

**MPSC's Service Quality and Reliability Standards for Electric Distribution Systems
2023 Revision Details**

Restoration Times

The new rules lower the threshold for unacceptable performance for restoration times during catastrophic conditions and create a new condition between normal and catastrophic conditions called gray sky conditions.

Unacceptable Customer Restoration Times During Service Interruptions				
Condition Type	Current Rules		Revised Rules	
	% Customers Out	Restoration Time for 90% of Customers	% Customers Out	Restoration Time for 90% of Customers
Normal	0-10%	8 hrs	0-1%	8 hrs
Gray Sky			1-10%	24 hrs
Catastrophic	10%+	60 hrs	10%+	48 hrs
All Conditions		36 hrs		36 hrs

Outage Credits

Customers are eligible to receive credits when their outage duration or repetition meets the threshold in the rules. Under the new rules, outage credits are automatically provided by the utility or cooperative within 90 days.

At the time the revised rules became effective on April 10, 2023, the initial outage credit was \$35. The revised rules provide for annual outage credit amount updates based on the Consumer Price Index. As of October 1, 2023, the outage credit amount is \$38.

Outage Credits Duration of Outage				
Condition Type	Current Rules		Revised Rules	
	Customer Outage Length	Credit Amount	Customer Outage Length	Credit Amount
Normal	16 hrs	\$25	16 hrs	\$38, plus \$38 for each additional day
Gray Sky			48 hrs	
Catastrophic	120 hrs	\$25	96 hrs	

Repetitive Outage Credits				
Condition Type	Current Rules		Revised Rules	
Any	More than 7 interruptions in 12 months	\$25	6 or more interruptions in 12 months	\$38

Reasoning Behind Changes: To hold utilities accountable for improved service restoration investments including, system hardening, pre-staging resources, and SmartGrid/AMI investments. Customers are also able to report outages via webpages and utility smartphone apps, reducing the need to call the utility.

Credit amounts were unchanged since 2002 and although not intended to make a customer whole after an outage, it does provide a disincentive for utilities to respond to outages quickly.

Wire Down Response

The new rules decrease the amount of time for an electric utility or cooperative to respond to a downed wire guarded by a first responder.

Wire Down Relief Requests		
Number of minutes to respond to a request for relief of a first responder guarded downed wire at least 90% of the time	Current Rules	Revised Rules
Metropolitan Area	240 minutes	120 minutes
Non-Metropolitan Area	360 minutes	180 minutes

Reasoning Behind Changes: First responders and utility representatives agreed to institute specialized training designed to improve communications and safety while guarding a downed wire. Utilities have also increased public awareness of downed wires after storms and encourage customers to stay away.

Number of Outages

Until the end of 2029, not more than 6% of an electric utility’s or cooperative’s customers may experience 4 or more outages in a calendar year. Beginning January 1, 2030, not more than 5% of an electric utility’s or cooperative’s customers may experience 4 or more outages in a calendar year.

Meter Reading Factor

The meter reading factor which is the percent of meters with actual reads is increased from 85% to 95%.

New Electric Reliability Metrics for Annual Reports

- The number of customers that experienced 4 or more outages (CEMI4)

- Number of non-residential customers experiencing momentary interruptions
- For a subset of worst performing circuits, electric utilities and cooperatives will report the following metrics:
 - SAIDI: system average interruption duration index
 - SAIFI: system average interruption frequency index
 - CEMI: customers experiencing multiple interruptions
 - CELID: customers experiencing long term interruption durations