

CUSTOMER COMPLAINTS CAN BEGIN WITH EITHER THE UTILITY OR THE MPSC

PUBLIC UTILITY

GENERAL COMPLAINT (R 460.150)¹

All public utilities are required to accept, investigate, and respond to complaints, resolving them when possible.

A utility shall provide customers who are not satisfied with the resolution of the complaint with (1) information on how to contact the MPSC, and (2) the details regarding rights of customers to request an *informal customer hearing* with the utility under Rule 54 (R 460.154)¹.

INFORMAL CUSTOMER HEARINGS (R 460.155)¹

Once a customer requests an *informal customer hearing* with the utility, the utility must schedule an informal hearing within 10 days* and hold it within 45 days*. During this time the utility is (in general) not allowed to shut off power as long as any undisputed billing amounts continue to be paid. The customer will present evidence and testimony before an impartial hearing officer, who determines the outcome of the proceeding.

* business days

(R 460.157)

Once a determination is made, either party may appeal the hearing officer's decision to the MPSC within 15 days*.

* business days

(R 460.165)

A MPSC regulation officer will determine any appeal to the hearing officer's decision. The decision can be further appealed by the filing of a *formal complaint* with the MPSC.

MI PUBLIC SERVICE COMMISSION (MPSC)

MPSC Informal Complaint (R 792.10440)²

A utility customer can call the MPSC at any time to make a general complaint. You can contact the MPSC by clicking [HERE](#).

You can also call them at 1-800-292-9555. They will give you guidance on how to best proceed. If you ask them, they can contact the utility on your behalf. Ask them about all options you might have in getting your concern addressed.

MPSC Formal Complaint (R 792.10441)²

A formal complaint is a special type of complaint where a utility customer is asking for a **formal hearing that takes place in Lansing**. A formal hearing takes place in a trial-like proceeding before an ALJ (Administrative Law Judge).

It's suggested to first lodge an informal complaint, but a formal complaint can be filed at any time. There is no cost associated with filing for a formal complaint or attending the actual hearing. However, you will incur travel expenses for coming to Lansing and for legal fees (if any; you need not hire a lawyer). You can withdraw your request at any time.

When filing for a formal hearing³ be clear that you want a hearing before a judge and can state the law, rules, or regulations that the utility is breaking. If you don't, your request for a formal hearing may be rejected. Nothing prohibits you from amending and refileing a complaint. For details on filing a formal complaint click [HERE](#).

³ Formal hearings with the MPSC are legal proceedings. This chart is for reference only and should **not** be considered as legal advice.

¹ For full text / rules on *Consumer Standards & Billing Practices*, click [HERE](#)

² For *Practice and Procedures Before the Commission (MPSC) Part 4*, click [HERE](#)