



March 11, 2025

Ms. Lisa Felice  
Executive Secretary  
Michigan Public Service Commission  
7109 w. Saginaw Hwy  
Lansing, MI 48917

Re: MPSC Case No. U-18120 – Rule 460.151

Dear Ms. Felice:

Enclosed for filing is DTE Electric Company and DTE Gas Company's updated quarterly report to include IVR data for December 2024, pursuant to the Consumer Standards and Billing Practices for Electric and Natural Gas Service Rule 460.151.

Sincerely,

Robin Jennings  
Principal Supervisor Executive Consumer Affairs Center (ECAC)

Enclosure



		October-24	November-24	December-24	Total	Comments
<b>Customer Service</b>						
A.	Total customer contacts (Res and Non-Res)	3,116,298	2,934,366	2,997,791	9,048,455	Please note, the December data for Customer Contacts (Row A) is missing IVR contacts due to the migration from Avaya to Nice. We expect to have the data in March.
B.	Total customer complaints	1,317	1,034	1,088	3,439	
	a. Billing	788	627	668	2,083	
	b. Service	188	135	155	478	
	c. Credit and Collection	165	88	142	395	
	d. Other	176	184	123	483	October- Administrative 76, Claims 12, HPP 14, Property Restoration 62, Energy Waste Reduction/Renewables 1, Totals 176 November- Administrative 98, Claims 10, HPP 19, Property Restoration 37, Energy Waste Reduction/Renewables 1, Totals 184 December- Administrative 75, Claims 4, HPP 6, Property Restoration 19, Energy Waste Reduction/ Renewables 1, Totals 123
Freeform area, If complaint is not listed above, provide general description						
<b>Customer Payment Performance</b>						
C.	Number of customers paid by the due date	2,528,460	2,550,296	2,539,368		
D.	Number of customers delinquent 31-60 days or more	62,344	67,363	54,168		
E.	Number of customers delinquent 61-90 days or more	46,069	40,282	42,561		
F.	Number of customers delinquent 91 days or more	286,583	287,474	286,420		
<b>Payment Plans and Settlements</b>						
G.	Number of written settlement agreements	0	0	0	0	
H.	Number of payment plan arrangements issued	11,472	8,246	7,264	26,982	
<b>Winter Protection Plan (WPP)</b>						
I.	Total enrolled in program at the end of the month	75	107	161		
	a. Number of low-income customers enrolled at end of month	28	46	94		
	b. Number of seniors enrolled at end of month	12	31	48		
J.	Number of defaults at end of month	9	22	53	84	
<b>Alternative Shutoff Protection Plan</b>						
K.	Total enrolled in program at end of month	37,420	32,734	27,056		
	a. Number of low-income customers enrolled at end of month	23,275	19,707	16,120		
	b. Number of seniors enrolled at end of month	12,750	11,068	8,809		
L.	Number of defaults at end of month	10,900	9,186	9,451	29,537	
<b>Informal Hearings</b>						
M.	Number of hearings requested	1	0	1	2	
N.	Number of hearings scheduled	0	0	1	1	
O.	Total number of hearing determinations issued	0	0	0	0	
	a. Hearings resolved in favor of customer	0	0	0	0	
	b. Hearings resolved in favor of company	0	0	0	0	
	c. Hearings resolved in compromise	0	0	0	0	
P.	Reasons for the hearings	Billing	n/a	Billing	0	
<b>Shutoff Information</b>						
Q.	Total discontinuation notices issued at end of month	234,326	182,690	167,128	584,144	All customer types, and all products, electric, gas or combination
	a. Electric	234,326	182,690	167,128	584,144	
	b. Natural Gas				0	
R.	Total of customers physically discontinued due to non-payment	24,594	16,056	7,167	47,817	
	a. Electric	22,805	15,108	6,625	44,538	
	b. Natural Gas	1,789	948	542	3,279	
S.	Total of customers physically discontinued due to unauthorized use	1,534	749	895	3,178	
	a. Electric	1,398	640	772	2,810	
	b. Natural Gas	136	109	123	368	
T.	Total of customers physically discontinued due to safety	0	0	0	0	
	a. Electric				0	
	b. Natural Gas				0	
U.	Total of customers physically discontinued due to access	96	39	84	219	
	a. Electric				0	
	b. Natural Gas	96	39	84	219	
V.	Total of customers physically discontinued due to "other" (*ADD new line for each reason)	0	0	0	0	
	a. Electric				0	
	b. Natural Gas				0	
W.	Discontinuations prevented or restored due to "medical emergency"	99	16	54	169	
X.	Discontinuations prevented or restored due to "critical care"	19	1	22	42	
Y.	Total number of seniors identified	828,977	827,512	826,006		
<b>Restoration Information</b>						
Z.	Total number of customers restored	18,831	13,053	5,883	37,767	
	a. Electric	18,411	12,785	5,732	36,928	
	b. Natural Gas	420	268	151	839	
AA.	Total restored due to receiving assistance	454	251	169	874	
	a. Electric	406	244	152	802	
	b. Natural Gas	48	7	17	72	
<b>Electric Only - Customer Service</b>						
BB.	Average customer call answer time (seconds)	96	21	34		
CC.	Percentage of the call blockage factor	0%	0%	0%	0	
DD.	Percentage of the complaint response factor	96%	94%	98%	96%	