MPSC - Reporting Requirements Combined

	Utility:	Alpena Power Co.				
	Reporting Periods:	April 2026	May 2026	June 2026	Q2 2026	
	Customer Service				Total	Comments
A.	Total customer contacts - All	13,432	4,325	3,308	21,065	
B.	Total customer complaints - All	2	1	3	6	
	a. Billing	2	1	3	6	
	b. Service	0	0	0		
	c. Credit and Collection	0	0	0		
	d. Other	0	0	0		
	Freeform area, If complaint is not listed above, provide general description	0	0	0		
C.	Average customer call answer time (seconds) - Electric Only	3.00	3.00	3.00	9	
D.	Percentage of the call blockage factor - Electric Only	0.00%	0.00%	0.00%		
E.	Percentage of the complaint response factor - Electric Only	100.00%	100.00%	100.00%		
	Informal Hearings - All	Total	Total	Total	Total	Comments
F.	Number of hearings requested	0	0	0		
G.	Number of hearings scheduled	0	0	0		
H.	Total number of hearing determinations issued	0	0	0	0	
	a. Hearings resolved in favor of customer	0	0	0	0	
	b. Hearings resolved in favor of company	0	0	0	0	
	c. Hearings resolved in compromise	0	0	0	0	
I.	Reasons for the hearings	0	0	0	0	
	Customer Payment Performance - All	Total	Total	Total	Total	Comments
J.	Number of customers paid by the due date	15,660	16,010	15,771	47,441	
	a. Non-residential	2,977	3,017	3,013	9,007	
	b. Residential	12,683	12,993	12,758	38,434	
K.	Number of customers in each category below	1,400	1,382	1,472	4,254	
	1. Number of customers delinquent 6 - 30 days overall	891	923	999	2,813	
	a. Non-residential	89	82	123	294	
	b. Residential	802	841	876	2,519	
	1b-a. Senior / Low-income	0	0	0	0	
	1b-b. Non-Low-income	0	0	0	0	
	2. Number of customers delinquent 31 - 60 days overall	325	294	304	923	
	a. Non-residential	18	16	16	50	
	b. Residential	307	278	288	873	
	2b-a. Senior / Low-income	0	0	0	0	
	2b-b. Non-Low-income	0	0	0	0	
	3. Number of customers delinquent 61 - 90 days overall	93	117	89	299	
	a. Non-residential	8	6	7	21	
	b. Residential	85	111	82	278	
	3b-a. Senior / Low-income	0	0	0	0	
	3b-b. Non-Low-income	0	0	0	0	
	4. Number of customers delinquent 91 days or more	82	37	50	169	
	a. Non-residential	6	6	29	41	
	b. Residential	76	31	21	128	
	4b-a. Senior / Low-income	0	0	0	0	
	4b-b. Non-Low-income	0	0	0	0	
	5. Number of customers delinquent to be written off	9	11	30	50	
	a. Non-residential	0	0	0	0	
	b. Residential	9	11	30	50	
	5b-a. Senior / Low-income	0	0	0	0	
	5b-b. Non-Low-income	0	0	0	0	
L.	Total dollar amount in each category below	$ 288,853.00	$ 218,820.00	$ 212,916.00	$ 720,589.00	
	1. Dollar amount for customers delinquent 6 - 30 days overall	$ 110,521.00	$ 105,980.00	$ 104,886.00	$ 321,387.00	
	a. Amount of arrears Non-residential	$ 21,695.00	$ 17,451.00	$ 19,825.00	$ 58,971.00	
	b. Amount of arrears Residential	$ 88,826.00	$ 88,529.00	$ 85,061.00	$ 262,416.00	
	1b-a. Amount of arrears Senior / Low-income	$ -	$ -	$ -	$ -	
	1b-b. Amount of arrears Non-Low-income	$ -	$ -	$ -	$ -	
	2. Dollar amount for customers delinquent 31 - 60 days overall	$ 79,730.00	$ 59,993.00	$ 60,859.00	$ 200,582.00	
	a. Amount of arrears Non-residential	$ 3,002.00	$ 2,873.00	$ 2,004.00	$ 7,879.00	
	b. Amount of arrears Residential	$ 76,728.00	$ 57,120.00	$ 58,855.00	$ 192,703.00	
	2b-a. Amount of arrears Senior / Low-income	$ -	$ -	$ -	$ -	
	2b-b. Amount of arrears Non-Low-income	$ -	$ -	$ -	$ -	
	3. Dollar amount for customers delinquent 61 - 90 days overall	$ 44,078.00	$ 35,703.00	$ 20,103.00	$ 99,884.00	
	a. Amount of arrears Non-residential	$ 11,918.00	$ 824.00	$ 528.00	$ 13,270.00	
	b. Amount of arrears Residential	$ 32,160.00	$ 34,879.00	$ 19,575.00	$ 86,614.00	
	3b-a. Amount of arrears Senior / Low-income	$ -	$ -	$ -	$ -	
	3b-b. Amount of arrears Non-Low-income	$ -	$ -	$ -	$ -	
	4. Dollar amount for customers delinquent 91 days or more	$ 54,524.00	$ 15,194.00	$ 9,337.00	$ 79,055.00	

	a. Amount of arrears Non-residential	$ 1,046.00	$ 438.00	$ 605.00	$ 2,089.00	
	b. Amount of arrears Residential	$ 53,478.00	$ 14,756.00	$ 8,732.00	$ 76,966.00	
	4b-a. Amount of arrears Senior / Low-income	$ -	$ -	$ -	$ -	
	4b-b. Amount of arrears Non-Low-income	$ -	$ -	$ -	$ -	
	5. Dollar amount for customers delinquent to be written off	$ 2,764.00	$ 1,950.00	$ 17,731.00	$ 22,445.00	
	a. Non-residential	$ -		$ -	$ -	
	b. Residential	$ 2,764.00	$ 1,950.00	$ 17,731.00	$ 22,445.00	
	5b-a. Senior / Low-income	$ -	$ -	$ -	$ -	
	5b-b. Non-Low-income	$ -	$ -	$ -	$ -	
	Settlements & Payment Plans - All	Total	Total	Total	Total	Comments
M.	Number of written settlement agreements	0	0	0	0	We don't have agreements, we just
	a. Non-residential	0	0	0	0	do promises to pay on our software
	b. Residential	0	0	0	0	
N.	Number of payment plan arrangements issued	0	0	0	0	We don't have agreements, we just
	a. Non-residential	0	0	0	0	do promises to pay on our software
	b. Residential	0	0	0	0	
O.	Total dollar amount enrolled in a plan	0	0	0	0	We don't have agreements, we just
	a. Non-residential	0	0	0	0	do promises to pay on our software
	b. Residential	0	0	0	0	
	Winter Protection Plan (WPP) - Res Only	Total	Total	Total	Total	Comments
P.	Total enrolled in program at the end of the month overall	0	0	0	0	
	a. Number of low-income customers enrolled at end of month	0	0	0	0	
	b. Number of seniors enrolled at end of month	0	0	0	0	
Q.	Number of defaults at end of month overall	0	0	0	0	
	a. Senior / Low-income	0	0	0	0	
	Alternative Shutoff Protection Plan - Res Only	Total	Total	Total	Total	Comments
R.	Total enrolled in program at end of month overall	0	0	0	0	
	a. Number of low-income customers enrolled at end of month	0	0	0	0	
	b. Number of seniors enrolled at end of month	0	0	0	0	
S.	Number of defaults at end of month overall	0	0	0	0	
	a. Senior / Low-income	0	0	0	0	
	Shutoff Information - All	Total	Total	Total	Total	Comments
T.	Total discontinuation notices issued at end of month	1,070	726	965	2,761	
	a. Non-residential	84	43	56	183	
	a1. Electric	84	43	56	183	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	986	683	909	2,578	
	b1. Electric overall	986	683	909	2,578	
	b1-a. Senior / Low-income	0	0	0	0	
	b1-b. Non-Low-income	0	0	0	0	Report does not break out low income
	b2. Natural Gas overall	0	0	0	0	
	b2-a. Senior / Low-income	0	0	0	0	
	b2-b. Non-Low-income	0	0	0	0	
	b3. Combination overall	0	0	0	0	
	b3-a. Senior / Low-income	0	0	0	0	
	b3-b. Non-Low-income	0	0	0	0	
U.	Total of customers physically discontinued due to non-payment	45	56	54	155	
	a. Non-residential	2	1	1	4	
	a1. Electric	2	1	1	4	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	43	55	53	151	
	b1. Electric overall	43	55	53	151	
	b1-a. Low-income	0	0	0	0	No way to track senior/low-income
	b1-b. Non-Low-income	0	0	0	0	
	b1-c. Senior Non-Low-income	0	0	0	0	
	b2. Natural Gas overall	0	0	0	0	
	b2-a. Low-income	0	0	0		
	b2-b. Non-Low-income	0	0	0		
	b2-c. Senior Non-Low-income	0	0	0		
	b3. Combination overall	0	0	0		
	b3-a. Low-income	0	0	0		
	b3-b. Non-Low-income	0	0	0		
	b3-c. Senior Non-Low-income	0	0	0		
V.	Total of customers physically discontinued due to unauthorized use	0	0	0	0	
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	

	b2. Natural Gas	0	0	0		
	b3. Combination	0	0	0		
W.	Total of customers physically discontinued due to safety	0	0	0	0	
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0		
	b3. Combination	0	0	0		
X.	Total of customers physically discontinued due to access	0	0	0	0	
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0		
	b3. Combination	0	0	0		
Y.	Total of customers physically discontinued due to “other”	0	0	0	0	Explain each reason for disconnection in the comment field below.
	a. Non-residential	0	0	0	0	
	a1. Electric	0	0	0	0	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	0	0	0	0	
	b1. Electric	0	0	0	0	
	b2. Natural Gas	0	0	0		
	b3. Combination	0	0	0		
Z.	Number of medical emergency customers in each category below - Res	3	3	3	9	
	a. Discontinuations prevented or restored due to “medical emergency” overall	3	3	3	9	
	a1. Senior / Low-income	3	3	3	9	
	a2. Non-Low-income	0	0	0	0	No way to track senior/low-income
	b. Total number of medical emergencies denied	0	0	0	0	
	b1. Senior / Low-income	0	0	0	0	
	b2. Non-Low-income	0	0	0	0	
AA.	Number of critical care customers in each category below - Res	3	6	5	14	
	a. Discontinuations prevented or restored due to “critical care” overall - Res	3	6	5	14	
	a1. Senior / Low-income	3	6	5	14	
	a2. Non-Low-income	0	0	0	0	No way to track senior/low-income
	b. Total number of critical care denied	0	0	0	0	
	b1. Senior / Low-income	0	0	0	0	
	b2. Non-Low-income	0	0	0	0	
BB.	Total number of seniors identified - Res	4,540	4,539	4,544	13,623	
	Restoration Information	Total	Total	Total	Total	Comments
CC.	Total number of customers restored - All	29	40	43	112	
	a. Non-residential	1	1	0	2	
	a1. Electric	1	1	0	2	
	a2. Natural Gas	0	0	0		
	a3. Combination	0	0	0		
	b. Residential	28	39	43	110	
	b1. Electric overall	28	39	43	110	
	b1-a. Senior / Low-income	0	0	0	0	
	b1-b. Non-Low-income	0	0	0	0	No way to track senior/low-income
	b-2. Natural Gas overall	0	0	0	0	
	b2-a. Senior / Low-income	0	0	0	0	
	b2-b. Non-Low-income	0	0	0	0	
	b3. Combination overall	0	0	0	0	
	b3-a. Senior / Low-income	0	0	0	0	
	b3-b. Non-Low-income	0	0	0	0	
DD.	Total restored within five days (5) of disconnection: Non-Payment	26	38	42	106	
	a. Non-residential	0	1	0	1	
	a1. Electric	0	1	0	1	
	a2. Natural Gas	0	0	0	0	
	a3. Combination	0	0	0	0	
	b. Residential	26	37	42	105	
	b1. Electric overall	26	37	42	105	
	b1-a. Senior / Low-income	0	0	0	0	
	b1-b. Non-Low-income	0	0	0	0	
	b-2. Natural Gas overall	0	0	0	0	
	b2-a. Senior / Low-income	0	0	0	0	

	b2-b. Non-Low-income	0	0	0	0	
	b3. Combination overall	0	0	0	0	
	b3-a. Senior / Low-income	0	0	0	0	
	b3-b. Non-Low-income	0	0	0	0	
EE.	Total restored due to receiving assistance - Res	4	9	3	16	
	Electric overall	4	9	3	16	
	a. Senior / Low-income	0	0	0	0	
	b. Non-Low-income	0	0	0	0	No way to track senior/low-income
	Natural Gas overall	0	0	0	0	
	a. Senior / Low-income	0	0	0	0	
	b. Non-Low-income	0	0	0	0	
	Combination overall	0	0	0	0	
	a. Senior / Low-income	0	0	0	0	
	b. Non-Low-income	0	0	0	0	