

STATE OF MICHIGAN  
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter, on the Commission’s own motion, to )	
establish a workgroup to review the service quality )	
and reliability standards for electric distribution )	Case No. U-20629
systems and to recommend potential improvements )	
to the standards. )	
_____ )	

At the September 5, 2024 meeting of the Michigan Public Service Commission in Lansing,  
Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair  
          Hon. Katherine L. Peretick, Commissioner  
          Hon. Alessandra R. Carreon, Commissioner

**ORDER**

On March 24, 2023, the Commission issued an order in this docket adopting revised service quality and reliability standards for electric distribution systems, codified at Mich Admin Code, R 460.701 *et seq.* Mich Admin Code, R 460.745(1) (Rule 45(1)) provides that a customer shall receive a bill credit (also known as a customer accommodation) of \$35.00 from an electric utility or cooperative “that fails to restore service to a customer within 16 hours after the start of a sustained interruption [of electric service] that occurred during normal conditions[.]”<sup>1</sup> Mich Admin Code, R 460.744 (Rule 44) provides for the same bill credit in response to gray sky (after 48 hours) and catastrophic conditions (after 96 hours), and Mich Admin Code, R 460.746 (Rule

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<sup>1</sup> The frequency of the bill credit is addressed as follows: “The amount of the credit provided to a residential customer is the greater of a rate of \$35.00 for each outage over 16 hours, plus an additional \$35.00 for each day thereafter or the customer’s monthly customer charge.” Rule 45(1).

46) provides for the same bill credit in response to repetitive interruptions.<sup>2</sup> *See*, Mich Admin Code, R 460.702(c) and (j).

These rules further provide that the \$35.00 bill credit is subject to an annual adjustment.

Regarding that adjustment, Rules 44(3), 45(2), and 46(3) each provide as follows:

No sooner than September 1, 2022, and by October 1 every year after, the commission shall issue an order adjusting the prevailing customer accommodation rate. The commission shall adjust the customer accommodation rate by multiplying the rate by the difference between the Consumer Price Index [CPI] for the month of October immediately preceding the commission's order implementing the inflation adjustment, and the Consumer Price Index for the previous October. The commission shall round up each adjustment made under this subsection to the nearest \$1.00.

In the September 28, 2023 order in this docket, the Commission adjusted the bill credit associated with Rules 44, 45, and 46 to \$38.00 as of October 1, 2023. Per the required CPI adjustment calculation, the Commission finds that the bill credit shall be \$40.00 as of October 1, 2024.

THEREFORE, IT IS ORDERED that the customer accommodation provided for in Mich Admin Code, R 460.744, R 460.745, and R 460.746 shall be \$40.00 as of October 1, 2024.

The Commission reserves jurisdiction and may issue further orders as necessary.

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<sup>2</sup> In the July 7, 2023 order in Case No. U-21414, the Commission issued a declaratory ruling finding that Rule 44 does not apply to the member-regulated electric cooperatives listed in that order.

Any party desiring to appeal this order must do so in the appropriate court within 30 days after issuance and notice of this order, pursuant to MCL 462.26. To comply with the Michigan Rules of Court's requirement to notify the Commission of an appeal, appellants shall send required notices to both the Commission's Executive Secretary and to the Commission's Legal Counsel.

Electronic notifications should be sent to the Executive Secretary at [LARA-MPSC-Edockets@michigan.gov](mailto:LARA-MPSC-Edockets@michigan.gov) and to the Michigan Department of Attorney General - Public Service Division at [sheac1@michigan.gov](mailto:sheac1@michigan.gov). In lieu of electronic submissions, paper copies of such notifications may be sent to the Executive Secretary and the Attorney General - Public Service Division at 7109 W. Saginaw Hwy., Lansing, MI 48917.

MICHIGAN PUBLIC SERVICE COMMISSION

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Daniel C. Scripps, Chair

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Katherine L. Peretick, Commissioner

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Alessandra R. Carreon, Commissioner

By its action of September 5, 2024.

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Lisa Felice, Executive Secretary

# PROOF OF SERVICE

STATE OF MICHIGAN )

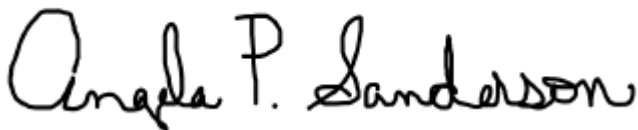
Case No. U-20629

County of Ingham )

Brianna Brown being duly sworn, deposes and says that on September 5, 2024 A.D. she electronically notified the attached list of this **Commission Order via e-mail transmission**, to the persons as shown on the attached service list (Listserv Distribution List).

  
Brianna Brown

Subscribed and sworn to before me  
this 5<sup>th</sup> day of September 2024.



Angela P. Sanderson  
Notary Public, Shiawassee County, Michigan  
As acting in Eaton County  
My Commission Expires: May 21, 2030

## GEMOTION DISTRIBUTION SERVICE LIST

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Presque Isle Electric & Gas Cooperative, INC

Realgy Corp.

Realgy Energy Services

Santana Energy

Santana Energy

Spartan Renewable Energy, Inc. (Wolverine Power Marketing Corp)

Stephenson Utilities Department

Superior Energy Company

Texas Retail Energy, LLC

Thumb Electric Cooperative

Upper Michigan Energy Resources Corporation

Upper Michigan Energy Resources Corporation

Upper Peninsula Power Company

Upper Peninsula Power Company

Village of Baraga

Village of Clinton

Volunteer Energy Services

Wabash Valley Power

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Xcel Energy