

August Restoration Event

Guy Packard, Vice President of Electric
Operations of Consumers Energy

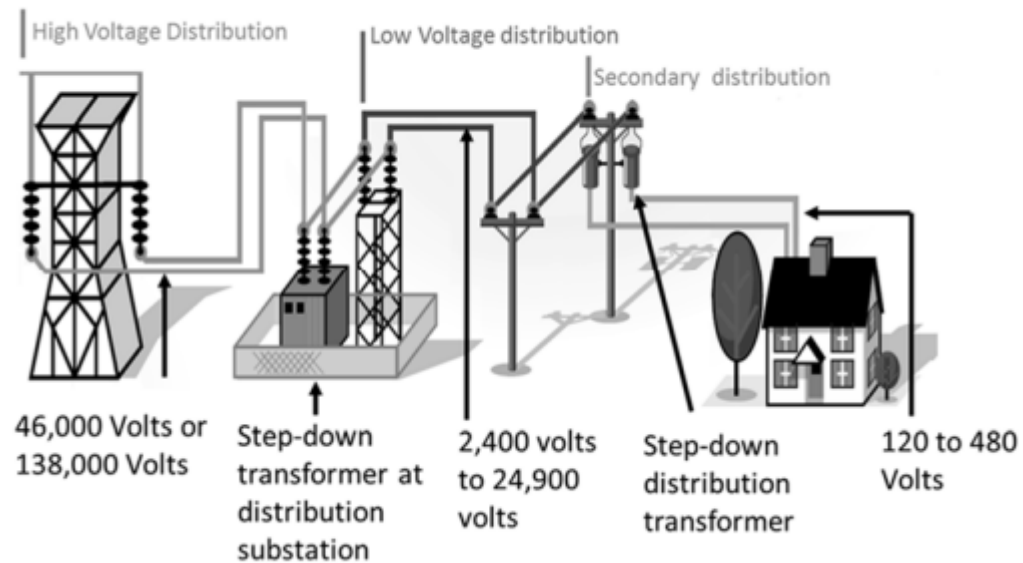
October 20, 2021

Consumers Energy

Count on Us®

Size of Our System Is Unique

ILLUSTRATION OF ELECTRIC DISTRIBUTION SYSTEM

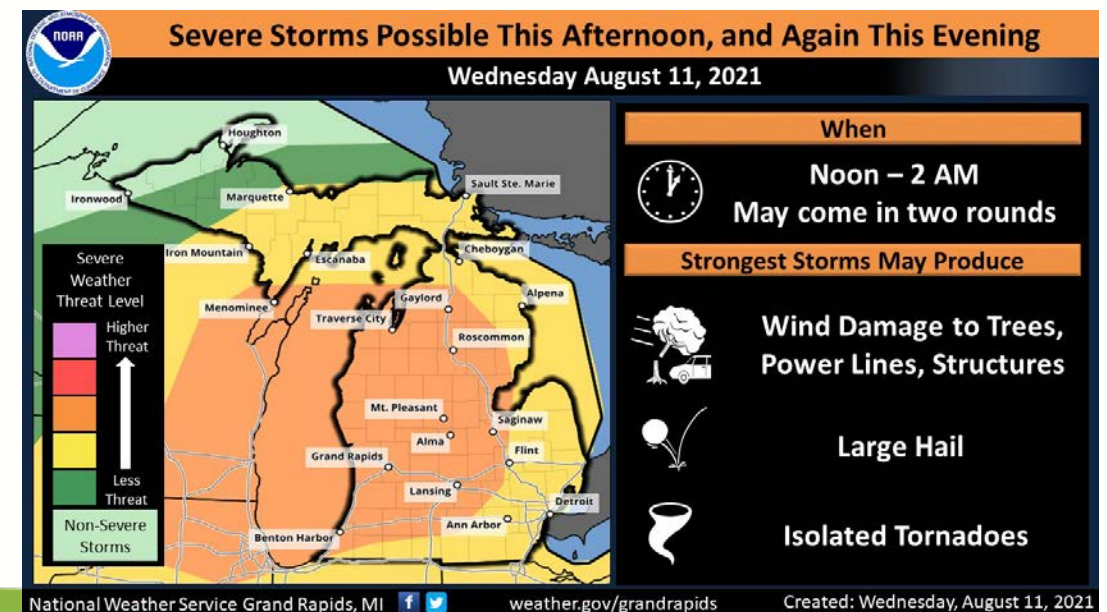
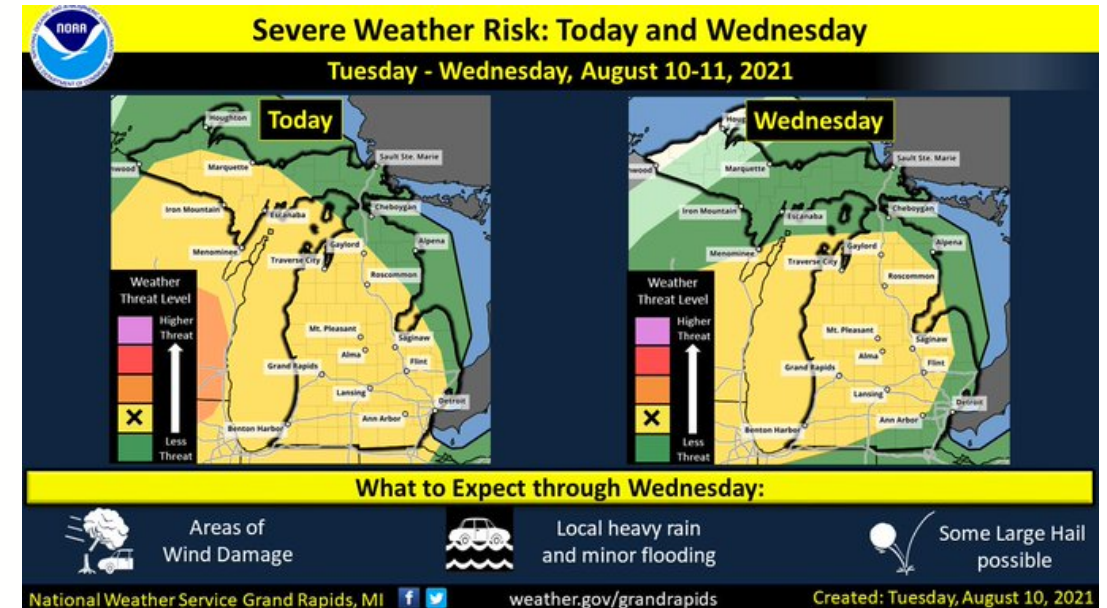


- 90,000 miles of electric lines
- 1,200+ substations
- Enough high voltage and low voltage power lines to wrap around the earth 3.5 times!

Staging Before the Storm

Formal pre-planning activities began Aug. 9, which included:

- Staffing all storm related roles (internal and field)
- Stage field crews where we predicted damage could happen
- Increased our resource response by 29%, adding more lineworkers, contractors and forestry crews before weather became severe



Impact of Wind Gusts on our System

Verification for Consumers on 2021-08-10 4am ET Forecast							
Wind Gusts							
Region	Verified Level	Day 1 Forecast	Day 2 Forecast	Day 3 Forecast	Day 4 Forecast	Day 5 Forecast	Peak Gust (mph)
Northwest	3	2	3	2	1	1	54
Northeast	5	2	2	2	1	1	69
Bay Central	5	2	2	3	1	1	69
Grand Rapids	4	3	3	3	1	1	62
Eastern	4	3	2	3	1	2	60
Southern	2	3	2	3	1	2	43
Southwest	3	3	3	3	1	2	52
Lakeshore	3	3	3	3	1	1	54

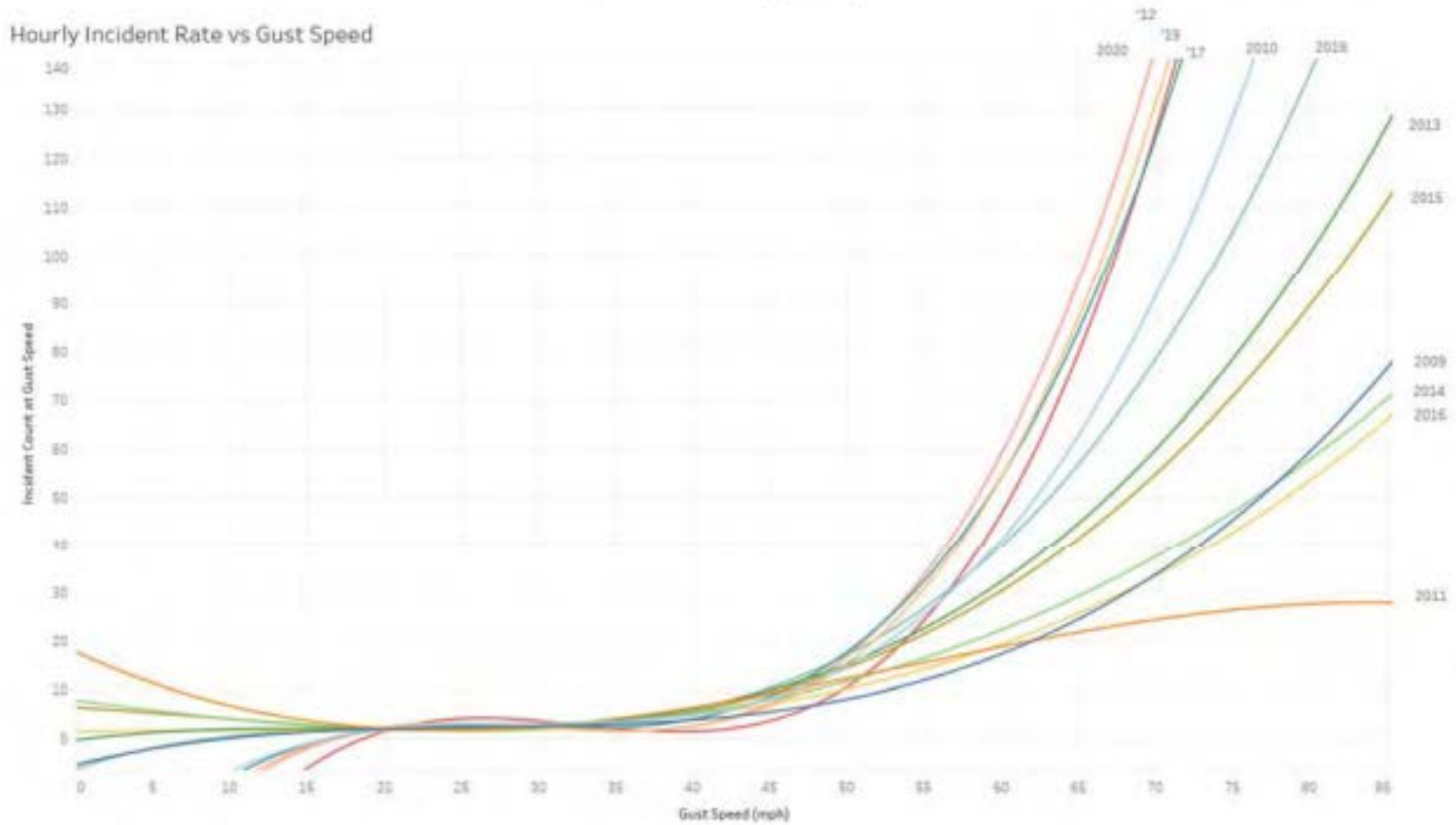
Energy Event Index Definition

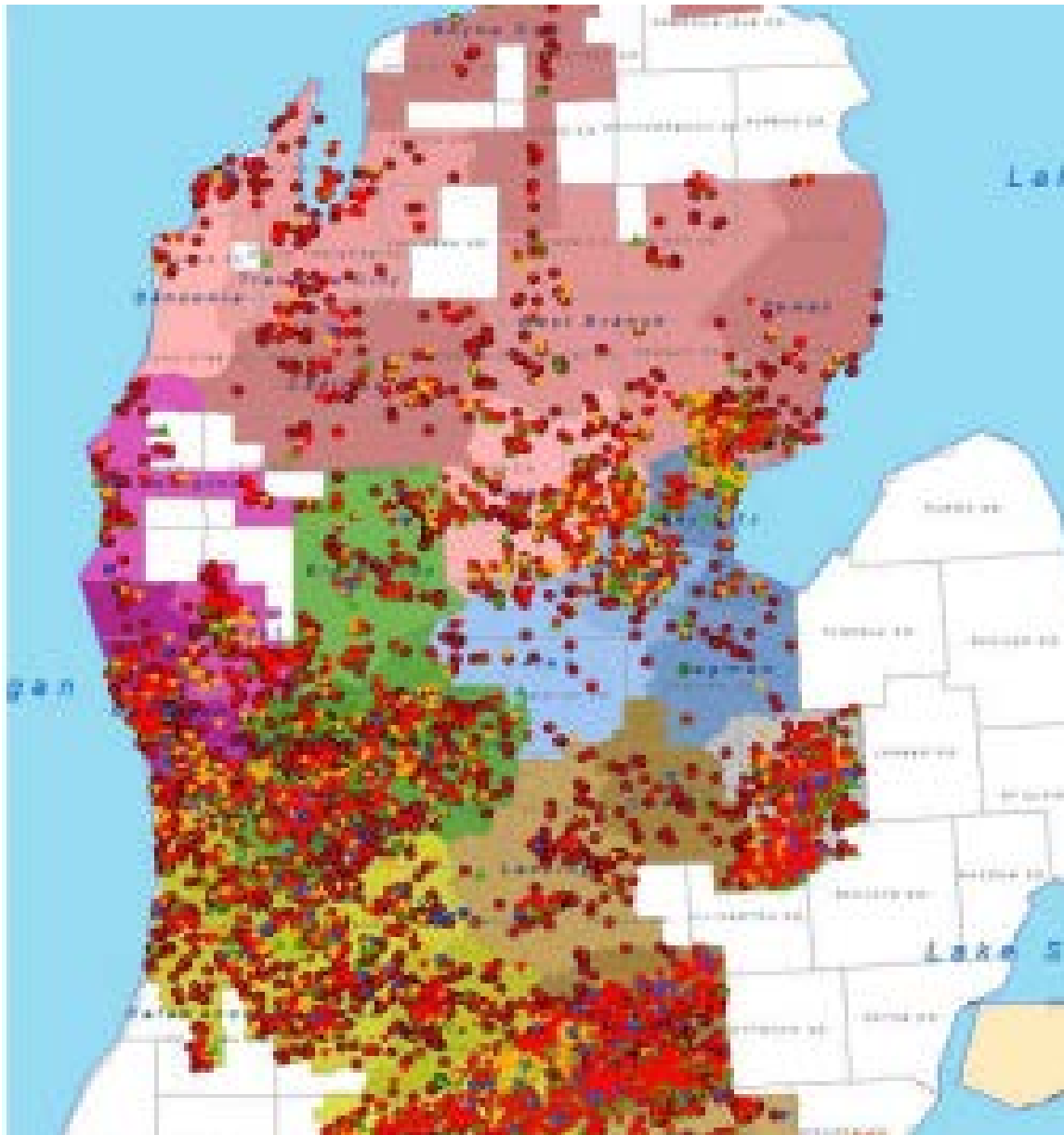
With Leaves (May 1 - Nov 14)

EEI	Wind Speed	Wind/Gust
1	< 30 mph	< 35 mph
2	>= 30 mph	>= 35 mph
3	>= 40 mph	>= 45 mph
4	>= 50 mph	>= 55 mph
5	>= 60 mph	>= 65 mph

INCIDENT RATE VS GUST SPEED

Hourly Incident Rate vs Gust Speed





Once the Weather Hit

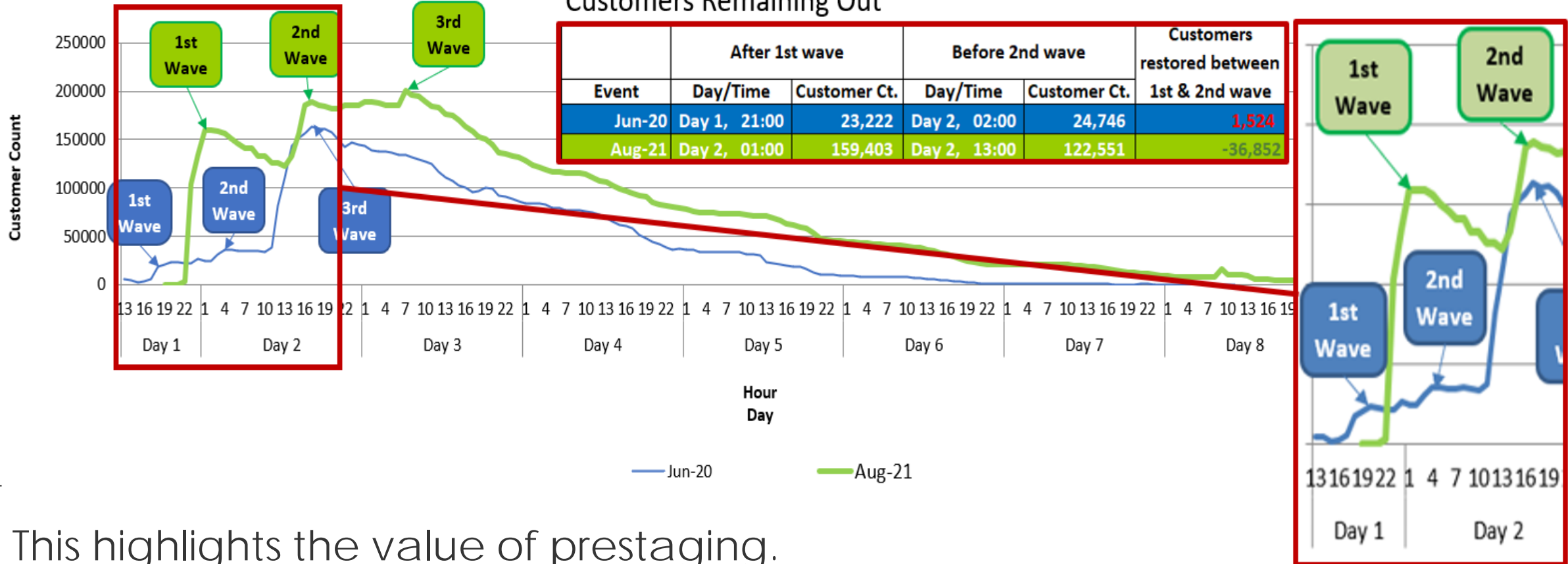
Storms on August 10 came in three distinct waves, bringing 70 mph wind gusts.

Over 400,000 of our customers lost power. This was the 7th largest outage event in our 135-year history.

Customer Outage Impact

Event Comparison: June 2020 & August 2021 Events

Customers Remaining Out

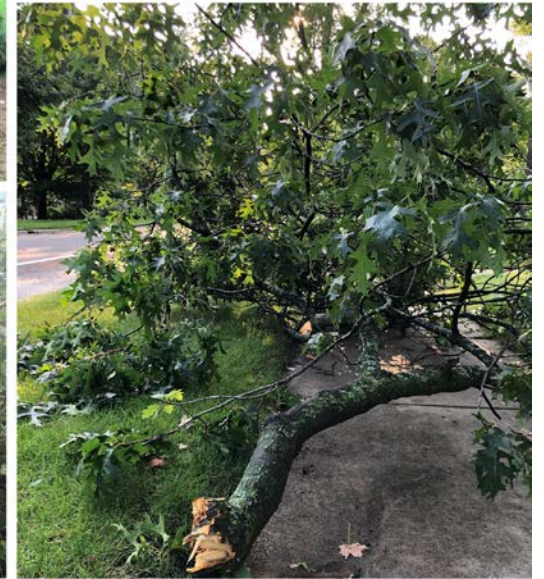


This highlights the value of prestaging.
 36,000 customers restored overnight as the storm hit.

Public Safety Is Our Priority

Actions we take:

- Send police, fire, or company personnel to guard downed wires
- Run digital and radio safety messages in counties with downed wires
- Focus on restoring power to hospitals, public safety facilities, water treatment plants and media outlets



Restoring Power to All Customers

Three phases of restoration:

1. Assess damage to determine cause and best course to restore power
2. Dispatch crews: Public safety our top priority
3. Restoring power on the line or pole in question





Our Restoration Work By The Numbers

- 3,700 workers
- 1,580 poles replaced
- 2,500 cross arms replaced
- 70 transformers replaced
- 6,500 downed wires
- 180 miles of wire replaced

Area of Strength: Contact Center

Worked tirelessly to meet our customers in the channel they prefer

- Contact center phones up 100% of the time:
 - Residential customers less than 3-minute wait
 - Business customer 2-minute wait for assistance
- Contact center team leaders replied to 4,252 messages on Facebook and Twitter, historic number for our company



Area of Strength: Mobile Command Centers



Area of Strength: Our Caring Team



Continued Investments in Reliability



We are committed to spending \$1 billion annually through 2025 to improve reliability.

- Doubled pace of tree trimming from a 14-year to a 7-year cycle
- Installed automation loops, already avoided 24 million customer outage minutes