

HOUSE SUBSTITUTE FOR  
SENATE BILL NO. 864

A bill to amend 1939 PA 3, entitled

"An act to provide for the regulation and control of public and certain private utilities and other services affected with a public interest within this state; to provide for alternative energy suppliers; to provide for licensing; to include municipally owned utilities and other providers of energy under certain provisions of this act; to create a public service commission and to prescribe and define its powers and duties; to abolish the Michigan public utilities commission and to confer the powers and duties vested by law on the public service commission; to provide for the continuance, transfer, and completion of certain matters and proceedings; to abolish automatic adjustment clauses; to prohibit certain rate increases without notice and hearing; to qualify residential energy conservation programs permitted under state law for certain federal exemption; to create a fund; to provide for a restructuring of the manner in which energy is provided in this state; to encourage the utilization of resource recovery facilities; to prohibit certain acts and practices of providers of energy; to allow for the securitization of stranded costs; to reduce rates; to provide for appeals; to provide appropriations; to declare the effect and purpose of this act; to prescribe remedies and penalties; and to repeal acts and parts of acts,"

by amending sections 6e, 9q, and 10u (MCL 460.6e, 460.9q, and 460.10u), section 6e as added by 1980 PA 50, section 9q as added by 2009 PA 171, and section 10u as added by 2000 PA 141.

**THE PEOPLE OF THE STATE OF MICHIGAN ENACT:**

1           Sec. 6e. (1) ~~Three years after the effective date of section~~  
2 ~~6d,~~ **BY MARCH 25, 1983,** the standing committees of the legislature  
3 responsible for energy issues shall undertake a review and  
4 evaluation of the impact of section 6d and report to the  
5 legislature.

6           (2) The legislative committees shall hold a public hearing.  
7 Notice of the public hearing shall be given to interested parties  
8 who shall be given an opportunity to testify. Following the public  
9 hearing, the legislative committees shall prepare a report.

10          (3) The report shall be submitted to the clerk of the house  
11 and secretary of the senate and made available to all members of  
12 the legislature.

13          Sec. 9q. (1) A provider may shut off service temporarily for  
14 reasons of health or safety or in a state or national emergency.  
15 When a provider shuts off service for reasons of health or safety,  
16 the provider shall leave a notice at the premises.

17          (2) Subject to the requirements of this act, a provider may  
18 shut off or terminate service to a residential customer for any of  
19 the following reasons:

20           (a) The customer has not paid a delinquent account that  
21 accrued within the last 6 years.

22           (b) The customer has failed to provide a deposit or guarantee  
23 as required by the provider.

24           (c) The customer has engaged in unauthorized use of a  
25 provider's service.

26           (d) The customer has failed to comply with the terms and

1 conditions of a payment plan entered into with the provider in  
2 accordance with the provider's rules.

3 (e) The customer has refused to arrange access at reasonable  
4 times for the purpose of inspection, meter reading, maintenance, or  
5 replacement of equipment that is installed upon the premises or for  
6 the removal of a meter.

7 (f) The customer misrepresented his or her identity for the  
8 purpose of obtaining a provider service or put service in another  
9 person's name without permission of the other person.

10 (g) The customer has violated any rules of the provider so as  
11 to adversely affect the safety of the customer or other ~~persons~~  
12 **INDIVIDUALS** or the integrity of the provider's system.

13 (h) ~~A person~~ **AN INDIVIDUAL** living in the customer's residence  
14 meets both of the following:

15 (i) Has a delinquent account for service with the provider  
16 within the past 3 years that remains unpaid.

17 (ii) The ~~customer~~ **INDIVIDUAL** lived in the ~~person's~~ **CUSTOMER'S**  
18 residence when all or part of the debt was incurred. The provider  
19 may transfer a prorated amount of the debt to the customer's  
20 account, based upon the length of time that the ~~customer~~ **INDIVIDUAL**  
21 resided at the ~~person's~~ **CUSTOMER'S** residence. This subdivision does  
22 not apply if the ~~customer~~ **INDIVIDUAL** was a minor while living in  
23 the ~~person's~~ **CUSTOMER'S** residence.

24 (3) A provider shall not shut off service unless it sends a  
25 notice to the customer by first-class mail or personally serves the  
26 notice not less than 10 days before the date of the proposed  
27 shutoff. A provider shall maintain a record of the date the notice

1 was sent.

2 (4) Subject to the requirements of sections **9R AND 9s**, and ~~9r~~,  
3 a provider's governing body shall establish a policy to allow a  
4 customer the opportunity to enter into a payment plan for an amount  
5 owed to the provider that is not in dispute, if a customer claims  
6 an inability to pay in full. A provider is not required to enter  
7 into a subsequent payment plan with a customer until the customer  
8 has complied fully with the terms of an existing or previous  
9 payment plan unless the customer demonstrates a significant change  
10 in economic circumstances and requests a modification of the  
11 payment plan. A provider is not required to enter into a subsequent  
12 payment plan with a customer who defaulted on the terms and  
13 conditions of a payment plan within the last 12 months.

14 (5) A notice of shutoff under subsection (3) shall contain all  
15 of the following information:

16 (a) The name and address of the customer, and the address at  
17 which service is provided, if different.

18 (b) A clear and concise statement of the reason for the  
19 proposed shutoff of service.

20 (c) The date on or after which the provider may shut off  
21 service, unless the customer takes appropriate action.

22 (d) That the customer has the right to enter into a payment  
23 plan with the provider for an amount owed to the provider that is  
24 not in dispute and that the customer is presently unable to pay in  
25 full.

26 (e) The telephone number and address of the provider where the  
27 customer may make inquiry, enter into a payment plan, or file a

1 complaint.

2 (f) That the provider will postpone the shutoff of service if  
3 a certified medical emergency exists at the customer's residence  
4 and the customer informs and provides documentation to the provider  
5 of that medical emergency.

6 (g) That during the heating season the provider will postpone  
7 shutoff of service if a customer is an eligible low-income customer  
8 that enters into a winter protection payment plan with the provider  
9 and the customer provides documentation that the customer is  
10 actively seeking emergency assistance from an energy assistance  
11 program.

12 (h) The energy assistance telephone line number at the  
13 department of human services or an operating 2-1-1 system telephone  
14 number.

15 (6) Subject to the requirements of this act, a provider may  
16 shut off service to a customer on the date specified in the notice  
17 of shutoff or at a reasonable time following that date. If a  
18 provider does not shut off service and mails a subsequent notice,  
19 then the provider shall not shut off service before the date  
20 specified in the subsequent notice. Shutoff shall occur only  
21 between the hours of 8 a.m. and 4 p.m.

22 (7) A provider shall not shut off service on a day, or a day  
23 immediately preceding a day, when the services of the provider are  
24 not available to the general public for the purpose of restoring  
25 service.

26 (8) For an involuntary shutoff, at least 1 day before shutoff  
27 of service, the provider shall make ~~not fewer than~~ **AT LEAST 2**

1 attempts to contact the customer by 1 or more of the following  
2 methods:

3 (a) A personal or automated telephone call where direct  
4 contact is made with a member of the customer's household or a  
5 message is recorded on an answering machine or voice mail.

6 (b) First-class mail.

7 (c) A personal visit to the customer.

8 (d) A written notice left at or on the customer's door.

9 (e) Any other method approved by the commission for regulated  
10 utilities.

11 (9) A notice of shutoff sent under subsection (3) shall be  
12 considered as 1 attempt under subsection (8).

13 (10) The provider shall document all attempts to contact the  
14 customer under subsection (8).

15 (11) Immediately ~~preceding~~**BEFORE** the shutoff of service, an  
16 employee of the provider who is designated to perform that function  
17 may identify himself or herself to the customer or another  
18 responsible ~~person~~**INDIVIDUAL** at the premises and may announce the  
19 purpose of his or her presence.

20 (12) When a provider employee shuts off service, the employee  
21 shall leave a notice. The notice shall state that service has been  
22 shut off and shall contain the address and telephone number of the  
23 provider where the customer may arrange to have service restored.

24 (13) For an involuntary shutoff using meters with remote  
25 shutoff and restoration ability, at least 1 day before shutoff of  
26 service, the provider shall make at least 2 attempts to contact the  
27 customer by 1 of the methods listed in subsection (8). Any notice

1 shall state that the disconnection of service will be done remotely  
2 and that a provider representative will not return to the premises  
3 before disconnection. The provider shall document all attempts to  
4 contact the customer. If the provider contacts the customer or  
5 other responsible ~~person~~**INDIVIDUAL** in the customer's household by  
6 telephone on the day service is to be shut off, the provider shall  
7 inform the customer or other responsible ~~person~~**INDIVIDUAL** that  
8 shutoff of service is imminent and of the steps necessary to avoid  
9 shutoff. Unless the customer presents evidence that reasonably  
10 demonstrates that the claim is satisfied or is in dispute, or the  
11 customer makes payment, the employee may shut off service. If the  
12 provider complies with the notice requirements of this subsection,  
13 no further customer contact is required on the day service is to be  
14 shut off and the provider may shut off service.

15 (14) A provider shall not shut off service for any of the  
16 following reasons:

17 (a) The customer has not paid for concurrent service received  
18 at a separate metering point, residence, or location.

19 (b) The customer has not paid for service at a premises  
20 occupied by another person. A provider may shut off service in any  
21 of the following circumstances where proper notice has been given:

22 (i) If the customer supplies a written, notarized statement  
23 that the premises are unoccupied.

24 (ii) If the premises are occupied and the occupant agrees, in  
25 writing, to the shutoff of service.

26 (iii) If it is not feasible to provide service to the occupant  
27 as a customer without a major revision of existing distribution

1 facilities.

2 (iv) If it is feasible to provide service to the occupant as a  
3 customer without a major revision of existing distribution  
4 facilities and the occupant refuses to put the account in their  
5 name.

6 (15) After a provider has shut off service, it shall restore  
7 service upon the customer's request when the cause has been cured  
8 or credit arrangements satisfactory to the provider have been made.

9 (16) When a provider is required to restore service at the  
10 customer's meter manually, the provider shall make reasonable  
11 efforts to restore service on the day the customer requests  
12 restoration. Except for reasons beyond its control, the provider  
13 shall restore service not later than the first working day after  
14 the customer's request.

15 (17) For providers using meter technology with remote shutoff  
16 and restoration capability, service shall be restored on the first  
17 working day after the customer requests restoration, except in the  
18 case of documented equipment failure.

19 (18) The provider may assess the customer a charge for  
20 restoring service or relocating the customer's meter.

21 (19) **THE VULNERABLE HOUSEHOLD WARMTH FUND IS CREATED WITHIN**  
22 **THE STATE TREASURY. THE STATE TREASURER MAY RECEIVE MONEY OR OTHER**  
23 **ASSETS FROM ANY SOURCE FOR DEPOSIT INTO THE FUND. THE STATE**  
24 **TREASURER SHALL DIRECT THE INVESTMENT OF THE FUND. THE STATE**  
25 **TREASURER SHALL CREDIT TO THE FUND INTEREST AND EARNINGS FROM FUND**  
26 **INVESTMENTS. MONEY IN THE FUND AT THE CLOSE OF THE FISCAL YEAR**  
27 **SHALL BE REFUNDED AMONG EACH RATE SCHEDULE, BASED ON THE RATE**



1 SCHEDULES IN EFFECT WHEN THE MONEY WAS COLLECTED, PROPORTIONAL TO  
2 THE AMOUNT PAID BY EACH RATE SCHEDULE. THE COMMISSION SHALL ENSURE  
3 THAT EACH UTILITY REFUNDS THOSE AMOUNTS TO ITS CUSTOMERS. THE  
4 COMMISSION SHALL BE THE ADMINISTRATOR OF THE FUND FOR AUDITING  
5 PURPOSES.

6 (20) MONEY FROM THE FUND, UPON APPROPRIATION, SHALL BE USED TO  
7 PROVIDE PAYMENT OR PARTIAL PAYMENT OF BILLS FOR ELECTRICITY,  
8 NATURAL GAS, PROPANE, HEATING OIL, OR ANY OTHER TYPE OF FUEL USED  
9 TO HEAT THE PRIMARY RESIDENCE OF A VULNERABLE CUSTOMER DURING THE  
10 2011-2012 HEATING SEASON. A PAYMENT UNDER THIS SUBSECTION SHALL BE  
11 IN THE FORM OF A VOUCHER OR DIRECT PAYMENT TO THE UTILITY,  
12 PROVIDER, COOPERATIVE, OR DISTRIBUTOR OF FUEL. THE AMOUNT  
13 ACCUMULATED IN THE FUND SHALL NOT EXCEED \$48,000,000.00.

14 (21) THE DEPARTMENT OF HUMAN SERVICES AND THE COMMISSION SHALL  
15 ENSURE THAT, IN DISTRIBUTING MONEY FROM THE FUND, FIRST PRIORITY IS  
16 GIVEN TO HOUSEHOLDS THAT CONTAIN AT LEAST 1 OF THE FOLLOWING:

17 (A) A MINOR CHILD.

18 (B) AN ELIGIBLE SENIOR CITIZEN.

19 (C) A PARAPLEGIC, HEMIPLEGIC, QUADRIPLÉGIC, OR TOTALLY AND  
20 PERMANENTLY DISABLED INDIVIDUAL.

21 (22) AMOUNTS THAT WERE, BEFORE THE AMENDATORY ACT THAT ADDED  
22 THIS SUBSECTION, AUTHORIZED BY THE COMMISSION TO BE COLLECTED IN  
23 RETAIL RATES FROM THE CUSTOMERS OF AN ELECTRIC UTILITY OR NATURAL  
24 GAS UTILITY WITH MORE THAN 1,000,000 CUSTOMERS IN THIS STATE FOR  
25 CONTRIBUTION BY THE ELECTRIC UTILITY OR NATURAL GAS UTILITY TO FUND  
26 GRANTS AUTHORIZED BY THE COMMISSION IN THE JUNE 28, 2011 ORDER  
27 AWARDED LOW-INCOME ENERGY ASSISTANCE GRANTS IN DOCKET NO. U-13129

Senate Bill No. 864 (H-3) as amended December 15, 2011

1 ARE AUTHORIZED FOR A PERIOD COMMENCING WITH THE EFFECTIVE DATE OF  
 2 THE AMENDATORY ACT THAT ADDED THIS SUBSECTION, AND CONTINUING  
 3 THROUGH SEPTEMBER 30, 2012, OR UNTIL \$48,000,000.00 IS ACCUMULATED  
 4 IN THE FUND FROM RETAIL RATES OR APPROPRIATED FUNDS, WHICHEVER  
 5 OCCURS FIRST. AN ELECTRIC UTILITY OR NATURAL GAS UTILITY THAT  
 6 COLLECTS MONEY UNDER THIS SUBSECTION SHALL REMIT THAT MONEY TO THE  
 7 STATE TREASURER FOR DEPOSIT IN THE FUND ON A MONTHLY BASIS NO LATER  
 8 THAN 30 DAYS AFTER THE LAST DAY IN EACH CALENDAR MONTH. THE  
 9 COMMISSION SHALL ISSUE ORDERS NO LATER THAN SEPTEMBER 30, 2012  
 10 REDUCING THE RETAIL RATES OF AN ELECTRIC UTILITY OR NATURAL GAS  
 11 UTILITY THAT COLLECTS MONEY UNDER THIS SUBSECTION BY THE ANNUALIZED  
 12 AMOUNT [AUTHORIZED FOR COLLECTION BY THIS SUBSECTION AND] INCLUDED IN THE  
 13 RETAIL RATES OF EACH ELECTRIC UTILITY OR  
 14 NATURAL GAS UTILITY AS ESTABLISHED BY THE MOST RECENTLY COMPLETED  
 15 RATE CASE OF THE ELECTRIC UTILITY OR NATURAL GAS UTILITY BEFORE THE  
 16 EFFECTIVE DATE OF THE AMENDATORY ACT THAT ADDED THIS SUBSECTION.

16 (23) ~~(19)~~—As used in this section: ~~—"provider"~~

17 (A) "ELIGIBLE SENIOR CITIZEN" MEANS AN INDIVIDUAL WHO IS 65  
 18 YEARS OF AGE OR OLDER.

19 (B) "FUND" MEANS THE VULNERABLE HOUSEHOLD WARMTH FUND CREATED  
 20 IN SUBSECTION (19).

21 (C) "HEATING SEASON" MEANS THAT TERM AS DEFINED IN SECTION 9R.

22 (D) "PROVIDER" means a municipally owned electric or natural  
 23 gas utility.

24 (E) "TOTALLY AND PERMANENTLY DISABLED" MEANS A DISABILITY AS  
 25 DEFINED IN 42 USC 416.

26 (F) "VULNERABLE CUSTOMER" MEANS EITHER OF THE FOLLOWING:

27 (i) FOR AN ELECTRIC UTILITY, PROVIDER, COOPERATIVE, OR NATURAL

1 GAS UTILITY CUSTOMER, A CUSTOMER WHO MEETS BOTH OF THE FOLLOWING:

2 (A) HAS A HOUSEHOLD INCOME THAT DOES NOT EXCEED 60% OF THE  
3 STATE MEDIAN INCOME, OR RECEIVES ANY OF THE FOLLOWING:

4 (I) ASSISTANCE FROM A STATE EMERGENCY RELIEF PROGRAM.

5 (II) FOOD STAMPS.

6 (III) MEDICAID.

7 (B) HAS RECEIVED A SHUT-OFF NOTICE FROM THE ENERGY PROVIDER.

8 (ii) FOR A CUSTOMER WHO USES A FUEL OTHER THAN ELECTRICITY OR  
9 NATURAL GAS TO HEAT HIS OR HER RESIDENCE, A CUSTOMER WHO MEETS BOTH  
10 OF THE FOLLOWING:

11 (A) HAS A HOUSEHOLD INCOME THAT DOES NOT EXCEED 60% OF THE  
12 STATE MEDIAN INCOME, OR RECEIVES ANY OF THE FOLLOWING:

13 (I) ASSISTANCE FROM A STATE EMERGENCY RELIEF PROGRAM.

14 (II) FOOD STAMPS.

15 (III) MEDICAID.

16 (B) HAS RECEIVED NOTICE FROM THEIR DISTRIBUTOR OF FUEL THAT NO  
17 FURTHER DELIVERIES WILL BE MADE TO HIS OR HER RESIDENCE DUE TO  
18 NONPAYMENT OF PRIOR BILLS.

19 Sec. 10u. The commission shall ~~file~~ **COMPILE** a report ~~with the~~  
20 ~~governor and legislature~~ by February 1 of each year that **SHALL BE**  
21 **POSTED ON THE COMMISSION'S INTERNET WEBSITE AND DISSEMINATED BY ANY**  
22 **OTHER MEANS THAT THE COMMISSION DETERMINES WILL PROPERLY NOTIFY THE**  
23 **CITIZENS OF THIS STATE. A COPY OF THE REPORT SHALL BE PROVIDED TO**  
24 **THE GOVERNOR AND THE LEGISLATURE. THE REPORT** shall include all of  
25 the following:

26 (a) The status of competition for the supplying of electricity  
27 in this state.

1 (b) Recommendations for legislation, if any.

2 (c) Actions taken by the commission to implement measures  
3 necessary to protect consumers from unfair or deceptive business  
4 practices by utilities, alternative electric suppliers, and other  
5 market participants.

6 (d) Information regarding consumer education programs,  
7 approved by the commission, to inform consumers of all relevant  
8 information regarding the purchase of electricity and related  
9 services from alternative electric suppliers.