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MPSC Directs DTE Energy, Consumers Energy Company to File Proposed Customer Data Privacy Tariffs for Gas and Electric Service

June 28, 2013 – The Michigan Public Service Commission (MPSC) today gave DTE Gas Company, DTE Electric Company and Consumers Energy Company 60 days to file tariffs that contain privacy policies that comport with the privacy framework set out previously by the MPSC as [modified today](#). Interested parties may comment on the utilities' proposed privacy policies during a 30-day comment period.

“Utility customers deserve assurance that their personal information is collected, used and disclosed appropriately,” said MPSC Chairman John D. Quackenbush. “It became clear to the Commission that privacy policies should encompass all customer information possessed by both gas and electric utilities, not just customer usage information collected through advanced metering infrastructure (AMI).

“While Michigan utilities have been conscientious about protecting their customers' information, the Commission recognizes that customers are generally unaware of, or do not have access to, internal utility policies and practices. Transparency about what a provider's privacy policy actually entails is an essential part of the process of implementing a reasonable and enforceable privacy framework.”

On Oct. 31, 2012, the Commission issued an order that directed Consumers Energy Company and The Detroit Edison Company (now known as DTE Electric Company) to provide comments on a customer privacy framework that the Commission proposed after a review of best practices. In addition, the companies were directed to respond to several questions related to customer data privacy.

[Exhibit A](#) of today's order contains a model privacy policy created by the MPSC staff that clarifies the data privacy framework set forth in the Oct. 31, 2012 order modified by today's MPSC order.

The affected utilities will provide customers with a notice of opportunity to comment through a billing insert or statement on the bill referencing Case No. U-17102.

Today's order also encourages other regulated utilities to recognize the importance of data and personal information privacy to their customers and consider submitting a tariff concerning customer data privacy in their next rate case filings.

The MPSC is an agency within the Department of Licensing and Regulatory Affairs.

Case No. U-17102

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