

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter, on the Commission's own motion,	)	
to require DTE ELECTRIC COMPANY and	)	
DTE GAS COMPANY to show cause why these	)	Case No. U-20084
companies should not be found in violation of the	)	
Consumer Standards and Billing Practices for	)	
Electric and Natural Gas Service, R 460.101 <i>et seq.</i>	)	
	)	

At the May 12, 2022 meeting of the Michigan Public Service Commission in Lansing,
Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair
Hon. Tremaine L. Phillips, Commissioner
Hon. Katherine L. Peretick, Commissioner

ORDER

On February 5, 2018, the Commission issued an order in this docket (February 5 order) directing DTE Electric Company and DTE Gas Company (collectively DTE) to show cause why DTE should not be found to be in violation of the Commission's Consumer Standards and Billing Practices for Electric and Natural Gas Service, Mich Admin Code, R 460.101 *et seq.* The February 5 order was issued in response to customer complaints related to the companies' SAP Customer 360 billing system and following discussions with DTE and an investigation by the Commission Staff (Staff) that revealed a more formal approach was needed to address the matter. February 5 order, pp. 1-3. The February 5 order directed DTE to file relevant testimony in advance of a prehearing conference scheduled to take place on March 2, 2018, and directed the Staff to continue its investigation. *Id.*, pp. 4-5.

A prehearing conference on the matter was held on March 2, 2018, before Administrative Law Judge Lauren G. VanSteel (ALJ VanSteel). ALJ VanSteel granted the petition to intervene filed by the Residential Customer Group and recognized the Michigan Department of Attorney General's intervention as of right. 1 Tr 5, 18-19. Subsequently, motion hearings were held on July 27 and October 23, 2018, each before Administrative Law Judge Kandra K. Robbins (ALJ Robbins). On November 7, 2018, an evidentiary hearing was held and, on December 5, 2018, a case status conference was held, each before ALJ Robbins.

On December 20, 2018, the Commission issued an order in this docket (December 20 order) approving a contested settlement agreement. Consistent with the contested settlement agreement, DTE was ordered to "pay a fine of \$840,000 to the State of Michigan . . . to be credited to the public utilities assessment account to finance the cost of regulating public utilities pursuant to MCL 460.61a." December 20 order, p. 15. The December 20 order further directed DTE to "file a final report in the docket in Case No. U-18486 detailing the current status of the SAP Customer 360 implementation effort, including information on the efficacy and functionality of the system, whether implementation is complete, and what steps remain." *Id.* In the intervening years since the December 20 order, the Staff and DTE have continued working to resolve the issues that led to the request to show cause.

On March 25, 2022, DTE filed an application (March 25 application) requesting that the Case No. U-20084 docket be closed because the companies had "satisfied the terms of the settlement agreement entered on December 20, 2018." March 25 application, p. 1. On March 28, 2022, the Commission provided a notice to respond to DTE's application to be filed not later than April 11, 2022, to appropriate persons. Case No. U-20084, filing #U-20084-0171. On April 11, 2022, the Staff filed its response that it did not object to the docket being closed because DTE had satisfied

the terms of the settlement agreement but noted that it was still waiting for information on eight remaining meters. *Id.*, filing #U-20084-0172. Subsequently, the Staff informed the Commission that DTE has provided information related to the eight remaining meters.

The Commission has reviewed the record in this case, including numerous reports filed by DTE in the interim time since the contested settlement agreement was approved and finds that the terms of the settlement agreement have been fulfilled and, consequently, the docket should be closed.

THEREFORE, IT IS ORDERED that the docket in Case No. U-20084 is closed.

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

Any party desiring to appeal this order must do so in the appropriate court within 30 days after issuance and notice of this order, under 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 mpscedockets@michigan.gov and to the Michigan Department of the Attorney General - Public Service Division at pungpl@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

Daniel C. Scripps, Chair

Tremaine L. Phillips, Commissioner

Katherine L. Peretick, Commissioner

By its action of May 12, 2022.

Lisa Felice, Executive Secretary

PROOF OF SERVICE

STATE OF MICHIGAN)

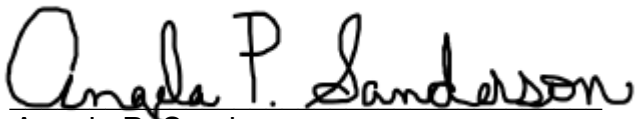
Case No. U-20084

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on May 12, 2022 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 12th day of May 2022.



Angela P. Sanderson
Notary Public, Shiawassee County, Michigan
As acting in Eaton County
My Commission Expires: May 21, 2024

Service List for Case: U-20084

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Upper Peninsula Power Company
Upper Peninsula Power Company
Midwest Energy Coop
Midwest Energy Coop
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Cherryland Electric Cooperative
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Great Lakes Energy Cooperative
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Constellation Energy
Constellation New Energy
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First Energy
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