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September 23, 2025

Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
3rd Floor
Lansing, MI 48917

Re: Case No. U-12270

Dear Ms. Felice:

Enclosed for electronic filing is Midwest Energy & Communications' updated Service Quality and Reliability Standards for Electric Utilities R460.731 Annual Report. If you have any questions, please contact me.

Sincerely,

Dykema Gossett PLLC

Richard J. Aaron

Digitally signed by: Richard J. Aaron
DN: CN = Richard J. Aaron email = raaron@dykema.com C = AD O = Dykema OU = Dykema
Date: 2025.09.23 16:59:03 -04'00'

Richard J. Aaron

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MPSC Service Quality and Reliability Standards for Electric Utilities R460.731 Annual Report
Utility or Cooperative: Midwest Energy Cooperative
Year: 2024

SUMMARY TABLE R460.732(s)

Performance Measurement	Meter Reading Factor R460.732 (a)	New Service Installation Factor R460.732(b)	Wire Down Relief Factor R460.732 (c)		Outage Restoration				CEMI4	
					All Conditions R460.732 (d)	Normal Conditions R460.732 (e)	Gray-Sky Conditions R460.732 (f)	Catastrophic Conditions R460.732 (g)	Sustained Interruptions R460.732 (h)(i)	
	Meter Reading Factor (Percentage)	*New Services Installed in 15 Business Days or Less (Percentage)*	*The percentage of the first responder guarded downed wires that are relieved by an electric utility representative within 120 minutes after notification in MSAs.*	*The percentage of the first responder guarded downed wires that are relieved by an electric utility representative within 180 minutes after notification in non-MSAs.*	*Percentage of Customers Restored in 36 Hours or Less*	*Percentage of Customers Restored in 8 Hours or Less*	*Percentage of Customers Restored in 24 Hours or Less*	*Percentage of Customers Restored in 48 Hours or Less*	*Percentage of Customers Served Experiencing 4 or More Sustained Interruptions*	*Number of Customers Experiencing 4 or More Sustained Interruptions*
Utility or cooperative performance during year	99.5%	99.0%	Exempt for 2024 - Case No. 21509	Exempt for 2024 - Case No. 21510	99.98	99.37	99.29	100%	18.93	7,048
MPSC Annual Performance Standard	95% or more	90% or more completed within 15 business days	90% or more within 120 minutes in MSAs	90% or more within 180 minutes in non-MSAs	90% or more customers restored in 36 hours or less	90% or more customers restored in 8 hours or less	90% or more customers restored in 24 hours or less	90% or more customers restored in 48 hours or less	6% or less before 2030; 5% or less in 2030 or later	
Did utility or cooperative comply with performance standard (Yes/No)	Yes	Yes								

A detailed explanation of the steps the electric utility or cooperative is taking to bring its performance to an	See attached narrative.

CUSTOMER CREDITS PROVIDED DURING THE YEAR

Item	Sector	Number of credits provided	Total Customer Credits ($) (1)
Customer Credits Provided for Failure to Restore Service within 96 Hours of the Start of Sustained Interruption during Catastrophic Conditions R460.732(i)	***Residential***	Exempt with No Expiration- Case No. U-21414	
	Commercial	Exempt with No Expiration- Case No. U-21414	
	Industrial	Exempt with No Expiration- Case No. U-21414	
Customer Credits Provided for Failure to Restore Service within 48 Hours of the Start of Sustained Interruption during Gray Sky Conditions R460.732(j)	***Residential***	Exempt with No Expiration- Case No. U-21414	
	Commercial	Exempt with No Expiration- Case No. U-21414	
	Industrial	Exempt with No Expiration- Case No. U-21414	
Customer Credits Provided for Failure to Restore Service within 16 Hours of the Start of Sustained Interruption during Normal Conditions R460.732(k)	***Residential***	Exempt with No Expiration- Case No. U-21414	
	Commercial	Exempt with No Expiration- Case No. U-21414	
	Industrial	Exempt with No Expiration- Case No. U-21414	
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	***Residential***	Exempt with No Expiration- Case No. U-21414	
	Commercial	Exempt with No Expiration- Case No. U-21414	
	Industrial	Exempt with No Expiration- Case No. U-21414	

WORST PERFORMING CIRCUITS DURING THE YEAR

1. For each electric utility with 1,000,000 or more customers, a list of its 10 worst performing circuits for the prior year in terms of SAIDI and SAIFI. For each listed circuit, provide the following information below. R460.732(m) and R 460.732 (o). Please see the definition of "circuit" below in8)(.
2. For each electric utility or cooperative with less than 1,000,000 customers, a list of the worst performing 1% of circuits for the prior year in terms of SAIDI and SAIFI. For each listed circuit, provide the following information below. R460.732(n) and R 460.732 (o). Please see the definition of "circuit" below in (8).

Worst performing circuit(s) by SAIDI excluding major event days (MEDs) (7), (8), (11)

	Circuit 1	Circuit 2	Circuit 3	Circuit 4	Circuit 5	Circuit 6	Circuit 7	Circuit 8	Circuit 9	Circuit 10
Circuit Name	141 Circuit									
Circuit Number	141									
Location of Circuit - zip codes (2)	49031, 49095									
Circuit Length (miles)	24.94 Miles									
SAIDI excluding MEDs	1002.04									
SAIFI excluding MEDs	4.34									
SAIDI all conditions	1003.08									
SAIFI all conditions	4.36									
Number of Customers Served	410									
Substation Name	Calvin Substation									
Last Circuit Trim (year) (3)	2020									
List of Outages and Causes (can be put on a separate page) (4)	n/a % of customers out does not meet the definition of a major interruption									
Corrective action to improve performance (can be put on a separate page)	• Tree trimming for this circuit is currently underway and will be fully completed by Q2 of 2025. • The poles on this circuit have been tested and are selected for replacement.									

Worst performing circuit(s) by SAIFI excluding MEDs (7), (8), (11)

	Circuit 1	Circuit 2	Circuit 3	Circuit 4	Circuit 5	Circuit 6	Circuit 7	Circuit 8	Circuit 9	Circuit 10
Circuit Name	141 Circuit									
Circuit Number	141									
Location of Circuit - zip codes (2)	49031, 49095									
Circuit Length (miles)	24.94 Miles									
SAIFI excluding MEDs	4.34									
SAIDI excluding MEDs	1002.04									
SAIFI all conditions	4.36									
SAIDI all conditions	1003.08									
Number of Customers Served	410									
Substation Name	Calvin Substation									
Last Circuit Trim (year) (3)	2020									

List of Outages and Causes (can be put on a separate page) (4)	n/a % of customers out does not meet the definition of a major interruption									
Corrective action to improve performance (can be put on a separate page)	▪ Tree trimming for this circuit is currently underway and will be fully completed by Q2 of 2025. ▪ The poles on this circuit have been tested and are selected for replacement.									

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	22.59	77.41	55.17	31.77	18.93	10.94	5.65	2.28	0.77	0.36	0.05

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	19.57%
	CELID24hours	1.62%
	CELID48hours	0.00%

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	Exempt for 2024 - Case No. 21509

System-wide SAIDI, SAIFI, and CAIDI (9)

Year	**All conditions**						**Excludes MEDs** (11)					
	SAIDI		**SAIFI**		**CAIDI**		**SAIDI**		**SAIFI**		**CAIDI**	
	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average
2024	577.63	627.59	2.08	2.29	277.66	270.76	268.40	297.90	1.53	1.72	174.52	174.76
2023	561.20	597.78	1.93	2.27	290.13	258.39	286.76	328.13	1.65	1.79	173.62	187.95
2022	765.63	561.99	2.74	2.33	279.34	234.80	310.18	336.75	1.94	1.87	184.39	189.12
2021	859.33	348.84	2.80	1.77	307.56	157.96	318.62	364.39	1.71	1.99	170.63	183.88
2020	374.18	421.24	1.88	2.14	199.09	197.23	305.55	373.07	1.79	2.02	170.63	189.02

Power Quality information (10)

Power quality information shall contain data on: a) all power quality investigations conducted in the past year for industrial customers who have requested a power quality investigation as a result of an event originating from utility equipment; and b) power quality investigations conducted in the past year into any power quality event that resulted in at least ten residential customers submitting a complaint, claim, or notification to the utility stating that appliances, equipment, or wiring were damaged. (Can be put on a separate page or pages.)	None

DEFINITIONS AND NOTES

(1) Total customer credits means the dollar amount of customer credits provided on customer bills during the year.

(2) "Location of Circuit - zip codes" refers to the zip codes where spans of the circuit are located.

(3) "Last circuit trim (year)" is the last year there was trimming on the circuit as part of a normal tree trim cycle (not reactive trimming)

(4) "List of outages and causes" - please discuss outages that meet the definition of a "major interrupton" as defined by R 460.3102(j)

(5) For CEMI0 through CEMI10+ reporting, please provide percentages. Reporting should be all conditions.

(6) For CELID reporting, please provide percentages. Reporting should be all conditions and follow the definition of CELID Single Interruption Duration per IEEE 1366-2022 section 4.2.8. Do not double count multiple outages of that fall within the same time bracket. For example, a customer experiencing two nine-hour outages should only be reported once in CELID8hrs. Longer outages may qualify for inclusion in multiple CELID metrics. For example, a customer experiencing a 30-hour outage may be reported in CELID8hrs and CELID24hrs.

(7) For the worst performing circuits sections, SAIDI and SAIFIshould be calculated on a system basis. Worst performing circuits operated by utilities and cooperatives with less 1,000,000 customers should not be compared to worst performing circuits that are operated by utilities with 1,000,000 or more customers.

(8) For the worst performing circuits sections, a circuit is defined as a substation feeder or line exit from a substation serving at least 10 metered customers.

(9) The system-wide SAIDI, SAIFI, and CAIDI data is requested pursuant to MCL 460.55 and the July 7, 2023 order in Case No. U-12270.

(10) Power quality information is being requested pursuant to the July 7, 2023 order in Case No. U-12270.

(11) Major event day, or MED, is defined according to IEEE 1366-2022.

* A customer shall be defined as a "metered electric service."

** Interruptions that occur as a result of outages on customer-owned facilities, or loss of supply from another utility, should not be included in IEEE reliability index calculations.

Our cooperative serves a predominantly rural territory, which presents unique challenges in maintaining reliable electric service. The expansive geography and heavily wooded areas contribute to higher exposure to outages caused by vegetation and weather events. To address these challenges and bring performance to an acceptable level, we have prioritized investments and proactive system improvements in several key areas:

1. **Vegetation Management (Tree Work):**
   Significant funding has been allocated to ongoing tree trimming and right-of-way clearing. These efforts are critical to reducing outages caused by falling limbs and overgrown vegetation contacting power lines. In addition to reliability improvements, vegetation management also enhances public and worker safety by ensuring lines are clear and accessible, minimizing risks during storm restoration activities. By increasing the frequency and scope of our tree work, we are mitigating one of the primary causes of service interruptions in our rural system. We are on a 5-year cycle to cut all primary right-of-ways through our entire service area. In 2025, we will complete 457 miles of line clearance.

2. **Construction Work Plan Investments:**
   We are executing a multi-year construction work plan to modernize and strengthen our distribution system. This includes substantial capital dedicated to:

   - **Line Rebuilds:** Upgrading aging infrastructure to improve reliability and capacity.
   - **Pole Replacements:** Systematic replacement of poles that no longer meet standards to ensure safety and durability.
   - **Pole Testing:** Routine testing to proactively identify and address poles at risk of failure, preventing unplanned outages. We are on a 7-year cycle to test all poles on our system.

3. **Commitment to Reliability:**
   The combination of vegetation management and infrastructure investment reflects our ongoing commitment to improve system performance. By targeting the most vulnerable areas of our system, we are steadily reducing outage frequency and duration while preparing our grid for future needs.

These strategic efforts, tailored to the rural nature of our service area, demonstrate our proactive approach to improving performance and ensuring dependable service for our members.

During 2024, our system experienced several catastrophic conditions, all of which occurred during the summer months as a result of severe storms and high winds. These events caused widespread outages across our service territory, impacting thousands of members:

- May 7 – May 10: 6,663 members experienced outages.
- June 16 – June 18: 5,465 members experienced outages.
- July 16 – July 17: 4,788 members experienced outages.

Each of these events required extensive restoration efforts due to the scale of damage, the rural nature of our system, and the number of members impacted.