

REFER TO CASE # U12134

TO WHOM IT MAY CONCERN:

RE: CONSUMERS ENERGY APPLIANCE SERVICE PLAN

Our company, Kenwhirl Sales & Service, Inc., has been in business for 47 years. Over the course of time, we have been associated with several companies in a variety of ways. We have done their contract work, warranty work, and new sales of various appliance brands, as well as serving our own base of customers. We feel whole-heartedly that Consumers Energy encompasses the very finest the industry has to offer any customer in need of appliance repair.

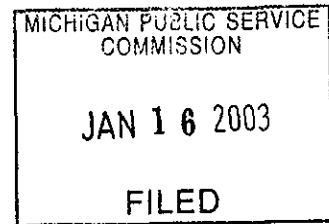
We find many customers live on fixed incomes and with the skyrocketing costs of replacement parts, many customers find it difficult to afford a repair on their appliances. With a contract through CE, these people are able to budget a small monthly amount to cover all of their appliances and can be assured when they have a repair issue, they have a reputable company to assist them. We believe that CE should be granted the waiver requested. We have found the integrity of the employees of CE to have the best interest of the customer ahead of all else. They are a "class act" and we are proud to be associated with them.

Prior to becoming a contractor for the appliance repair program some six years ago, our staff consisted of one technician on the road, one parts man on the retail counter, and one part time office person. Due to our association with CE, today we employ a total of fourteen people. Of these fourteen people, eight are service technicians, four are office staff, and two for retail counter sales.

Without this contract, our company would not be able to retain most of these good, reliable employees. These are the same employees, that over the last several years, we have invested time and money in to train for lifetime roles in the industry. We have spent thousands of dollars to upgrade every aspect of our business, including office equipment, cable internet service, computers, vehicles, and related equipment, so as to offer the top quality service CE offers its' customers. It would be an unimaginable hardship to our company and our employees if this contract were terminated.

We thank you for your consideration.

Ray and Kathleen Kufel
Kenwhirl Sales & Service, Inc.
8300 N. Telegraph
Dearborn Heights, MI 48127



January 7, 2003


Executive Secretary
Michigan Public Service Commission
P.O. Box 30221
Lansing, Michigan 48909

To Whom It May Concern:

I am writing this letter in reference to case No. U-12134 requesting that the Michigan Public Service Commission grant Consumers Energy an extension to allow Consumers Energy and the M.P.S.C. to work out their difference(s). As an individual who represents the individuals who are doing the work, we are faced with losing 100 jobs, approximately 176,000 customers would have their ASP Program terminated many of them being Seniors who have trusted our members in servicing their furnaces. In addition, Consumers Energy would lose ASP revenues which would result in gas rates being deficient by over \$10 million, leaving Consumers Energy's current level of gas rates inadequate to recover its reasonable expenses of providing gas service to its customers.

We are asking the Michigan Public Service Commission to extend the temporary waiver from the Code of Conduct granted in the Commission's October 3, 2002 order from April 3, 2002 to April 3, 2003.

Sincerely

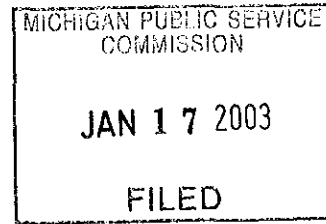

Patricia Keeder



Patricia Keeder
2860 Little Rd.
Parma, MI 49269

Carmack Appliance & Service Co. Inc.
32431 Ford Road
Garden City, MI 48135

U-12134



January 10, 2003

Michigan Public Service Commission
P. O. Box 30221
Lansing, MI 48909

Dear Sir or Madam:

First off, I would like to express my thanks for the opportunity to forward my opinion on the service-contracting program of Consumers Energy.

Carmack Appliance has over 50 years of doing business in Garden City and the surrounding areas providing in-home repair service, purchase of storefront parts with new and used appliance sales. Excellent service at a fair cost has allowed Carmack Appliance & Service Co. Inc., a family owned small business, to survive (so far) in this unstable business world. Prior to acceptance of the Consumers Energy's program, Carmack Appliance had 4 employees. Since participating in the program we have added one additional employee (a 25% increase). **This additional person is a direct result of us receiving increased service calls from the Consumers Energy contracting program.** The individual added is 23 years old, married with a 2-month-old child and drives over one hour each way to be part of the Carmack family. We currently provide health care (part co-pay) for this employee and his family. A future business plan is for a second storefront located in the South Lyon area. This new location will provide sales and in-home service to the Ann Arbor and South Lyon areas. The new location will provide increased tax money to the area and staffing of 3 more employees. This venture will weight heavily on increased service calls from the Consumers Energy contracting program for these areas.

I feel that the Consumers Energy program provides the best of two worlds to the consumer. First, Consumers Energy "Vendor Of Choice", assures the consumer of a professional and honest service provider. Mailed out "Quality of Service Survey" forms from Consumers Energy to the customers, allows direct feed back to Consumers Energy on performance of a vendor. Secondly, a Consumers Energy audit of completed and submitted work orders, ensures consumers quality parts at the current fair market price. This cost control, I'm sure, allows Consumers Energy to provide the consumer with lower program costs. As a small business owner, Consumers Energy has resources that I could never afford, such as a phone solicitation program. Advertising costs continue to increase with no real way to measure effectiveness. Through Consumers Energy programs we are able to reach new customers in new areas via advertising off of our vehicles.

January 10, 2003

Each day in the papers we read, regardless of which political party, increases in unemployment benefits are needed. Tuesday, January 7, 2003 page 3c of the Detroit News states "Unemployment rates rose in 10 of Michigan's 12 labor markets". 4c adds AT&T cuts 3,500 jobs to trim costs; the cuts are in addition to the 10,000 positions eliminated in the past two years. Each day it seems we see the same story line. Ladies and gentlemen, Carmack Appliance is no AT&T but let me assure you that if this program does not continue I will be unable to retain the added employee, and planned future employees. **I urge you** to allow the continuation of an effective customer valued program through Consumers Energy. Help me post a positive number in the employment figures. Support the small businesses trying to make a living in an unstable business world.

Thank you for your time,

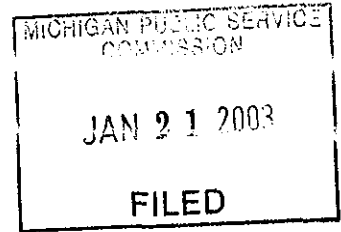
Sincerely,

A handwritten signature in cursive script that reads "Shawn Gagnon". The signature is written in black ink and is positioned to the right of the word "Sincerely,".

Shawn Gagnon
Owner
Carmack Appliance & Service Co. Inc.

J. Robert & Sharon K. Lewis
61 Country Hills
Marshall, MI 49068

January 15, 2003




Executive Secretary
Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909

Reference: Case U-12134

I am a current customer of the Appliance Service Program offered by Consumers Energy. I strongly support the continuance of this service as it has provided me low cost efficient service in a couple of emergency situations. The most recent was in December when the circuit board in my furnace failed and the response was immediate. I also like prepaying for repairs rather than having to come up with money for a large repair bill. Their service makes it easy to budget and the service people they use are very responsive.

I encourage the MPSC to grant Consumers permission to continue offering this valuable service.

Sincerely,



James Robert Lewis