

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



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ATTORNEY GENERAL

October 1, 2021

Ms. Lisa Felice
Executive Secretary
Michigan Public Service Commission
7109 West Saginaw Highway
Lansing, MI 48917

Dear Ms. Felice:

Re: MPSC Case Nos. U-21122, U-20147

In the matter, on the Commission's own motion, to review the response of Alpena Power Company, Consumers Energy Company, DTE Electric Company, Indiana Michigan Power Company, Northern States Power Company, Upper Michigan Energy Resources Corporation, and Upper Peninsula Power Company to recent storm damage in their territories,

In the matter, on the Commission's own motion, to open a docket for certain regulated electric utilities to file their distribution investment and maintenance plans for other related, uncontested matters.

In its August 25th order in Case Nos. U-21122 and U-20147, the Commission requested comments from interested parties regarding the Distribution Investment Plans filed by Consumers Energy Company (CECo), DTE Electric Company (DTEE), and Indiana Michigan Power Company (I&M).

The Commission requested comments on six specific areas as outlined below and focus on the appropriateness of the distribution plans to address the problem of electric outages as well as how the plans address the issues of affordability, equity concerns, and financial incentives/penalties. The Attorney General is pleased to provide comments in each of the six areas pertaining to each of the three utilities as well as comments regarding electric outages and their impact on customers generally.

1. Are the measures focused on improving distribution system reliability identified in the respective distribution plans commensurate with the scale of the challenge?

In general, each of the three utilities discusses its objectives of improving the reliability of its electrical system and provides historical system performance data, but, with the exception of CECo, they do not provide any future goals or targets of what reliability level their proposed investments and actions will achieve. Although massive amounts of investments are planned by each utility, there are no quantifiable goals or targets showing how system reliability will improve. In the case of CECo, as will be described in more detail below, the forecasted improvements are mediocre in comparison to the capital expenditures, and the operation and maintenance expenses, planned during the five-year plan from 2021 to 2025.

Therefore, in this regard, the Distribution Plans presented by the three utilities fall short of the Commission's objective of achieving a significant improvement in electrical service reliability. If the Commission's objective is that over the next five years, the number of power outages during major storms will decline by 50% or more, it is unlikely that such an outcome will be achieved. At best, the improvements will be marginal and as explained in more detail later, the utilities are reluctant to be held accountable for achieving or failing to achieve specific goals over the next five years.

For example, CECo expects to reduce its SAIDI by 14% from 198 minutes as its historical baseline to 179 minutes in 2025 if 100% of its proposed capital spending of approximately \$4.0 billion and \$1.9 billion in O&M expenses are approved. The SAIDI is a combination of frequency of outages per customer and the duration of the outage. The SAIFI is forecasted to improve from approximately 1 average outage per customer annually to 0.949, or a 6% improvement over five years. Similarly, the CAIDI, or average duration of a power outage, would drop 17 minutes, or 9%, from the 196 minutes (3 hours and 16 minutes) on average per incident to 170 minutes, or just short of 3 hours. Although credit must be given to CECo for at least forecasting some improvement in its distribution reliability in contrast to the other two utilities, the improvements are not likely to satisfy the expectations of customers for the \$12.5 billion that the three utilities combined plan to spend in capital and O&M in their five-year distribution infrastructure plans.

a. CECo:

The company has identified from \$708 million to \$865 million of capital spending annually on its electric distribution system between 2021 and 2025 for a cumulative total of \$4.0 billion over the five-year period. Of these annual amounts, \$124 million to \$139 million annually pertain to Demand Failures for replacing electrical equipment as it fails. Another \$312 million to \$420 million annually is forecasted to be spend on Reliability improvements to proactively replace and upgrade various power lines, poles, breakers, power stations, and other equipment. The remaining

spending is primarily directed at New Business and Grid Automation and Modernization projects.

On the O&M front, CECo is planning to spend \$84 million in 2021 on Tree Trimming (Forestry) work and escalating this spending to \$120 million by 2025 to achieve a 7-year vegetation clearing cycle, which it deems optimal to minimize tree-related power outages. With regard to Service Restoration costs, the Company expects that the \$47 million forecasted in 2021 will be escalated to \$74 million annually in 2022 and stay at that level despite anticipating a decline in outages from increased tree-trimming and replacement of older or deteriorating equipment. In total, over the five-year period, the Company has forecasted \$1.4 billion of O&M expenses pertaining to the distribution system. Combined O&M and capital spending of \$5.4 billion over the next five years represent an average spending per customer of \$2,900 over the 5-years.

Although the company's distribution plan identifies capital spending in various programs and sub-programs, it is not clear how focused and directed the spending is toward those areas that cause the most power outages. According to the causes of power outages identified by CECo in the plan, trees caused 33% of the outages during the past five years. This is followed by equipment failures causing 18% of the outages and weather (wind, etc.) causing another 10%. Each of these causes merits a more in-depth analysis to determine if more could be done to reduce the number of outages, such as a wider clearing of trees and more frequent clearing along with placing power lines on taller poles outside the reach of most trees as the poles are replaced. It is also not clear what else the Company is planning to do to target those electrical circuits that cause the most equipment failures and power outages, and how it could further strengthen power lines to better sustain medium to high winds and other weather effects.

The Company also has aggregated several outage causes into the Other category which accounts for 20% of the outages. Some of the causes in the Other category, such as trees falling from outside the ROW and public tree trimming, should probably be classified with Tree-related outages and be directly addressed to avoid reoccurrence.

Preventive maintenance, other than tree trimming, is another area where the company perhaps needs to focus additional resources. Instead of waiting to do a complete replacement of facilities once they fail, an increased level of routine inspection and repair of poles, pole tops, circuit breakers, and other equipment could avoid large expenditures later. In the five-year plan, the Company has forecasted \$25 million of maintenance expense in 2021, which escalates to \$39 million in 2025. Further emphasis on preventive maintenance could be beneficial if properly targeted.

b. DTEE:

DTEE filed a massive 725-page distribution investment plan that is excessively wordy and often repetitive with general statements and lacking specifics. In contrast, CECo's plan is 372 pages. DTEE identified \$1.1 billion to \$1.5 billion of capital spending annually on its electric distribution system between 2021 and 2025 for a cumulative total of \$6.8 billion over the five-year period. Of these annual amounts, \$353 million to \$371 million annually pertain to Emergent Replacements for replacing electrical equipment as it fails. Another \$404 million to \$925 million annually is forecasted to be spent on Strategic reliability improvements to proactively replace and upgrade various power lines, poles, breakers, power stations, other equipment, and grid automation. The remaining spending is primarily directed at new Customer Connections.

On the O&M front, DTEE is planning to spend \$165 million annually on Tree Trimming work to achieve a 5-year vegetation clearing cycle, which it deems optimal to minimize tree-related power outages. The company did not forecast any Service Restoration costs in the plan, but forecasted \$10 million annually for preventive maintenance. In total, over the five-year period, the Company has forecasted \$975 million of O&M expenses pertaining to the distribution system. Combined O&M and capital spending of \$7.7 billion over the next five years represent an average spending per customer of \$3,600 over five years.

Although DTEE's distribution plan identifies capital spending in various programs and sub-programs, similar to CECo's plan, it is not clear how focused and directed the spending is toward those areas that cause the most power outages. According to the causes of power outages identified by DTEE in the plan, trees and wind caused nearly 37% of the outages during the past five years. This is followed by equipment failures causing 24% of the outages. The remaining causes drop quickly below 7% each. Each of the two major causes merit a more in-depth analysis to determine if more could be done reduce the number of outages, such as a wider clearing of trees along with placing power lines on taller poles outside the reach of most trees as the poles are replaced. It is also not clear what else the Company is doing to target those electrical circuits that cause the most equipment failures and power outages, and how it could further strengthen power lines to better sustain medium to high winds and other weather effects. In this regard, DTEE and CECo face similar challenges which require more targeted and intensive solutions to avoid more power outages at a faster pace.

A disappointing analysis is the number of power outages that are still occurring after the Company has spent millions of dollars to harden power lines and electrical circuits, and also after performing enhanced tree trimming and vegetation clearing. According to the information presented on page 235 of the DTEE report (August 1, 2021 Draft Filing), All Weather SAIFI one-year After Circuit Hardening still shows an incident of 1.27 occurrences for the circuit for the year. Although this is an improvement of 32% from before hardening, and also a good improvement in comparison to not hardening the circuit, it is still perplexing why the hardened

circuit is still experiencing such a high failure/outage incidence rate only one year after being remediated. The SAIDI results show a better improvement, but the remediated/harden circuit still has an average 83 minutes of outage time for the year. This analysis raises questions about what else is affecting the circuits after they are hardened and how effective the investment in hardening the circuit really is.

Similarly, on page 247 of the report, DTEE discloses that after it has applied its enhanced tree trimming program to a circuit, it has reduced customer interruptions by 63% and customer outage minutes by 57.3% in comparison to circuits that have not been cleared. Although these are welcomed improvements, it is still perplexing why the reductions are not much larger soon after the tree clearing, whereby outages would approach close to zero from tree damage.

Preventive maintenance, other than tree trimming, is another area where the company perhaps needs to focus additional resources. In the five-year plan, the Company has forecasted \$10 million of preventive maintenance expense. Relative to the projected capital spending, the number of distribution facilities it owns, and the company's breath of operations, this amount seems inadequate. Instead of waiting to do a complete replacement of facilities once they fail, an increased level of routine inspection and repair of poles, pole tops, circuit breakers, and other equipment could avoid large expenditures later. Further emphasis on preventive maintenance could be beneficial if properly targeted.

c. I&M:

I&M has forecasted \$38 million to \$46 million of capital spending annually for its Michigan electric distribution system between 2021 and 2025 for a cumulative total of \$217 million over the five-year period. Of these annual amounts, \$20 million to \$35 million annually pertain to making reliability improvements by proactively replacing and upgrading various power lines, poles, breakers, power stations and other equipment. The remaining spending is primarily directed at Grid Modernization/Automation with the largest expenditures of \$21 million in 2021 and 2022 pertaining to the installation of AMI meter modules.

On O&M, I&M is planning to spend approximately \$14 million annually with \$13.2 million on Tree Trimming work to maintain a 5-year vegetation clearing cycle, which it deems optimal to minimize tree-related power outages. Combined O&M and capital spending of \$289 million over the next five years represent an average spending per customer of \$2,200. In this regard, I&M has presented a more modest capital spending plan than the other two major electric utilities.

Similar to the distribution plans of CECo and DTEE, it is not clear how focused and directed the spending by I&M is toward those areas that cause the most power outages. According to the frequency causes of power outages identified by I&M that contribute to SAIFI, the top three causes are trees, equipment failures, and stations failures. In total, these three causes account for 63% of all failures. Each of the remaining failures contribute 7% or less each to the total number and frequency of power outages. As states earlier with regard to CECo and DTEE, each of these

three major causes merits a more in-depth analysis to determine if more could be done to reduce the number of outages, such as a wider clearing of trees along with placing power lines on taller poles outside the reach of most trees as the poles are replaced. It is also not clear what else the Company is planning to do to target those electrical circuits that cause the most equipment failures and power outages, and how it could further strengthen power lines and other equipment to better sustain medium to high winds and other weather effects. In this regard, I&M faces similar challenges to DTEE and CECo, which require more targeted and intensive solutions to avoid more power outages at a faster pace.

Preventive maintenance, other than tree trimming, is another area where the company perhaps needs to focus additional resources. In the five-year plan, the Company has forecasted \$1 million of expense for inspection programs. This amount seems relatively limited as a preventive maintenance program. Instead of waiting to do a complete replacement of facilities once they fail, an increased level of routine inspection and repair of poles, pole tops, circuit breakers, and other equipment could avoid large expenditures later. Further emphasis on preventive maintenance could be beneficial if properly targeted.

Summary:

Although the capital and O&M spending levels proposed by the utilities over the five-year plan horizon, particularly by CECo and DTEE, are large, it is not clear they will sufficiently improve the electrical system reliability to meet the expectations of the Commission and the general public. In this regard, the Commission should clarify what the challenge is that the utilities need to achieve and set a specific goal of expected reductions in power outages within the five-year timeframe. Such a goal with the additional requirements outlined in the other areas listed below would give Michigan utilities more concrete goals that they can strive to achieve.

2. Are the metrics identified by the utilities to reduce the number and duration of outages and the number of customers experiencing multiple outages appropriate?

As stated above, only CECo provided metrics that identify both historical levels and forecasted targets of performance through 2025. CECo identify 14 metrics in five categories: Safety & Security, Reliability (SAIDI, SAIFI, CEMI), System Cost, Sustainability, and Control. The company proposes to only report annually on these metrics with no accountability. In the Performance-based Ratemaking (PBR) proposal, the Company only includes the SAIDI and CEMI-5 metrics for one-way incentive payments that would accrue to the Company's benefit.

CECo's proposed metrics need to be refined with the objective of making them key performance measures for PBR. Suggested changes are (1) further reduce the SAIDI and SAIFI 2025 goals from a 15% and 7% reduction to reflect a more aggressive reduction of 20% and 15% from the 2016-2020 average level, (2) reduce

the percentage of customers with 5 or more interruptions in a year from less of 5% to less than 3% in 2025, (3) reduce the percentage of customers with one or more interruptions of 5 hours or more from 24.6% to 20% in 2025, (4) increase the percentage of customers restored within 24 hours of a MED interruption from 81.8% to 85% by 2025, (5) reduce the O&M service restoration cost per incident from \$811 to \$700 (in line with 2020 experience) by 2025, (6) remove EWR savings and system load factor from the metrics (EWR has its own monitoring and incentives. Also, it is not clear why system load factor is critical to monitor at this time), (7) remove control metrics (they related more to managing generation then distribution facilities), (8) add a metric for number of customers who experienced at least one power outage during the year of 1 hour or longer with the related goal for 2025 (this would provide a more meaningful and visible way to monitor improvements to the power distribution grid), (9) add a metric for the number of power outages from trees, wind & weather, and equipment failures with each metric reported separately with the related goal for 2025 (these metrics would provide a more meaningful and visible way to monitor improvements to the power distribution grid), (10) add a metric for the number of miles of line cleared for vegetation for LVD and HVD circuits with the related goal for 2025. These revised metrics with a glide path between 2021 to 2025 can then be used to measure performance under the PBR, as explain later.

CECo also provided information showing that its SAIDI level at approximately 200 minutes has consistently been in the 4th quartile since 2007 with the exception of 2017 in comparison to other electric utilities in the industry. The company needs to investigate why it is achieving such a poor result and find out what other utilities are doing that places them in the second quartile or lower.

DTEE and I&M did not provide any forecasted metrics in their distribution plans and simply reported historical performance of SAIDI, SAIFI, CAIDI, and CEMI on a system wide basis and with some breakdown by region and by causes. The Commission should direct those utilities to present forecasted metrics in their final distribution investment plan similar to the metrics presented by CECo with the adjustments the Attorney General has proposed above. In addition, the Commission should direct those utilities to benchmark their reliability performance measures, such as SAIDI, SAIFI, CAIDI and CEMI against peer companies in the industry and identify areas of improvement.

3. Do the financial incentives and penalties identified by the utilities align the respective utility's financial goals with the goals of this Commission in reducing outages and improving distribution performance?

CECo was the only utility who presented a detailed framework for PBR. DTEE presented a conceptual framework with no specific goals or targets. I&M did not present a PBR framework or any financial incentives and penalties for achieving or failing to achieve reductions in power outages and improvements in distribution system performance.

The CECo PBR proposal has several deficiencies that need to be corrected in order to achieve the objectives that the Commission expects of meaningful reductions in power outages and improvements in distribution system reliability. The following areas of the PBR need significant adjustments:

- a. **No timeline to start PBR** – CECo proposed its PBR framework as a general discussion item over the coming years with no proposed start date. There is no reason why an effective PBR could not start in 2023 based on the metrics proposed by CECo and as adjusted based on the Attorney General’s comments above.
- b. **Two performance measures** - CECo proposed to limit the performance measures to only two metrics, SAIDI and CEMI-5. The SAIDI goal would be at the average of the trailing five years from 2016 to 2020 which is 200 minutes. The CEMI-5 goals, which measures the percentage of customers with 5 or more power interruptions in a year, would be set at 5%, which is slightly higher than the 4.7% five-year average experience in the 2016-2020 period. These two measures are too limited and do not reflect the broader goals of the Commission of reducing power outages and improving the reliability of the distribution system. The 14 metrics proposed by the company with the adjustments the Attorney General proposed would be a more effective PBR program that encompasses the key performance measures. The approach the Attorney General proposes is akin to the Company’s incentive compensation program where the Company has nine performance measures each year and determines an overall actual score for the year and compares it to the target performance level to determine whether incentive payouts should be made. With regard to the PBR, there would be both incentive payments and penalties if the overall score falls below a certain threshold of performance. Appropriate weights could also be assigned to each metric to reflect relative importance. SAIDI, SAIFI and CEMI metrics should be measured on a five-year trailing basis to avoid annual spikes.
- c. **Incentives with no penalties** – The company’s PBR proposal only includes incentive payments if the Company exceeds the target goal and does not include any penalties if the Company fails to achieve its goals. CECo wants to be paid for reducing outages and recapture paid bill credits for reducing multiple customer outages, but does not want to pay customers for increasing outages. This one-way approach to PBR is unfair to customers who are paying rates that include capital expenditures in rate base, and O&M expenses, and are not getting the expected benefits that those expenditures should have achieved. A balanced PBR program needs to have both incentives and penalties to provide the company with the strongest motivation to achieve its goals.

- d. **Deadband** – CECo has proposed a wide deadband range within which no incentives or penalties would be assessed. If structured properly, similarly to an incentive compensation program with multiple measures, there is no need for a deadband. The deadband creates a cliff problem where soon as the deadband is exceeded a large payout or large penalty would need to be assessed.
- e. **Maximums** – The Attorney General agrees that a maximum incentive payout and maximum penalty amount should be set to minimize the impact of an unusual or unexpected outcome. These maximums should be set as a percentage of the target amount.
- f. **Value Determination** – The Company has proposed to base the incentive payout off of the estimated customer savings generated from the Interruption Cost Estimate (ICE) model developed by the Berkley Laboratories. This model is a very generic and unreliable model that does not reflect the costs incurred by CECo customers for capital and O&M expenditures spent over multiple years to achieve unrealized expected benefits. A broader set of metrics also requires a value determinant that reflects costs recovered in rates. The Attorney General’s proposal is to set a value determinant as a percent of the net operating income approved in the most recent general rate case. The revenue requirement from distribution-related capital expenditures for reliability and demand failure programs along with the increases in tree trimming and preventative maintenance expenses would be calculated as a percentage of total revenue requirement for the projected test year. That percent would then be applied to the approved net operating income approved by the commission for the test year to establish the base amount on which incentive payments or penalties would be assessed. For example, if the base amount is \$20 million and the company achieves an actual performance of 10% above the overall target measure of all metrics, it would be eligible for a \$2.0 million incentive payment, subject to the maximum limit. Similarly, if the company’s actual performance is 10% below the overall target measure, it would refund a \$2.0 million penalty to customers, subject to the maximum limit.

The Commission needs to define the key outlines of an effective PBR with some specificity in order to have some similarities among the utilities and direct the utilities to present definitive PBR programs by a date certain with appropriate refinements to be done through a collaborative process with Staff, the utilities, and other interested parties before final Commission approval.

4. Do the distribution plans filed reflect the appropriate balance between needed investments and customer affordability? Are there alternatives that would better strike this balance?

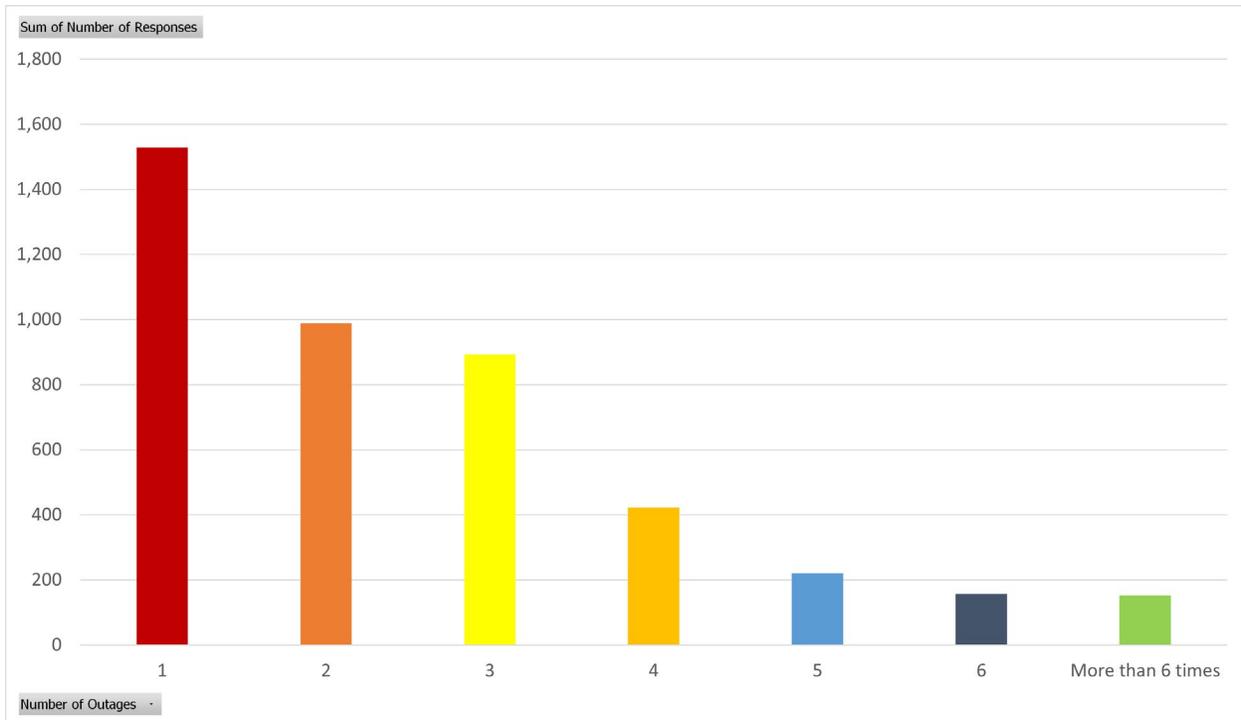
Although each of the three utilities presented capital investment plans and forecasted O&M expenses for the next five years for billions of dollars, no information was presented as to how the cumulative effect of those expenditures will impact customer bills. This is a serious omission and prevents the Commission and parties to these proceedings to effectively assess whether the investment plans are affordable for customers.

A more targeted approach to spending in the areas that will have the most favorable impact to reduce power outages over the next five years would be desirable to a broad approach of increasing spending in all areas, such as Grid Automation. Grid Automation projects and other projects that are not specifically directed at reducing power outages should be deferred until a meaningful reduction in power outages is achieved.

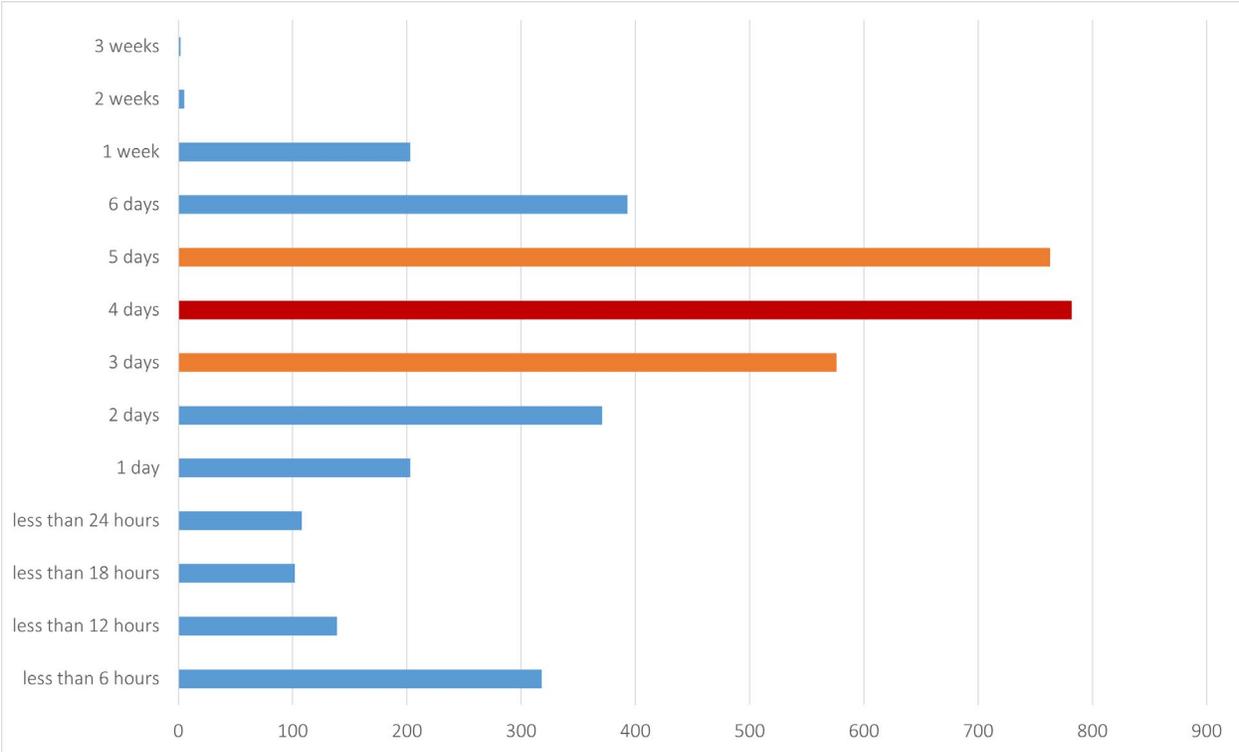
The Commission should direct the utilities to present information in the final distribution plans that identify how the proposed investments and O&M levels will increase customer annual electric bills for the average residential customer and for small commercial customers over at least the next 20 years given the cumulative impact of capital expenditures on rate base. The Commission should also direct the utilities to focus their spending in those areas that will have the highest impact in reducing power outages over the next five years.

Along this line of inquiry regarding affordability and impact on customers, the Attorney General provides a summary of the impact these recent power outages have had on customers. Sometimes when determining the amount of a penalty/incentive for outages parties fail to evaluate proposed rules and actions against actual experience. In addition, it is important to review actual experiences of customers in response to electric outages against solutions in order to find the most efficient solution to the problem being experienced by customers. Accordingly, below are some graphs that summarize the experience of the over four thousand customers that responded to the Attorney General's survey questions.

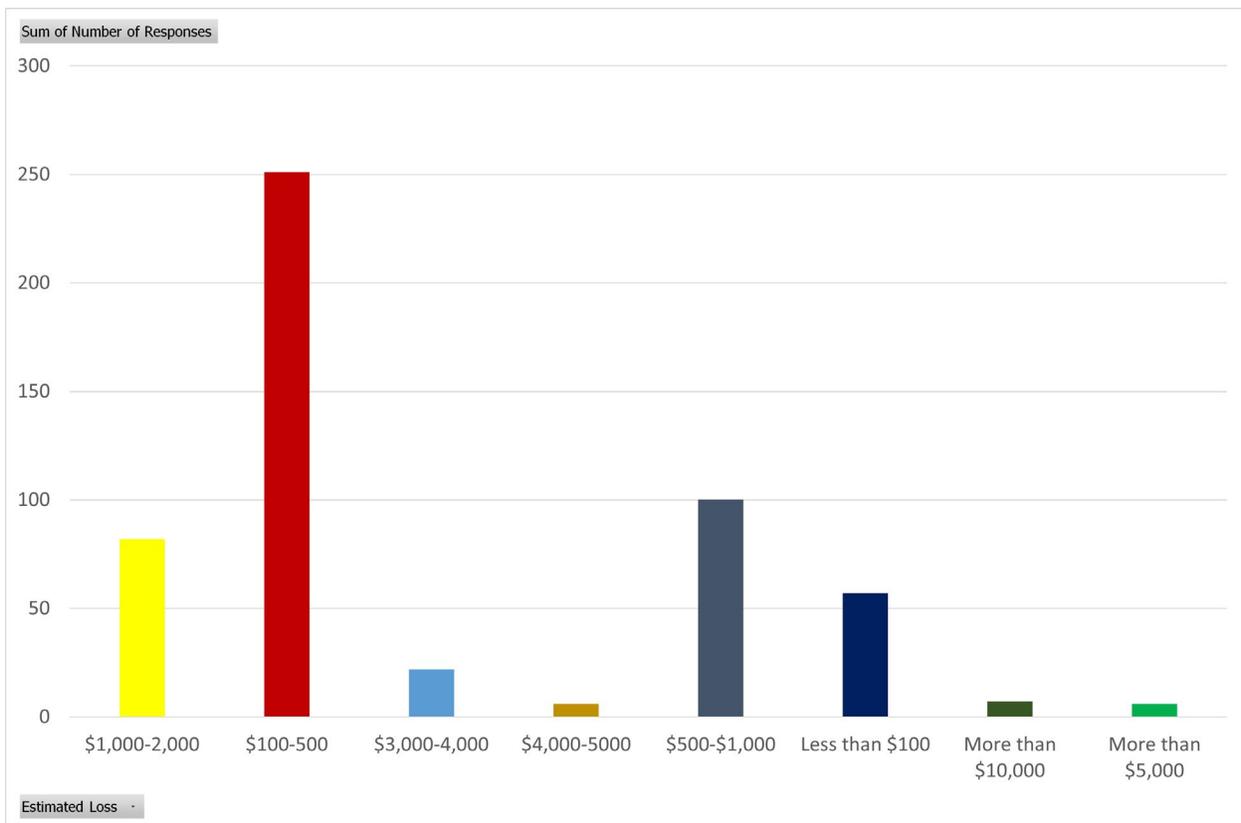
Out of the customers that provided responses to the question about how many times the household lost power, this graph shows that about half of the customers have had at least 3 outages this past summer.



A follow up question asked how long the outage lasted. As shown below, the overwhelming majority of the people answering this question lost power for 4 to 5 days.



The cost of the power outage on customers was another important question in the survey. Of the customers that responded to this question, the below graph demonstrates that nearly 90% of the customers lost between \$100 to \$500 as a result of the power outage. In addition, 35% of the customers lost between \$500 to \$1000 as a result of the power outage. This is significantly more than the \$25 to \$35 outage credits that customers may receive. The Attorney General supports the Citizens Utility Board of Michigan’s (CUB) study on outage credits that is also part of their comments filed today in this docket as a way to match the financial loss of customers from a power outage to an appropriate credit.



Of the customers that provided their county of residence, the overwhelming majority were from Oakland, Wayne, and Washtenaw counties respectively.

Although the survey does not provide a scientific examination into the effects of power outages on customers, it helps lends some support for the argument that more needs to be done in analyzing the economic impact of these power outages on customers and that the Commission should require more data reporting from the utilities to allow for a more complete study on utilities in Michigan.

Probably the most valuable information acquired from the survey is the many comments from customers expressing their frustration and concerns from various power outages that occurred over the summer. The attached comment summary

page attempts to summarize some of the comments from a number of counties around the state.

5. Do the distribution plans sufficiently incorporate considerations involving equity, including efforts to avoid further marginalization of vulnerable customers and communities?

In making investment decisions, the utilities should not discriminate against any customer group or show preference in performing work in any region or area, unless it is based on the need to reduce power outages and improve service in those areas because they have experienced inordinate outages or equipment failures when ranked as priority areas among other areas. Older equipment is frequently located in older neighborhoods which often have a higher concentration of lower income customers and elderly customers. Almost by default, if the older electrical equipment is causing more power outages and reliability issues, those areas should be ranked higher for priority work. If approached logically and fairly, the distribution plans should not marginalize vulnerable customers. If this premise is not correct, the utilities should disclose why and how their distribution plans are marginalizing certain customer groups.

6. Are there potential utility pilots or industry best practices that can improve customer safety and reliability by moving overhead lines on specific circuits or in segments of the electric distribution system underground at reasonable costs??

In its order in Case No. U-21122, the Commission requested the utilities to perform a study about the costs, benefits, and drawbacks of placing electric lines and related facilities underground. This request seems primarily directed at moving legacy overhead distribution lines and facilities to below ground. In new installations of electric lines since at least the 1970s, particularly in new subdivisions and commercial locations, utilities for the most part already bury the lines underground. In cities and urban areas, utilities have located power lines and related facilities underground with vaults for switches and breakers for nearly a century.

Therefore, utilities already have significant experience with the challenges, costs, benefits, and drawbacks of installing power lines underground. Pilot programs would add unnecessary costs and not likely yield any significant valuable information. However, surveys of other utilities around the country who may have undertaken the task of moving overhead legacy systems to underground locations could be valuable to better refine the estimated costs of such a move. Given the various challenges of the unknowns when excavating in older established neighborhoods with sewers, water lines, other utilities, cement pads, abandoned building foundations and confined spaces, the cost of installation of utility lines is usually multiple times more than what is initially estimated. Perhaps there are areas where select placement of power lines underground makes better economic

sense. In such cases, the utilities should present the appropriate evidence and make a compelling case for such a move.

In summary, the AG looks forward to assisting the Commission and other parties participating in this difficult undertaking to reduce power outages and improve the reliability of electric service provided by Michigan utilities

Sincerely,

Michael Moody (P-51985)
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Special Litigation Division
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County	Comment
Allegan	There were down live power lines for 4 days during the last storm Consumers never even came out to look at the lines until Sunday and the power lines were down in Tuesday night 10pm
Genesee	I live in a rural area and when the extended outage hit it left my household without water due to our well pump being hard-wired into the system... Water is a Vital Need!! And the energy companies need to be more mindful of Such. We may not have many “customers” in our area but we lost a lot more without our water source esp with the heat we experienced and not only did it create added hardship for us but for our farm animals as well!! They need to start realizing that!!
Kent	We spend money for gas for our Generac which runs the whole house. That was a \$16,000 investment due to poor service from Consumers
Kent	Power surges that night and the next day ruined all our appliances. Power surges are not covered by insurance unless you add an additional rider. We are out roughly \$16k in kitchen appliances.
Kent	Trees, Fence = Total from Insurance \$8k. Getting half back from homeowners insurance.
Kent	~\$2,000 in generator fuel, maintenance and wear & tear. Without the generator my losses since March would exceed \$25,000
Kent	I lost 2 freezers, a fridge. Could not keep up on medical charts for patients and fell behind, needing to block patient slots to catch up so it cost me financially. There is also personal health costs associated with impaired sleep due to heat, and other health related care that I was not able to appropriately address. Finally, there is all of the time lost cleaning and and wasting food. Fortunately I have organicycle but I can't imagine the environmental costs from food waste alone from the storms.
Lenawee	Single parent working adult with minor children. Low income but not low enough for food assistance..can you imagine losing everything in your fridge and freezer. Hard to recover financially from that.
Lenawee	After losing all of this money we will now get a generator bc Consumers is not dependable. I think that their guidelines for refunds for outages stink. I think they should be automatic and credits should be much higher. Another beef is a trick they've done our last few outages. They send a text saying power has been restored when it hasn't. I have to contact them again to report the outage and they then treat it as a new outage starting the clock again so it looks like we weren't out of power for days.....
Macomb	This is the fourth time this summer that we have lost power was forced to buy a generator that cost us \$1300 lost a lot of food... And was without power the longest over two days... This frequency is ridiculous
Macomb	Transformer in town is constantly fixed or replaced. But the system is old and DTE won't spend money to fix it. Last time it started a fire that

	burned down a nearby shed. When it goes out we have no water for all of our animals.
Oakland	<p>"Power went out on August 11, around 4pm. Came home from my infusion to find the power out. Our neighbors got their power back on August 13, but we only had partial power and had to go back on the generator to keep from burning out appliances. We called DTE every day, starting on the 14th, to ask when someone would fix our situation. They kept telling us that our power had been restored. Finally, on the 17th, someone came out and told us that one of the legs coming to our house was bad, probably from a tree that had been uprooted in the storm. They said someone would come out to fix it. No one came until the 20th. They hooked up a machine to our meter that we were told would give us full power until the line was fixed. It didn't work. They came back on the 21st and connected a jumper line from the meter to the utilities box. We finally had full power, but there is a line laying on the ground, through our yard. So for 11 days we were on a generator. DTE offered us a \$100 credit, but we spent over \$500 in gas for the generator. In addition, we had water damage from the previous storm and the restoration company came out and tore a hole in our kitchen ceiling to dry out the attic, but we couldn't run the dehumidifier because the generator would not support it. So our attic was wet for a week and a half longer because we did not have power.</p> <p>It is now the 24th, and we are still running on the ""jumper"". Yes, we have full power, but the line still has not been repaired.</p> <p>So, to recap, 11 days on a generator, 14 days and counting with the line still not fixed. We were offered a \$100 credit after spending \$500+ on gasoline for the generator and not being able to dry out water damage for a week and a half."</p>
Oakland	<p>"To many times to list. Rose township losses power all the time. I call the Michigan public service commission every time and our township supervisor Dianne Snider. DTE won't return my calls anymore. I ask for a supervisor to call me back and no call.</p> <p>In 24 years living here We have worn out one generator, and have 450 plus hours on our new generator. I just bought a used whole house Generator so I don't have to Cary gas from the gas station.</p> <p>Our township roars at night when there is a power outage. Meaning 90% of the township residents own generators. We have terrible power issues and DTE dose not care.</p> <p>Hope you have time to call Michigan public service commission and look at my history.</p>
Oakland	<p>My father died of covid. He was to be buried indoors at the masoleum. They lost power for 10 days and we were not able to lay him to rest. We had to do a repeat of services and he sat around in his coffin for a week. I'll never forget</p>

Oakland	Lost all my food in both of my fridges and freezers, husband and had to call In to work since a tree was down with a down wire blocking our street for two days, so lost money and had search everywhere to buy a generator to try to keep my elderly grandmother who stays with me alive
Oakland	Freezer food refrigerator food four times wrecked three fans numerous electrical products... number of electrical appliances that don't work anymore from the power surges
Oakland	My basement had 2 feet of water in it . It Wipeout the circuit board on my furnace in the basement. And now I have to run 4 dehumidifiers to try to drive my basement up which now my electrical bill is even higher than it normally is.
Oakland	Furnace, garage door opener, washer, dryer, dishwasher, alarm system, adjustable bed, fire damage, shredder, etc.
Oakland	Not monetary loss - every outage that is overnight i have to relocate my 99-year-old grandfather
Oakland	I have MS and it makes it very difficult for my caregivers to take care of me
Oakland	Wore out 1 5000 watt generator, half way through my second one. Thousands in gas and oil maintaining the generators
Oakland	All contents of refrigerator/freezer (including 2 vials of insulin)and FULL chest freezer. Power surge killed refrigerator and desktop computer. Several thousand dollars of loss
Oakland	We lose power constantly more than 5 times a year for the last 20 years. My husband is 82 years old and handicapped, leaving our home is difficult almost impossible. When we lose power I have to leave him at home to get, food, water etc. At 78 years old I have to manually open my garage door. I have to go up and down the stairs to check for water in the basement since the sump pump won't work with the power off. We have a well when the power goes out so does my water. When the power comes back on the water that initially comes out is black. I have to manually scrub every toilet, tub and sink in my house. Getting around our home and taking our meds by candle light is dangerous for older people. Losing power 2 times in the last few weeks has taken it's toll on us. We felt forced to get a hole house generator at the cost of \$11,000. This was not a planned expense.
Oakland	Waiting on estimates. It did damage to our house, the electric box and meter, the pole, roof, siding and overhang and they were going to disconnect us
St. Clair	"This has been on going in our area for years now. Has cost us numerous appliances, repair bills. Our neighbors can tell you the same stories of their lost and outages."

Wayne	<p>"We are without power again for at least the 12th time this summer alone. No ETA of restoration even available anymore. The same exact transformer has blown 9 times since June! We lost power on Sunday & yesterday at 6pm - not even a single rain drop present! Our mayor along with MANY MANY of us citizens here in Wayne have contacted DTE & our state reps along with our AG for months now. No one seems to care enough to help us. We should not be losing power this frequently, especially when there aren't even any storms or wind. What is it going to take for DTE to fix the ongoing issues over here In Wayne? How can us citizens get our voices heard because DTE, our state reps & our AG are not helping us. I'm tired of paying these outrageous DTE bills only to be without power several times a month!</p> <p>HELP US!!!!!"</p>
Washtenaw	<p>Power went out on the 11th of Aug. and back on Aug. 15th on for one day and off again for 1 day. I spent \$37.00 a day for three days in a row for gas for my generator. They can have their \$25.00. That was horrible 5 days. I only used my generator for freezer and fridge 1 fan and lights. Had one neighbor hooked in also.</p>
Washtenaw	<p>No power between 12th Aug to 15th Aug. Horrid time coupled with incorrect and false info on the website/app. Eg App showing that power is out from today 2:30 AM whereas it was 2 days since there was no power</p>
Washtenaw	<p>Early Aug 11 2021 To late Aug 16, 2021 I Had just went shopping the Monday before I Am on Food Stamps & I Don't Have or Have Money for a generator I Was not being given when my power would be on got no answers I also spoke to electricians that were in our state to help with the power outage I spoke with ones from Pennsylvania and North Carolina as they were parked across the street from my home I just was leaving and I went over and asked them how things were going and they informed me they were shocked to see how bad the infant structure was out this way they said they saying that there has not been no trimming no updates that it was an accident waiting to happen this was on Sunday I spoke with them August 15 and to hear that from other states what they were saying was really upsetting because we pay our bills and they are not doing their job taken care of the infrastructure I know where I live on the border of Washtenaw Wayne County an Monroe. I live 5 mins from Milan which was hit hard in this storm. They had a recording sent to my phone on Aug 16 saying I will get \$100 credit but that isn't enough to even replace my food & What I suffer from the heat as I'm a disabled person PLEASE HELP This has also happen to me in Winter as well out for days with not even a credit then. DTE charges a lot but doesn't even update HELP ME PLEASE</p>

Washtenaw	I lost power (which is also no water because I have a water well) on 8/11 and it came back on . 8/18. Eight days with no water or power. I am 69, live alone in the country.
Washtenaw	I saw the lightening hit and blow out the transformer. I could have told someone if there was someone who I could talk to. They came in the spring and marked 4 trees to cut near the middle es and transformer. They never came to do the work. I think a priority should be given to addresses that have no water when Power goes out. Much harder to deal with.
Washtenaw	Nobody out in this area was getting a hold of any live attendance the recording was not giving no estimate times they knew there were multiple issues out in this area and they had multiple states here to help with the outages and nobody was dispatched to this area to the very end when in fact they could've had more out here as well doing some of the repairs so it shouldn't have taken this long and DTE should get better credit to families as well as inform people on estimate and just because this is more country we should be respected as well and get repairs and updates out here as well as trucks in this area to repair damages