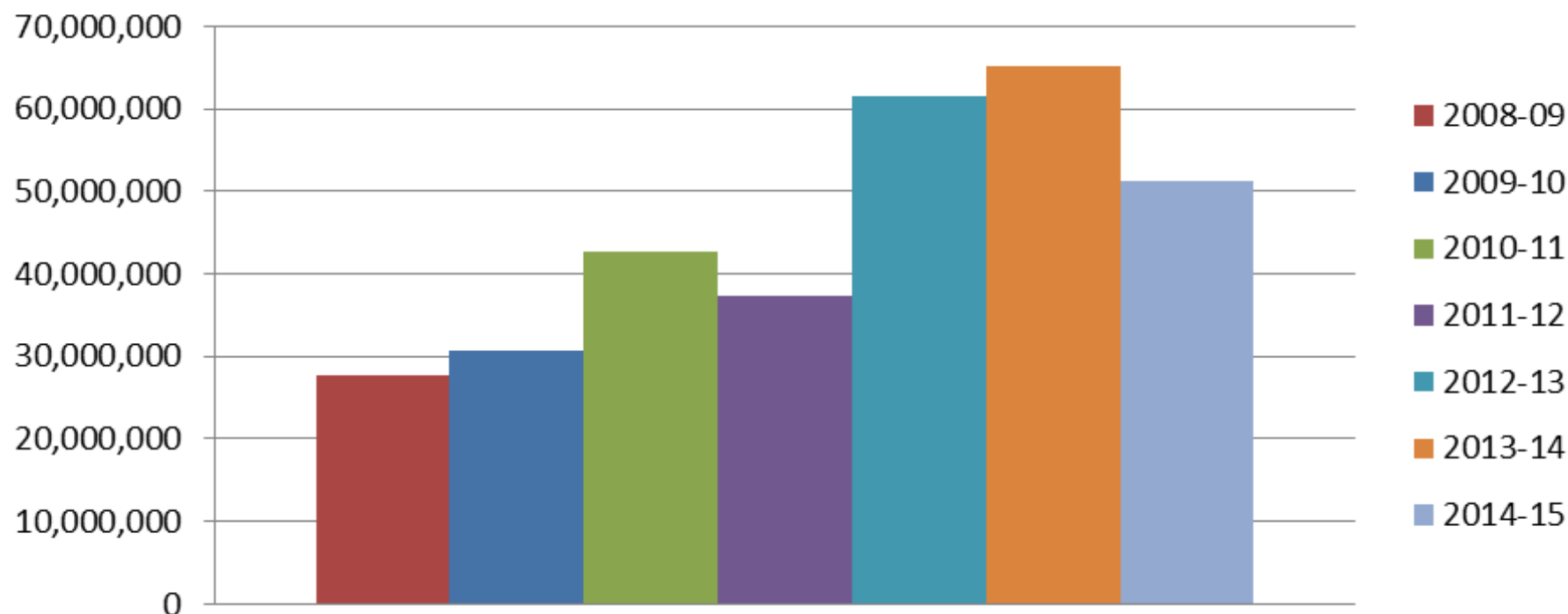
Source: 2008-14 MPSC Annual Reports





Utility Customer Contacts

Source: 2008-15 Annual/Quarterly Rule 33, Customer Assistance Reports





Utilities interest in customer satisfaction

❑ JD Power

- Annual customer satisfaction surveys of electric and gas customers-17th year
- Measures customer satisfaction with utility companies by examining six factors: power quality and reliability, price, billing and payment, corporate citizenship, communications and customer service
- “Utility companies are doing a better job at the fundamentals—minimizing service interruptions, communicating with customers and improving customer service,” said John Hazen, senior director of the energy practice at J.D. Power. “Proactive communication during power outages remains a challenge, suggesting that utilities should focus on improving in this area.” – July 15, 2015

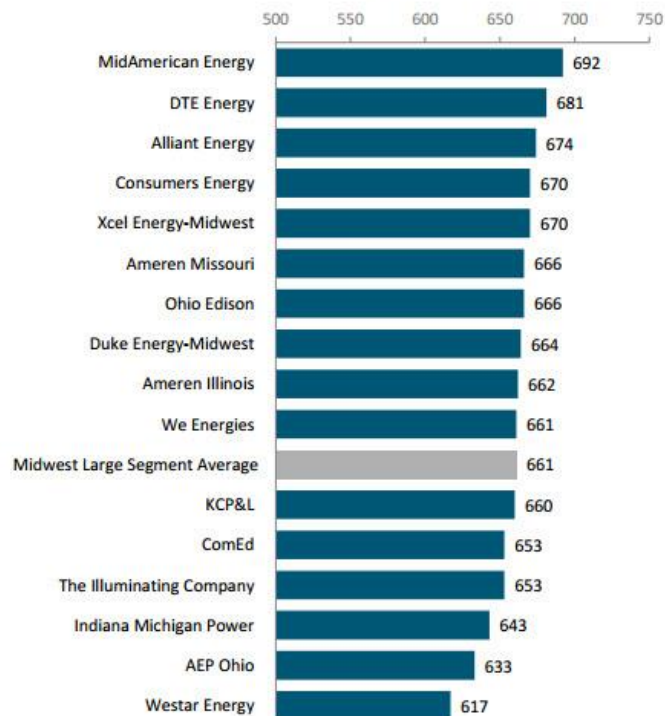
<http://www.jdpower.com/industry/energy>



J.D. Power 2015 Electric Utility Residential Customer Satisfaction StudySM

Midwest Region: Large Segment Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

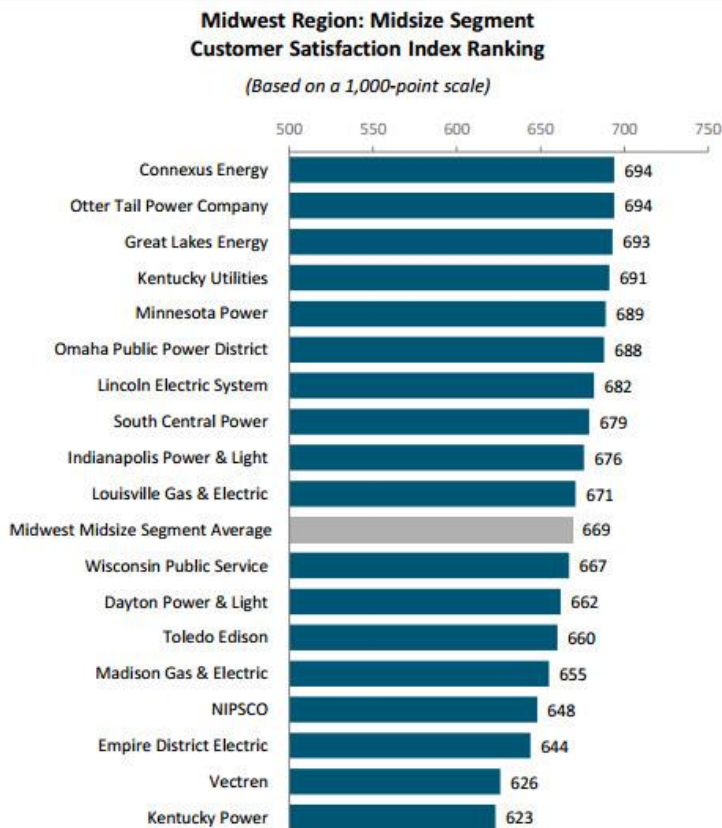


Source: J.D. Power 2015 Electric Utility Residential Customer Satisfaction StudySM

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J.D. Power 2015 Electric Utility Residential Customer Satisfaction StudySM



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