Upper Michigan Energy
Resources Corporation
231 W. Michigan St.
Milwaukee, WI 53203

May 5, 2026

Ms. Jessica Duell
Electric Operations Section
Michigan Public Service Commission
7109 W. Saginaw Hwy., 3rd Floor
Lansing, MI 48917

RE: U-12270 Customer Service and Reliability Report – REVISED 2025

Dear Ms. Duell:

Following is the REVISED 2025 report reflecting performance by Upper Michigan Energy Resources Corporation (UMERC) in adhering to the Customer Service and Reliability Standards set forth in Order U-12270.

If you have any questions relative to this report, please contact me at (414) 221-3685 or Richard.stasik@wecenergygroup.com.

Sincerely,

Richard F. Stasik
Vice President - Regulatory Affairs – WEC Business Services
On behalf of Upper Michigan Energy Resources Corporation

Attachment

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Jan-25

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	99.71%	43.75%		100.00%	100.00%	100.00%	100.00%	100.00%	0	0
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)										

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).	

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*		
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Bruce Crossing**											
Circuit Number	54											
Location of Circuit - zip codes (2)	49925, 49912											
Circuit Length (miles)	36.21											
SAIDI excluding MEDs												

SAIFI excluding MEDs													
SAIDI all conditions	19.15												
SAIFI all conditions													
Number of Customers Served	577												
Substation Name	Bruce Crossing												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	1.13 Equipment 1.26 Equipment												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Bruce Crossing**												
Circuit Number	**54**												
Location of Circuit - zip codes (2)	49925, 49912												
Circuit Length (miles)	36.21												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	0.11												
SAIDI all conditions													
Number of Customers Served	577												
Substation Name	Bruce Crossing												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	1.13 Equipment 1.26 Equipment												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	159									

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	0
	CELID24hours	0
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	115

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Feb-25

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	99.72%	47.62%		100.00%	100.00%	97.00%	100.00%	100.00%	0	0
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)										

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).	

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	118	$4,720.00
	Commercial	11	$68.20
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Aragon**											
Circuit Number	52											
Location of Circuit - zip codes (2)	49870											
Circuit Length (miles)	3.83											
SAIDI excluding MEDs												

SAIFI excluding MEDs													
SAIDI all conditions	454.57												
SAIFI all conditions													
Number of Customers Served	28												
Substation Name	Aragon												
Last Circuit Trim (year) (3)	2020												
List of Outages and Causes (can be put on a separate page) (4)	2.28 Vegetation												
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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	
Circuit Name	**Aragon**												
Circuit Number	**52**												
Location of Circuit - zip codes (2)	49870												
Circuit Length (miles)	51.15												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	1												
SAIDI all conditions													
Number of Customers Served	28												
Substation Name	Aragon												
Last Circuit Trim (year) (3)	2020												
List of Outages and Causes (can be put on a separate page) (4)	2.28 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	3204	5								

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	6
	CELID24hours	0
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	987

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Mar-25

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	99.67%	51.85%		61.00%	95.59%	93.00%	92.54%	97.07%	2.61%	1012
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)										

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).

CEMI4 is for the whole year any catastrophic conditions experienced during that time will have added to that. March 30, 2025 - Daily CI of 22,089. Relevant details include snow/wind/large transmission.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	1229	$49,160.00
	Commercial	63	$329.00
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Brule Plant**											
Circuit Number	2											
Location of Circuit - zip codes (2)	49920											
Circuit Length (miles)	8.83											
SAIDI excluding MEDs												

SAIFI excluding MEDs													
SAIDI all conditions	2857												
SAIFI all conditions													
Number of Customers Served	7												
Substation Name	Brule Plant												
Last Circuit Trim (year) (3)	2024												
List of Outages and Causes (can be put on a separate page) (4)	3.5 Weather 3.5 Vegetation 3.30 Vegetation												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Bass Lake**												
Circuit Number	**53**												
Location of Circuit - zip codes (2)	49801, 49892, 49870, 49876												
Circuit Length (miles)	16.28												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	3.99												
SAIDI all conditions													
Number of Customers Served	267												
Substation Name	Bass Lake												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	3.30 Vegetation 3.31 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	9864	5183	1178	760	85	6				

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	7876
	CELID24hours	3607
	CELID48hours	699

MOMENTARY INTERRUPTIONS		
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	7074	*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Apr-25

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	99.68%	58.06%		61.90%	95.92%	94.07%	93.59%	97.07%	2.49%	965
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)										

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).	

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	79	$ 3,160.00
	Commercial	8	$ 69.89
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Cornell 13.8**											
Circuit Number	1											
Location of Circuit - zip codes (2)	49807, 49818											
Circuit Length (miles)	18.07											
SAIDI excluding MEDs												

SAIFI excluding MEDs													
SAIDI all conditions	249.09												
SAIFI all conditions													
Number of Customers Served	55												
Substation Name	Cornell 13.8												
Last Circuit Trim (year) (3)	2022												
List of Outages and Causes (can be put on a separate page) (4)	4.28 Weather												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Bass Lake**												
Circuit Number	**53**												
Location of Circuit - zip codes (2)	49801, 49892, 49870, 49876												
Circuit Length (miles)	16.28												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	1												
SAIDI all conditions													
Number of Customers Served	267												
Substation Name	Bass Lake												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	4.17 Vegetation; 4.19 Equipment												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	2692	48								

CELID

CELID Reporting R460.732(q) (6)	**CELID8hours**	63
	CELID24hours	2
	CELID48hours	0

MOMENTARY INTERRUPTIONS

Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	321 *Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	May-25

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	99.69%	63.27%		99.69%	63.27%	92.14%	88.91%	97.07%	2.70%	1045
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)										

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).	

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	486	$ 19,440.00
	Commercial	25	$ 102.21
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Land O Lakes**											
Circuit Number	2											
Location of Circuit - zip codes (2)	49947, 49969, 49912											
Circuit Length (miles)	100.56											
SAIDI excluding MEDs												

SAIFI excluding MEDs													
SAIDI all conditions	1654.6												
SAIFI all conditions													
Number of Customers Served	933												
Substation Name	Land O Lakes												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	5.5 Wildlife; 5.15 Equipment; 5.15 Vegetation; 5.27 Public												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Bruce Crossing**												
Circuit Number	**52**												
Location of Circuit - zip codes (2)	49967, 49912, 49970, 49961, 49919, 49958, 49935												
Circuit Length (miles)	189.57												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	1.12												
SAIDI all conditions													
Number of Customers Served	1199												
Substation Name	Bruce Crossing												
Last Circuit Trim (year) (3)	2024												
List of Outages and Causes (can be put on a separate page) (4)	5.15 Vegetation; 5.19 Equipment; 5.23 Equipment												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	3360	166								

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	233
	CELID24hours	838
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	331 *Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Jun-25

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	99.69%	67.61%		69.64%	96.70%	93.90%	91.11%	97.07%	4.70%	1820
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).	

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	203	$ 8,120.00
	Commercial	15	$ 67.53
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**LAND O LAKES**											
Circuit Number	2											
Location of Circuit - zip codes (2)	**100.56**											
Circuit Length (miles)												
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	339.06											

SAIFI all conditions													
Number of Customers Served	933												
Substation Name	**LAND O LAKES**												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	6.3 Equipment 6.4 Wildlife 6.5 Vegetation 6.8 Vegetation 6.19 Weather												
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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	
Circuit Name	**BRULE PLANT**												
Circuit Number	**1**												
Location of Circuit - zip codes (2)													
Circuit Length (miles)	31.69												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	1.98												
SAIDI all conditions													
Number of Customers Served	141												
Substation Name	**BRULE PLANT**												
Last Circuit Trim (year) (3)	2022												
List of Outages and Causes (can be put on a separate page) (4)	6.3 Vegataion 6.21 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	3516	493	49		89					

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	44
	CELID24hours	0
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	375

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	July-25

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	99.69%	70.00%		71.00%	96.88%	94.77%	91.62%	97.07%	4.38%	1696
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).	

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	120	$ 4,800.00
	Commercial	2	$ 38.10
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**SAGOLA**											
Circuit Number	61											
Location of Circuit - zip codes (2)	49920, 49881, 49815, 49834, 49801											
Circuit Length (miles)	**159.52**											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	165.18											

SAIFI all conditions													
Number of Customers Served	1201												
Substation Name	**SAGOLA**												
Last Circuit Trim (year) (3)	2024												
List of Outages and Causes (can be put on a separate page) (4)	7.5 Unknown 7.5 Vegetation 7.6 Vegetation 7.6 Equipment 7.14 Vegetation 7.14 Unknown 7.23 Wildlife												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**SAG61**												
Circuit Number	**61**												
Location of Circuit - zip codes (2)	**159.52**												
Circuit Length (miles)													
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	0.98												
SAIDI all conditions													
Number of Customers Served	1201												
Substation Name	**SAGOLA**												
Last Circuit Trim (year) (3)	2024												
List of Outages and Causes (can be put on a separate page) (4)	7.5 Vegetation 7.5 Unknown 7.5 Vegetation 7.6 Vegetation 7.6 Equipment 7.14 Vegetation 7.14 Unknown 7.23 Wildlife												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	1227	435	47							

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	38
	CELID24hours	0
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	1613 *Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Aug-25

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	99.69%	67.61%		72.00%	97.15%	95.23%	93.07%	97.07%	6.37%	2469
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).

UMERC reliability and planning engineers participate in monthly meetings that include a review of devices that have operated for multiple events over the course of the year. CEMI3 threshold is used to identify devices for review to determine root cause and scope of remediation required to improve circuit reliability or address targeted areas for improvement. Currently, 29% of customers on circuits that exceeded CEMI4 in 2025 have been addressed, have work in-progress or have planned remediation measures identified. On an annual basis, UMERC reviews a list of "worst preforming feeders" based on both outage frequency and duration and targets those feeders for inspection, protection reviews, line clearance, and/or system improvement projects.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	445	$ 17,800.00
	Commercial	37	$ 152.94
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**LAND O LAKES**											
Circuit Number	**2**											
Location of Circuit - zip codes (2)	49947, 49969, 49912											
Circuit Length (miles)	**100.56**											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	180.02											

SAIFI all conditions													
Number of Customers Served	933												
Substation Name	**LAND O LAKES**												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	8.8 Equipment 8.10 Vegetation 8.19 Unknown 8.22 Vegetation 8.23 Unknown 8.23 Vegetation												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**LAND O LAKES**												
Circuit Number	**2**												
Location of Circuit - zip codes (2)	49947, 49969, 49912												
Circuit Length (miles)	**100.56**												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	180.02												
SAIDI all conditions													
Number of Customers Served	933												
Substation Name	**LAND O LAKES**												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	8.10 Vegetation 8.19 Unknown 8.22 Vegetation 8.23 Unknown 8.23 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	1656	190	815	6						

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	16
	CELID24hours	2
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	1141

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Sept-25

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	99.69%	71.00%		73.00%	97.34%	95.36%	93.96%	97.07%	6.86%	2656
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).

UMERC reliability and planning engineers participate in monthly meetings that include a review of devices that have operated for multiple events over the course of the year. CEMI3 threshold is used to identify devices for review to determine root cause and scope of remediation required to improve circuit reliability or address targeted areas for improvement. Currently, 29% of customers on circuits that exceeded CEMI4 in 2025 have been addressed, have work in-progress or have planned remediation measures identified. On an annual basis, UMERC reviews a list of "worst preforming feeders" based on both outage frequency and duration and targets those feeders for inspection, protection reviews, line clearance, and/or system improvement projects.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	252	$ 10,080.00
	Commercial	19	$ 97.36
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Twin Lake**											
Circuit Number	**51**											
Location of Circuit - zip codes (2)	49935											
Circuit Length (miles)	**18.11**											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	407.36											

SAIFI all conditions													
Number of Customers Served	87												
Substation Name	**Twin Lake**												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	9.2 Vegetation 9.9. Weather 9.10 Weather												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Twin Lake**												
Circuit Number	**51**												
Location of Circuit - zip codes (2)	49935												
Circuit Length (miles)	18.11												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	407.36												
SAIDI all conditions													
Number of Customers Served	87												
Substation Name	**Twin Lake**												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	9.2 Vegetation 9.9. Weather 9.10 Weather												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	1917	127								

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	10
	CELID24hours	0
	CELID48hours	0

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	1293

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Oct-25

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	99.70%	70.81%		74.32%	97.39%	94.39%	94.06%	97.07%	8.35%	3235
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).

UMERC reliability and planning engineers participate in monthly meetings that include a review of devices that have operated for multiple events over the course of the year. CEMI3 threshold is used to identify devices for review to determine root cause and scope of remediation required to improve circuit reliability or address targeted areas for improvement. Currently, 29% of customers on circuits that exceeded CEMI4 in 2025 have been addressed, have work in-progress or have planned remediation measures identified. On an annual basis, UMERC reviews a list of "worst preforming feeders" based on both outage frequency and duration and targets those feeders for inspection, protection reviews, line clearance, and/or system improvement projects.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	38	$ 1,596.00
	Commercial	4	$ 17.75
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Twin Lake**											
Circuit Number	**51**											
Location of Circuit - zip codes (2)	49935											
Circuit Length (miles)	**18.11**											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	63.91											

SAIFI all conditions													
Number of Customers Served	87												
Substation Name	**Twin Lake**												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	10.5 Vegetation 10.10 Vegetation 10.14 Unknown												
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 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	**Circuit 1**	
Circuit Name	**Twin Lake**												
Circuit Number	**51**												
Location of Circuit - zip codes (2)	49935												
Circuit Length (miles)	18.11												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	0.41												
SAIDI all conditions													
Number of Customers Served	87												
Substation Name	**Twin Lake**												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	10.5 Vegetation 10.10 Vegetation 10.14 Unknown												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	765	126	2							

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	33
	CELID24hours	1
	CELID48hours	0

MOMENTARY INTERRUPTIONS		
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	475	*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Nov-25

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	99.71%	70.33%		73.42%	93.01%	93.69%	94.24%	93.73%	9.23%	3577
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).

UMERC reliability and planning engineers participate in monthly meetings that include a review of devices that have operated for multiple events over the course of the year. CEMI3 threshold is used to identify devices for review to determine root cause and scope of remediation required to improve circuit reliability or address targeted areas for improvement. Currently, 29% of customers on circuits that exceeded CEMI4 in 2025 have been addressed, have work in-progress or have planned remediation measures identified. On an annual basis, UMERC reviews a list of "worst preforming feeders" based on both outage frequency and duration and targets those feeders for inspection, protection reviews, line clearance, and/or system improvement projects.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	578	$ 24,276.00
	Commercial	21	$ 71.66
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**LAND O LAKES**											
Circuit Number	**2**											
Location of Circuit - zip codes (2)	49947, 49969, 49912											
Circuit Length (miles)	**100.56**											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	3246.54											

SAIFI all conditions													
Number of Customers Served	933												
Substation Name	**LAND O LAKES**												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	11.2 Vegetation 11.2 Vegetation 11.3 Transmission 11.6 Planned 11.7 Public 11.26 Vegetation 11.26 Vegetation 11.26 Vegetation 11.26 Weather 11.26 Vegetation 11.26 Vegetation 11.26 Vegetation 11.26 Vegetation												
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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	
Circuit Name	**WATERSMEET**												
Circuit Number	**1**												
Location of Circuit - zip codes (2)	49969, 49912												
Circuit Length (miles)	40.9												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	3.9												
SAIDI all conditions													
Number of Customers Served	292												
Substation Name	**WATERSMEET**												
Last Circuit Trim (year) (3)	2022												
List of Outages and Causes (can be put on a separate page) (4)	11.2 Vegetation 11.3 Transmission 11.5 Vegetation 11.26 Equipment 11.28 Vegetation 11.28 Weather 11.28 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	6529	1004	767	92						

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	3422
	CELID24hours	2813
	CELID48hours	1158

MOMENTARY INTERRUPTIONS	
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	3431

*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.

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

Utility or Cooperative:	Upper Michigan Energy Resources Corporation
Year:	Dec-25

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	99.70%	70.85%		73.26%	93.77%	94.23%	94.77%	94.96%	13.57%	5256
MPSC Annual Performance Standard										
Did utility or cooperative comply with performance standard (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).

UMERC reliability and planning engineers participate in monthly meetings that include a review of devices that have operated for multiple events over the course of the year. CEMI3 threshold is used to identify devices for review to determine root cause and scope of remediation required to improve circuit reliability or address targeted areas for improvement. Currently, 29% of customers on circuits that exceeded CEMI4 in 2025 have been addressed, have work in-progress or have planned remediation measures identified. On an annual basis, UMERC reviews a list of "worst preforming feeders" based on both outage frequency and duration and targets those feeders for inspection, protection reviews, line clearance, and/or system improvement projects.

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*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*	801	$ 33,642.00
	Commercial	86	$ 359.29
	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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1
Circuit Name	**Twin Lake**											
Circuit Number	**51**											
Location of Circuit - zip codes (2)	49935											
Circuit Length (miles)	18.11											
SAIDI excluding MEDs												
SAIFI excluding MEDs												
SAIDI all conditions	1663.03											

SAIFI all conditions													
Number of Customers Served	87												
Substation Name	**Twin Lake**												
Last Circuit Trim (year) (3)	2021												
List of Outages and Causes (can be put on a separate page) (4)	12.28 Weather 12.30 Vegetation												
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 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	Circuit 1	
Circuit Name	**LAND O LAKES**												
Circuit Number	**2**												
Location of Circuit - zip codes (2)	49947, 49969, 49912												
Circuit Length (miles)	100.56												
SAIFI excluding MEDs													
SAIDI excluding MEDs													
SAIFI all conditions	3.19												
SAIDI all conditions													
Number of Customers Served	933												
Substation Name	**LAND O LAKES**												
Last Circuit Trim (year) (3)	2023												
List of Outages and Causes (can be put on a separate page) (4)	12.1 Vegetation 12.1 Vegetation 12.2 Vegetation 12.3 Vegetation 12.3 Vegetation 12.8 Equipment 12.15 Equipment 12.16 Equipment 12.28 Vegetation 12.28 Weather 12.29 Vegetation 12.29 Vegetation												
Corrective action to improve performance (can be put on a separate page)													

	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI0
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)	6568	1756	619	193	109	1				

CELID		
CELID Reporting R460.732(q) (6)	**CELID8hours**	4964
	CELID24hours	1040
	CELID48hours	

MOMENTARY INTERRUPTIONS		
Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	3430	*Company intends to ask for Waiver

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 - 2025	1249	950	2.46	2.16	508	441	240	260	1.2	1.31	200	198
Year 2 - 2024	1082	751	1.71	2.21	632	340	218	256	1.02	1.58	213	162
Year 3 - 2023	365	677	1.32	2.29	276	296	187	260	1.01	1.68	186	155
Year 4 - 2022	799	552	2.34	2.07	342	267	286	222	1.39	1.56	205	143
Year 5 - 2021	630	482	1.33	1.85	474	261	105	174	0.75	1.35	140	129

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.)**	Nothing to report for 2025

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.