

November 14, 2025

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Post Office Box 30221
Lansing, MI 48909

Re: Case No. U-18120 - Rule 460.151 Quarterly Report and Utility Customer Payment Data Report

Dear Ms. Felice:

Enclosed for filing is the 2025 3rd Quarter Report required by MPSC Rule 460.151 and the Utility Customer Payment Data Report. If there are any questions regarding this matter, please feel free to contact me.

Sincerely,

Anne M. Uitvlugt
Phone: 517-788-2112
Email: anne.uitvlugt@cmsenergy.com

cc: Anne Armstrong-Cusack
Christina Forist
Brittani A. Gray

MPSC - Reporting Requirements Combined



Utility: Consumers Energy Co.						
Reporting Periods:		July 2025	August 2025	September 2025	Q3 2025	
Customer Service					Total	Comments
A.	Total customer contacts - All	863,569	769,804	690,762	2,324,135	Due to system migration, Business Contact Center call data from 8/6/25-9/30/25 is unavailable at this time and therefore not included
B.	Total customer complaints - All	6,716	6,976	6,314	20,006	Beginning in 2021, complaint counts include number of live agent calls where specific complaint-related phrases are used, as well as escalated customer concerns and complaints submitted to the MPSC
	a. Billing	1,907	2,653	1,654	6,214	
	b. Service	1,115	1,030	1,055	3,200	
	c. Credit and Collection	3,284	3,004	3,299	9,587	
	d. Other	374	259	280	913	
	Freeform area, If complaint is not listed above, provide general description	36	30	26	92	Non-jurisdictional complaints
C.	Average customer call answer time (seconds) - Electric Only	50.00	54.00	50.00	51	These results reflect average customer call answer time for all customers, regardless of electric/gas service type; Due to system migration, Business Contact Center call data from 8/6/25-9/30/25 is unavailable at this time and therefore not included
D.	Percentage of the call blockage factor - Electric Only	1.26%	0.00%	0.01%	0.45%	These results reflect call blockage factor for all customers, regardless of electric/gas service type; Due to system migration, Business Contact Center call data from 8/6/25-9/30/25 is unavailable at this time and therefore not included
E.	Percentage of the complaint response factor - Electric Only	95.70%	88.80%	95.70%	90.40%	These results reflect complaint response factor for electric MPSC complaints only
Informal Hearings - All		Total	Total	Total	Total	Comments
F.	Number of hearings requested	1	1	0	2	
G.	Number of hearings scheduled	1	1	0	2	
H.	Total number of hearing determinations issued	1	0	0	1	
	a. Hearings resolved in favor of customer	0	0	0	0	
	b. Hearings resolved in favor of company	1	0	0	1	
	c. Hearings resolved in compromise	0	0	0	0	
I.	Reasons for the hearings	Bill dispute	Notice Dispute (withd	None		
Customer Payment Performance - All		Total	Total	Total	Total	Comments
J.	Number of customers paid by the due date	2,809,035	2,837,211	2,808,527	2,808,527	
	a. Non-residential	323,368	325,890	323,973	323,973	
	b. Residential	2,485,667	2,511,321	2,484,554	2,484,554	
K.	Number of customers in each category below	353,416	335,164	355,424	355,424	Each value in this section is a distinct count of customers associated with the respective line item; Note that a single customer may appear in multiple delinquent categories
	1. Number of customers delinquent 6 - 30 days overall	306,577	284,146	296,599	296,599	
	a. Non-residential	17,263	15,027	16,583	16,583	
	b. Residential	289,314	269,119	280,016	280,016	
	1b-a. Senior / Low-income	72,962	68,188	70,525	70,525	
	1b-b. Non-Low-income	216,352	200,931	209,491	209,491	
	2. Number of customers delinquent 31 - 60 days overall	151,786	147,916	156,809	156,809	
	a. Non-residential	8,150	8,161	8,896	8,896	
	b. Residential	143,636	139,755	147,913	147,913	
	2b-a. Senior / Low-income	38,061	37,696	38,990	38,990	
	2b-b. Non-Low-income	105,575	102,059	108,923	108,923	
	3. Number of customers delinquent 61 - 90 days overall	73,649	69,852	77,700	77,700	
	a. Non-residential	4,015	3,926	4,514	4,514	
	b. Residential	69,634	65,926	73,186	73,186	
	3b-a. Senior / Low-income	19,541	18,206	20,258	20,258	
	3b-b. Non-Low-income	50,093	47,720	52,928	52,928	
	4. Number of customers delinquent 91 days or more	40,756	45,831	48,513	48,513	
	a. Non-residential	2,451	2,632	2,883	2,883	
	b. Residential	38,305	43,199	45,630	45,630	
	4b-a. Senior / Low-income	12,824	13,957	13,992	13,992	
	4b-b. Non-Low-income	25,481	29,242	31,638	31,638	
	5. Number of customers delinquent to be written off	9,868	8,556	14,478	32,902	
	a. Non-residential	1,785	1,678	1,660	5,123	

	b. Residential	8,083	6,878	12,818	27,779	
	5b-a. Senior / Low-income	1,298	1,436	3,711	6,445	
	5b-b. Non-Low-income	6,785	5,442	9,107	21,334	
L.	Total dollar amount in each category below	\$ 80,330,968.42	\$ 81,477,792.79	\$ 84,019,029.91	\$ 84,019,029.91	
	1. Dollar amount for customers delinquent 6 - 30 days overall	\$ 43,066,345.95	\$ 46,115,408.78	\$ 47,155,662.03	\$ 47,155,662.03	
	a. Amount of arrears Non-residential	\$ 5,514,832.41	\$ 5,298,318.34	\$ 5,844,290.54	\$ 5,844,290.54	
	b. Amount of arrears Residential	\$ 37,551,513.54	\$ 40,817,090.44	\$ 41,311,371.49	\$ 41,311,371.49	
	1b-a. Amount of arrears Senior / Low-income	\$ 12,088,665.17	\$ 12,899,449.40	\$ 12,706,625.72	\$ 12,706,625.72	
	1b-b. Amount of arrears Non-Low-income	\$ 25,462,848.37	\$ 27,917,641.04	\$ 28,604,745.77	\$ 28,604,745.77	
	2. Dollar amount for customers delinquent 31 - 60 days overall	\$ 14,359,457.42	\$ 13,910,310.46	\$ 16,102,006.64	\$ 16,102,006.64	
	a. Amount of arrears Non-residential	\$ 1,157,706.53	\$ 1,210,223.27	\$ 1,798,985.93	\$ 1,798,985.93	
	b. Amount of arrears Residential	\$ 13,201,750.89	\$ 12,700,087.19	\$ 14,303,020.71	\$ 14,303,020.71	
	2b-a. Amount of arrears Senior / Low-income	\$ 4,267,529.74	\$ 4,403,101.67	\$ 4,875,906.03	\$ 4,875,906.03	
	2b-b. Amount of arrears Non-Low-income	\$ 8,934,221.15	\$ 8,296,985.52	\$ 9,427,114.68	\$ 9,427,114.68	
	3. Dollar amount for customers delinquent 61 - 90 days overall	\$ 7,490,441.55	\$ 5,812,074.20	\$ 5,873,431.59	\$ 5,873,431.59	
	a. Amount of arrears Non-residential	\$ 617,466.66	\$ 459,748.68	\$ 466,797.54	\$ 466,797.54	
	b. Amount of arrears Residential	\$ 6,872,974.89	\$ 5,352,325.52	\$ 5,406,634.05	\$ 5,406,634.05	
	3b-a. Amount of arrears Senior / Low-income	\$ 2,307,682.66	\$ 1,865,250.93	\$ 1,983,911.79	\$ 1,983,911.79	
	3b-b. Amount of arrears Non-Low-income	\$ 4,565,292.23	\$ 3,487,074.59	\$ 3,422,722.26	\$ 3,422,722.26	
	4. Dollar amount for customers delinquent 91 days or more	\$ 9,666,953.08	\$ 9,972,933.28	\$ 9,155,589.50	\$ 9,155,589.50	
	a. Amount of arrears Non-residential	\$ 1,038,677.56	\$ 1,063,151.51	\$ 1,003,026.42	\$ 1,003,026.42	
	b. Amount of arrears Residential	\$ 8,628,275.52	\$ 8,909,781.77	\$ 8,152,563.08	\$ 8,152,563.08	
	4b-a. Amount of arrears Senior / Low-income	\$ 3,839,724.65	\$ 3,841,046.00	\$ 3,373,691.34	\$ 3,373,691.34	
	4b-b. Amount of arrears Non-Low-income	\$ 4,788,550.87	\$ 5,068,735.77	\$ 4,778,871.74	\$ 4,778,871.74	
	5. Dollar amount for customers delinquent to be written off	\$ 5,747,770.42	\$ 5,667,066.07	\$ 5,732,340.15	\$ 17,147,176.64	
	a. Non-residential	\$ 1,727,137.16	\$ 2,318,449.25	\$ 1,404,180.15	\$ 5,449,766.56	
	b. Residential	\$ 4,020,633.26	\$ 3,348,616.82	\$ 4,328,160.00	\$ 11,697,410.08	
	5b-a. Senior / Low-income	\$ 500,391.99	\$ 710,831.65	\$ 1,009,351.70	\$ 2,220,575.34	
	5b-b. Non-Low-income	\$ 3,520,241.27	\$ 2,637,785.17	\$ 3,318,808.30	\$ 9,476,834.74	
Settlements & Payment Plans - All		Total	Total	Total	Total	Comments
M.	Number of written settlement agreements	0	0	0	0	CE does not distinguish between written and verbal payment plans, therefore all agreements/arrangements are reported as Payment Arrangements
	a. Non-residential	0	0	0	0	
	b. Residential	0	0	0	0	
N.	Number of payment plan arrangements issued	15,125	19,937	17,718	52,780	
	a. Non-residential	283	322	304	909	
	b. Residential	14,842	19,615	17,414	51,871	
O.	Total dollar amount enrolled in a plan	7,980,754	11,204,923	10,502,139	29,687,816	
	a. Non-residential	935,960	865,777	1,129,622	2,931,359	
	b. Residential	7,044,795	10,339,146	9,372,516	26,756,457	
Winter Protection Plan (WPP) - Res Only		Total	Total	Total	Total	Comments
P.	Total enrolled in program at the end of the month overall	21,076	20,243	19,360	19360	
	a. Number of low-income customers enrolled at end of month	10,270	9,757	9,262	9262	
	b. Number of seniors enrolled at end of month	6,638	6,573	6,445	6445	
Q.	Number of defaults at end of month overall	706	593	639	639	
	a. Senior / Low-income	464	431	436	436	
Alternative Shutoff Protection Plan - Res Only		Total	Total	Total	Total	Comments
R.	Total enrolled in program at end of month overall	41,992	41,165	39,828	39828	
	a. Number of low-income customers enrolled at end of month	10,475	10,279	9,912	9912	
	b. Number of seniors enrolled at end of month	8,471	8,295	7,755	7755	
S.	Number of defaults at end of month overall	5,900	6,308	7,233	7233	
	a. Senior / Low-income	2,684	2,991	3,352	3352	
Shutoff Information - All		Total	Total	Total	Total	Comments
T.	Total discontinuation notices issued at end of month	106,578	144,015	142,729	393,322	
	a. Non-residential	8,236	8,597	8,490	25,323	
	a1. Electric	4,505	5,137	5,234	14,876	
	a2. Natural Gas	1,586	1,028	910	3,524	
	a3. Combination	2,145	2,432	2,346	6,923	
	b. Residential	98,342	135,418	134,239	367,999	
	b1. Electric overall	43,840	71,504	72,129	187,473	
	b1-a. Senior / Low-income	9,401	14,373	14,497	38,271	
	b1-b. Non-Low-income	34,439	57,131	57,632	149,202	
	b2. Natural Gas overall	16,655	10,691	8,901	36,247	
	b2-a. Senior / Low-income	3,706	2,515	2,067	8,288	
	b2-b. Non-Low-income	12,949	8,176	6,834	27,959	
	b3. Combination overall	37,847	53,223	53,209	144,279	
	b3-a. Senior / Low-income	9,313	12,606	12,299	34,218	
	b3-b. Non-Low-income	28,534	40,617	40,910	110,061	
U.	Total of customers physically discontinued due to non-payment	14,053	12,178	11,766	37,997	

	a. Non-residential	960	715	645	2,320	
	a1. Electric	393	356	323	1,072	
	a2. Natural Gas	336	205	130	671	
	a3. Combination	231	154	192	577	
	b. Residential	13,093	11,463	11,121	35,677	
	b1. Electric overall	5,435	5,334	5,593	16,362	
	b1-a. Low-income	1,097	930	1,035	3,062	
	b1-b. Non-Low-income	4,338	4,404	4,558	13,300	
	b1-c. Senior Non-Low-income	500	432	519	1,451	
	b2. Natural Gas overall	3,301	2,458	1,898	7,657	
	b2-a. Low-income	451	367	290	1,108	
	b2-b. Non-Low-income	2,850	2,091	1,608	6,549	
	b2-c. Senior Non-Low-income	329	211	212	752	
	b3. Combination overall	4,357	3,671	3,630	11,658	
	b3-a. Low-income	1,213	906	902	3,021	
	b3-b. Non-Low-income	3,144	2,765	2,728	8,637	
	b3-c. Senior Non-Low-income	448	331	366	1,145	
V.	Total of customers physically discontinued due to unauthorized use	152	165	196	513	Discontinuations for unauthorized use are all reported under the residential section; These discontinuations are not categorized by account type (residential/non-residential) in CE systems since there is no account associated with the service
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	152	165	196	513	
	b1. Electric	112	151	169	432	
	b2. Natural Gas	40	14	27	81	
	b3. Combination	0	0	0	0	
W.	Total of customers physically discontinued due to safety	0	0	0	0	Data for this section is not available until a tracking plan is developed and implemented
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0	0	
	b3. Combination	0	0	0	0	
X.	Total of customers physically discontinued due to access	0	0	0	0	
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0	0	
	b3. Combination	0	0	0	0	
Y.	Total of customers physically discontinued due to "other"	2,908	3,331	4,119	10,358	Explain each reason for disconnection in the comment field below.
	a. Non-residential	451	405	441	1,297	"Other" reasons for disconnection include customer request, security deposit validation failure, positive ID validation failure
	a1. Electric	230	244	255	729	
	a2. Natural Gas	106	63	88	257	
	a3. Combination	115	98	98	311	
	b. Residential	2,457	2,926	3,678	9,061	
	b1. Electric	991	1,094	1,037	3,122	
	b2. Natural Gas	579	832	1,547	2,958	
	b3. Combination	887	1,000	1,094	2,981	
Z.	Number of medical emergency customers in each category below - Res	86	106	89	281	
	a. Discontinuations prevented or restored due to "medical emergency" overall	86	106	89	281	
	a1. Senior / Low-income	61	72	66	199	
	a2. Non-Low-income	25	34	23	82	
	b. Total number of medical emergencies denied	40	43	40	123	
	b1. Senior / Low-income	33	37	33	103	
	b2. Non-Low-income	7	6	7	20	
AA.	Number of critical care customers in each category below - Res	297	298	303	898	
	a. Discontinuations prevented or restored due to "critical care" overall - Res	297	298	303	898	

	a1. Senior / Low-income	290	288	287	865	
	a2. Non-Low-income	7	10	16	33	
	b. Total number of critical care denied	13	20	14	47	
	b1. Senior / Low-income	11	19	13	43	
	b2. Non-Low-income	2	1	1	4	
BB.	Total number of seniors identified - Res	922,156	929,293	928,630	928,630	
	Restoration Information	Total	Total	Total	Total	Comments
CC.	Total number of customers restored - All	14,059	14,632	14,593	43,284	
	a. Non-residential	1,014	1,019	1,010	3,043	
	a1. Electric	542	537	524	1,603	
	a2. Natural Gas	212	227	216	655	
	a3. Combination	260	255	270	785	
	b. Residential	13,045	13,613	13,583	40,241	
	b1. Electric overall	5,896	6,382	6,520	18,798	
	b1-a. Senior / Low-income	1,509	1,453	1,567	4,529	
	b1-b. Non-Low-income	4,387	4,929	4,953	14,269	
	b-2. Natural Gas overall	2,617	2,804	2,736	8,157	
	b2-a. Senior / Low-income	542	550	517	1,609	
	b2-b. Non-Low-income	2,075	2,254	2,219	6,548	
	b3. Combination overall	4,532	4,427	4,327	13,286	
	b3-a. Senior / Low-income	1,509	1,189	1,207	3,905	
	b3-b. Non-Low-income	3,023	3,238	3,120	9,381	
DD.	Total restored within five days (5) of disconnection: Non-Payment	9,408	9,012	8,828	27,248	
	a. Non-residential	485	402	372	1,259	
	a1. Electric	278	252	222	752	
	a2. Natural Gas	64	41	34	139	
	a3. Combination	143	109	116	368	
	b. Residential	8,923	8,610	8,456	25,989	
	b1. Electric overall	4,454	4,697	4,868	14,019	
	b1-a. Senior / Low-income	1,268	1,177	1,321	3,766	
	b1-b. Non-Low-income	3,186	3,520	3,547	10,253	
	b-2. Natural Gas overall	1,384	1,128	880	3,392	
	b2-a. Senior / Low-income	328	293	243	864	
	b2-b. Non-Low-income	1,056	835	637	2,528	
	b3. Combination overall	3,085	2,785	2,708	8,578	
	b3-a. Senior / Low-income	1,139	893	900	2,932	
	b3-b. Non-Low-income	1,946	1,892	1,808	5,646	
EE.	Total restored due to receiving assistance - Res	518	652	675	1,845	
	Electric overall	194	279	294	767	
	a. Senior / Low-income	138	197	241	576	
	b. Non-Low-income	56	82	53	191	
	Natural Gas overall	114	127	139	380	
	a. Senior / Low-income	66	71	77	214	
	b. Non-Low-income	48	56	62	166	
	Combination overall	210	246	242	698	
	a. Senior / Low-income	164	181	195	540	
	b. Non-Low-income	46	65	47	158	