March 16, 2026

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Post Office Box 30221
Lansing, MI 48909

Re: MPSC Case No. U-12270 – In the matter, on the Commission's own motion, of the investigation into methods to improve the reliability of electric service in Michigan.

Dear Ms. Felice:

Enclosed for electronic filing in the above-captioned case, please find **Consumers Energy Company's 2025 MPSC Service Quality and Reliability Standards for Electric Utilities R460.73 Annual Report.** This is a paperless filing and is therefore being filed only in PDF.

Sincerely,

Digitally signed by
Anne M. Uitvlugt
Date: 2026.03.16
09:19:27 -04'00'

Anne M. Uitvlugt
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cc: Steven D. Hughey
Amit T. Singh

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

Utility or Cooperative:	Consumers Energy
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	99.77%	93.40%	**77.00%**	82.00%	93.00%	95.00%	92.00%	83.00%	11.7%	221517
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	No	No	Yes	Yes	Yes	No	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).

Police/Fire Wire Down: The Company's most recent performance for first responder wire-down events has trended positively. Based on the actions implemented in 2025, the Company believes its current plan has it on-track to meet the MPSC wire-down relief metrics in 2026. The Company improved over 2024, with its primary gap remaining in the largest storms (defined as >70 Police/Fire Wire Downs in 1 day), with a baseline of 51% from June 2022 through year-end 2024 (the Company's ADMS era started in June 2022). While not yet at-target, the Company relieved its 3 biggest police/fire wire down events in the ADMS era on time in 2025. Based on its 71% relief during Winter Storm Fern (12/26-12/31/2025), the Company believes it will achieve this target in 2026 because it's now proven it can activate resources (including line workers, electric service workers, wire evaluators, wire guards) in advance of the forecasted weather. As part of its investment in meteorology and digital, the Company has greater confidence that it can predict most weather-related emergencies in advance. This enables pre-staging and/or faster activation and mobilization of wire down resources. Its currently partnering with its union leadership on ways to improve and simplify its ability to activate more wire down resources in advance of weather-related emergencies. The solution would enable the Company to achieve >85% in the largest storms going forward. Combined with its already on-target performance outside of the largest storms, the Company is confident it will meet the 90% requirement in 2026.

CEMI-4: In 2025, the Company's actual performance for CEMI-4 was 11.7%, above the target of 6%. A significant driver of missing the target was the March–April 2025 catastrophic storm (3/29–4/6/2025), which was the 6th largest storm in Company history by customer count. Severe ice accumulation across 12 northern Lower Peninsula counties—levels not seen in more than a century—prevented restoration for several days, leading to a State of Emergency declaration by the Governor. While this event heavily impacted the northern service territory, widespread tornadoes and thunderstorms affected the remainder of the state over the same period. Excluding the 12 northern counties affected by extreme ice conditions, the Company would have achieved the 90% CEMI-4 metric in 2025. The Company's response to the March/April event received EEI's Emergency Recovery Award.
Tactics to improve CEMI performance continued and expanded in 2025. (1) The Company completed its second full inspection cycle of the entire LVD overhead primary system by December 2025, maintaining the commitment to inspect 50% of the system annually. These inspections continue to identify and remediate broken, damaged, or failed equipment. In 2025, the Company experienced 2,179 equipment-caused outages—maintaining performance within the historical range despite significant statewide weather activity. (2) The Company constructed $10 million in repetitive outage projects in 2025, the highest annual investment in Company history, targeting pockets of poor reliability and improving performance for customers experiencing frequent interruptions. (3) Thousands of LVD line sensors were deployed in 2025 to pinpoint disturbances, enabling proactive mitigation of outage precursors based on real-time system data. (4) A new advanced mapping tool was developed and deployed to planners, providing unprecedented visibility into localized performance and improving the identification and prioritization of system reinforcements. (5) The Company experienced 8,613 tree-caused outages in 2025—consistent with storm-driven trends—but continued investment in Forestry remains critical to reducing clearing cycles and mitigating vegetation-related outages.
While 2025 saw significant catastrophic weather that drove CEMI-4 results, the Company continued to advance core reliability programs, deploy new technologies, and make record levels of investment in repetitive outage mitigation to strengthen long-term performance.

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***	30,027	$ 2,081,918.50
	Commercial	5,237	$ 11,389.22
	Industrial	9	$ 56.56
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***	20	$ 840.00
	Commercial	2	$ 1.40
	Industrial	0	$ -
Customer Credits Provided for Failure to Restore Service within 16 Hours of the Start of Sustained Interruption during Normal Conditions R460.732(k)	***Residential***	20,822	$ 933,851.78
	Commercial	3,020	$ 2,770.82
	Industrial	13	$ 64.63
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	***Residential***	101,852	$ 4,014,428.88
	Commercial	12,168	$ 78,748.08
	Industrial	45	$ 585.69

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(p).

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(p).

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	**VAN TYLE**	**MAPLETON**	**SOUTH WESTERN**	**PIGEON**	**SHERMAN**	**ARBOR**	**MERRITT**	**DOUGLAS**	**ASPEN**	**PLATTE**
Circuit Number	**167901**	**57402**	**106504**	**109801**	**71001**	**53302**	**39601**	**51901**	**167902**	**78802**
Location of Circuit - zip codes(2)	**49735**	**49686**	**48502, 48503, 48507**	**49424, 49460**	**49601, 49663, 49668**	**49630, 49636, 49664**	**9, 48630, 49632, 49657, 4**	**49406, 49408, 49453**	**49735**	**49617, 49635, 49640**
Circuit Length (miles)	**16.03**	**120.43**	**15.46**	**52.32**	**136.25**	**71.19**	**130.48**	**46.6**	**28.17**	**120.89**
SAIDI excluding MEDs	2	1.8	1.5	1.5	1.2	1.2	1.1	0.9	0.9	0.9
SAIFI excluding MEDs	0.006	0.003	0.004	0.004	0.002	0.003	0.004	0.003	0.004	0.003
SAIDI all conditions	3	1.8	1.5	2	2.1	2.7	1.3	2.8	7.2	2.1
SAIFI all conditions	0.007	0.003	0.004	0.005	0.003	0.004	0.004	0.005	0.008	0.006
Number of Customers Served	308	2065	2200	1271	1333	935	1131	810	2062	1176
Substation Name	MURNER	PENINSULA	FOURTEENTH STREET	PIGEON LAKE	MESICK	GLEN LAKE	HOUGHTON HEIGHTS	SAUGATUCK	MURNER	HONOR
Last Circuit Trim (year)(3)	6/30/2025	6/30/2022	6/30/1999	6/30/2022	6/30/2022	6/30/2017	6/30/2017	6/30/2013	6/30/2022	6/30/2017
List of Outages and Causes (can be put on a separate page) (4)	Bird-60.1%, Trees-15.2%, Trees - Outside ROW-14.5%, Unique Incident-3.3%, Equipment Failure-3.3%, Weather-1.9%, No Specific Cause Found-0.7%, Car/Pole Accident-0.6%, Forced Outage/Emergency-0.3%, -0.1%, Animal-0.0%, Lightning-0.0%	Equipment Failure-88.2%, No Specific Cause Found-4.3%, Trees - Outside ROW-2.8%, Trees-1.6%, Weather-1.3%, Animal-0.7%, Unique Incident-0.4%, Public Damage-0.3%, Lightning-0.3%, -0.1%, Forced Outage/Emergency-0.0%, Bird-0.0%	Forced Outage/Emergency-42.0%, Equipment Failure-32.8%, No Specific Cause Found-12.2%, Trees-10.1%, Unique Incident-2.3%, Car/Pole Accident-0.3%, -0.2%, Weather-0.1%	Trees-51.9%, No Specific Cause Found-18.5%, Trees - Outside ROW-13.8%, Weather-11.0%, Equipment Failure-2.4%, Forced Outage/Emergency-1.9%, Car/Pole Accident-0.3%, Lightning-0.1%, Unique Incident-0.0%, -0.0%, Animal-0.0%, Public Damage-0.0%	Weather-45.5%, Trees-45.3%, Trees - Outside ROW-4.8%, Forced Outage/Emergency-3.2%, No Specific Cause Found-0.6%, Unique Incident-0.3%, Car/Pole Accident-0.1%, -0.1%, Equipment Failure-0.1%	Trees-56.4%, Equipment Failure-31.9%, Animal-8.6%, Trees - Outside ROW-1.8%, No Specific Cause Found-1.0%, Weather-0.2%, Car/Pole Accident-0.0%, -0.0%, Forced Outage/Emergency-0.0%, Unique Incident-0.0%	Trees-44.3%, Equipment Failure-37.5%, Weather-14.8%, Forced Outage/Emergency-2.4%, Trees - Outside ROW-0.4%, Bird-0.2%, Unique Incident-0.1%, -0.1%, Animal-0.1%, No Specific Cause Found-0.0%, Lightning-0.0%	Equipment Failure-48.2%, Weather-34.3%, Trees-11.1%, Trees - Outside ROW-5.1%, Forced Outage/Emergency-0.5%, No Specific Cause Found-0.4%, Unique Incident-0.3%, -0.1%, Transmission/Generation-0.0%	Unique Incident-40.7%, Car/Pole Accident-32.9%, Weather-13.4%, Trees-6.4%, No Specific Cause Found-4.3%, Trees - Outside ROW-0.9%, Public Damage-0.6%, -0.5%, Animal-0.1%, Forced Outage/Emergency-0.1%, Equipment Failure-0.1%, Lightning-0.1%	Trees-64.3%, Weather-19.6%, Trees - Outside ROW-7.6%, Equipment Failure-4.6%, Animal-3.0%, Forced Outage/Emergency-0.7%, No Specific Cause Found-0.1%, Unique Incident-0.0%, -0.0%, Lightning-0.0%
Corrective action to improve performance (can be put on a separate page)	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment	See "SAIDI SAIFI Actions" Attachment

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	**SKIDWAY**	**SPRINGBROOK**	**VAN TYLE**	**OTSEGO LAKE**	**ASPEN**	**BENMARK**	**SOUTH WESTERN**	**PIGEON**	**SILVER LAKE**	**MERRITT**
Circuit Number	**140401**	**141201**	**167901**	**87702**	**167902**	**107502**	**106504**	**109801**	**51903**	**39601**
Location of Circuit - zip codes(2)	48610, 48659, 48661, 48756	48624, 48625, 48629, 48651, 48653	49735	49735	49735	48624, 48656	48502, 48503, 48507	49424, 49460	49419, 49423, 49453	48629, 48630, 49632, 49657, 49667
Circuit Length (miles)	142.54	117.96	16.03	48.24	28.17	171.37	15.46	52.32	64.27	130.48
SAIFI excluding MEDs	0.007	0.006	0.006	0.004	0.004	0.004	0.004	0.004	0.004	0.004
SAIDI excluding MEDs	0.8	0.6	2	0.7	0.9	0.6	1.5	1.5	0.5	1.1
SAIFI all conditions	0.012	0.011	0.007	0.007	0.008	0.004	0.004	0.005	0.004	0.004
SAIDI all conditions	2.1	2.4	3	7	7.2	0.7	1.5	2	0.7	1.3
Number of Customers Served	1669	3822	308	1759	2062	2348	2200	1271	1679	1131
Substation Name	ALGER	BACKUS	MURNER	BAGLEY	MURNER	OBERLIN	FOURTEENTH STREET	PIGEON LAKE	SAUGATUCK	HOUGHTON HEIGHTS
Last Circuit Trim (year)(3)	6/30/2021	6/30/2022	6/30/2025	6/30/2024	6/30/2022	6/30/2025	6/30/1999	6/30/2022	6/30/2022	6/30/2017
List of Outages and Causes (can be put on a separate page) (4)	Trees - Outside ROW-33.9%, Public Tree Trimming-31.1%, Trees-13.0%, Equipment Failure-9.7%, No Specific Cause Found-3.7%, Weather-3.6%, Forced Outage/Emergency-2.8%, Animal-0.8%, Public Damage-0.7%, Car/Pole Accident-0.3%, -0.1%, Unique Incident-0.1%	Trees - Outside ROW-50.7%, Equipment Failure-24.5%, Trees-9.5%, Weather-4.9%, Unique Incident-3.8%, Animal-3.3%, No Specific Cause Found-2.3%, Forced Outage/Emergency-0.9%, -0.2%, Public Damage-0.1%	Trees-37.7%, Bird-18.6%, Trees - Outside ROW-16.7%, Unique Incident-8.8%, Forced Outage/Emergency-5.2%, Equipment Failure-4.6%, Weather-3.8%, Car/Pole Accident-3.0%, No Specific Cause Found-1.5%, -0.1%, Animal-0.0%, Lightning-0.0%	Car/Pole Accident-28.6%, Equipment Failure-22.7%, Forced Outage/Emergency-21.1%, Trees - Outside ROW-13.5%, Weather-8.0%, No Specific Cause Found-3.3%, Trees-2.1%, Animal-0.4%, -0.1%, Unique Incident-0.1%	Car/Pole Accident-52.8%, Unique Incident-26.9%, Weather-8.9%, No Specific Cause Found-7.2%, Trees-1.9%, Trees - Outside ROW-1.0%, Public Damage-0.4%, Forced Outage/Emergency-0.3%, Animal-0.2%, Equipment Failure-0.2%, -0.1%, Lightning-0.1%	Trees-36.5%, No Specific Cause Found-31.1%, Equipment Failure-27.2%, Trees - Outside ROW-1.8%, Unique Incident-1.2%, Forced Outage/Emergency-1.1%, Weather-0.7%, Animal-0.2%, -0.1%, Lightning-0.1%	Forced Outage/Emergency-30.6%, No Specific Cause Found-26.2%, Equipment Failure-25.8%, Unique Incident-9.5%, Trees-7.5%, Car/Pole Accident-0.2%, 0.2%, Weather-0.1%	Trees-42.5%, Trees - Outside ROW-14.9%, No Specific Cause Found-14.8%, Weather-14.8%, Equipment Failure-6.2%, Forced Outage/Emergency-6.1%, Car/Pole Accident-0.3%, Lightning-0.2%, Animal-0.1%, Unique Incident-0.1%, -0.0%, Public Damage-0.0%	Equipment Failure-75.5%, Car/Pole Accident-19.0%, Trees-2.4%, Trees - Outside ROW-1.1%, Forced Outage/Emergency-0.6%, Weather-0.5%, No Specific Cause Found-0.5%, -0.2%, Lightning-0.1%, Public Damage-0.1%, Animal-0.0%, Transmission/Generation-0.0%	Trees-62.5%, Weather-14.4%, Equipment Failure-11.8%, Forced Outage/Emergency-10.5%, Unique Incident-0.2%, Trees - Outside ROW-0.2%, -0.2%, Animal-0.1%, No Specific Cause Found-0.1%, Bird-0.1%, Lightning-0.0%

Corrective action to improve performance (can be put on a separate page)	See "SAIDI SAIFI Actions" Attachment

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	100.0%	66.0%	38.1%	21.5%	11.7%	6.3%	3.5%	1.9%	1.1%	0.7%	0.4%

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	27.6%
	CELID24hours	15.5%
	CELID48hours	6.0%

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	165143

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
Year 1	911.2	625.11	1.6	1.43	569.28	432.52	227.88	203.58	1.05	1.02	216.35	198.22
Year 2	466.55	597.21	1.29	1.42	362.63	412.33	181.99	207.77	0.96	1.04	189.38	199.88
Year 3	913.03	698.43	1.37	1.44	665.98	482.64	176.38	202.86	0.96	1.03	184.59	197.25
Year 4	502.55	660.73	1.32	1.39	379.86	471.26	154.97	187.18	0.88	0.98	176.78	191.08
Year 5	819.46	722.56	1.4	1.4	584.66	512.48	163.48	180.94	0.87	0.94	186.89	190.8

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.) See separate attachment "2025 Power Quality Information Attachment"

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.

Circuit Name	Substation	Circuit Number	Corrective action to improve performance
VAN TYLE	MURNER	167901	2025 - Performed clearing of vegetation, per standards, on 21 miles of the circuit. Replaced deteriorated equipment on LVD line identified by visual inspection at 4 locations. Yearly HVD Overhead inspection. 2026 - Projects to replace deteriorating underground conductor. Install LVD ATR loop with Otsego Lake / Bagley Circuit. Yearly HVD overhead inspections.
SKIDWAY	ALGER	140401	2025 - Performed clearing of vegetation, per standards, on 10 miles of the circuit. Completed LVD project to transfer customers to another substation, removing an area of frequent outages. Rebuild 0.8 miles of line to tree resistant aerial spacer cable. Yearly HVD Overhead inspection. 2026 - Perform clearing of vegetation, per standards, on 143 miles of the circuit. Convert approximately 4 miles of LVD overhead line to underground lines. Rebuild 2 miles of LVD line with tree resistant wire. Yearly HVD Overhead inspection.
MAPLETON	PENINSULA	57402	2025 - Installed 1 SCADA controlled air break switch, replaced 1 pole, overhead inspection. 2026 - Replace deteriorated equipment on LVD line identified by visual inspection at 71 locations, including 62 pole replacements. Convert 1.1 miles of LVD line from overhead to underground. HVD - Install 1 line sensor location, replace 0.42 miles of underground conductor, overhead inspection. 2027 - Replace 0.17 miles of LVD deteriorated line. Yearly HVD Overhead inspection.
SPRINGBROOK	BACKUS	141201	2025 - Rebuild the HVD line tap to the Backus Substation. Rebuild the substation, add one new transformer, and add two new circuits for improved resiliency and fractionalization. Completed LVD line work for the two new circuits. 2026 - Perform clearing of vegetation, per standards, on 5 miles of the circuit. Three LVD projects to rebuild line using tree resistant wire, totaling 4 miles. Yearly HVD Overhead inspection. 2027- Balance load on LVD added circuits. Yearly HVD Overhead inspection.
SOUTH WESTERN	FOURTEENTH STREET	106504	2025 - Replaced deteriorating open-wire secondary with multiplex. Replaced 13 HVD structures and 2 pole top assemblies and yearly HVD overhead inspections. 2026 - Project to add additional fuses and reclosers to reduce exposure and improve reliability. Yearly HVD overhead inspections. 2027 - Yearly HVD overhead inspections.
PIGEON	PIGEON LAKE	109801	2025 - Install 13 new fuses to reduce number of customers impacted by an interruption. Relocate and rebuild 0.14 miles of LVD underground line. Replaced 4 HVD structures and 1 pole top assembly. 2026 - Relocate 1.1 miles LVD line. Rebuild 2.3 miles LVD line with tree resistant wire. Replaced 0.3 miles of deteriorating open-wire secondary with multiplex. Replace 21 HVD poles and 5 pole top assemblies. 2027 - Relocate and rebuild 1.7 miles LVD line. Rebuild 0.6 miles of LVD line with tree resistant wire. Yearly HVD overhead inspections.
OTSEGO LAKE	BAGLEY	87702	2025 - Rebuild 0.7 miles of LVD line. Yearly HVD overhead inspections. 2026 - Rebuild 0.5 miles of LVD line. Install LVD ATR loop with Murner / Van Tyle. Yearly HVD overhead inspections.

Circuit Name	Substation	Circuit Number	Corrective action to improve performance
SHERMAN	MESICK	71001	2025 - Replace deteriorated equipment on LVD line identified by visual inspection at 66 locations and upgrade system protection to sectionalize/isolate outages. Replaced 7 HVD structures and 8 pole top assemblies. 2026 - Replace 50 deteriorated LVD poles. Replace 32 HVD structures, replace 14 pole top assemblies, and pole top rehab 5.3 miles of line. 2027 - Relocate & rebuild 1.6 miles of deep right of way line to the road. Yearly HVD overhead inspections.
ASPEN	MURNER	167902	2026 - Replace 1 deteriorated LVD pole. Install 0.2 miles of LVD line and relocate circuit backbone to more reliable location. Update protection to reduce number of customers impacted by an interruption. Yearly HVD overhead inspections. 2027 - Yearly HVD overhead inspections.
ARBOR	GLEN LAKE	53302	2025- Rebuild 7.2 miles of HVD line and replace 8 pole top assemblies. 2026 - Replace deteriorated equipment on LVD line identified by visual inspection at 42 locations, including 28 pole replacements. Rebuild and enhance the ATR Loop between Glen Lake /Arbor and Honor/ Indian Hill to further improve reliability. Convert 3.5 miles of LVD line from overhead to underground. Install 3 HVD line sensor locations.
BENMARK	OBERLIN	107502	2025 - Performed clearing of vegetation, per standards, on 100 miles of the circuit. Rebuild and voltage convert 2 miles of LVD line. Pole top rehabilitation of 10 miles of HVD line and replace 7 structures. 2026 - Perform clearing of vegetation, per standards, on 14 miles of the circuit. Rebuild 2 miles of LVD line replacing 16 poles. Yearly HVD overhead inspections. 2027- Rebuild 2.2 miles of LVD line with tree resistant wire. Yearly HVD overhead inspections.
MERRITT	HOUGHTON	39601	2025 - Install new remotely controlled HVD line switch to isolate outages and purchase new Houghton Lake Substation 138kV HVD Line right of way. 2026 - Build new Houghton Lake Substation at a new location. Purchase 138kV HVD Line right of way and construct new 138 kV HVD Line to the new substation. Replace 13 deteriorated LVD poles. 2027 - Yearly HVD overhead inspections.
DOUGLAS	SAUGATUCK	51901	2025 - Performed clearing of vegetation, per standards, on 12 miles of the circuit. Replaced overloaded fuses. Installed 3 HVD line sensors and replaced a pole top assembly. 2026 - Perform clearing of vegetation, per standards, on 11 miles of the circuit. Replace deteriorated equipment on LVD line identified by visual inspection at 12 locations. Relocate 1 mile of LVD line from deep right of way. Install underground to remove an overhead highway crossing. Convert overhead to underground and loop 1.25 miles of LVD line. Replace 13 HVD structures. 2027 - Pole top rehabilitation of 3.7 miles of line. Yearly HVD overhead inspections.

Circuit Name	Substation	Circuit Number	Corrective action to improve performance
SILVER LAKE	SAUGATUCK	51903	2025 - Replaced deteriorated equipment on LVD line identified by visual inspection at 13 locations. Installed 3 HVD line sensors and replaced a pole top assembly. 2026 - Replaced deteriorating open-wire secondary with multiplex. Relocate 0.25 miles of deep right of way primary to the roadside. Install 6 new fuses to reduce number of customers impacted by an interruption. Replace 13 HVD structures. 2027 - Install new LVD switches to increase isolation opportunities to shorten interruptions. Pole top rehabilitation of 3.7 miles of HVD line and yearly HVD overhead inspections.
PLATTE	HONOR	78802	2025 - Replace deteriorated equipment on LVD line identified by visual inspection at 2 locations, including 1 pole replacement. Replaced 2 HVD structures. 2026 - Relocate and rebuild 1 mile of line to road for better accessibility and reduced tree impact including 0.6 miles of line rebuild to tree resistant aerial spacer cable.. Replace 0.24 miles of deteriorated underground conductor. Replace 5 HVD structures, replace 5 pole top assemblies, repair 2 remotely controlled line switches, and install a line sensor. 2027 - Relocate 2 miles of line to road for better accessibility. Yearly HVD overhead inspections.

I. PRIMARY CUSTOMER POWER QUALITY INVESTIGATIONS

A. Power Quality Process

Consumers Energy continually monitors power quality at 234 industrial and commercial locations that have primary metering. These monitors are primarily installed at dedicated substations that have greater than 1 Mega Volt Ampere ("MVA") of load; however, monitors are also installed for a small number of customers on the distribution system in response to power quality concerns. Power quality monitoring uses a comprehensive process to monitor the electric system and provide customers with potential solutions to meet their needs.

The power quality data is downloaded periodically from the monitors. This data is imported and stored in an analysis database which is used to generate reports daily and on demand. Power quality information including voltage, current, power trends, harmonics, voltage and current unbalance, and detailed disturbance data is made available to customers upon request through Consumers Energy Business Customer Solutions Account Managers. Daily monitoring of this data by Consumers Energy's engineers has helped identify issues on the electric system and in customer's facilities.

B. 2025 Power Quality Data

Power quality issues are not widespread within Consumers Energy's electric system; however, customer inquiries are generated as a result of experienced or perceived voltage sags, overvoltage, voltage transients, voltage flicker, high frequency noise, voltage unbalance, momentary outages, or equipment problems. In 2025, there were 22 power quality events which generated customer inquiries. Of these, 9 (41%) of the 22 events were attributable to the customer's electric system. The remaining 13 (59%) events were electrical faults, equipment malfunction, or issues pertaining to operational configuration occurring on the utility electric system. The causes of these faults included equipment failure, tree contact, and weather on the

utility system owned by Consumers Energy or its transmission provider. For 7 of the 13 events attributed to the utility system, Consumers Energy or its transmission provider made repairs to the system or scheduled projects to address system performance. The remaining 6 of the 13 events were faults that were restored automatically by the electric system or that required no repairs or modifications of the electric system.

The table below indicates the power quality issues brought to the attention of Consumers Energy's Power Quality Monitoring group in 2025 where Power Quality Monitors ("PQM") were installed.

Inquiries			Power Quality Event [1]							Source of PQ Event			Outcomes		
Event	Date	Locations Impacted [2]	Transient	Voltage Sag	Voltage Swell	Interruption	Overvoltage	Under voltage	Other (inc. Harmonics)	Consumers Energy [3]	Transmission Provider [4]	Customer [5]	Customer Contact [6]	Modifications [7]	Description
01	01/05	1		x								x	x		Fault on customer-owned equipment.
02	01/13	1		x								x	x		Customer reported a voltage sag; PQM showed voltage to be within limits.
03	01/29	1		x								x	x		Customer reported a power quality event; PQM showed voltage to be within limits.
04	02/17	1		x						x			x	x	Voltage sag due to 345kV generation equipment failure; Replaced failed equipment.

[1] Heading definitions per IEEE Standard 1159-2009 Table 2 – Categories and Typical Characteristics of Power System Phenomena.
[2] Number of customer locations impacted per event.
[3] Equipment owned by Consumers Energy (138 kV, 46 kV, < 25 kV).
[4] Equipment owned by transmission provider (345 kV or 138 kV).
[5] Source of the event was within the customer's electrical system.
[6] Consumers Energy provided a response to the customer including the cause of the event and any modifications planned or completed.
[7] Consumers Energy or Transmission Provider made a like for like repair to return the system to normal or scheduled a project to address system performance.

Inquiries			Power Quality Event [1]							Source of PQ Event			Outcomes		
Event	Date	Locations Impacted [2]	Transient	Voltage Sag	Voltage Swell	Interruption	Overvoltage	Under voltage	Other (inc. Harmonics)	Consumers Energy [3]	Transmission Provider [4]	Customer [5]	Customer Contact [6]	Modifications [7]	Description
05	03/04	1				x						x	x		Customer reported momentary interruption; PQM showed no interruption.
06	03/24	1		x						x			x		46kV line fault due to tree on line; Cleared fault and restored system.
07	04/07	1		x								x	x		Customer experienced a voltage sag; Cause unknown.
08	04/22	1		x								x	x		46kV line fault due to failure on nearby customer-owned equipment; Cleared fault and restored system.
09	04/29	1				x				x			x	x	46kV line fault due to broken static wire; Static wire repaired.
10	05/01	1				x				x			x	x	46kV line fault due to broken pole; Replaced broken pole.
11	05/15	1		x						x			x	x	46kV line fault due to broken pole; Replaced broken pole.
12	06/21	1		x								x	x		Voltage sag due to failure on customer-owned equipment.
13	06/28	1		x						x			x	x	46kV substation fault due to failed capacitor; Replaced failed equipment.
14	07/24	1				x				x			x		46kV line fault; Cause unknown; Cleared fault and restored system.

Inquiries			Power Quality Event [1]							Source of PQ Event			Outcomes		
Event	Date	Locations Impacted [2]	Transient	Voltage Sag	Voltage Swell	Interruption	Overvoltage	Under voltage	Other (inc. Harmonics)	Consumers Energy [3]	Transmission Provider [4]	Customer [5]	Customer Contact [6]	Modifications [7]	Description
15	07/31	1				x				x			x	x	46kV line fault due to broken span guy; Span guy repaired.
16	08/12	1				x					x		x		138kV line fault; Cause unknown; Cleared fault and restored system.
17	08/12	1		x						x			x	x	Voltage sag due to failed capacitor bank at a nearby substation; Replaced failed equipment.
18	09/02	1			x							x	x		Voltage swell due to a failure on customer-owned equipment.
19	09/30	1		x								x	x		Customer reported a voltage sag; PQM showed voltage to be within limits.
20	10/20	1		x							x		x		345 kV line trip and reclose during transmission switching; Cleared fault and restored system.
21	10/20	1		x							x		x		345 kV line trip and reclose during transmission switching; Cleared fault and restored system.
22	11/06	1		x						x			x		Voltage sag due to fault at nearby substation; Cleared fault and restored system.
Total	**22**	**22**	**0**	**15**	**1**	**6**	**0**	**0**	**0**	**10**	**3**	**9**	**22**	**7**	

C. Power Quality Summary

To the Company's knowledge, none of the power quality events referenced in the above table resulted in a formal MPSC complaint. Additionally, Consumers Energy shares information gathered from its power quality monitors with customers via its Business Customer Solutions Account Managers in response to requests regarding power factor, equipment loading, high-energy usage, billing comparisons, and other general inquiries.