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

Utility or Cooperative:	HomeWorks Tri-County Electric Cooperative
Year:	2025

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	98.70%	98.55%	Temp Waiver Case U-21509	Temp Waiver Case U-21509	99.43%	99.64%	98.61%	92.18%	18.71%	5,159
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	Temp Waiver Case U-21509	Temp Waiver Case U-21509	YES	YES	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).	HomeWorks Tri-County Electric experienced major event days for March 30th and 31st, May 15th and 16th, and December 26th through year end 2025. We have begun increasing efforts to sectionalize lines in order to isolate and reduce the impact of outages. We also have begun implementing a grid modernization initiative that includes deploying a SCADA system to gain communications to downline devices.

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*	HomeWorks Members opted out of the Customer Credit process at the Cooperative's Annual Meeting on August 16, 2014.	
	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*		
	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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732 (l)	*Residential*		
	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	**ER**									
Circuit Number	**2**									
Location of Circuit - zip codes (2)	48827, 49264, 49277, 49284									
Circuit Length (miles)	56.8									
SAIDI excluding MEDs	462									
SAIFI excluding MEDs	2.02									
SAIDI all conditions	1343									
SAIFI all conditions	3.56									
Number of Customers Served	333									
Substation Name	Eaton Rapids									
Last Circuit Trim (year) (3)	2022									
List of Outages and Causes (can be put on a separate page) (4)	Major event, Equipment fault, Public activities									
Corrective action to improve performance (can be put on a separate page)	Overhead maintenance program, OCR maintenance program, damage prevention awareness									

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	**PL**									
Circuit Number	**2**									
Location of Circuit - zip codes (2)	48819, 48854, 49251, 49285									
Circuit Length (miles)	55									
SAIFI excluding MEDs	2.39									
SAIDI excluding MEDs	284									
SAIFI all conditions	3.56									
SAIDI all conditions	1103									
Number of Customers Served	533									
Substation Name	Plains Road									
Last Circuit Trim (year) (3)	2023									
List of Outages and Causes (can be put on a separate page) (4)	Major event, Trees outside 15' ROW, Trees and vegetation									
Corrective action to improve performance (can be put on a separate page)	Overhead maintenance program, ROW clearing and spraying program									

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	23.55%	76.45%	53.52%	32.68%	18.71%	9.06%	4.68%	2.40%	0.79%	0.31%	0.11%

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	82.87%
	CELID24hours	38.82%
	CELID48hours	15.42%

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	Temp Waiver 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
2025	997	561	1.89	1.38	528	414	117	134	0.91	0.96	129	139
2024	239	407	1.00	1.33	238	337	105	142	0.86	1.06	123	136
2023	913	413	1.06	1.49	864	318	113	152	0.72	1.20	158	132
2022	276	291	1.33	1.67	207	176	185	179	1.20	1.43	154	127
2021	378	282	1.63	1.71	232	166	148	170	1.12	1.46	132	116

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.)**	a) No power quality investigations requested by industrial members. b) Individual member concerns over power quality are investigated promptly and the proper operation of utility equipment is verified.

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.