



May 14, 2020

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 quarterly report pursuant to the Consumer Standards and Billing Practices for Electric and Natural Gas Service Rule 460.151.

Sincerely,

Denise Diz  
Sr. Executive Consumer Affairs Consultant

Enclosure

1st Quarter Report  
Form I  
Complaints/Hearings  
January - March 2020



	1/1/2020	2/1/2020	3/1/2020	Total	Comments
<b>Customer Service</b>					
A. Total customer contacts (Res and Non-Res)	2,462,524	2,769,783	2,465,889	7,698,196	
B. Total customer complaints	5,712	5,183	4,935	15,830	
<b>Customer Payment Performance</b>					
C. Number of customers paid by the due date	2,201,507	2,048,368	2,160,112	6,409,987	
D. Number of customers delinquent 30 days or more	104,739	106,097	102,177	313,013	
E. Number of customers delinquent 60 days or more	63,414	79,006	85,889	228,309	
F. Number of customers delinquent 90 days or more	567,125	537,472	543,377	1,647,974	
<b>Payment Plans and Settlements</b>					
G. Number of written settlement agreements	1	2	-	3	
H. Number of payment plan arrangements issued	3,198	3,491	3,204	9,893	
<b>Winter Protection Plan (WPP)</b>					
I. Total enrolled in program at the end of the month	419	400	332		Due to some customers coded as low-income and senior, the month end count is lower than the combined count
a. Number of low-income customers enrolled at end of month	315	311	257		
b. Number of seniors enrolled at end of month	119	95	84		
J. Number of defaults at end of month	146	126	123	395	
<b>Alternative Shutoff Protection Plan</b>					
K. Total enrolled in program at end of month	86,389	86,864	87,250		Non low-income and non-seniors are included in the month end count for Total enrolled in program
a. Number of low-income customers enrolled at end of month	57,748	59,025	58,653		
b. Number of seniors enrolled at end of month	26,976	25,936	25,576		
L. Number of defaults at end of month	13,142	10,939	10,797	34,878	
<b>Informal Hearings</b>					
M. Number of hearings requested	2	2	1	5	
N. Number of hearings scheduled	2	2	1	5	
O. Total number of hearing determinations issued	-	1	1	2	
a. Hearings resolved in favor of customer				-	
b. Hearings resolved in favor of company				-	
c. Hearings resolved in compromise		1	1	2	
P. Reasons for the hearings	Billing	Billing	Payment Plan	-	
<b>Shutoff Information</b>					
Q. Total discontinuation notices issued at end of month	179,572	173,794	123,613	476,979	
a. Electric	179,572	173,794	123,613	476,979	
b. Natural Gas				-	
R. Total of customers physically discontinued due to non-payment	20,525	20,460	12,901	53,886	
a. Electric	19,907	19,339	11,898	51,144	
b. Natural Gas	618	1,121	1,003	2,742	
S. Total of customers physically discontinued due to unauthorized use	2,570	1,787	2,073	6,430	
a. Electric	1,739	1,170	1,599	4,508	
b. Natural Gas	831	617	474	1,922	
T. Total of customers physically discontinued due to safety	-	-	-	-	
a. Electric				-	
b. Natural Gas				-	
U. Total of customers physically discontinued due to access	24	26	60	110	
a. Electric	-	-	-	-	
b. Natural Gas	24	26	60	110	
V. Total of customers physically discontinued due to "other" (*ADD new line for each reason)	-	-	-	-	
a. Electric				-	
b. Natural Gas				-	
W. Discontinuations prevented or restored due to "medical emergency"	151	141	65	357	
X. Discontinuations prevented or restored due to "critical care"	13	11	14	38	
Y. `	774,673	776,644	778,985		
<b>Restoration Information</b>					
Z. Total number of customers restored	15,205	16,789	11,384	43,378	
a. Electric	14,812	16,180	10,666	41,658	
b. Natural Gas	393	609	718	1,720	
AA. Total restored due to receiving assistance	489	444	323	1,256	
a. Electric	456	400	261	1,117	
b. Natural Gas	33	44	62	139	

1st Quarter Report  
 Form II  
 Complaints/Hearings  
 January - March 2020



<p>A complaint means a customer driven contact where corrective action occurs to resolve the matter.            -The Commission does not deem requests for information, service, routine information or explanation as a complaint.            -The Commission is aware that a customer may not be satisfied but accepts the utility information, explanation or verification.            -A complaint can be resolved on the first call.</p>	1/1/2020	2/1/2020	3/1/2020	Total	Comments
A. Billing	1,764	1,607	1,353	4,723	
B. Service	1,703	1,406	1,681	4,790	
C. Credit and Collection	572	661	705	1,938	
D. Other	1,673	1,509	1,196	4,378	
E. Freeform area, If complaint is not listed above, provide general description				-	
Total (To Form I, Line B)	5,712	5,183	4,935	15,830	