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EXECUTIVE SUMMARY

This annual report of the Michigan Public Service Commission (MPSC or Commission) is developed in accordance with Section 5a of Public Act 3 of 1939, as amended, MCL 460.5a, and provides a summary of the Commission's activities.

The year 2023 marked 150 years of regulation for the MPSC, with a continued focus on safe, reliable, and accessible energy and telecommunications services at reasonable rates. The Commission expanded on its public engagement and outreach efforts for increased customer engagement and partnerships with community organizations, and continued its commitment to addressing matters of diversity, equity and inclusion. The Commission also issued the final report of the MI Power Grid initiative, with implementation efforts ongoing.

The Commission completed multiple rate cases and other proceedings; issued 382 orders and minute actions; held several public hearings, meetings, and public forums; and managed over 9,400 filings and comments.

The Low-Income Energy Policy Board, in coordination with the Energy Affordability and Accessibility Collaborative subcommittees and the Energy Waste Reduction Low-Income workgroup, continued to address the Commission's ongoing strategies for moving toward the goal of reducing the number of customers with unsustainable energy burdens. Staff continued to collect shut off and arrearage data monthly from all the regulated utilities, managed the Michigan Energy Assistance Program, and continued to promote the Lifeline and Affordable Connectivity Programs. The MPSC also provided direct support to Michigan residents and businesses having problems with utility bills or service.

The Commission is in the midst of a broad effort to improve the reliability of the state's power grid and to make it more resilient against the increasingly frequent and severe storms that are associated with climate change. In 2023, the Commission took several actions aimed at improving electricity system reliability and resilience. Further actions will continue in 2024 and beyond.

This report details these and the many other activities and accomplishments from 2023.



