

# Improving Reliability in West Olive

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Electric Distribution

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**Consumers Energy**

*Count on Us<sup>®</sup>*

# SAFETY TAILBOARD

Consumers Energy  
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NORTHSTAR™  
CLEAN ENERGY  
A CMS ENERGY COMPANY



**Location:** 16201 Port Sheldon St, West Olive, MI 49460

**Incident Command:** Rich Houtteman

**Exit & Assembly:** Rear Parking Lot

**Shelter:** Away from Windows...Inner spaces

**Security Command 800-760-3295:**

**Emergency Responder (Runner):** Allison Hoock

**PROTECT MORE THAN JUST YOUR BODY  
WITH A HOLISTIC SAFETY MINDSET**

**Headcount:** Headcount Number

**9-1-1:** Ed Smith

**CPR/First Aid:** Don Froncheck

**AED:** Sara Stewart

**Fire Extinguisher:** Greg Griffin

**Hazards:** Hazards

**Active Shooter:** Run/Hide/Fight/Tell/Silence Phone

# Overview of Presentation



Why outages are happening and outage history



What we've already fixed



What we are fixing next

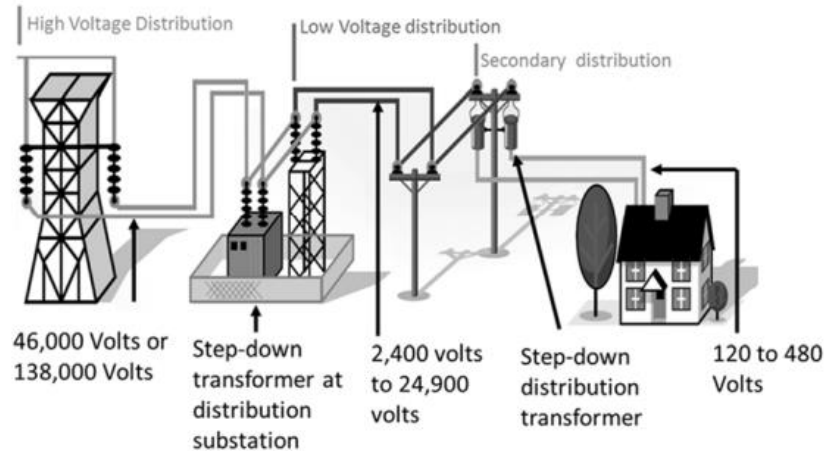
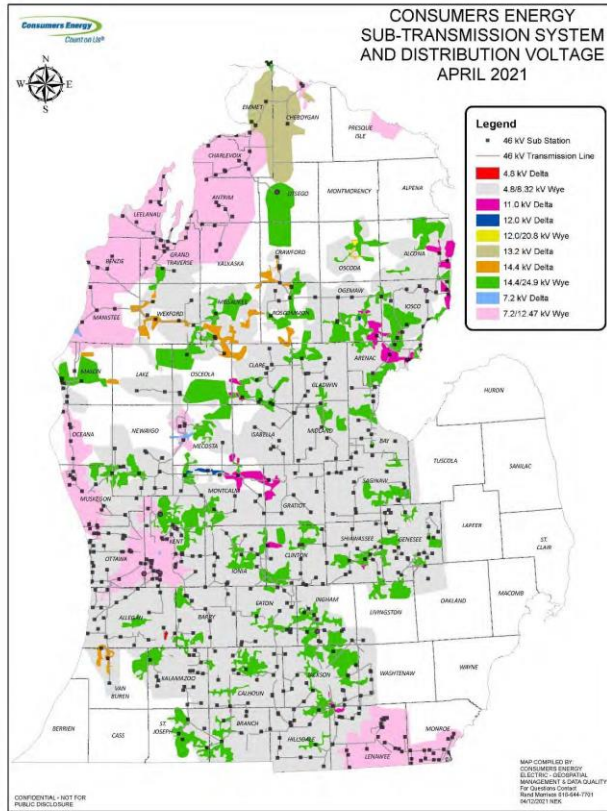


How we're improving reliability long term



Questions and discussion

# Distribution System Overview



1.6 Million Poles

0.1MM HVD  
1.1MM Primary  
0.4MM Secondary

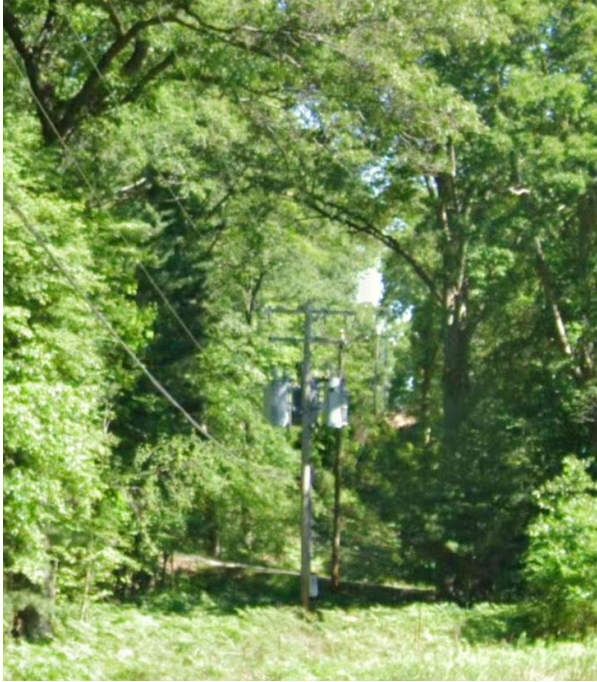
1,144 Substations

145 HVD  
164 Dedicated Customer  
830 General Distribution  
5 Serving Municipalities and Co-ops

98,600 Line Miles

- 4,600 miles of HVD
- 51,500 miles of primary overhead,
- 9,500 miles of primary underground,
- 30,000 miles of secondary overhead,
- 3,000 miles of secondary underground

# Outage History



Several areas of the local electric system have had frequent outages, especially where power lines run through deep wooded areas.



Some customers have experienced more than ten outages in the past year, which is why we are prioritizing improvements in this area.



Consumers Energy is relocating lines, installing new fusing, installing tree wire in targeted areas, and increasing tree clearing across the state.

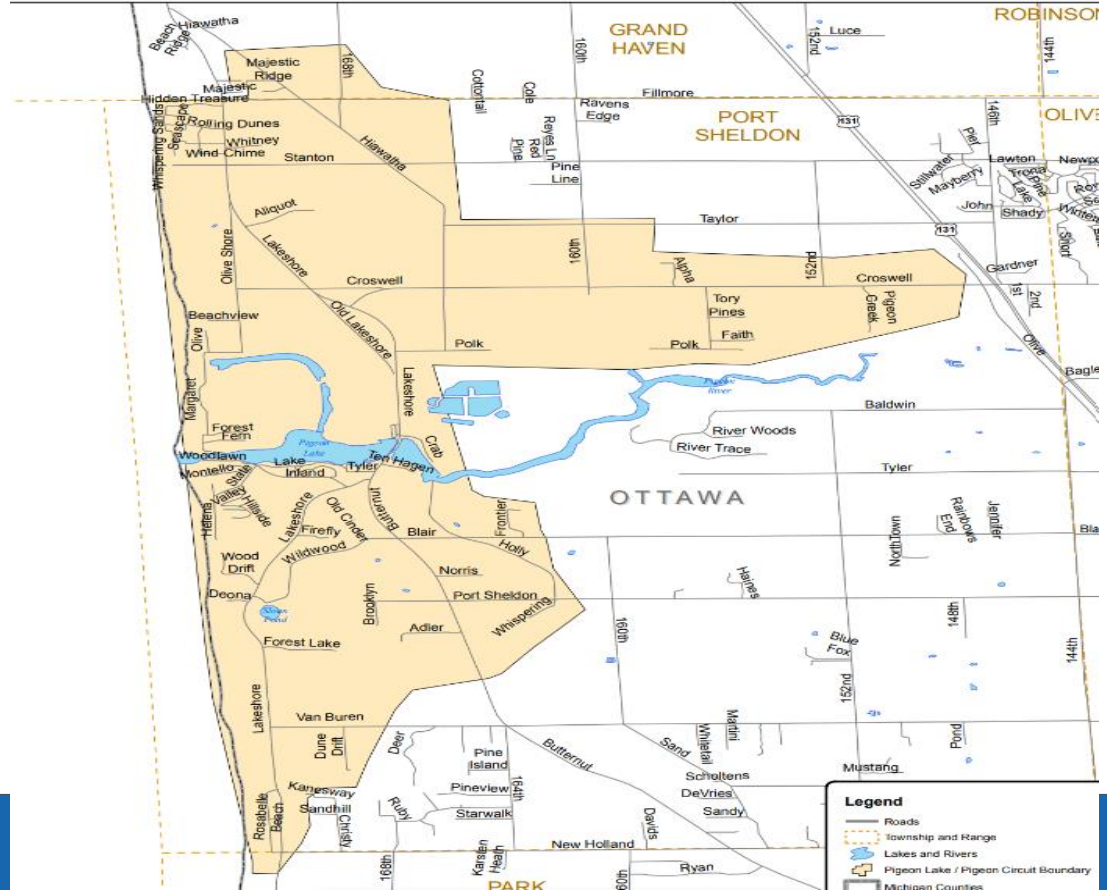
# Port Sheldon Township Circuits



## Pigeon Lake / Pigeon Circuit Boundary



- This is the circuit with the most significant outage events.
- Characterized by heavy trees and wires in deep right of way.
- Majority of outages are caused by trees and weather.





# Completed and Planned Forestry Work



## Pigeon Lake/Olive Circuit

64 miles serving 1,071 customers

- Last cleared in 2021
- Next clearing planned for 2026

## Pigeon Lake/Pigeon Circuit

52 miles serving 1,283 customers

Last cleared in 2022

- Next clearing planned for 2027
- Additional canopy removal slated

# Completed and Planned High Voltage Lines & Substation Work

## Ottawa Beach High Voltage Line (Energizes Pigeon Lake Substation):

- We have replaced multiple poles and insulators that support the high voltage line and have plans to do additional work this year and next to harden the line.

## Pigeon Lake Substation:

- At the Pigeon Lake Substation, we have added new technology, improved wildlife protection to prevent damage to equipment, and have additional upgrades planned for 2027.



# Completed Infrastructure Work

Pigeon Lake/Pigeon: Source of majority of the outages.

- In 2022 replaced equipment and install fusing at 27 locations across the circuit
- On a separate fusing project 13 fuses were installed in 2025.
- Near the JH Campbell plant south of Margaret Ave & Polk St a section of vintage underground cable that went under water and bridge was relocated to along the road in 2025.
- 13 work locations identified and corrected on 2023-2024 inspections.
- Circuit will be inspected in 2026.

Pigeon Lake/Olive

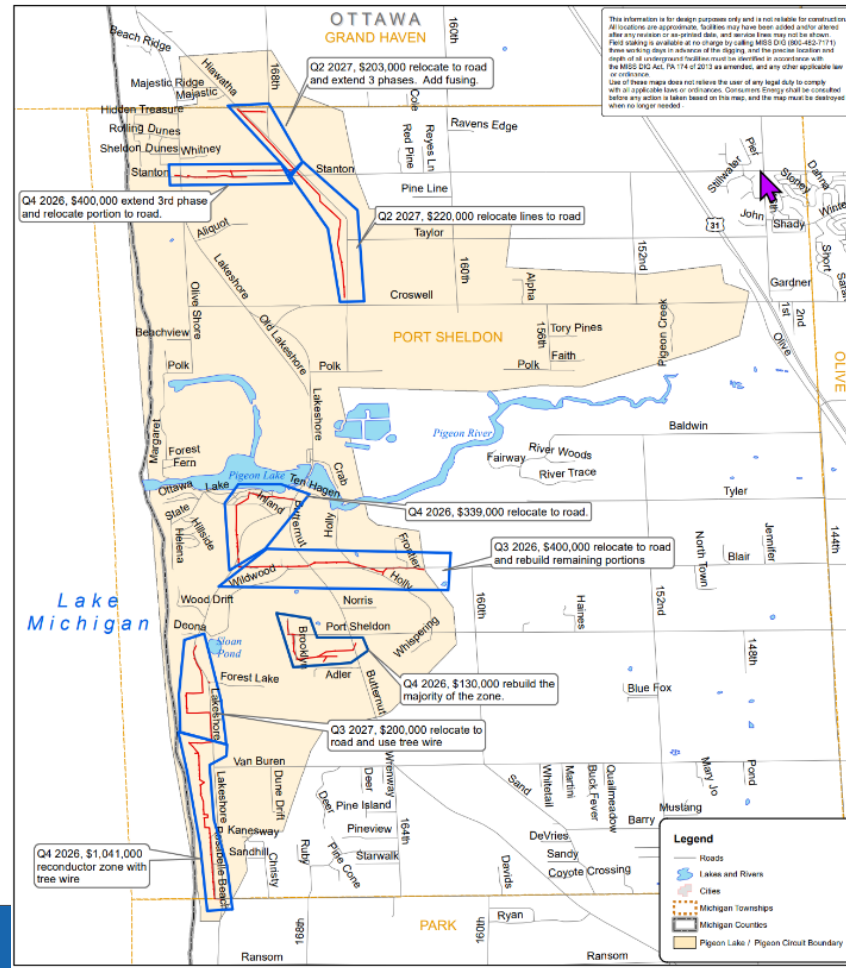
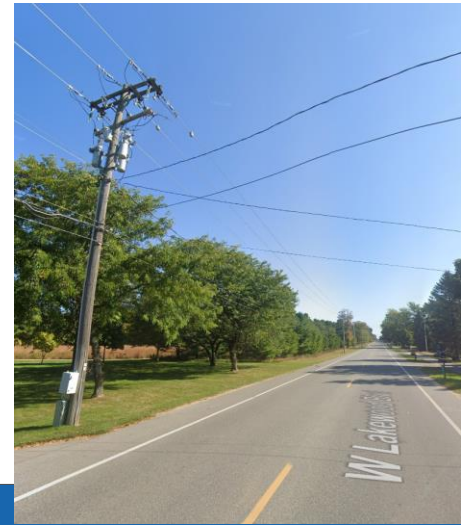
- Overhead to Underground project completed in 2025 at Baldwin st & 152<sup>nd</sup> Ave.
- Repetitive Outage project completed in 2025 installing 3 fuses for 9 customers.
- Circuit will be inspected in 2026.



# Planned Infrastructure Work

## Pigeon Lake/Pigeon

- Areas in red will be Rebuilt/Relocated/ Rehabbed
- 6.83 miles of powerlines will be rebuilt in highlighted portions
- Roadside lines are safer and faster to restore



# Outage Credits

If you qualify for outage credits, here is how they are calculated and applied to your bill

KEYWORDS:

Consumers Energy  
Outage Credits



## Residential Outage Categories:



1. 96-hour outage during a catastrophic event with 10% of customers experiencing an outage.



2. 48 hours during a gray sky event leaving less than 10% of customers without electricity.

A base credit of \$42 on your bill. After the base credit, you will get a \$42 credit for every continuous 24-hour period without power until service is restored



3. Six outages lasting longer than five (5) minutes within twelve months.



\$42 Consecutive Outage Credit. Once you get the credit for the sixth outage, your outage count restarts at 0.

# We Want to Hear From You!



**Count on Us. Help Guide What Comes Next.**

Scan the QR code to share your feedback and help shape our future decisions.

