



SESSION 3

CUSTOMER AND COMMUNITY IMPACT: HOW THE CURRENT SYSTEM WORKS FOR OUR COMMUNITIES

An aerial photograph of a wind turbine on a hillside, overlaid with a semi-transparent blue globe and a green hexagonal grid. The globe shows the Americas. The hexagonal grid contains a lightning bolt icon inside a house shape.

THE ATTORNEY GENERAL'S PERSPECTIVE

Michael Moody, Assistant Attorney General



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

*Customer and Community
Impact: How the Current
System Works for Our
Communities*

Speaker Topic:

*Community-Based Data
and Perspectives*

October 22, 2021

11:30 – 12:55 p.m.



CUB Utility Performance Report

2020 version based on 2018 data. 2021 version based
on 2019 data forthcoming.



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

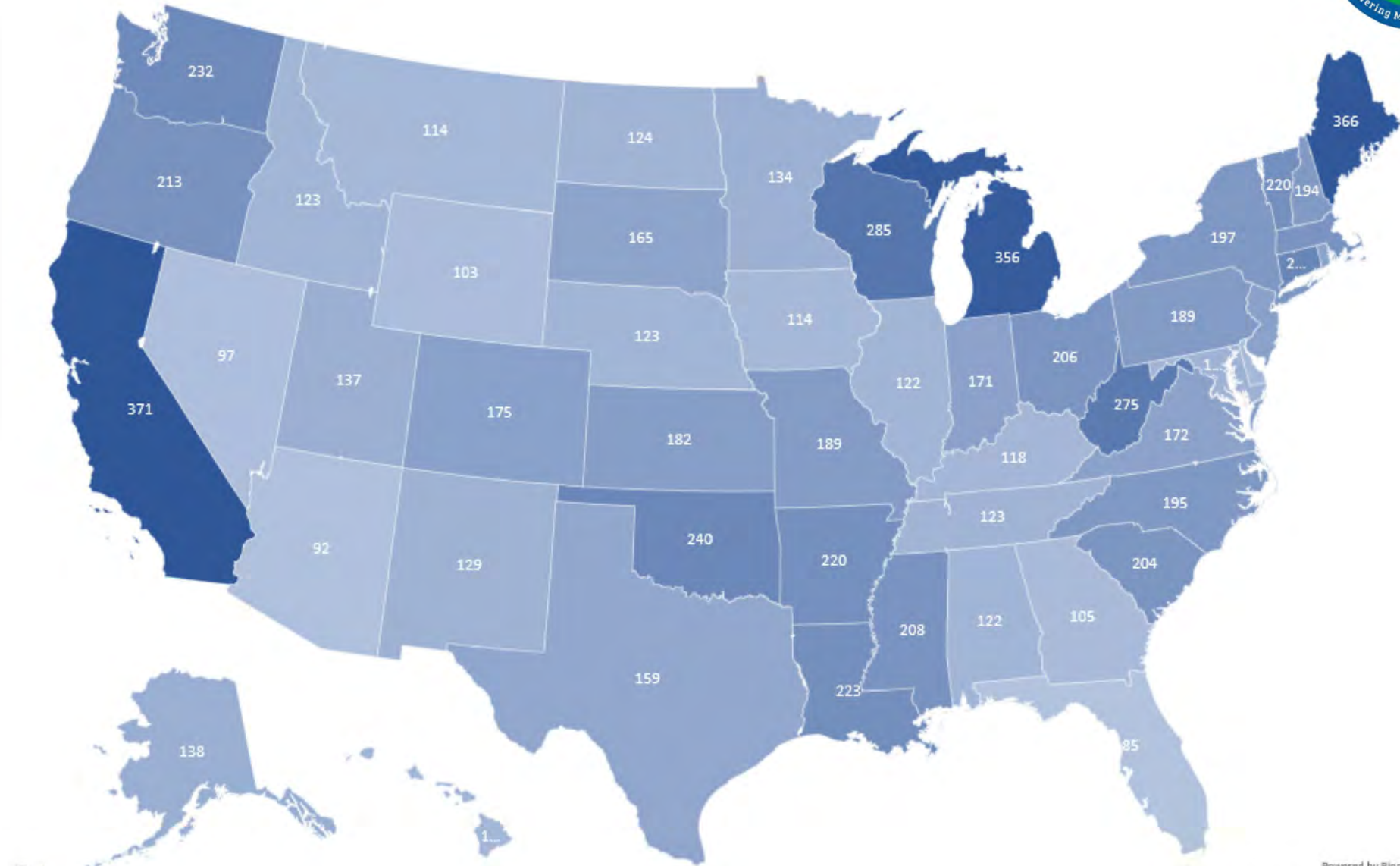
Speaker Topic:

Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.

Customer Average Interruption Duration Index (CAIDI) with Major Event Days in Minutes





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

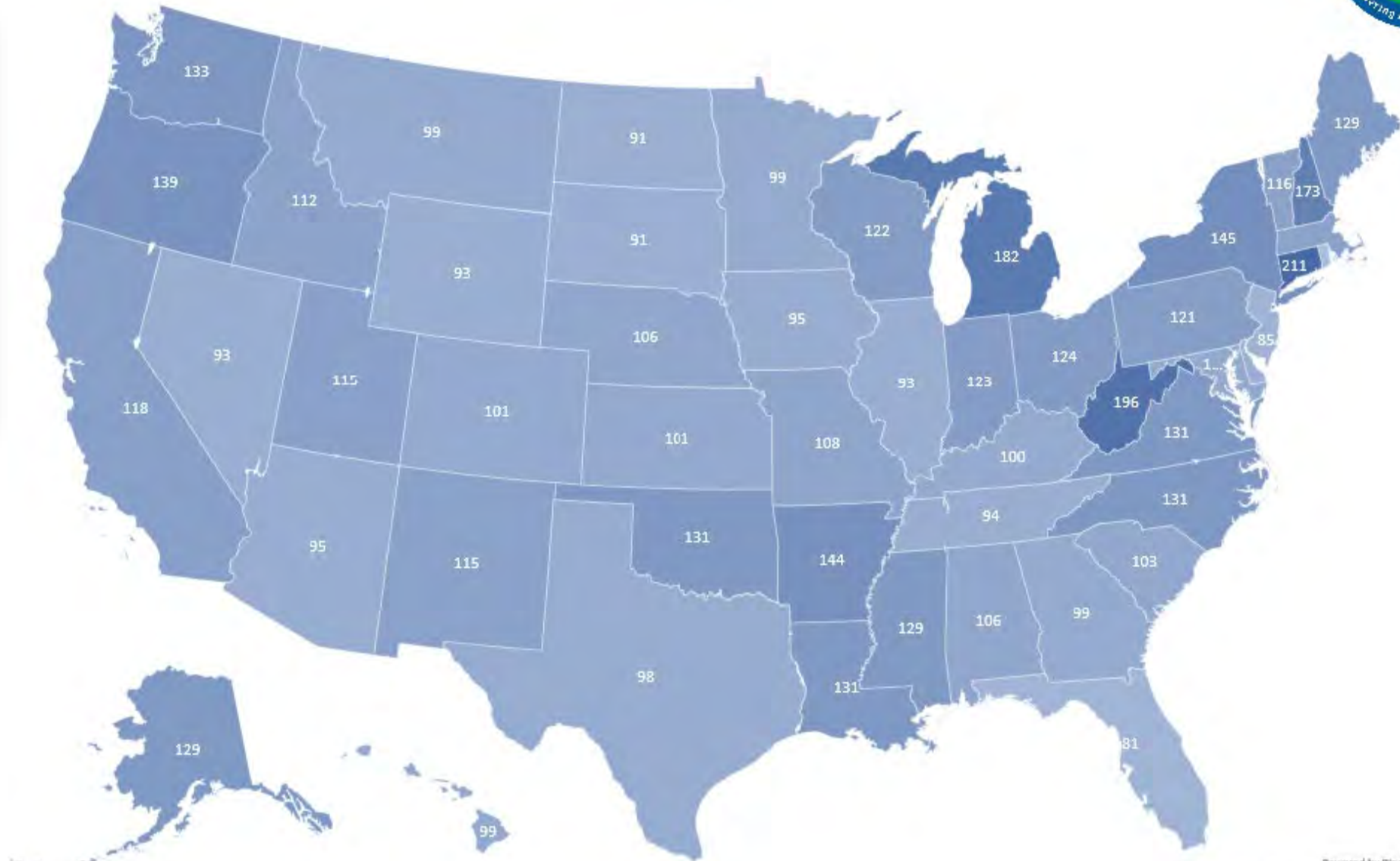
Speaker Topic:

Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.

Customer Average Interruption Duration Index (CAIDI) **without** Major Event Days in Minutes





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

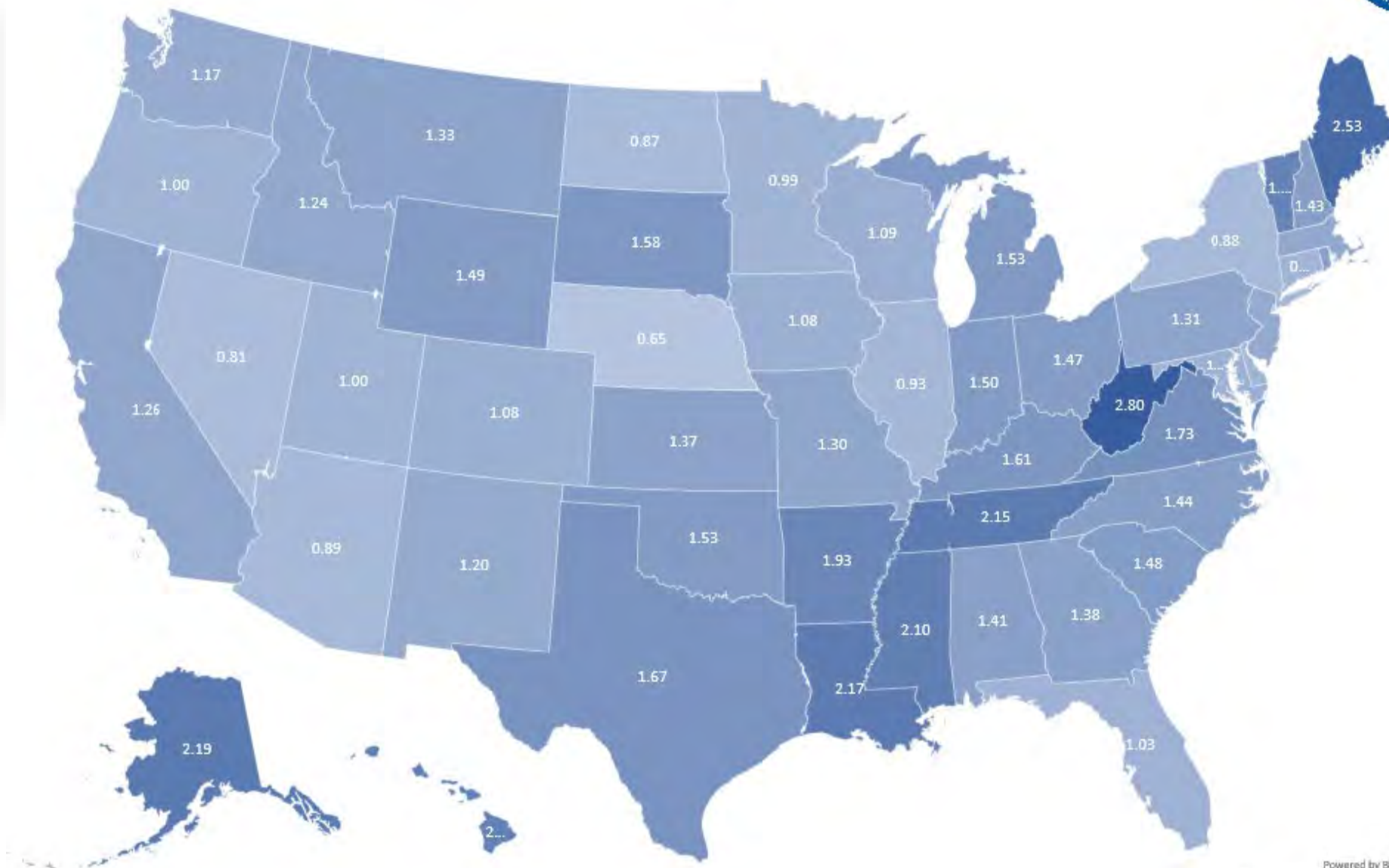
Speaker Topic:

Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.

2019 System Average Interruption Frequency Index (SAIFI) with Major Event Days in Number of Power Outages per Customer





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

Speaker Topic:

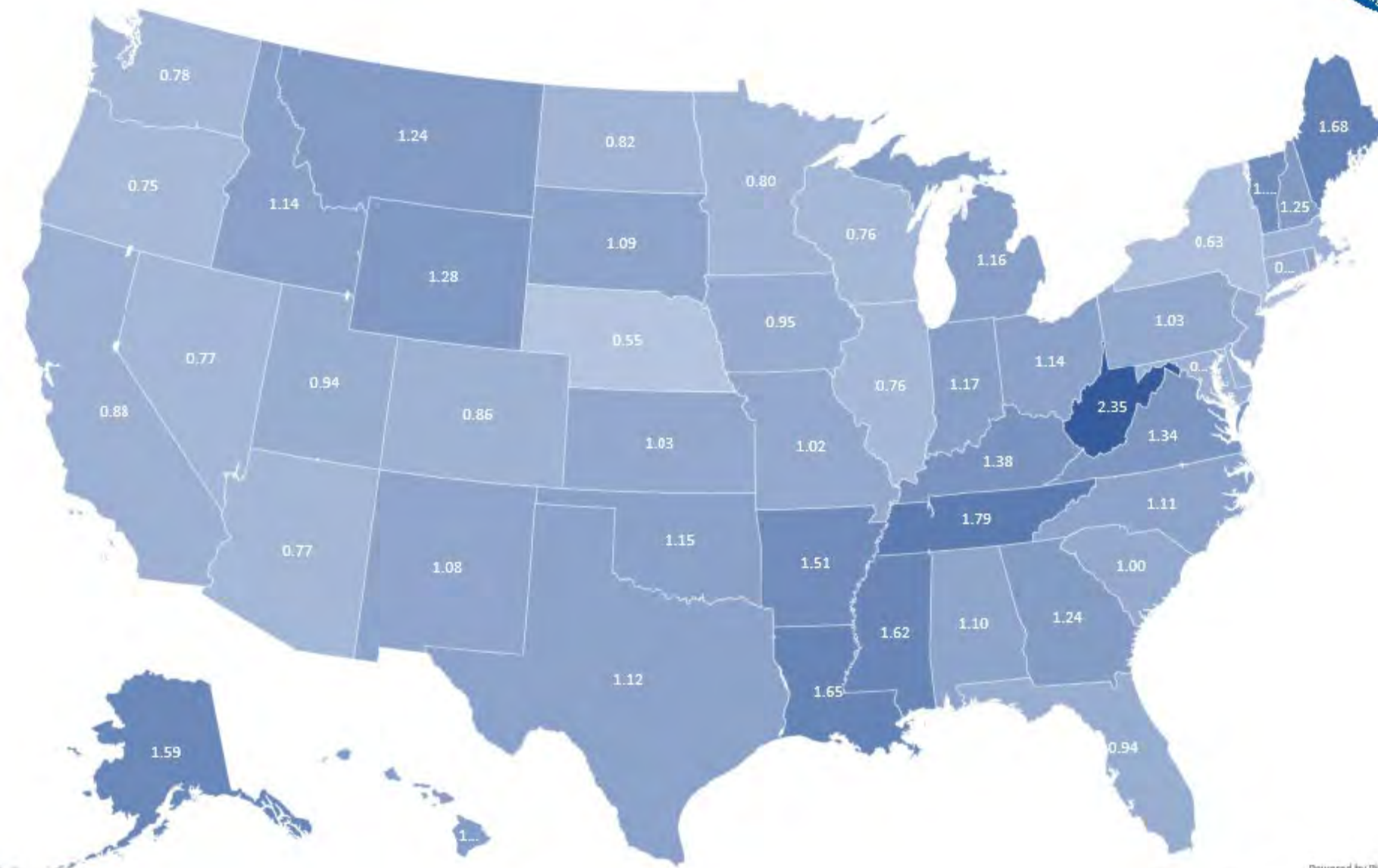
Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.

2019 System Average Interruption Frequency Index (SAIFI) **without** Major Event Days in Number of Power Outages: per Customer

0.0 2.5





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

Speaker Topic:

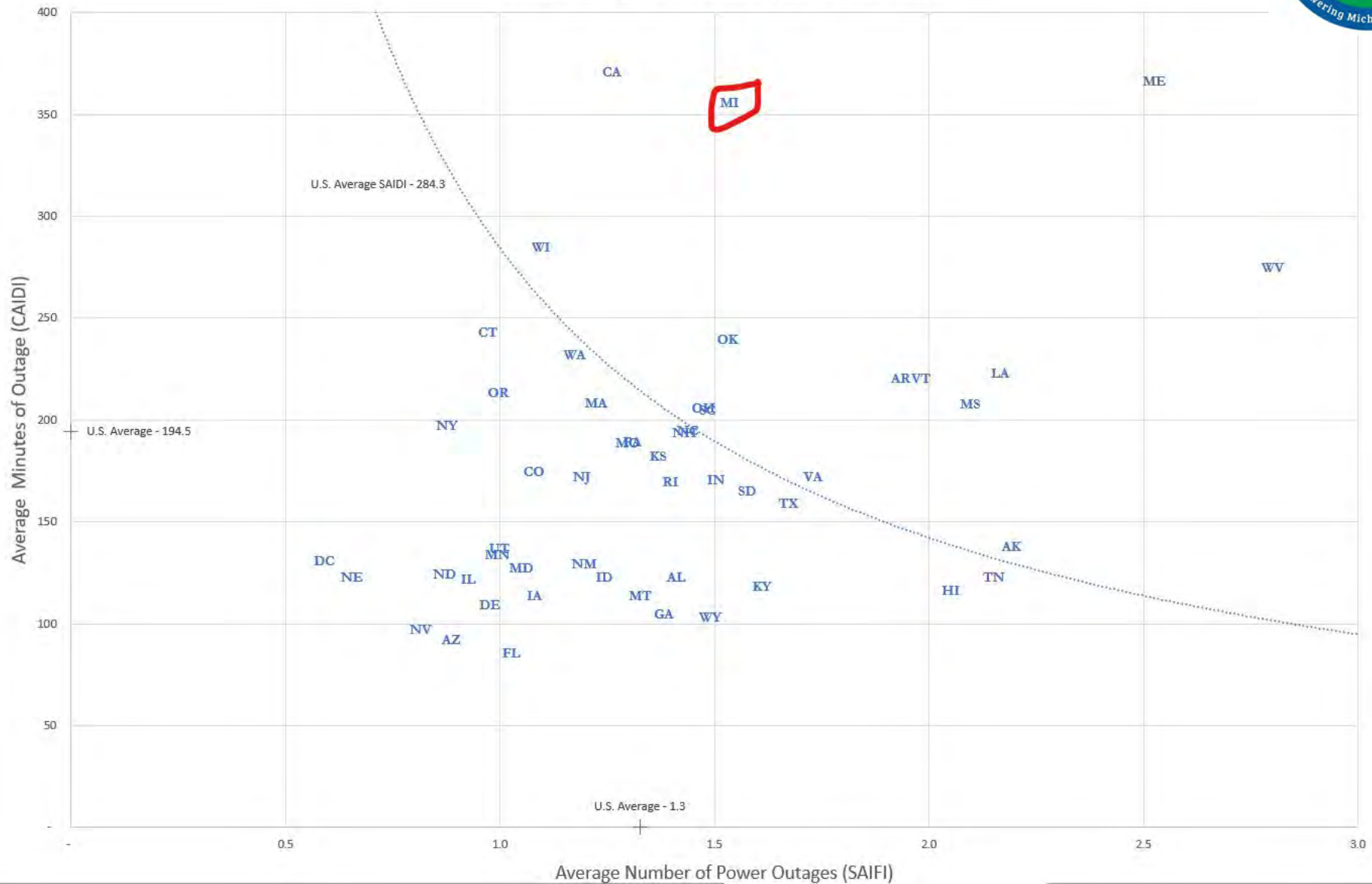
Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.



2019 SAIFI vs CAIDI with Major Event Days





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

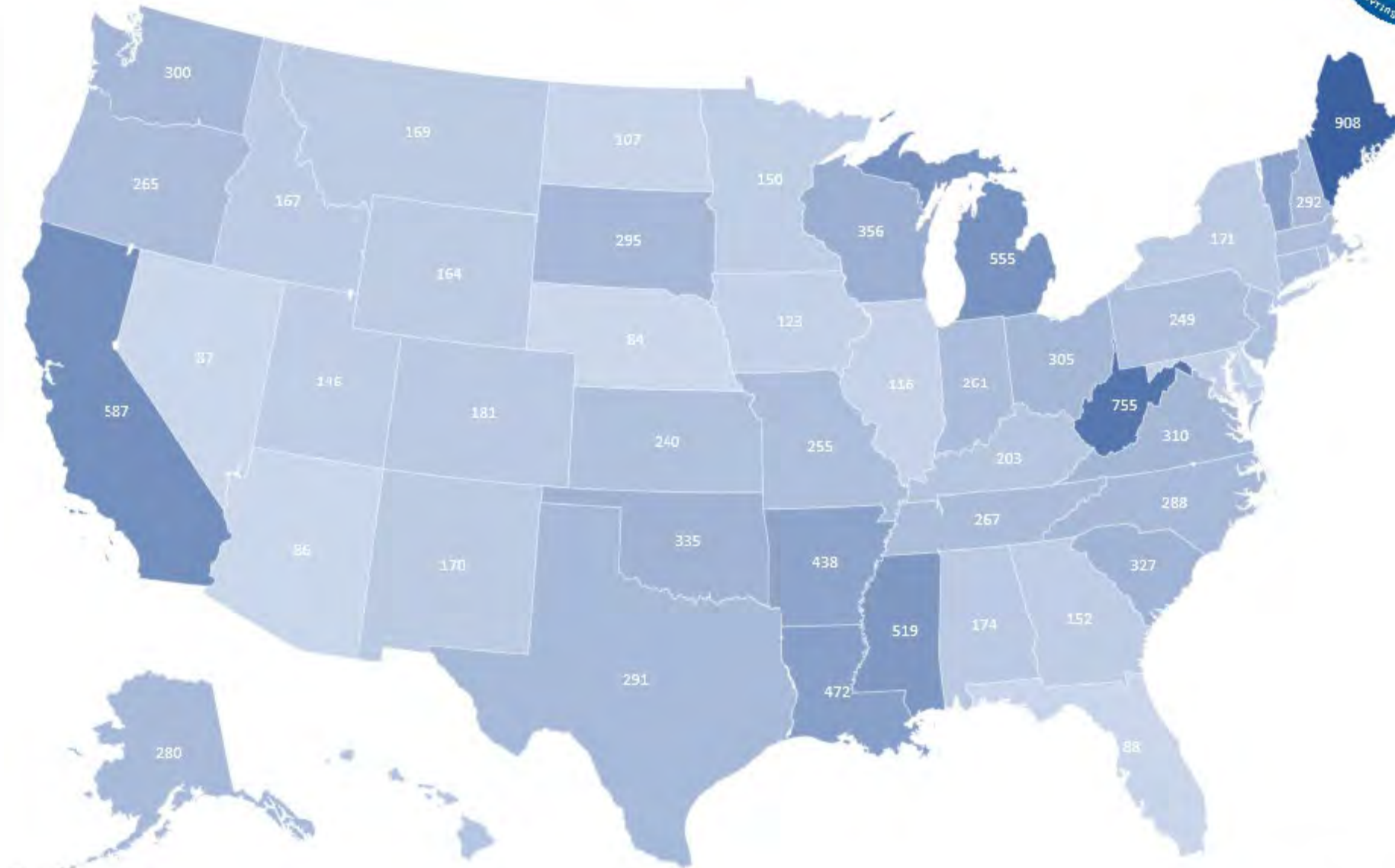
Speaker Topic:

Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.

2019 System Average Interruption Duration Index (SAIDI) with Major Event Days in Minutes





Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

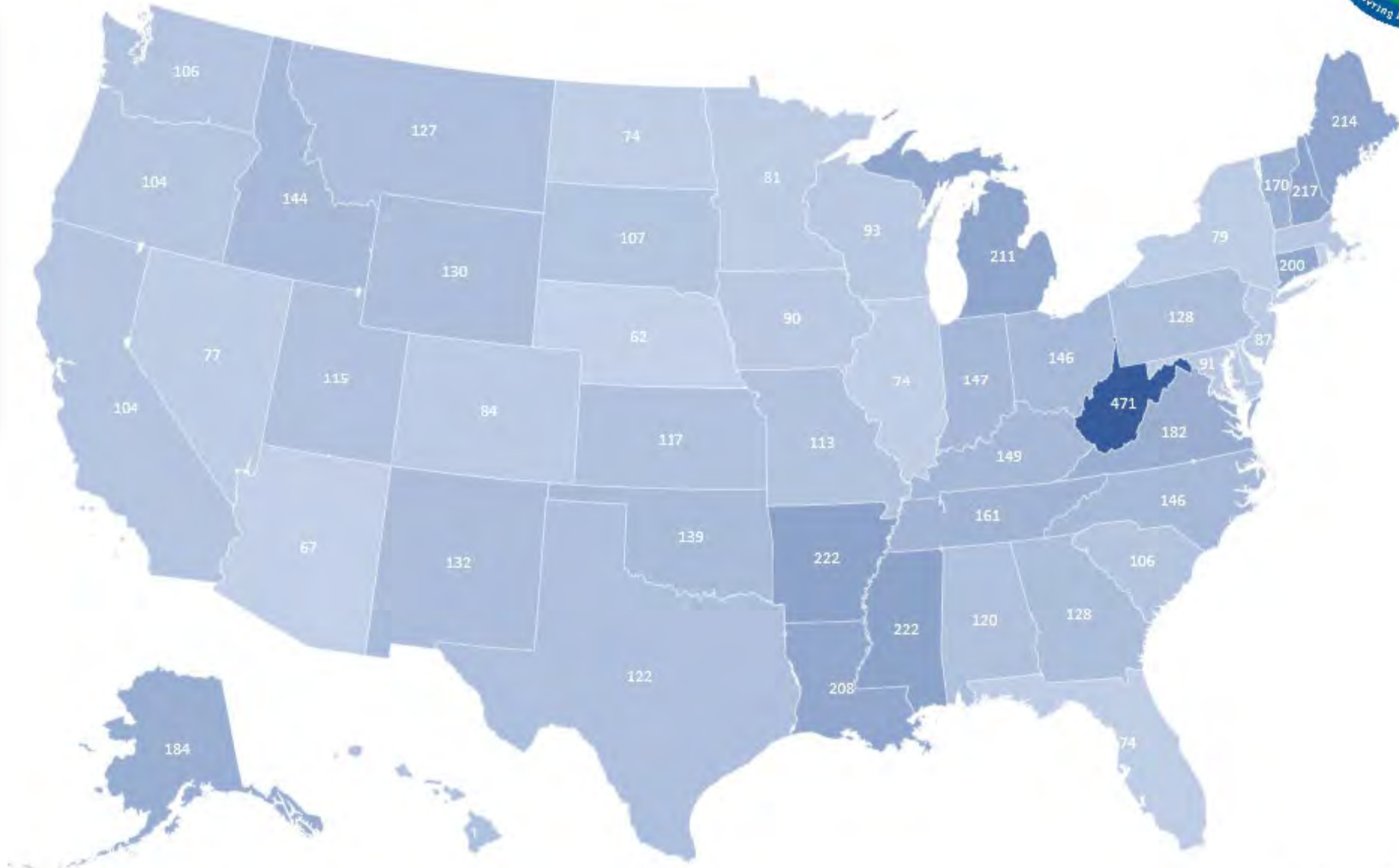
Speaker Topic:

Community-Based Data and Perspectives

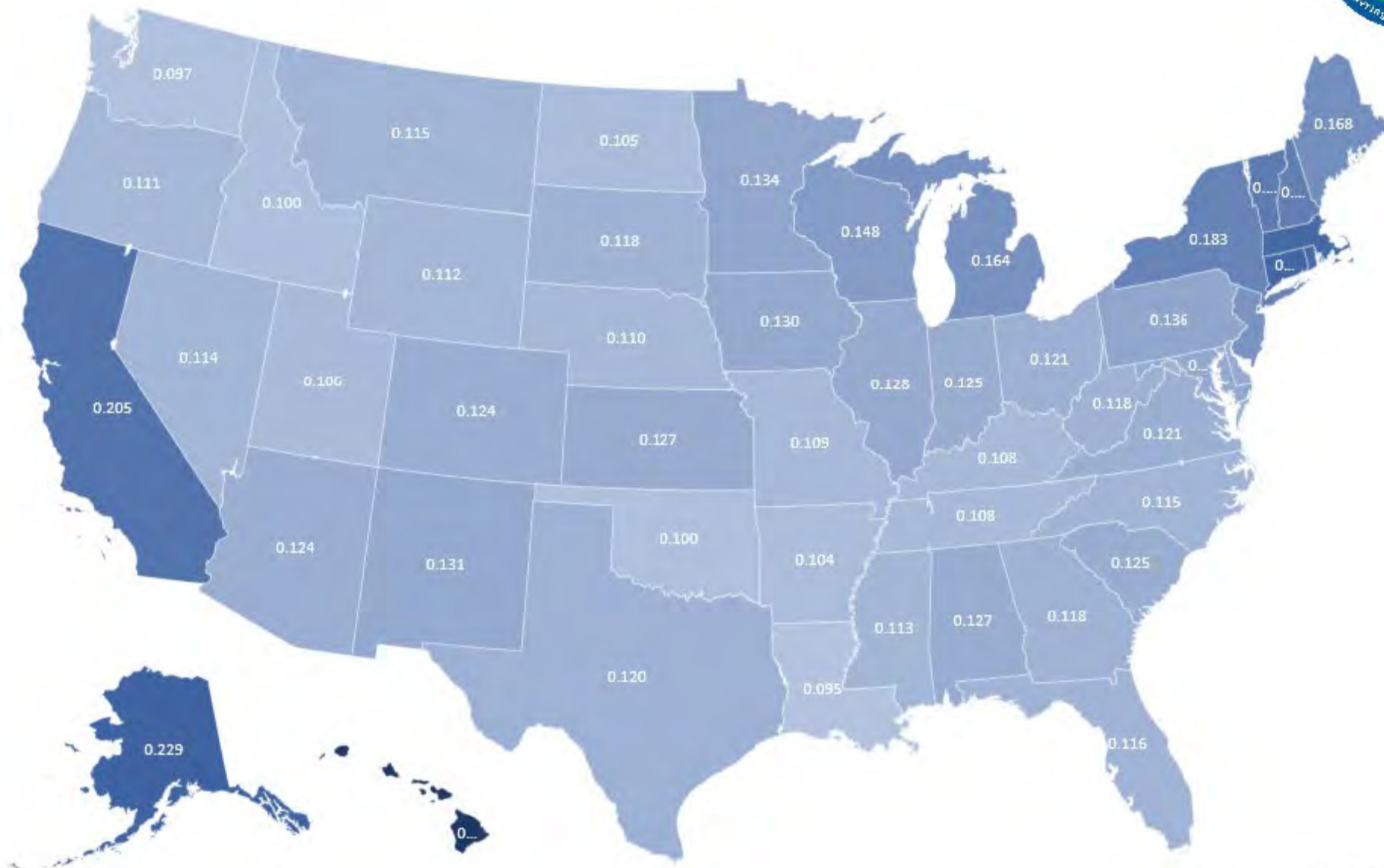
October 22, 2021

11:30 – 12:55 p.m.

2019 System Average Interruption Duration Index (SAIDI) **without** Major Event Days in Minutes



2020 Cost per Kilowatt Hour of Electricity in the Residential Sector in Dollars



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

Customer and Community Impact: How the Current System Works for Our Communities

Speaker Topic:

Community-Based Data and Perspectives

October 22, 2021

11:30 – 12:55 p.m.



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

*Customer and Community
Impact: How the Current
System Works for Our
Communities*

Speaker Topic:

*Community-Based Data
and Perspectives*

October 22, 2021

11:30 – 12:55 p.m.

CUB's Comments in U-21122/U-20147



- Make review of utility distribution plans a contested case**
- Performance-based regulation should be about performance improvements relative to other utilities**
- Reliability spending should be more proactive and not just reactive**



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC
Technical Conference

Session Three

*Customer and Community
Impact: How the Current
System Works for Our
Communities*

Speaker Topic:

*Community-Based Data
and Perspectives*

October 22, 2021

11:30 – 12:55 p.m.

Better Reporting on Outages and Costs



- What is an hour of power worth? 10 hours? 24 hours?
- Does the value vary among different types of customers?



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

*Customer and Community
Impact: How the Current
System Works for Our
Communities*

Speaker Topic:

*Community-Based Data
and Perspectives*

October 22, 2021

11:30 – 12:55 p.m.



Bill Credits cont.

- Require utilities to report the cost of outages (in addition to automatic credits and credits that are per hour)**
- LBNL Interruption Cost Estimate calculator**
- Can give us a reality check on if the bill credit is in too meager**



Amy Bandyk

Executive Director

amy.bandyk@cubofmichigan.org



MPSC

Technical Conference

Session Three

*Customer and Community
Impact: How the Current
System Works for Our
Communities*

Speaker Topic:

*Community-Based Data
and Perspectives*

October 22, 2021

11:30 – 12:55 p.m.



Justice and Equity

- Low-Income/Marginalized customers are served by older parts of the grid
- Report on distribution grid maintenance status by census tract
- Can then be overlaid with social demographic data
- Goal is a better picture for where low income and marginalized customers are facing the worst reliability

SESSION 3

PANEL DISCUSSION:

CUSTOMER AND COMMUNITY-BASED EXPERIENCES



**Vicki
Barnett**

Mayor,
Farmington Hills



**Fred
Lewis**

Supervisor,
Plainfield Township



**Sherri
Vainavicz**

Heart of West
Michigan United Way



**Lt. Jeffery
Yonker**

Michigan State Police