

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

* * * * *

In the matter, on the Commission's own motion,	)	
to establish a workgroup to review the rules	)	
governing the Consumer Standards and Billing	)	Case No. U-22237
Practices of Electric and Natural Gas Service	)	
and to recommend potential improvements to	)	
the rules.	)	

At the October 15, 2026 meeting of the Michigan Public Service Commission in Houghton,
Michigan.

PRESENT: Hon. Daniel C. Scripps, Chair
Hon. Katherine L. Peretick, Commissioner
Hon. Shaquila Myers, Commissioner

ORDER

This order opens a new docket to direct the Commission Staff (Staff) to work with industry and interested parties on revising the Consumers Standards and Billing Practices for Electric and Natural Gas Service (Billing Rules), Mich Admin Code, R 460.101 through R 460.169.¹ The Commission finds that the Billing Rules are ripe for review after receiving numerous comments from interested parties on the need to review and modernize the Billing Rules and recognizing that a decade has lapsed since the last comprehensive and structural review.

¹ Because the critical care customer shutoff protection under Mich Admin Code, R 460.130a (Rule 30a) is already undergoing a rulemaking process in Case No. U-21939 and regulated electric and natural gas utilities are updating their Extreme Weather Conditions policies under Mich Admin Code, R 460.134 (Rule 34) pursuant to the July 16, 2026 order in Case No. U-20140, the rulemaking process for the Billing Rules in this docket does not include Rule 30a and Rule 34.

The Commission is opening this docket to establish a workgroup, to be led by Staff experts from the Commission's Customer Assistance Division, for the purpose of developing a proposed redline version of the revised ruleset to be submitted to the instant docket. The workgroup, in this regard, is directed to analyze and review the protections under the Billing Rules to address:

(1) concerns raised with the current rules; (2) outdated references to technology, data management, and customer communication practices and preferences; and (3) new initiatives and trends through the proposal of new rules. Once completed, the Staff shall file a preliminary report in the docket that outlines the workgroup's efforts and provides a proposed redline version of the ruleset.

This workgroup should look to other states and expert sources for best practices and optimal standards regarding the ruleset. In particular, the workgroup will consider current and probable future technological advances in electric and natural gas services and will recommend changes to the standards in keeping with those advances. The workgroup will also recommend revisions to the current language of the Billing Rules that may be vague, outdated, or inconsistent. While the workgroup will not engage in official rulemaking activities, the Commission's goal is that input from the workgroup will provide a foundation for potential future rule changes that are flexible and responsive to changing technology and that ensure safe and reliable electric and natural gas services.

The Commission directs the Staff to form a collaborative workgroup consisting of utilities, customer protection advocates, and other interested parties for the purpose of developing a proposed redline version of the ruleset that will be submitted to the docket. In addition, the Staff

shall seek to publicize workgroup meetings and other activities through the Commission's website,² applicable listservs, and other communication channels as appropriate.

THEREFORE, IT IS ORDERED that:

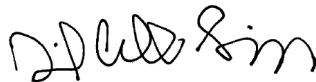
A. The Commission Staff shall form a workgroup that includes industry leaders and other interested parties to review the Consumer Standards and Billing Practices for Electric and Natural Gas Service, Mich Admin Code, R 460.101 through R 460.169, as outlined in this order.

B. Following the completion of the review, the Commission Staff shall file a preliminary report in this docket that outlines the workgroup's efforts and provides a proposed redline version of the revised ruleset.

² Information regarding the workgroup will be publicly available at: <https://www.michigan.gov/mpsc/commission/workgroups/billing-rules-review> (last accessed October 15, 2026).

The Commission reserves jurisdiction and may issue further orders as necessary.

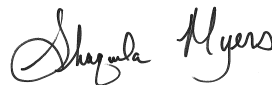
MICHIGAN PUBLIC SERVICE COMMISSION



Daniel C. Scripps, Chair

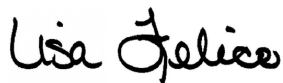


Katherine L. Peretick, Commissioner



Shaquila Myers, Commissioner

By its action of October 15, 2026.



Lisa Felice, Executive Secretary

PROOF OF SERVICE

STATE OF MICHIGAN)

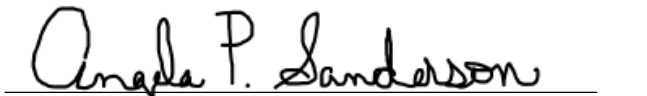
Case No. U-22237

County of Ingham)

Brianna Brown being duly sworn, deposes and says that on October 15, 2026 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 October 2026.


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

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