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

Utility or Cooperative:	Alpena Power Company
Year:	2025

SUMMARY TABLE R460.732(s)

	Meter Reading Factor R460.732 (a)	New Service Installation Factor R460.732(b)	Wire Down Relief Factor R460.732 (c)		Outage Restoration				CEMI4	
					All Conditions R460.732 (d)	Normal Conditions R460.732 (e)	Gray-Sky Conditions R460.732 (f)	Catastrophic Conditions R460.732 (g)	Sustained Interruptions R460.732 (h)(i)	
	Meter Reading Factor (Percentage)	*New Services Installed in 15 Business Days or Less (Percentage)*	*The percentage of the first responder guarded downed wires that are relieved by an electric utility representative within 120 minutes after notification in MSAs.*	*The percentage of the first responder guarded downed wires that are relieved by an electric utility representative within 180 minutes after notification in non-MSAs.*	*Percentage of Customers Restored in 36 Hours or Less*	*Percentage of Customers Restored in 8 Hours or Less*	*Percentage of Customers Restored in 24 Hours or Less*	*Percentage of Customers Restored in 48 Hours or Less*	*Percentage of Customers Served Experiencing 4 or More Sustained Interruptions*	*Number of Customers Experiencing 4 or More Sustained Interruptions*
Utility or cooperative performance during year	100.00%	92%		100%	99%	100%	100%	99%	15.85%	2664
MPSC Annual Performance Standard	95% or more	90% or more completed within 15 business days	90% or more within 120 minutes in MSAs	90% or more within 180 minutes in non-MSAs	90% or more customers restored in 36 hours or less	90% or more customers restored in 8 hours or less	90% or more customers restored in 24 hours or less	90% or more customers restored in 48 hours or less	6% or less before 2030; 5% or less in 2030 or later	
Did utility or cooperative comply with performance standard (Yes/No)	yes	yes	N/A	yes	yes	yes	yes	yes	no	

A detailed explanation of the steps the electric utility or cooperative is taking to bring its performance to an acceptable level. If more than 6% of customers experienced 4 or more sustained interruptions within the year and that year was 2029 or a prior year, or if more than 5% of customers experienced 4 or more sustained interruptions within the year and that year was 2030 or a future year, a description of all catastrophic conditions experienced during the year is also required. (Can be put on a separate page.) R 460.732 (h)(ii) and R 460.732 (h)(iii).	In March of 2025, APC was hit with a historic ice storm. The damage sustained as a result of this storm caused every customer on the system to experience at least one outage, with many customers experiencing multiple outages. In addition, two of APC's largest circuits by customer count, 8th St Circuit out of Central Substation and Grand Lake Circuit out of Rockport Substation, experienced three separate circuit wide outages each during 2025. One was caused by a bird getting into the bus at the substation, another was caused by a substation transformer failure attributed to damage sustained during the ice storm, and the other four circuit wide outages were due to vegetation issues. There are more than 2,000 customers between these two circuits which helped drive the repetitive sustained interruption metric into the unacceptable category. To address the vegetation issues, APC added 40% more tree crews in the second half of 2025 in order to complete a circuit wide trim of Grand Lake Circuit and 8th St circuit is being trimmed in 2026 with the intentiion being to complete the circuit wide trim by the end of 2026. APC is also replacing porcelain cutouts, doing IR scans, adding animal guarding wherever possible, conducting regular substation maintenance, and testing and replacing poles as part of its system wide maintenance plan aimed at reducing outages and improving reliability. APC believes that this continuous system maintenance and heavy tree trimming investment will drive the repetitive interruption metric back into the acceptable level.

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*	5,361	$ 583,655.60
	Commercial	876	$ 306.60
	Industrial	4	$ 3,495.27
Customer Credits Provided for Failure to Restore Service within 48 Hours of the Start of Sustained Interruption during Gray Sky Conditions R460.732(j)	*Residential*		
	Commercial		
	Industrial		
Customer Credits Provided for Failure to Restore Service within 16 Hours of the Start of Sustained Interruption during Normal Conditions R460.732(k)	*Residential*		
	Commercial		
	Industrial		
Customer Credits Provided to Individual Customers Who Experienced 6 or more Sustained Interruptions. R460.732(l)	*Residential*		
	Commercial		
	Industrial		

WORST PERFORMING CIRCUITS DURING THE YEAR

1. For each electric utility with 1,000,000 or more customers, a list of its 10 worst performing circuits for the prior year in terms of SAIDI and SAIFI. For each listed circuit, provide the following information below. R460.732(m) and R 460.732 (o). Please see the definition of "circuit" below in (8).

2. For each electric utility or cooperative with less than 1,000,000 customers, a list of the worst performing 1% of circuits for the prior year in terms of SAIDI and SAIFI. For each listed circuit, provide the following information below. R460.732(n) and R 460.732 (o). Please see the definition of "circuit" below in (8).

Worst performing circuit(s) by SAIDI excluding major event days (MEDs) (7), (8), (11)

	Circuit 1	Circuit 2	Circuit 3	Circuit 4	Circuit 5	Circuit 6	Circuit 7	Circuit 8	Circuit 9	Circuit 10
Circuit Name	Grand Lake									
Circuit Number	22									
Location of Circuit - zip codes (2)	49777 49707									
Circuit Length (miles)										
SAIDI excluding MEDs	9.32									
SAIFI excluding MEDs	0.15									
SAIDI all conditions	419.95									
SAIFI all conditions	0.221									
Number of Customers Served	1,133									
Substation Name	Rockport									
Last Circuit Trim (year) (3)	2016									
List of Outages and Causes (can be put on a separate page) (4)	*Outage Causes tab below									
Corrective action to improve performance (can be put on a separate page)	The majority of outages for Grand Lake Circuit out of Rockport Substation for 2025 were attributed to vegetation. APC completed a circuit wide tree trim in January 2026 and believes this will greatly improve reliability performance of the circuit going forward. Extra resources were added to already record tree trimming spending to complete the full circuit trim in the second half of 2025. APC also has two separate projects planned for 2026-2027 that will take sections of the Grand Lake Circuit overhead three phase and convert them to underground, further improving reliability of the circuit.									

Worst performing circuit(s) by SAIFI excluding MEDs (7), (8), (11)

	Circuit 1	Circuit 2	Circuit 3	Circuit 4	Circuit 5	Circuit 6	Circuit 7	Circuit 8	Circuit 9	Circuit 10
Circuit Name	Grand Lake									
Circuit Number	22									
Location of Circuit - zip codes (2)	49777 49707									
Circuit Length (miles)										
SAIFI excluding MEDs	0.15									
SAIDI excluding MEDs	9.32									
SAIFI all conditions	0.221									
SAIDI all conditions	419.95									
Number of Customers Served	1,133									
Substation Name	Rockport									
Last Circuit Trim (year) (3)	2016									
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Corrective action to improve performance (can be put on a separate page)	The majority of outages for Grand Lake Circuit out of Rockport Substation for 2025 were attributed to vegetation. APC completed a circuit wide tree trim in January 2026 and believes this will greatly improve reliability performance of the circuit going forward. Extra resources were added to already record tree trimming spending to complete the full circuit trim in the second half of 2025. APC also has two separate projects planned for 2026-2027 that will take sections of the Grand Lake Circuit overhead three phase and convert them to underground, further improving reliability of the circuit.									

	CEMI0	CEMI1	CEMI2	CEMI3	CEMI4	CEMI5	CEMI6	CEMI7	CEMI8	CEMI9	CEMI10
CEMI Reporting for Indices CEMI0 through CEMI10+ R460.732(p) (5)		12620	8885	5608	2664	1171	489	285	256	100	14

CELID		
CELID Reporting R460.732(q) (6)	CELID8hours	12397
	CELID24hours	9061
	CELID48hours	6399

MOMENTARY INTERRUPTIONS

Number of Non-Residential Customers Experiencing Momentary Interruptions R460.732(r)	Temp Waiver U-21419

System-wide SAIDI, SAIFI, and CAIDI (9)

	All conditions						Excludes MEDs (11)					
	SAIDI		SAIFI		CAIDI		SAIDI		SAIFI		CAIDI	
Year	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average	Annual	5 year average
2025	2994.41	743.762	2.5	1.74	1156.75	317.41	63.15	72.45	0.791	0.8182	79.88	86.856
2024	284.2	181.1	2.2	1.55	127.2	107.575	57.8	74.775	1	0.825	59.4	88.6
2023	36.5	149.7	0.4	1.2	80	120.7	28.8	85.2	0.4	0.8	70	100.7
2022	159.9	183.7	1.8	1.5	87.4	127.1	92.3	97.8	0.8	0.9	120	105.5
2021	243.8	177.9	1.8	1.4	135.7	131.6	120.2	92.6	1.1	0.9	105	97.8

NOTE: APC began calculating MEDs per IEEE in 2023.
Prior data called a MED based upon Catastophic Conditions (10% of customers out).

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	a.) None b.) None

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.