

VAPS Annual Report  
 2018 Code of Conduct Complaint Summary  
 -CONFIDENTIAL-

Attachment 2

Item	Complaint Number	Complaint Filed By	Complaint Date	Complaint Type	Complaint Description	Section of Code of Conduct	Resolution/Result Summary
1	18-F-065	MCL	6/27/18	Formal	Possible Billing Rules Violation - Appliance program still billing while on Care Plan.	Complaint did not involve application of the Code of Conduct but did involve an unregulated program. Customer did not give consent for a partial payment to be applied for the unregulated service (ie. ASP) before being applied first to the bill for regulated service (utility).	Credited customer for ASP charges.

1 Total Complaints 2018

# Redaction Log

Total Number of Redactions in Document: 1

## Redaction Reasons by Page

Page	Reason	Description	Occurrences
1	MCL 15.243(1)(a)	(4)(a) Information of a personal nature if public disclosure of the information would constitute a clearly unwarranted invasion of an individual's privacy	1

## Redaction Log

### Redaction Reasons by Exemption

Reason	Description	Pages (Count)
MCL 15.243(1)(a)	(4)(a) Information of a personal nature if public disclosure of the information would constitute a clearly unwarranted invasion of an individual's privacy	1(1)