

RECEIVED
MICHIGAN PUBLIC SERVICE COMMISSION

FEB 06 2001

GAS DIVISION

Louise E. Davis
320 N. Delia St.
Ludington, MI 49431

Michigan Public Service Commission
Consumer Services Division
6545 Mercantile Way
Box 30221
Lansing, MI 48909

Dear Sir/Madam:

I am writing to ask for you help in the up coming increase in prices of electric and natural gas for home heating. From what I have heard and read the electric will double and the home heating has said double and upward. A small increase I can understand but double and upwards I cannot.

I am a retired person living on a fixed income and there is just no way my money will stretch this far. I know the retirees aren't the only ones that this will hit hard. I have a daughter, who is a single parent, raising a teenager making seven something an hour. At this point, she is still working but her hours have been cut from 40 hours a week to 30 hours a week and she is just barely making it now. I know there are allot of single family parents out there and are struggling now.

Also the price of the propane is completely out of sight. I have a son and daughter who both have families and heat with propane. One family can just add clothes and try to stay warm (and also have a wood stove) but the other family have small children and you just can't turn the heat down that far or you end up with doctor bills.

Please take this into consideration. As I say we aren't the only families just a tip of the iceberg and so many families are losing their jobs now also.

thank you.

Sincerely



Louise E. Davis



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director
February 21, 2001

Ms. Louise E. Davis
320 N. Delia Street
Ludington, MI 49431

Dear Ms. Davis:

Thank you for writing to the Michigan Public Service Commission (Commission) to express your concerns about the cost of propane and natural gas for heating as well as the cost of electricity.

While we do understand your concern about the increased costs for propane, it should be noted that the Commission has no authority to set prices for propane. Propane prices are subject to a number of influences such as the price of competing fuels, the distance propane has to travel to reach a customer, and the volume of propane used by a customer.

The Commission does, however, regulate natural gas companies and set rates that customers pay. But, most residential and small commercial customers in Michigan are in a very unique situation in that the frozen gas rates they are paying throughout this winter are significantly below rates other customers are paying for gas costs across the country. The national wholesale price for natural gas has more than tripled since last year ---- reaching a high this January of \$9.98 per Mcf. Reasons given for the national price increase include increased gas use in electric generating facilities and colder than normal weather across the country. Additionally, gas supplies have not been as available due to a slow down in gas exploration because of relatively low prices over the past several years. Added to the supply issue was the lower level of gas inventories in storage across the country at the beginning of the heating season. Therefore, the high demand for smaller supplies caused prices to increase.

The Commission also understands your concern about the potential 40-60% gas rate increases requested. It should be noted, however, that a decision has not been made on the requests. Therefore, your letter will be placed in the Consumers Energy Company case files, along with other customer letters, for review by the Commission.

Your request to place controls on electric rates was taken care of by Public Act 141 of 2000, Section 10D, which capped electric rates until December 31, 2003. So you can expect no increase in your electric rates in the near future.

The Commission has published the enclosed Consumer Alerts and publications to help customers conserve energy and reduce utility costs where possible. Included for your information are the following:

1. The 2000 Earned Income Credit Can Help Low Income Families Pay Their Utility Bills!
2. Are You Eligible For The 2000 Home Heating Credit?
3. Michigan Citizens Can Get Help With Heating Bills!

Should you have other questions or concerns about your utility services, you may write to the Commission at the above address, call us toll-free at 1-800-292-9555 or e-mail us at <http://cis.state.mi.us/mpsc>.

Sincerely

Sandra Philpott-Burke, Supervisor
Service Quality Section

cc: Docket File U-12766 (Michigan Consolidated Gas Company)
Enclosures

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle

John G. Strand
David A. Svanda
Robert B. Nelson

January 25, 2001

Public Service Commission
P.O. Box 30221
Lansing, Mi 48909

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Dear Commissioners,

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I hope that you will think of the working, the poor and the retired citizens. Please hold down the cost of our power and gas in the State of Michigan.

Sincerely,

Harold S. Wright



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

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P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle
John G. Strand
David A. Svanda
Robert B. Nelson

February 7, 2001

Ms. Harold D. Wright
3085 N. Genesee Rd.
Flint, MI 48506

Dear Mr. Wright:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

Most residential and small commercial customers in Michigan are in a very unique situation in that the frozen gas rates they are paying throughout this winter are significantly below rates other customers are paying for gas costs across the country. The national wholesale price for natural gas has more than tripled since last year ---- reaching a high this January of \$9.98 per Mcf. Reasons given for the national price increase include increased gas use in electric generating facilities and colder than normal weather across the country. Additionally, gas supplies have not been as available due to a slow down in gas exploration because of relatively low prices over the past several years. Added to the supply issue was the lower level of gas inventories in storage across the country at the beginning of the heating season which adversely impacted the market price.

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Should you have other questions or concerns about your gas service, you may write to us at the above address, call us toll-free at 1-800-292-9555 or e-mail us at <http://cis.state.mi.us/mpsc>.

Sincerely

Sandra Philpott-Burke, Supervisor
Service Quality Section

cc: Docket File U-12752 (Consumers Energy Company)
Docket File U-12766 (Michigan Consolidated Gas Company)

January 25, 2001

Public Service Commission
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Sincerely,

Stephen K. Rosnick



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle
John G. Strand
David A. Svanda
Robert B. Nelson

February 6, 2001

Mr. Stephen Krasnuik
1001 Sylvan Lane
Midland, MI 48640-2809

Dear Mr. Krasnuik:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

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Service Quality Section

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I hope that you will think of the working, the poor and the retired citizens. Please hold down the cost of our power and gas in the State of Michigan.

Sincerely,

Gene Zimm
8085 W. GENESEE RD
FLINT MI 48506 #105



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle
John G. Strand
David A. Svanda
Robert B. Nelson

February 6, 2001

Ms. Irene Zimm
3085 N. Genesee Rd., Apt. 105
Flint, MI 48506

Dear Ms. Zimm:

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Sincerely,

Dorothy Kania
41618 Harvard
Sterling Hts MI 48313
810-247-0019



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle

John G. Strand
David A. Svanda
Robert B. Nelson

February 6, 2001

Ms. Dorothy Kania
41618 Harvard
Sterling Heights, MI 48313

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Service Quality Section

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No address

January 25, 2001

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I hope that you will think of the working , the poor and the retired citizens. Please hold down the cost of our power and gas in the State of Michigan.

Sincerely,

Kobe Landry

No address

January 25, 2001

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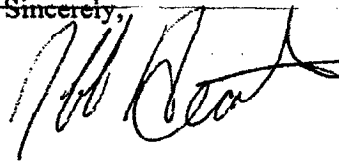
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State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

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(517) 241-6180

Commissioners
Laura Chappelle
John G. Strand
David A. Svanda
Robert B. Nelson

February 7, 2001

Mr. Jeff Heath
6456 Crestview Dr.
Holly, MI 48442

Dear Mr. Heath:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

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Sincerely,

Donald E. Canterbury
1461 IVA St
Burton, mi, 48509



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

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Commissioners
Laura Chappelle
John G. Strand
David A. Svanda
Robert B. Nelson

February 7, 2001

Mr. Donald E. Canterbury
1416 Iva Street
Burton, MI 48509

Dear Mr. Canterbury:

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Sincerely,

Robert M. Price
2301 Downpatrick
DAVISON MI 48423



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

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Commissioners
Laura Chappelle
~~John G. Strand~~
David A. Svanda
Robert B. Nelson

February 9, 2001

Mr. Robert M. Price
2307 DownPatrick
Davison, MI 48423

Dear Mr. Price:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

Most residential and small commercial customers in Michigan are in a very unique situation in that the frozen gas rates they are paying throughout this winter are significantly below rates other customers are paying for gas costs across the country. The national wholesale price for natural gas has more than tripled since last year ---- reaching a high this January of \$9.98 per Mcf. Reasons given for the national price increase include increased gas use in electric generating facilities and colder than normal weather across the country. Additionally, gas supplies have not been as available due to a slow down in gas exploration because of relatively low prices over the past several years. Added to the supply issue was the lower level of gas inventories in storage across the country at the beginning of the heating season which adversely impacted the market price.

While we do understand your concern about the potential 40-60% increases requested, it should be noted that the Commission has not made a decision on either of the requests. Therefore, your letter will be placed in the case files, along with other customer letters, for review by the Commission.

Should you have other questions or concerns about your gas service, you may write to us at the above address, call us toll-free at 1-800-292-9555 or e-mail us at <http://cis.state.mi.us/mpsc>.

Sincerely

Sandra Philpott-Burke, Supervisor
Service Quality Section

cc: Docket File U-12752 (Consumers Energy Company)
Docket File U-12766 (Michigan Consolidated Gas Company)

January 25, 2001

Public Service Commission
P.O. Box 30221
Lansing, Mi 48909

RECEIVED
MICHIGAN PUBLIC SERVICE COMMISSION

FEB 09 2001

GAS DIVISION

Dear Commissioners,

I have read in the local papers recently, and heard in the news of the planned increases by Consumers Energy and Mich Con. It is outrageous that these companies feel they can increase their cost to the general public 50-75%. I'm sure their costs have gone up the past three years but this increase is to the extreme. Most Michigan workers only receive a 3-4% increase each year. As a Michigan homeowner who is employed it would be a hardship to pay such exorbitant bills let alone our retired seniors on fixed incomes and the poor. We all know that this increase will affect every aspect of our economy in Michigan. Every business will be forced to raise prices. Our economy will slow down, more jobs will be lost. An increase of this magnitude would be detrimental to the financial health of the State of Michigan.

I hope that you will think of the working, the poor and the retired citizens. Please hold down the cost of our power and gas in the State of Michigan.

Sincerely,

Edward C. Rytlewski
1615 Cass Ave.
Bay City, MI 48708-8185



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners

John G. Strand
David A. Svanda
Robert B. Nelson

February 9, 2001

Mr. Edward C. Rytlewski
1615 Cass Avenue
Bay City, MI 48708-8185

Dear Mr. Rytlewski:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

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Sincerely

Sandra Philpott-Burke, Supervisor
Service Quality Section

cc: Docket File U-12752 (Consumers Energy Company)
Docket File U-12766 (Michigan Consolidated Gas Company)

January 25, 2001

RECEIVED
MICHIGAN PUBLIC SERVICE COMMISSION

FEB 12 2001

GAS DIVISION

Public Service Commission
P.O. Box 30221
Lansing, Mi 48909

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I hope that you will think of the working, the poor and the retired citizens. Please hold down the cost of our power and gas in the State of Michigan.

Sincerely,

Loe S. Bradley 3685 N Genesee Rd, Flint Mich. 48506
apt. 115 Kearsley Holly Villa,



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle
~~John G. Strand~~
David A. Svanda
Robert B. Nelson

February 12, 2001

Mr. and Mrs. Coe Bradley
3085 N. Genesee Rd., Apt. 115
Flint, MI 48506-2190

Dear Mr. and Mrs. Bradley:

Your letter to the Michigan Public Service Commission (Commission) regarding the proposed Consumers Energy Company and Michigan Consolidated Gas Company rate increases has been received. Recent media attention given to the two companies' gas cost increases are a result of the utilities' expanded gas customer choice pilot programs that included frozen rates that are beginning to expire. Two to three years ago, the Commission approved these programs which, among other things, froze rates for a three-year period.

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Sincerely

Sandra Philpott-Burke, Supervisor
Service Quality Section

cc: Docket File U-12752 (Consumers Energy Company)
Docket File U-12766 (Michigan Consolidated Gas Company)

2/30

2001001391A

PSB

CP INTERNET E-MAIL COMPLAINT

Date Received: 01/24/2001

AG No. 200101408

Internet ID No. 3854911368

Present Status: O - OPEN

Consumer Information

Name ALBANO, JEFF

Address 22151 W BRANDON

City, State, Zip FARMINGTON HILLS MI 48336

County 63 - OAKLAND

Home Phone No.

Work Phone No.

PS
JAN 30 2001

Primary Company Complained Against

Name CONSUMERS ENERGY

Address HIGHWAY ROBBERY

City, State, Zip DETROIT MI 48666

County 82 - WAYNE

Company Phone No.

Company Fax No.

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Phone No.

Company Fax No.

OFFICE OF THE
ATTORNEY GENERAL

FEB 01 2001

Complaint Information

Did you sign a contract? N Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? N Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year:

VIN No.:

Is there additional documentation being forwarded?

How?

PUBLIC SERVICE DIVISION
RECEIVED

Complaint Detail Information

I'd like to know what the State's Attourney General's office is going to do about the 100% rate increase planned by Consumer Power. Why can't this rate increase be spread over a coule of years!?

While John Engler was asleep in Washington - Consumers Power stuck it to us!!!!

Impeach Engler Now - - !

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



WILLIAM J. RICHARDS
Deputy Attorney General

P.O. Box 30212
LANSING, MICHIGAN 48909

JENNIFER MULHERN GRANHOLM
ATTORNEY GENERAL

RECEIVED
MICHIGAN PUBLIC SERVICE COMMISSION

FEB 20 2001

GAS DIVISION

Jeff Albano
22151 W. Brandon
Farmington Hills, Michigan 48336

Dear Mr. Albano:

I have received your letter regarding high gas bills that will be charged by Consumers Energy Company.

I am fully aware of the hardships created by recent rate increases that are being experienced by gas customers nationwide. Indeed, I receive many letters such as yours telling me of the particular problems that consumers in Michigan are facing. I firmly believe the utilities are able to provide adequate service at lower rates than they claim are necessary, and this office will take every possible action to ensure that utility costs are reasonable.

The rates and services of Consumers Energy Company are regulated by the Michigan Public Service Commission, which has established the Service Quality Section within its Gas Division to resolve citizen complaints regarding utility matters. The Service Quality Section may be reached by writing to: Michigan Public Service Commission, Gas Division, Service Quality Section, 6545 Mercantile Way, P.O. Box 30221, Lansing, MI 48909, or by calling its toll-free number (1-800-292-9555). You may also access information and complaint forms via the Internet at <http://www.cis.state.mi.us/mpsc>. In order to expedite consideration of your concerns, I am forwarding a copy of your letter directly to that office.

Sincerely yours,

JENNIFER M. GRANHOLM
Attorney General

c: Gas Division



State of Michigan
John Engler, Governor

Department of Consumer & Industry Services
Kathleen M. Wilbur, Director

Public Service Commission

6545 Mercantile Way
P.O. Box 30221
Lansing, MI 48909-7721
(517) 241-6180

Commissioners
Laura Chappelle

~~John G. Strand~~
David A. Svanda
Robert B. Nelson

February 21, 2001

Mr. Jeff Albano
22151 W. Brandon
Farmington Hills, MI 48336

Dear Mr. Albano:

Your correspondence to Attorney General Jennifer Granholm has been received at the Michigan Public Service Commission and is currently being investigated by Mr. Richard Knechtges of the Gas Division's Service Quality Section Staff. As soon as the investigation is completed you will be contacted by Mr. Knechtges about the resolution of your complaint. Should you have additional information to share regarding your complaint, please feel free to contact the Commission toll-free at 1-800-292-9555.

Sincerely,

Sandra Philpott-Burke, Supervisor
Service Quality Section
Gas Division