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October 3, 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 Presque Isle Electric & Gas Co-op's Updated MPSC 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: 2025.10.03 11:19:53 -04'00'

Richard J. Aaron

Enclosure

025819.000999 4850-8884-2679.2

MPSC Service Quality and Reliability Standards for Electric Utilities
R460.731 Annual Report

Utility or Cooperative:	Presque Isle Electric & Gas Co-op
Year:	2024

SUMMARY TABLE R460.732(s)

	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	95.7%	99.16%	No MSAs	100%	99%	83%	91%	100%	23%	8168
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	Yes	yes	Yes	No	Yes	Yes	No	
A detailed explanation of the steps the electric utility or cooperative is taking to bring its performance to an acceptable level. If more than 6% of customers experienced 4 or more sustained interruptions within the year and that year was 2029 or a prior year, or if more than 5% of customers experienced 4 or more sustained interruptions within the year and that year was 2030 or a future year, a description of all catastrophic conditions experienced during the year is also required. (Can be put on a separate page.) R 460.732 (h)(ii) and R 460.732 (h)(iii).	R460.732 (e) The percentage of normal condition outages restored within 8 hours is below 90%. Response: Tracking and reporting on this metric is a new requirement for PIE&G. We are actively working with our operations and dispatch crews to develop a new program to improve on this metric. We are going to implement a change to how we dispatch and allocate outage tickets to our on-call crews. Previously, we assigned outage calls to an available crew and they would see the outage from the onset to final restoration. However, we plan to balance our outage workload to all available on-call crews, reallocate the outage workload to those crews in the field as they finish outages to ensure all-available resources are working on as many outage tickets as possible, and actively evaluate our response time to work toward compliance for this metric. R460.732 (h)(i) Members that had 4 or more outages is higher than 6%. Response: Reporting on this metric is a new requirement for PIE&G. We are actively working to develop a strategic plan which will address any members which experienced 4 or more outages per year. From that, we intend to do a root cause analysis and put measures in place through future work plans to reduce the frequency of the outages to below 4 per year. We will create a plan to follow-up with our measure to test the effectiveness of the strategy.									

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 Case # U-21414	
	Commercial		
	Industrial		
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 Case # U-21414	
	Commercial		
	Industrial		
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 Case # U-21414	
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	Exempt Case # U-21414	
	Commercial		
	Industrial		

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 in (8).
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	BV2									
Circuit Number	2									
Location of Circuit - zip codes (2)	48705, 48728 49747, 49753									
Circuit Length (miles)	69									
SAIFI excluding MEDs	6.857									
SAIDI excluding MEDs	1961.761									
SAIFI all conditions	6.857									
SAIDI all conditions	1961.761									
Number of Customers Served	188									
Substation Name	Beaver Lake									
Last Circuit Trim (year) (3)	2019									
List of Outages and Causes (can be put on a separate page)	Trees									
Corrective action to improve performance (can be put on a separate page)	Evaluating converting more of this feeder to underground									

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	BV2									
Circuit Number	2									
Location of Circuit - zip codes (2)	48705, 48728 49747, 49753									
Circuit Length (miles)	69									
SAIFI excluding MEDs	6.857									
SAIDI excluding MEDs	1961.761									
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List of Outages and Causes (can be put on a separate page)	Trees									
Corrective action to improve performance (can be put on a separate page)	Evaluating converting more of this feeder to underground									

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	7143	8304	6348	5037	2894	2206	1463	648	345	253	118

CELID

CELID Reporting R460.732(q) (6)	**CELID8hours**	25.53%
	CELID24hours	6.35%
	CELID48hours	0.62%

MOMENTARY INTERRUPTIONS

Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	Exempt Case # U-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	222.7	752.4	1.326	2.096	142.8	3.733	222.7	251.4	1.326	1.361	142.8	1.064
2023	279.4	839.7	1.250	2.261	223.5	3.757	268.2	262.6	1.177	1.351	227.9	1.153
2022	1008.6	974.1	2.556	2.542	394.6	2.469	273.8	260.8	1.344	1.414	203.7	1.280
2021	1379.2	949.0	2.849	2.581	484.1	1.960	239.4	263.7	1.459	1.447	164.1	1.607
2020	872.3	761.5	2.497	2.373	349.3	2.180	252.9	270.9	1.501	1.443	168.5	1.608
2019	659.0	860.5	2.153	2.334	306.1	2.811	278.9	264.8	1.276	1.398	218.6	1.212

NOTE: PIE&G does not calculate MEDs based on IEEE. Once an event causes 10% or more of the system to be off, it is considered to be a MED

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. For purposes of this form, a power quality event is defined as an event that affected customers on a single circuit or substation; resulted in damage to customer appliances, equipment, or wiring; and occurred within a 24-hour period. (Can be put on a separate page or pages.)**	

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 SAIFI should 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.