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March 16, 2026

Lisa Felice
Executive Secretary
Michigan Public Service Commission
PO Box 30221
Lansing, MI 48909-7721

Re: Case No. U-12270

Dear Ms. Felice:

Enclosed for electronic filing is Indiana Michigan Power Company's 2025 Annual Reliability and Power Quality Report.

If you have any questions, please contact me.

Sincerely,

DYKEMA GOSSETT PLLC

Jason T. Hanselman

Digitally signed by: Jason T. Hanselman
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Date: 2026.03.16 10:48:30 -04'00'

Jason T. Hanselman

4840-6024-9998.3

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own Motion, of the investigation into methods to improve the reliability of electric service in Michigan	))))	Case No. U-12270

INDIANA MICHIGAN POWER COMPANY'S
2025 ANNUAL RELIABILITY AND POWER QUALITY REPORT

On December 20, 2001, Michigan Public Service Commission (MPSC or Commission) issued an Order in Case No. U-12270 requiring Indiana Michigan Power Company (I&M or Company) to file electric reliability reports related to performance standards that would measure I&M's response to outages, unsafe conditions, and customer service. I&M has reported this information on an annual basis since 2002.

On January 23, 2014, the MPSC issued a subsequent Order in Case No. U-12270 which directed I&M to include in its annual reliability performance report its reliability indices and power quality investigation information.

On December 21, 2023, the MPSC issued a subsequent Order in Case No. U-12270 which directed I&M to use a new final report form filed by the Commission Staff on December 4, 2023, and attached as Exhibit 1 to the Order.

I. Electric Performance Measurement Report

I&M's 2025 Electric Performance Measurement report is provided as Exhibit 1.

II. Reliability Indices

The Company monitors service reliability using the following Institute of Electrical and Electronics Engineers (IEEE) defined measures:

SAIFI or the System Average Interruption Frequency Index represents the average number of interruptions per customer. SAIFI is expressed by the following formula:

$$SAIFI = \frac{\text{Number of customers interrupted}}{\text{Number of customers served}}$$

CAIDI or the Customer Average Interruption Duration Index represents the interruption duration or average time to restore service per interrupted customer. CAIDI is expressed by the following formula:

$$CAIDI = \frac{\text{Sum of all customer minutes of interruption}}{\text{Total number of customers interrupted}}$$

SAIDI or the System Average Interruption Duration Index indicates the total time the average customer is without service due to sustained interruptions during the specified period. It is the sum of customer-minutes of interruption from each outage divided by the number of customers served.

$$SAIDI = \frac{\text{Sum of all customer interruption duration}}{\text{Total number of customers served}}$$

I&M's rolling five-year average SAIDI, SAIFI, and CAIDI reliability indices are provided in Table 1. These reliability indices were calculated using the Major Event Day (MED) methodology contained in IEEE Standard 1366-2012.

Table 1

Year	Excludes Major Events Day						All Conditions					
	SAIDI		SAIFI		CAIDI		SAIDI		SAIFI		CAIDI	
	Annual	5 Yr Avg	Annual	5 Yr Avg	Annual	5 Yr Avg	Annual	5 Yr Avg	Annual	5 Yr Avg	Annual	5 Yr Avg
2021	312	300	1.32	1.47	236	206	912	622	2.02	1.87	452	340
2022	236	286	1.12	1.35	210	213	543	643	1.5	1.77	362	369
2023[1]	222	268	1.25	1.30	178	207	289	579	1.36	1.69	212	343
2024	207	243	1.43	1.24	144	197	359	549	1.66	1.59	217	339
2025	142	224	1.11	1.25	128	179	932	607	1.83	1.67	510	351

[1] Values updated to reflect updated outage data in 2023.

III. Power Quality Report

Primary customers are those served at primary voltage (12 kV) or higher. All power quality complaints are investigated to determine causality of the symptoms being reported. If the cause is found to be from the utility system, I&M performs work necessary to find the source of the disturbance, and a determination is made as to whether the disturbance falls within or outside of accepted industry standards. If the power quality issue is outside of accepted standards, I&M performs the necessary work to mitigate the reported problem. If the power quality issue is found to be a result of the customer's operation, then the customer is informed of that condition so that repairs or mitigation can occur. In some cases, the customer may be required to provide their own mitigation measures even though the cause is found to be a result of normal utility system operations (e.g., capacitor switching transients).

During 2025, I&M had one power quality complaint received by I&M from primary customers.

1. One customer had multiple interruptions to their facility as a result of ongoing station and transmission upgrades causing the circuit to be in an abnormal condition. I&M completed the upgrade and inspected the circuit the customer was fed from and helped to reduce the number of outages.

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

Utility or Cooperative:	Indiana Michigan Power
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	99.95%	80.53%	**71.67%**	75.00%	95.85%	98.34%	99.09%	100.00%	17.60%	23,327
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	No	No	No	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).	Refer to I&M's five-year (2023-2027) distribution plan that considered and implemented guidance provided by Staff and the Commission in its September 8, 2022 order in Case No. U-20147. Fundamentally, this Plan is based on the understanding that the elements of distribution planning are related to the core objectives of meeting customer needs through a safer, more reliable, and resilient energy grid. Clearly, a top priority for this Plan is to minimize the number of power outages our customers may experience and to shorten the duration of any outages that may occur.

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*	-	-
	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*	8	320.00
	Commercial	3	81.53
	Industrial	-	-
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	13,782	551,280.00
	Commercial	1,661	2,561.93
	Industrial	34	95.92

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	**CASINO**	**HARBERT**								
Circuit Number	**4091723**	**4091323**								
Location of Circuit - zip codes (2)										
Circuit Length (miles)	**11.5758**	**31.89358**								
SAIDI excluding MEDs	737.83	617.01								
SAIFI excluding MEDs	4.03	2.22								
SAIDI all conditions	1492.79	1189.16								
SAIFI all conditions	4.54	2.83								
Number of Customers Served	131	958								
Substation Name	NEW BUFFALO	LAKESIDE								
Last Circuit Trim (year) (3)	2022	2024								
List of Outages and Causes (can be put on a separate page) (4)	Equipment-4 Lightning-0 Other-1 Planned-4 Power Supply-0 Public-2 Unknown-1 Vegetation-9 Weather-2 Wildlife-0	Equipment-9 Lightning-1 Other-0 Planned-3 Power Supply-0 Public-1 Unknown-3 Vegetation-35 Weather-10 Wildlife-2								
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	**CLARK**	**#2 TOWN**								
Circuit Number	**4096822**	**4050822**								
Location of Circuit - zip codes (2)										
Circuit Length (miles)	26.98	29.89								
SAIFI excluding MEDs	5.07	4.19								
SAIDI excluding MEDs	304.13	551.99								
SAIFI all conditions	6.06	4.81								
SAIDI all conditions	1,991.87	1,231.66								
Number of Customers Served	922	1243								
Substation Name	BUCHANAN SOUT	BUCHANAN HYDRO								
Last Circuit Trim (year) (3)	2025	2021								

List of Outages and Causes (can be put on a separate page) (4)	Equipment-5 Lightning-1 Other-0 Planned-1 Power Supply-1 Public-2 Unknown-4 Vegetation-7 Weather-0 Wildlife-4	Equipment-5 Lightning-1 Other-0 Planned-7 Power Supply-2 Public-6 Unknown-1 Vegetation-11 Weather-6 Wildlife-6								
Corrective action to improve performance (can be put on a separate page)	See Attachment 1 for references to actions outlined in Case No. U- 20147.	See Attachment 1 for references to actions outlined in Case No. U- 20147.								

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	32,808	99,717	64,085	39,575	23,327	14,087	8,081	4,269	2,395	1,310	715

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	68,212
	CELID24hours	25,193
	CELID48hours	966

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	19,602

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	912	622	2.02	1.87	452	340	312	300	1.32	1.47	236	206
Year 2	543	643	1.50	1.77	362	369	236	286	1.12	1.35	210	213
Year 3	289	579	1.36	1.69	212	343	222	268	1.25	1.30	178	207
Year 4	359	549	1.66	1.59	217	339	207	243	1.43	1.24	144	197
Year 5	932	607	1.83	1.67	510	351	142	224	1.11	1.25	128	179

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) One customer had multiple interruptions to their facility as a result of ongoing station and transmission upgrades causing the circuit to be in an abnormal condition. I&M completed the upgrade and inspected the circuit the customer was fed from and helped to reduce the number of outages. b) No events met this criteria.

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.

Buchanan South,Clark Case No U-20147	
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Buchanan Hydro Town Case No U-20147	
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