LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-A002

SUBJECT

Pre-Event - LRS Customers Contacted During Event

REQUEST

Were LRS customers contacted during the event (as compared with pre-event notification)?

a. If so, how many LRS customers were contacted?

b. By what means were they contacted?

c. What information was contained and/or requested in the contacts?

d. If not, fully explain why not.

RESPONSE

In accordance with the LUMA ERP and stated in LUMA's response to RFI-LUMA-MI-2022-0003-20221118-PREB-A001, LUMA contacted all LRS customers through pre-event phone calls and communications. Due to the commitment to address incoming customer inquiries during the storm, LUMA did not perform a second round of outbound communications to LRS customers during the event.

LUMA's initial contact with customers during the pre-event stage was to advise LRS customers and to ensure they took precautions for their safety and well-being. Pre-event communications confirmed LRS customers could withstand several days without power and provided resources should their conditions change.

a. LUMA employees responded to all LUMA customers throughout the duration of the storm. Systems used to track customer contacts do not indicate if the customer is a LRS customer. Therefore, this data is not available.

b. The LUMA customer contact personnel were operational and available to all customers throughout the storm. LRS customers and all LUMA customers received support via access to the LUMA Customer Contact Center phone line, LUMA email address, and social media comments and messages. All customers were notified of these resources in pre-event communications and were reiterated regularly throughout the storm.

c. LUMA customers, including LRS customers, were supported on a case-by-case basis as their inquiries were received.

d. As stated in LUMA's response to RFI-LUMA-MI-2022-0003-20221118-PREB-A001, LRS customers confirmed their safety through pre-event communications. LUMA customer contact personnel were operating and available throughout the storm to all customers, including LRS customers. Proper response and support were provided to all LUMA customers, including LRS customers, by LUMA Customer Experience employees.