Dykema Gossett PLLC
Capitol View
201 Townsend Street, Suite 900
Lansing, MI 48933
WWW.DYKEMA.COM
Tel: (517) 374-9100
Fax: (517) 374-9191

Richard J. Aaron
Direct Dial: (517) 374-9198
Direct Fax: (855) 230-2517
Email: RAaron@dykema.com

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 Ontonagon County Rural Electrification Association's 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 17:15:25 -04'00'

Richard J. Aaron

Enclosure

025203.000999 4897-7855-6015.1

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

Utility or Cooperative:	Ontonagon REA
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	98%	95%	Not Tracked	Not Tracked	99.80%	96.60%	98.90%	99.40%	Not Tracked	Not Tracked
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	Not Tracked	Not Tracked	Yes	Yes	Yes	Yes	Not Tracked	Not Tracked

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).	ExemptCase # U-21509

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	**OMS system is not computing individual circuits**									
Circuit Number										
Location of Circuit - zip codes (2)										
Circuit Length (miles)										
SAIDI excluding MEDs										
SAIFI excluding MEDs										
SAIDI all conditions										
SAIFI all conditions										
Number of Customers Served										
Substation Name										
Last Circuit Trim (year) (3)										
List of Outages and Causes (can be put on a separate page) (4)										
Corrective action to improve performance (can be put on a separate page)										

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	**OMS system is not computing indivdual circuits**									
Circuit Number										
Location of Circuit - zip codes (2)										
Circuit Length (miles)										
SAIFI excluding MEDs										
SAIDI excluding MEDs										
SAIFI all conditions										
SAIDI all conditions										
Number of Customers Served										
Substation Name										
Last Circuit Trim (year) (3)										
List of Outages and Causes (can be put on a separate page) (4)										
Corrective action to improve performance (can be put on a separate page)										

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked	Not Tracked

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	
	CELID24hours	
	CELID48hours	

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	Exempt Case # U-21509

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

	All conditions						**Excludes MEDs** (11)					
	SAIDI		**SAIFI**		**CAIDI**		**SAIDI**		**SAIFI**		**CAIDI**	
Year	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	1182		4.206		281		1182		4.2		281	
2023	95.45		0.503		409.225							
2022												
2021												
2020												

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.)**	No Data

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.

The Ontonagon County Rural Electrification Association has not been tracking outage information by customer. In 2024 the Ontonagon County REA started using an outage management system (OMS) through NISC which is our software solutions partner. We are currently in the process of working with them to create reports that coincide with the R460.731 Annual Report, but our OMS was not even operational until June of 2024. Our OMS does not currently break down outages by individual customer/member. It can break the outage down by cause code, cause group, equipment code, or equipment group. It will track duration in minutes, as well as the number of outages. It will also track what the type of outage is i.e. meter, line section, transformer, power supply.

We are actively working with NISC programming to update or tracking for 2025/2026 to match the Public Service Commission standards. This is a time-consuming data project that our office staff of four is working diligently to complete.