

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter of the application of)	
DTE GAS COMPANY and DTE ELECTRIC)	
COMPANY for approval of a low-income)	Case No. U-20929
payment stability plan program.)	
_____)	
)	
In the matter of the application of)	
CONSUMERS ENERGY COMPANY)	
for approval of a percent of income)	Case No. U-21021
payment plan pilot.)	
_____)	
)	
In the matter, on the Commission's own motion, to)	
review its response to the novel coronavirus)	
(COVID-19) pandemic, including the statewide state)	Case No. U-20757
of emergency, and to provide guidance and direction)	
to energy and telecommunications providers and other)	
stakeholders.)	
_____)	

At the May 15, 2025 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

In its May 8, 2020 order in Case No. U-20561 (May 8 order), the Commission directed DTE Gas Company (DTE Gas) and DTE Electric Company (DTE Electric) (together, the companies) to

work with interested parties and the Commission Staff (Staff) to develop and propose a low-income customer assistance pilot separate from the companies' existing low-income programs.

Consistent with the May 8 order, the companies filed an application in Case No. U-20929 on November 18, 2020, requesting approval of the companies' payment stability plan (PSP) pilot program, which was approved on April 21, 2021 (April 21 order).

According to the companies, the PSP pilot program was aimed at assisting low-income customers, i.e., those with incomes at or below 200% of the federal poverty level (FPL) and who have total arrearages with DTE Gas, DTE Electric, or both companies at or below \$1,500, and annual gas and/or electric consumption valued at less than or equal to \$3,750 in billings. April 21 order, p. 1. The pilot limited bills to 6% of the customer's gross income in the past year for single commodity customers and 10% for combination customers, creating a fixed maximum bill for participating customers based on their income, rather than providing a fixed credit amount on a variable bill like those provided by the residential income assistance or low-income assistance programs. *Id.*, pp. 1-2.

On January 29, 2025, the companies filed the DTE Energy PSP Pilot Program Report Out to MPSC¹ Staff (PSP Report) in Case No. U-20929, providing an overview of the PSP pilot program. According to the companies, the PSP pilot launched in 2022 is the companies' version of a percentage of income payment plan (PIPP) and concluded in 2024. PSP Report, p. 3. Additionally, the PSP Report is organized as follows:

- 1) Summary of the rate case and *ex parte* case that required PIPP program development,
- 2) Summary of the companies' current energy assistance offerings & options,
- 3) Best practices in energy affordability that informed the pilot

¹ MPSC refers to the Michigan Public Service Commission.

- 4) Structure of the companies' PIPP,
- 5) Structure of the companies' affordable payment plan programs,
- 6) The companies' enrollment and recruitment for PIPP,
- 7) Summary of the data collection dashboard,
- 8) Data,
- 9) Customer satisfaction reports, and
- 10) Recommendations on next steps.

The Commission appreciates the work of the companies and the Staff throughout the PSP pilot program implementation process and the efforts to describe the program in the PSP Report. The Commission is dedicated to addressing affordability and the burden of energy costs for low-income families and finds that the PIPP program results, as identified in the PSP Report, are an important outcome for gaining the understanding necessary to take the next steps. However, to gain a more robust perspective on the PIPP program's potential, the Commission finds that interested persons should be provided the opportunity to comment on the PSP Report.

The Commission also finds that interested persons should be provided an opportunity to comment on Consumers Energy Company's (Consumers') PIPP program report (May 1 Report) filed in Case No. U-21021 on May 1, 2025, which is organized similarly to the companies' PSP Report. Consumers' May 1 Report stems from the settlement agreement in Case No. U-20650 approved by the Commission on September 10, 2020. Section 19 of the settlement agreement required Consumers to work with the Staff and other interested persons to develop a PIPP pilot proposal for natural gas and combination customers. In its December 17, 2020 order in Case No. U-20697, the Commission directed Consumers to develop a PIPP pilot program for the utility's electric service.

On March 9, 2021, Consumers filed an *ex parte* application for approval of a PIPP pilot for natural gas and combination customers in Case No. U-21021. Consumers revised its application in a December 3, 2021 filing to include electric customers. The revised application included PIPP pilot details such as timeline, number of enrolled customers, means of choosing eligible customers and verifying household income, pilot structure, participation in energy waste reduction programs, de-enrollment, metrics, and financing. *See*, revised application, pp. 3-5. On February 10, 2022, the Commission issued an order in Case No. U-21021, approving the company's revised application for a PIPP pilot program for both electric and natural gas service. Following the conclusion of the two-year PIPP pilot program, Consumers filed its May 1 Report detailing the company's observations.

According to the May 1 Report, Consumers implemented and evaluated a PIPP pilot exploring additional ways to support households under 150% of the FPL, measuring several data points. May 1 Report, p. 3. Consumers provided that the primary observation was that the success metrics of the PIPP program were almost identical to the affordable payment plans (APPs), which include the Consumers Affordable Resource for Energy (CARE) program and the CARE modified budget (CARE MB) program. *Id.*, pp. 3-4. Consumers also noted that the PIPP program costs exceeded those of APPs and that, if implemented, the added PIPP costs would be particularly pronounced to low-income customers. *Id.*, p. 4. Consumers' analysis of PIPP determined that low-income customers are both successful and satisfied with the existing CARE programs, which are supported by the Michigan Energy Assistance Program (MEAP). *Id.* Considering all the cross-functional efforts to enhance MEAP and maintain a consistent customer experience, Consumers recommended continuing with the existing MEAP and the company's current APP (CARE MB),

as well as the currently offered residential income assistance and low-income assistance credits administered by the company. *Id.*; *see also, id.*, pp. 78-79.

Furthermore, on February 18, 2021, the Commission issued an order in Case No. U-20757 (February 18 order) that included a directive for the Staff to convene the Energy Affordability and Accessibility Collaborative (EAAC) in coordination with the Energy Waste Reduction Low-Income (EWR-LI) workgroup. The collaborators provided recommendations for long-term reform targeted toward sustainable affordability, ease of access to services, customer protections, customer safety, and opportunities for low-income households and overburdened communities to influence policy development and equity. As to the impetus for developing and evaluating PIPP pilot programs, the February 18 order also directed that the collaborators:

1. Study the alignment of income eligibility across energy assistance programs and customer protections, including studying the impacts of expanding eligibility to 200% of the FPL; and under Commission jurisdiction, align application processes if it is beneficial; and
2. Analyze the application, eligibility determination, and program design for the various assistance programs and utility-based credits, additionally making recommendations for alignment and simplification.

February 18 order, p. 17. Subsequent rate case orders for DTE Electric and Consumers also emphasize the role of the EAAC in evaluating PIPP pilot results before directing future changes, expansion, or other implementation related to PIPP programs.

Lastly, on February 10, 2022, the Commission issued an order in Case No. U-20757, which among other things, created the Low-Income Energy Policy Board Advisory Committee, comprising both EAAC and EWR-LI leadership. Subsequently, the Staff filed a report on March 17, 2023, in Case No. U-20757, that provided an update on the work of several subcommittees, including the Definitions and Customer Focused Data and Metrics (CFDM) subcommittee.

On December 26, 2024, the EAAC filed its Interim Progress Report (December 26 Report) in Case No. U-20757 which, among other things, detailed thoughtful discussions on home energy security and contributing factors to energy security in the home. Evolving from these discussions is a working definition of “home energy security” that was drafted and subsequently refined. The December 26 Report included the Staff’s recommendation to the Commission to adopt the definition of “home energy security” as follows:

[h]ome [e]nergy [s]ecurity is the reliable access to and availability of energy for meeting diverse and varied household needs. Home energy security is driven by several factors including but not limited to energy infrastructure, energy efficiency of housing stock, predictability and fairness of charges, and energy affordability. It can be improved through measures to address system reliability, home weatherization, energy education, consumer protection plans, and affordability strategies.

December 26 Report, p. 34.

The Commission finds that interested persons should be provided an opportunity to comment on the Staff’s recommended definition of “home energy security” provided above, as the definition has implications in the assessment of PIPP pilot program results.

Any interested person may submit written comments regarding DTE Electric’s and DTE Gas’s PSP pilot program report (Case No. U-20929), Consumers’ PIPP program report (Case No. U-21021), and/or on the definition of “home energy security” as recommended in the Staff’s December 26 Report in the respective listed dockets. All comments should be paginated, reference the relevant docket, and must be received no later than 5:00 p.m. (Eastern time (ET)) on June 12, 2025. All reply comments must be received no later than 5:00 p.m. (ET) on June 26, 2025. All written comments should be mailed to: Michigan Public Service Commission, Executive Secretary, P.O. Box 30221, Lansing, MI 48909. Electronic comments should be e-mailed to LARA-MPSC-Edockets@michigan.gov. If assistance is required prior to filing,

contact the Staff at (517) 284-8090 or by e-mail at LARA-MPSC-Edockets@michigan.gov. All information submitted to the Commission in this matter will become public information available on the Commission's E-Dockets website, subject to disclosure, and filed in Case Nos. U-20929, U-21021, and/or U-20757.

THEREFORE, IT IS ORDERED that any interested person may submit written comments regarding DTE Electric Company's and DTE Gas Company's payment stability plan pilot program report (Case No. U-20929), Consumers Energy Company's payment stability plan pilot program report (Case No. U-21021), and/or on the definition of "home energy security" as recommended in the Commission Staff's December 26, 2024 Report in Case No. U-20757, in the respective listed dockets.

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, 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 and to the Michigan Department of Attorney General - Public Service Division at sheacl@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

Katherine L. Peretick, Commissioner

Alessandra R. Carreon, Commissioner

By its action of May 15, 2025.

Lisa Felice, Executive Secretary


PROOF OF SERVICE

STATE OF MICHIGAN)

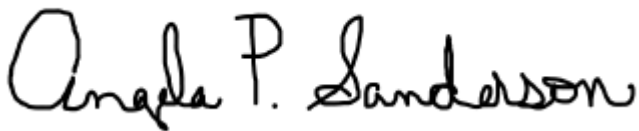
Case No. U-20929 *et al.*

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on May 15, 2025 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 15th day of May 2025.



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

Service List for Case: U-20929

Name	On Behalf Of	Email Address
Andrea E. Hayden	DTE Energy Company	andrea.hayden@dteenergy.com
Carlton D. Watson	DTE Energy Company	carlton.watson@dteenergy.com
DTE Energy Company	DTE Energy Company	mpscfilings_account@dteenergy.com

Service List for Case: U-21021

Name	On Behalf Of	Email Address
Anne M. Uitvlugt	Consumers Energy Company	anne.uitvlugt@cmsenergy.com
Consumers Energy Company (1 of 2)	Consumers Energy Company	mpsc.filings@cmsenergy.com
Consumers Energy Company (2 of 2)	Consumers Energy Company	kelly.hall@cmsenergy.com

Service List for Case: U-20757

Name	On Behalf Of	Email Address
Anna B. Stirling	MPSC Staff	stirlinga1@michigan.gov
Heather M.S. Durian	MPSC Staff	durianh@michigan.gov
Nicholas Q. Taylor	MPSC Staff	taylorn10@michigan.gov

GEMOTION DISTRIBUTION SERVICE LIST

kabraham@mpower.org
mkuchera@AEPENERGY.COM
mfurmanski@algerdelta.com
akellen@wppienergy.org
kd@alpenapower.com
dgreen@alpenapower.com
VSTRetailReg@VistraCorp.com
kerdmann@atcllc.com
acotter@atcllc.com
john.calhoun@ardentnaturalgas.com
awebster@baycitymi.gov
sara.anderson@bayfieldelectric.com
rbishop@BISHOPENERGY.COM
braukerL@MICHIGAN.GOV
cherie.fuller@bp.com
christine.hughey@bp.com
greg.bass@calpinesolutions.com
lchappelle@potomaclaw.com
manderson@wpsci.com
mengels@wpsci.com
cdrys@wpsci.com
ljohnson@wpsci.com
rjohnson@cherrylandelectric.coop
frucheyb@DTEENERGY.COM
crystalfallsmgr@HOTMAIL.COM
gpirkola@escanaba.org
jolson@gladstonemi.gov
kmaynard@cityofmarshall.com
tdavlin@portland-michigan.org
cwilson@cloverland.com
mheise@cloverland.com
todd.mortimer@CMSENERGY.COM
Kenneth.Johnston@cmsenergy.com
Yong.Keyes@cmsenergy.com
chibuzo.obikwelu@cmsenergy.com
sarah.jorgensen@cmsenergy.com
Michael.torrey@cmsenergy.com
CANDACE.GONZALES@cmsenergy.com
mpsc.filings@CMSENERGY.COM
mpsc.filings@CMSENERGY.COM
david.fein@CONSTELLATION.COM
kate.stanley@CONSTELLATION.COM
kate.fleche@CONSTELLATION.COM

Abraham,Katie - MMEA
AEP Energy
Alger Delta Cooperative
Alger Delta Cooperative
Alpena Power
Alpena Power
Ambit Midwest, LLC
American Transmission Company
American Transmission Company
Ardent Natural Gas, LLC
Bay City Electric Light & Power
Bayfield Electric
Bishop Energy
Brauker, Linda
BP Energy Retail Company, LLC
BP Energy Retail Company LLC
Calpine Energy Solutions
Chappelle, Laura
Cherryland Electric
Cherryland Electric
Cherryland Electric
Cherryland Electric
Cherryland Electric Cooperative
Citizens Gas Fuel Company
City of Crystal Falls
City of Escanaba
City of Gladstone
City of Marshall
City of Portland
Cloverland Electric
Cloverland Electric
CMS Energy
Consumers Energy
Consumers Energy
Consumers Energy
Consumers Energy Company
Consumers Energy Company
Consumers Energy Company
Consumers Energy Company
Consumers Energy Company
Constellation Energy
Constellation Energy
Constellation New Energy

GEMOTION DISTRIBUTION SERVICE LIST

choicecompliance@constellation.com
lpage@dickinsonwright.com
shaundillon@dillonenergy.com
info@dillonpower.com
Neal.fitch@nrg.com
Kara.briggs@nrg.com
Ryan.harwell@nrg.com
bryce.mckenney@nrg.com
stephen.lindeman@dteenergy.com
karl.lieverse@dteenergy.com
konstantin.korolyov@dteenergy.com
mpscfilings@DTEENERGY.COM
joyce.leslie@dteenergy.com
karen.vucinaj@dteenergy.com
customerservice@eligoenergy.com
regulatory@eligoenergy.com
frank.travaglione@vistracorp.com
rfawaz@energyintl.com
sejackinchuk@varnumlaw.com
michael.reiss@engie.com
customercare@plymouthenergy.com
VSTRetailReg@VistraCorp.com
felice@MICHIGAN.GOV
bgorman@FIRSTENERGYCORP.COM
phil@allendaleheating.com
dburks@glenergy.com
manderson@wpsci.com
mengels@wpsci.com
cdrys@wpsci.com
ljohnson@wpsci.com
slamp@glenergy.com
sculver@glenergy.com
johnm@gogreenlightenergy.com
lrgustafson@CMSENERGY.COM
jhammel@hillsdalebpu.com
coneill@homeworks.org
psimmer@HOMEWORKS.ORG
bmcbride@aep.com
mgobrien@aep.com
dan@megautilities.org
daustin@IGSENERGY.COM
michael.nugent@igs.com
general@itctransco.com
cmarshall@itctransco.com
apascaris@itctransco.com

Constellation New Energy Inc
Dickinson Wright
Dillon Energy Services
Dillon Power, LLC
Direct Energy
Direct Energy
Direct Energy
Direct Energy
DTE Energy
DTE Energy
DTE Energy
DTE Energy
DTE Energy
DTE Energy
Eligo Energy MI, LLC
Eligo Energy MI, LLC
Energy Harbor
Energy International Power Marketing d/b/a PowerOne
Energy Michigan
Engie Gas & Power LLC
ENGIE Gas & Power f/k/a Plymouth Energy
Everyday Energy, LLC d/b/a Energy Rewards
Felice, Lisa
First Energy
Forner, Phil
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy
Great Lakes Energy Cooperative
Great Lakes Energy Cooperative
Greenlight Energy Inc.
Gustafson, Lisa
Hillsdale Board of Public Utilities
HomeWorks Tri-County Electric Cooperative
HomeWorks Tri-County Electric Cooperative
Indiana Michigan Power
Indiana Michigan Power Company
Integrus Group
Interstate Gas Supply Inc
Interstate Gas Supply d/b/a IGS Energy
ITC Holdings
ITC Holdings
ITC Holdings

GEMOTION DISTRIBUTION SERVICE LIST

vanesetti@justenergy.com	Just Energy of Michigan Corporation
igoodman@commerceenergy.com	Just Energy Solutions
krichel@DLIB.INFO	Krichel, Thomas
dbodine@LIBERTYPOWERCORP.COM	Liberty Power
ham557@GMAIL.COM	Lowell S.
tlundgren@potomacclaw.com	Lundgren, Timothy
tcarpenter@mblp.org	Marquette Board of Light & Power
regulatory@medianenergy.com	Median Energy Corporation
suzy@megautilities.org	MEGA
dan@megautilities.org	MEGA
mmann@USGANDE.COM	Michigan Gas & Electric
VSTRetailReg@VistraCorp.com	Michigan Gas & Electric (US Gas & Electric)
shannon.burzycki@wecenergygroup.com	Michigan Gas Utilities Corporation
mrzwiwers@INTEGRYSGROUP.COM	Michigan Gas Utilities/Upper Penn Power/Wisconsin
kabraham@mpower.org	Michigan Public Power Agency
info@michigannaturalgasllc.com	Michigan Natural Gas, LLC
JHDillavou@midamericanenergyservices.com	MidAmerican Energy Services, LLC
JCAltmayer@midamericanenergyservices.com	MidAmerican Energy Services, LLC
LMLann@midamericanenergyservices.com	MidAmerican Energy Services, LLC
manderson@wpsci.com	Midwest Energy
mengels@wpsci.com	Midwest Energy
cdrys@wpsci.com	Midwest Energy
ljohnson@wpsci.com	Midwest Energy
dave.allen@TEAMMIDWEST.COM	Midwest Energy Cooperative
terry.rubenthaler@teammidwest.com	Midwest Energy Cooperative
kerri.wade@teammidwest.com	Midwest Energy Cooperative
Marie-Rose.Gatete@teammidwest.com	Midwest Energy Cooperative
meghan.tarver@teammidwest.com	Midwest Energy Cooperative
d.motley@COMCAST.NET	Motley, Doug
rarchiba@FOSTEROIL.COM	My Choice Energy
customerservice@nordicenergy-us.com	Nordic Energy Services, LLC
regulatory@nordicenergy-us.com	Nordic Energy Services, LLC
karl.j.hoesly@xcelenergy.com	Northern States Power
sarah.m.frazee@xcelenergy.com	Northern States Xcel
kbeattie@ntherm.com	nTherm, LLC
daho@ontorea.com	Ontonagon County Rural
esoumis@ontorea.com	Ontonagon County Rural Electric
regulatory@indraenergy.com	PALMco Energy MI, LLC d/b/a Indra Energy
mpauley@GRANGER.NET	Pauley, Marc
mmpeck@fischerfranklin.com	Peck, Matthew
bschlansker@PREMIERENERGYLLC.COM	Premier Energy Marketing LLC
manderson@wpsci.com	Presque Isle

GEMOTION DISTRIBUTION SERVICE LIST

mengels@wpsci.com
cdrys@wpsci.com
ljohnson@wpsci.com
MVanschoten@pieg.com
aberg@pieg.com
yesterdae@getprovision.com
johnbistranin@realgy.com
BusinessOffice@REALGY.COM
akeilson@genieretail.com
btrombino@rpaenergy.com
mvorabout@ses4energy.com
rabaey@SES4ENERGY.COM
ttynes@ses4energy.com
trish.mcfadin@southstarenergy.com
kejoseph@sparkenergy.com
cborr@WPSCI.COM

jbelec@stephenson-mi.org
kay8643990@YAHOO.COM
legal@symmetryenergy.com
regulatory@texasretailenergy.com
agilbert@cleanskyenergy.com
bessenmacher@tecmi.coop
president@tomorrowenergy.com
manderson@wpsci.com
mengels@wpsci.com
cdrys@wpsci.com
ljohnson@wpsci.com
mlindsay@uetllc.com
colleen.sipiorski@wecenergygroup.com
djmier@integrysgruop.com
James.Beyer@wecenergygroup.com
Richard.Stasik@wecenergygroup.com
nbell@upppo.com
jformol@upppo.com
ghaehnel@upppo.com
estocking@upppo.com
manager@villageofbaraga.org
Villagemanager@villageofclinton.org
VSTRetailReg@VistraCorp.com
jeinstein@volunteerenergy.com
leew@WVPA.COM
melissa.schauer@wecenergygroup.com
andrew.miller1@wecenergygroup.com
melissa.schauer@wecenergygroup.com

Presque Isle
Presque Isle
Presque Isle
Presque Isle Electric & Gas Cooperative, INC
Presque Isle Electric & Gas Cooperative, INC
Provision Power & Gas, LLC
Realgy Corp.
Realgy Energy Services
Residents Energy LLC
RPA Energy d/b/a Green Choice Energy
Santana Energy
Santana Energy
Santanna Natural Gas Corporation
SouthStar d/b/a Grand Rapids Energy
Spark Energy Gas, LP
Spartan Renewable Energy, Inc. (Wolverine Power Marketing Corp)
Stephenson Utilities Department
Superior Energy Company
Symmetry Energy Solutions, LLC
Texas Retail Energy, LLC
Tital Gas, LLC d/b/a CleanSkyEnergy
Thumb Electric Cooperative
Tomorrow Energy Corporation
Tri-County Electric
Tri-County Electric
Tri-County Electric
Tri-County Electric
United Energy Trading d/b/a Kratos Gas & Power
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Michigan Energy Resources Corporation
Upper Peninsula Power Company
Upper Peninsula Power Company
Upper Peninsula Power Company
Upper Peninsula Power Company
Village of Baraga
Village of Clinton
Viridian Energy PA, LLC
Volunteer Energy Services
Wabash Valley Power
We Energies
We Energies
Wisconsin Public Service

GEMOTION DISTRIBUTION SERVICE LIST

andrew.miller1@wecenergygroup.com

tking@WPSCI.COM

jbaumann@wpsci.com

cborr@wpsci.com

ddecouer@wpsci.com

bvalice@wpsci.com

Amanda@misostates.org

Deborah.e.erwin@xcelenergy.com

Michelle.Schlosser@xcelenergy.com

bryce.mckenney@nrg.com

Wisconsin Public Service

Wolverine Power

Wolverine Power

Wolverine Power

Wolverine Power

Wolverine Power

Wood, Amanda

Xcel Energy

Xcel Energy

Xoom Energy Michigan, LLC d/b/a Xoom Energy