



**INDIANA  
MICHIGAN  
POWER**

An **AEP** Company



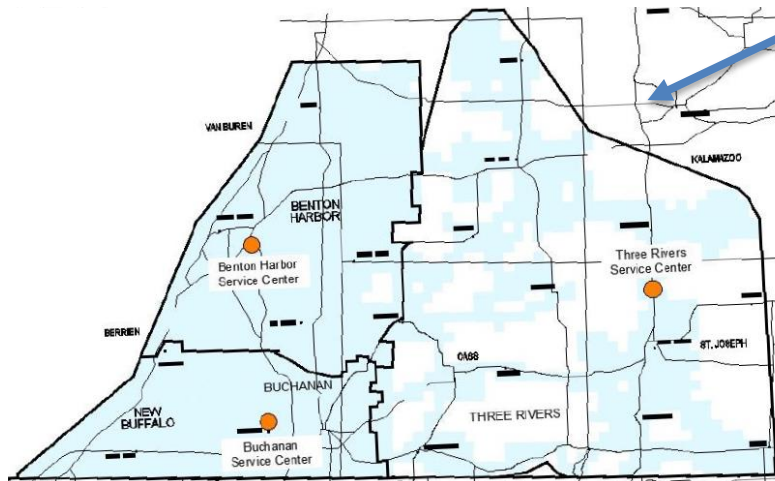
**I&M August 2021 Storm Review**  
**Presentation to the Michigan House Energy Committee**  
**Oversight Hearing on Power Outages**

October 20, 2021

*BOUNDLESS ENERGY*<sup>SM</sup>

## I&M Overview

- Multi-jurisdictional company
  - ~ 130,000 retail customers in Michigan
- Serve customers in Berrien, Cass, St. Joseph, Van Buren, Kalamazoo, and Allegan
- 3 Service Centers in Southwest Michigan
  - Benton Harbor
  - Buchanan
  - Three Rivers



- Michigan line miles:
  - Transmission: ~900 miles
  - Distribution: ~4,150 primary miles
    - 3,500 miles of overhead line
    - 650 miles of underground line
- Part of the American Electric Power system and a member of PJM Interconnection, LLC (PJM)

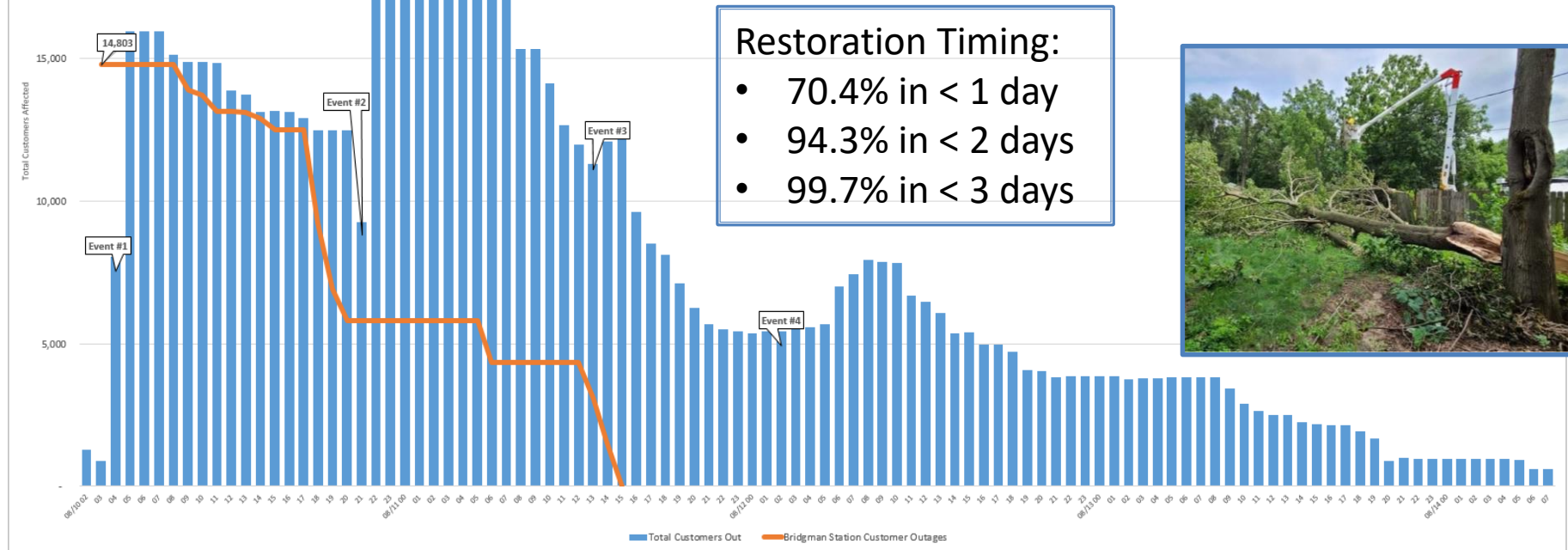


# August Event(s)



## Michigan Outage Profile – August 10-14, 2021

- Series of 4 separate events
- Initial flooding affecting almost 15K
- Almost 40K customers were affected
- Peak outage count was 20,900
- 900 field personnel from 6 states



# Customer Focus/Engagement

- Event Prediction/Preparation
  - AEP Meteorology
    - constantly monitors weather patterns
  - Incident Command Structure (ICS)
    - Provides predictable, scalable approach
    - Accommodates adjustment as changes occur
  - Damage Assessment and Hazard Mitigation occur immediately
- Customer Interface
  - Mobile Alerts – provides ETR updates
  - Social Media/One Voice – provides current “picture” of recovery
  - I&M Website – provides geographical outage information
- Technology Improvements
  - AMI – completely deployed by end of 2022
  - Drones – developing use for line patrols; assess & assign



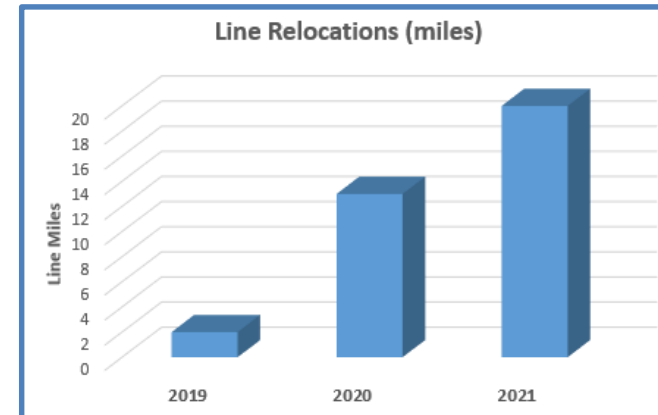
# Michigan Investments

## Distribution Investments

Area of Investment	Measure	Previous 5 Year Amount (2016-2020)	Present 5 Year Plan (2021-2025)	% Change
Vegetation Control	miles	2,223	3,500	57%
Line Rebuilds	miles	121	270	123%
Grid Modernization/AMI	meters	20,000	113,000	465%



- Performance Results
  - Vegetation – CMI improved 27%
  - Failed Equipment – CMI improved 31%
  - Transmission Issues – CMI improved 53%
- Targeted Work - Line Relocations
  - Over 40% of Michigan lines are “off-road”
  - Heavy vegetation and limited access
- Grid Modernization
  - AMI fully deployed by end of 2022
  - Automatic Circuit Recovery (DACR)
  - Smart Circuit components





# Questions and Comments

