

May 22, 2026

Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Post Office Box 30221
Lansing, MI 48909

Re: Case No. U-21458 - In the matter, on the Commission's own motion, to require Consumers Energy Company to investigate and to submit a report to the Commission Staff regarding the utility's meter malfunctions, estimated billing practices, and delays in new service.

Dear Ms. Felice:

Enclosed for electronic filing is **Consumers Energy Company's Meter Estimate, New Service Installation, and Meter Failure Performance Report** in the above-captioned case. This is a paperless filing and is therefore being filed only in a PDF format.

Sincerely,

Bret A. Totoraitis
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Email: bret.totoraitis@cmsenergy.com

cc: Anne Armstrong, MPSC Staff
Julie Baldwin, MPSC Staff
Chris Forist, MPSC Staff

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission’s own motion,)
to require **CONSUMERS ENERGY**)
COMPANY to investigate and to submit a)
report to the Commission Staff regarding the)
utility’s meter malfunctions, estimated billing)
practices, and delays in new service.)

Case No. U-21458

**CONSUMERS ENERGY COMPANY’S METER ESTIMATE, NEW SERVICE
INSTALLATION, AND METER FAILURE PERFORMANCE REPORT**

I. BACKGROUND

On July 7, 2023, the Michigan Public Service Commission (“MPSC” or the “Commission”) issued an Order in Case No. U-21458 opening an investigation into customer complaints concerning Consumers Energy Company’s (“Consumers Energy” or the “Company”) electric meter malfunctions, electric estimated billing practices, and new electric and gas service delays. The Company submitted a report on those matters on August 4, 2023, and the Commission Staff (“Staff”) filed a response and recommendations on September 29, 2023.

The Commission issued an order in Case No. U-21502 on October 24, 2023 (“October 24 order”), directing Consumers Energy to show cause why it should not be found in violation of various Commission rules. The Company filed testimony and exhibits on November 14, 2023, as directed by the Commission’s October 24 order. Staff, the Michigan Department of Attorney General and Consumers Energy were parties in the case. The parties submitted a settlement agreement resolving all issues in Case No. U-21502, and the Commission issued an order on May 23, 2024, approving the settlement agreement.

Stipulation four of the settlement agreement requires Consumers Energy to submit a report semi-annually for two years demonstrating the Company’s performance related to consecutive meter reading, new electric and gas service installations, and electric meter failures. The settlement agreement states that the report is to be filed in the docket for Case No. U-21458. The Company provides this information as specified in the settlement agreement.

II. CONSECUTIVE METER READING PERFORMANCE

	Number of Customers Receiving Consecutive Estimated Bills
3 to 6 Months	193
7 to 9 Months	33
10 to 12 Months	10
Over 12 Months	17
Total	253

Electric Consecutive Estimates by Months Estimated as of April 30, 2026

Reason	Number of Occurrences¹
Non-Communicating Meters ²	19,690
Dog	272
Entry Refused	10
Locked	170
Meter/Premise Inaccessible	1,451
Not Attempted	0
Other ³	2,698
Total	24,291

Estimated Electric Meter Reads by Reason: November 1, 2025 – April 30, 2026

¹ Number of Occurrences represents the number of estimated reads, not consecutive estimates. Note that some customers have multiple meters or may be estimated more than once during this six-month period.

² Estimates with reason code ‘Non-Communicating Meters’ include meter malfunctions

³ Estimates with reason code ‘Other’ include all other factors causing an estimate outside of the typical reason codes provides. Some examples of scenarios captured in this category include weather, premise vacant, electronic error, customer enrolled postcard program, and unexpected situation.

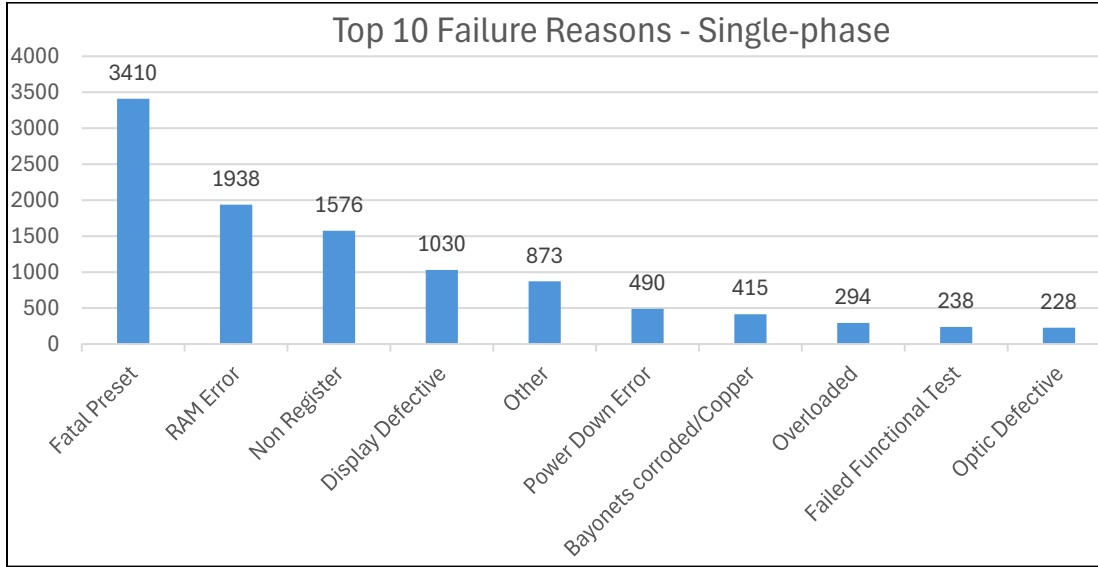
III. NEW ELECTRIC AND GAS SERVICE INSTALLATION PERFORMANCE

Service Installation Factor	Electric	Gas
November 2025	92.6%	91.6%
December 2025	95.4%	94.0%
January 2026	96.4%	90.2%
February 2026	91.2%	75.1%
March 2026	97.3%	97.7%
April 2026	95.4%	99.2%

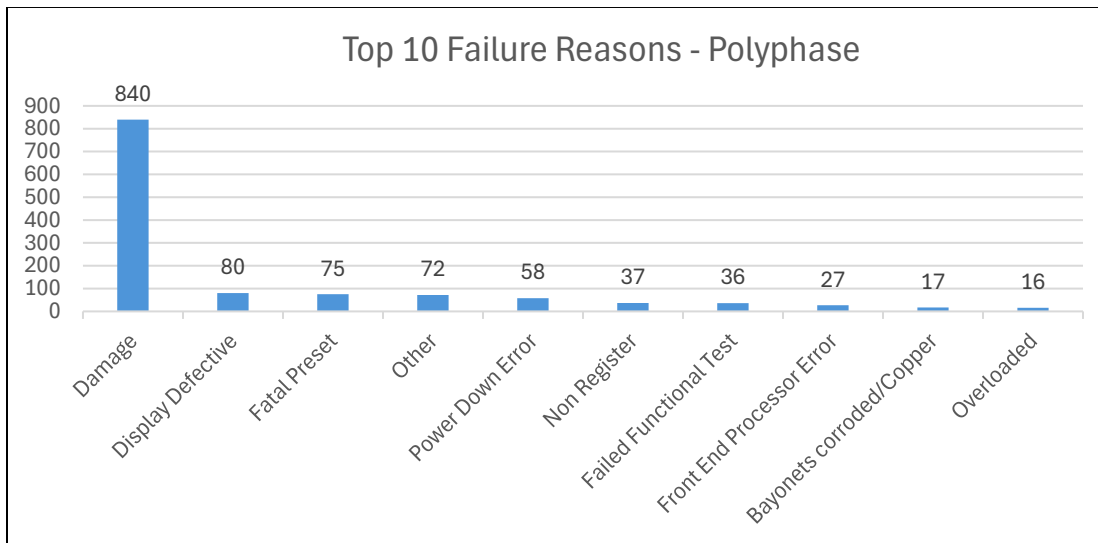
Electric and Gas New Service Installation Factor: November 1, 2025 – April 30, 2026

New gas service installation performance was below the 90% target in February 2026 primarily due to extreme winter conditions. Prolonged sub-zero temperatures and deep frost significantly reduced equipment effectiveness and slowed construction productivity, resulting in a backlog of delayed orders. In response, Consumers Energy elevated organizational awareness of February performance and implemented structured start-of-day and end-of-day alignment discussions to reinforce accountability and ensure consistent execution of each work order. The Company also proactively developed plans to advance work ahead of anticipated adverse weather conditions and adjusted workloads in advance of holiday periods to support timely completion. These operational adjustments strengthened coordination, improved field execution, and enhanced resource utilization. As a result, measurable improvements in performance have been observed in March, April, and May, reflecting greater operational stability and recovery. The Company has achieved a year-to-date performance of 90.6% as of May 19, 2026, and remains on track to exceed the 90% performance target for 2026.

IV. ELECTRIC METER FAILURE PERFORMANCE



Top Ten Electric Single-Phase Meter Failures: November 1, 2025 – April 30, 2026⁴



Top Ten Electric Poly-Phase Meter Failures: November 1, 2025 – April 30, 2026⁵

Respectfully submitted,

CONSUMERS ENERGY COMPANY

⁴ Total electric single-phase meter failures during this period are 11,189meters. The top ten failure reasons account for 93.77% of failures; the remaining 697 failures are attributed to 16 additional reasons.

⁵ Total electric poly-phase meter failures during this period are 1,478 meters. The top ten failure reasons account for 97.0% of failures; the remaining 45 failures are attributed to 10 additional reasons.