WASHINGTON ELECTRIC COOPERATIVE, INC.

2025 SYSTEM RELIABILITY REPORT

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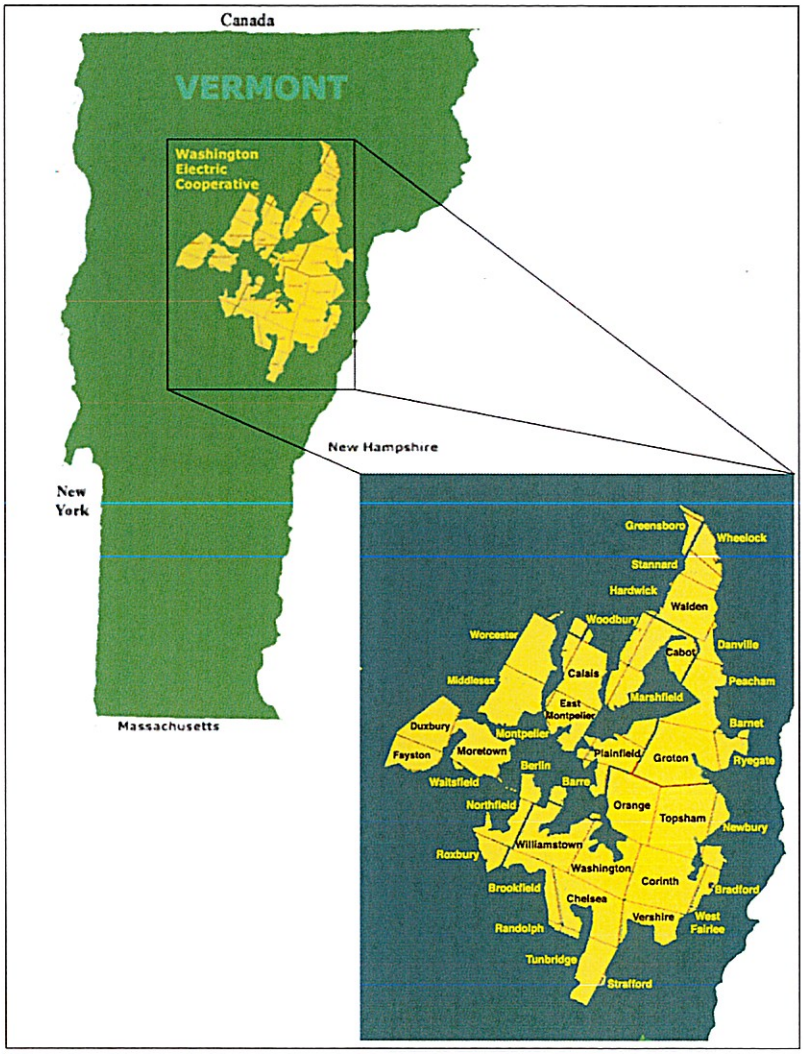
1. Background

Washington Electric Cooperative served an average of 11,655 members in 2025 via an electrical distribution system that includes 26 miles of WEC-owned transmission line and 1,266 miles of distribution line. The distribution system includes eight substations, seven of which depend on third-party transmission provider Green Mountain Power for service and the remaining substation is served via a WEC owned transmission line interconnected to Vermont Electric Power Company's (VELCO) Chelsea substation.

WEC's distribution lines are located throughout 41 towns in Central Vermont covering approximately 2,728 square miles. The service territory is composed of rural homes, small farms and small businesses. Often located off-road and away from town centers, WEC's distribution lines typically cross mountainous rugged terrain and mostly serve remote locations on unpaved roads in small valleys and country hillsides. There are approximately 8 service locations per mile of line.



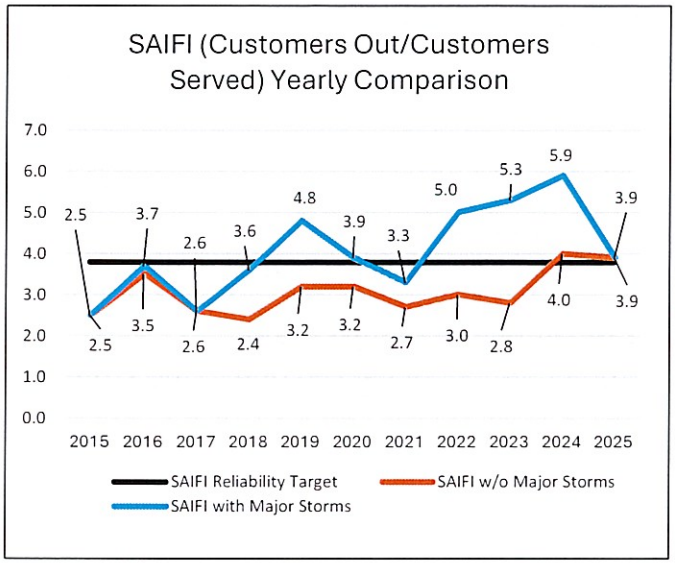
The distribution system was constructed during a time when much of the land in Vermont was open fields and pasture that has since grown in. Vermont lies within a biological transition zone between the northern boreal forest to the southern deciduous forests. The northern hardwood mix of beech, birch, and maple dominates Vermont's forests, accounting for 71% of the forest cover. The remote location of the lines and abundance of fast-growing species such as red maple, poplar and white birch coupled with severe weather events, significantly increases the exposure of the lines to tree-related outages.

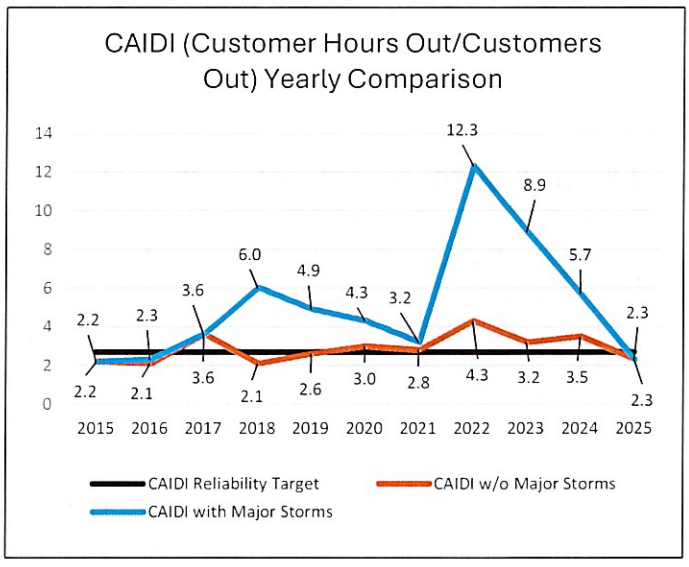
WEC records data associated with all power outages occurring over the calendar year and provides this year end Service Reliability Report to the Vermont Public Utilities Commission as required by Rule 4.900.

To compare trends more effectively in WEC's reliability performance and associated efforts to make improvements in those performance areas, this report generally excludes those outages associated with severe weather events determined to be "Major Storms" as defined in WEC's Service Quality and Reliability Performance Plan. **Note: For 2025, WEC did not have any severe weather outage events that met the criteria for a Major Storm**.

2. Reliability Summary:

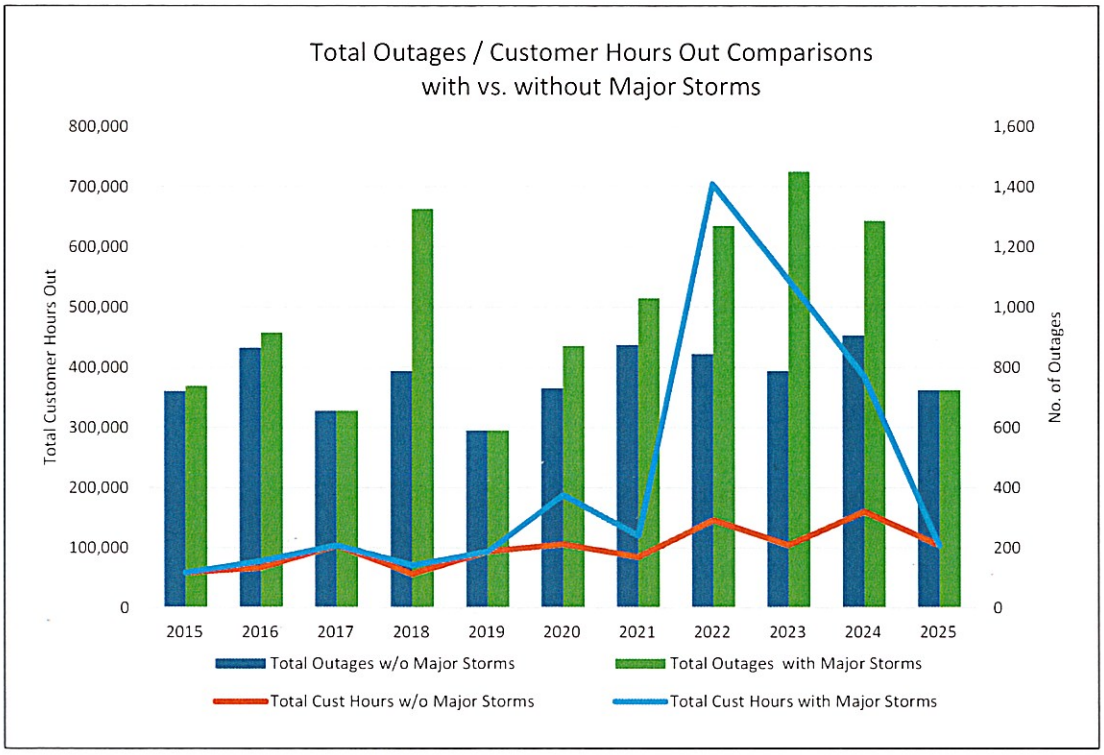
The SAIFI and CAIDI performance targets established in WEC's Service Quality and Reliability Plan are **3.8** and **2.7** respectively. The SAIFI and CAIDI indices for 2025 were **3.9** and **2.3**. The SAIFI and CAIDI indices, excluding major storms, have averaged 3.6 and 3.0 over the last three years and the 10-year averages are 3.1 and 3.0 respectively.





3. Outage Totals/Customer Hours Out Summary:

In 2025 WEC experienced 724 outages, excluding major storms, compared to 906 in 2024, a -20.1% decrease from 2024. The rolling 3-year average for total number of outages, excluding major storms, is 806, and the rolling 10-year average is 776. The total number of member-hours-out in 2025, excluding major storms, was 103,821 compared to 159,960 in 2024. The rolling 3-year average of member-hours-out, excluding major storms, is 122,552 and the 10-year rolling average is 102,300.

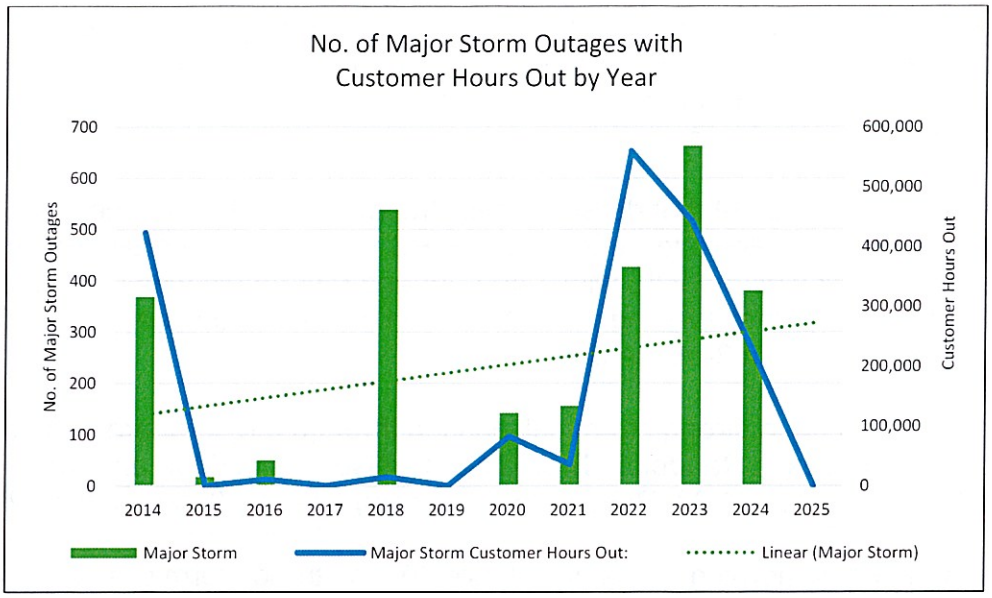


4. Impact of Major Weather Events:

Major Storms are defined in WEC's Service Quality and Reliability Performance Plan as:

1. Extensive mechanical damage to the utility infrastructure has occurred; and
2. More than 10% of the customers in a service territory are out of service due to the storm or the storm effects; and
3. At least 1% of the customers in the service territory are out of service for at least 24 hours.

WEC experienced many severe weather outage events in 2025, however, none met the above criteria for Major Storm.



Although WEC did not have any qualifying Major Storms as defined in WEC's SQRP Plan in 2025, the December 29th ice storm did exceed WEC's daily SAIDI threshold value (T_{MED}) to qualify as a Major Event Day as per RUS Bulletin 1730A-119. Following is a recap of the severe weather events WEC tracked throughout 2025, impacting WEC's distribution system and affecting more than 200 members out. In total, these severe weather events caused ten broken poles and extensive conductor damage in WEC's distribution system.

February: During the early morning hours of 2/7/25, a passing weather system brought in rapidly cooling temperatures shifting the 10-15 mph SW winds to the NW with gusts of 30-35 mph causing six outages involving 236 members. Peak: 192 out occurred at 06:00 with full restoration completed at 12:00 pm on the 7th.

March: WEC experienced several severe weather events in March, two on 3/7/25 and 3/16/25 featuring wind gusts of 35-45 mph and one on 3/29/25 featuring heavy snow and ice and wind.

3/7: start: 09:00, peak: 618 out at 10:00, restoration complete at 18:00 on 3/7.
3/16: start: 16:00, peak: 570 out at 01:00 on 3/17, restoration complete at 05:00 on 3/17.
3/19: start: 11:00, peak: 1,455 out at 12:00, restoration complete at 17:00.
3/29: start: 18:10, peak: 470 out at 18:15, restoration complete at 18:25.

Damages included broken poles, broken crossarms and downed wires.

April: The 4/27/25 severe weather event, again with rapidly falling temperatures, developed 35-45 mph NNW wind gusts through Vermont. Start: 11:30, peak 880 out at 19:00, full restoration was completed at 18:00 on the 28th. Damaged included five broken poles.

June: The MK-CO feeder outage started on 6/10 at 09:20 due to passing rain showers and thunderstorms. Peak, 1,294 out, occurred at 10:30 and full restoration was completed at 12:35. The cause was a fallen tree from outside the ROW breaking a crossarm and taking down wires.

At 08:00 on June 20th, a sudden change in wind direction from the SW at 8 mph to the NW created wind gusts between 25-37 mph setting off a series of outages throughout the day and into the evening. Peak out occurred at 13:30 with 358 out and restoration was completed at 22:49. Of the 18 outages during that period, the largest was 213 out for 1 hour and 8 minutes and the cause of all but three was trees.

At 15:30 on June 24th, a series of thunderstorm cells traveling SSE through central Vermont caused 24 outages from Moretown to Tunbridge in WEC territory with the Brookfield-Chelsea area hit the hardest. Peak was at 19:15 with 1,402 out and restoration was completed at 16:45 on the 25th. The largest outage that evening was 516 out on the MO-Middlesex feeder for 8 hours due to a broken pole on a main 3-phase line.

July: On July 11th, at 23:05, a strong storm cell passed through the southern portion of WEC territory resulting in outages in Randolph, Brookfield, Chelsea, Tunbridge and Vershire. Peak out of 279 occurred on the 12th at 01:20. Restoration was completed by 07:25 on the 12th.

October: During the early morning hours of October 20th, a strong storm system brought heavy rain and gusty winds into Vermont causing 11 outages along the eastern half of WEC's territory. These 11 outages affected 1,054 members out for a total of 1,490 member-hours-out in the towns of Tunbridge, Chelsea, Vershire, Corinth, Williamstown, Cabot and Walden. Two of the outages were substation feeder outages at: Tunbridge-Corinth feeder, 598 out, and Walden-East Cabot feeder, 219 out. The event started on 10/19/25 at 23:05 and crews had everyone back on at 14:35 on 10/20/25. Peak: 817 out occurred at 12:40 on 10/20/25. Cause of all these outages was trees.

A similar storm event occurred on October 30th, with more heavy rains and a peak wind gust of 38 mph at 10:51am causing 26 separate outages involving 5,409 members out for a total of 13,464 member-hours-out in those same towns out just 10 days earlier. Two of the outages were substation outages at our East Montpelier and Maple Corners substations involving 2,704 members out for 1 hour and 15 minutes due to a GMP 3317 transmission line outage. One substation feeder outage occurred on our Tunbridge-Corinth feeder with 709 members out for two hours. Outage calls started coming in at 22:35 on 10/30/25. Peak: 3,472 out occurred at 23:45 on 10/30/25 and crews had power restored at 15:00 on 10/31/25. Except for the two GMP-caused substation outages, the cause of the remaining 24 outages was trees.

November: During the early morning hours of November 4th, strong northwest winds across Vermont brought considerable damage to the State and caused 17 outage events in WEC's territory involving 2,206 members. The majority of these outages were concentrated in the Corinth/Topsham areas and two of the four feeder outages occurred during this wind event. Outage calls started coming in at 02:35 and the WEC peak occurred at 06:50 on the 4th with 1,240 out. The State peak out of 2,641 for all utilities occurred at 07:00 that morning.

December: On 12/19/25, a severe weather pattern initially brought rain into Vermont accompanied by strong south winds and warm temperatures. By midday, a line of heavy rain showers just ahead of the passing cold front combined with a sudden drop in temperatures created wind gusts of 40-55 mph in many parts of Vermont. Initial outage calls started coming in

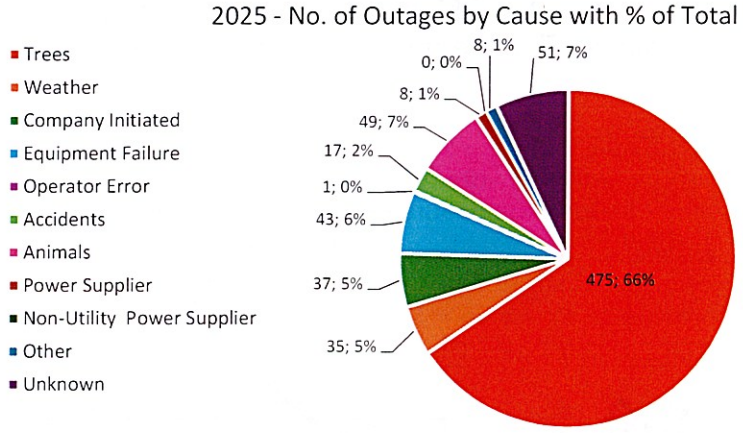
at 06:00 and a peak of 978 out occurred at 11:50 in the morning. WEC crews had everyone back on by 18:50 that evening but we saw a second surge in outages two hours later that continued throughout the night. By 02:25 on 12/20/25, that peak was at 281 out and crews had everyone back on by 12:35 that afternoon. The Vermont peaks of 22,141 out on the 19th occurred at 11:30 and 7,439 out on 12/20 at 01:30.

Even though WEC territory fared well during the 12/19 wind event, we were not as lucky during the 12/29 ice event. The VELCO/DTN forecast predicted .20"-.25" radial ice accretion in most of our territory but we saw 0.5" in many areas. Coupled with 30-45 mph wind gusts, we experienced one broken pole and a lot of downed wires from falling trees due to the ice loading. Initial outage calls started coming in at 02:19 and the peak of 3,252 out occurred at 10:40 am. WEC crews had everyone back on by 22:05 that evening except for 50 members on the Parker Road in Vershire who remained off until 11:33 on 12/30 while the crews replaced the broken pole. Temperatures, however, did not warm up enough for the next nine days in the higher elevations of our territory and the ice and snow continued to weigh trees down until January 8, 2026 when unloading occurred and we experienced an additional 29 outages from the icing event. The Vermont peak of 6,320 out occurred at 10:30 am on the 29th.

5. Outage Category Rankings:

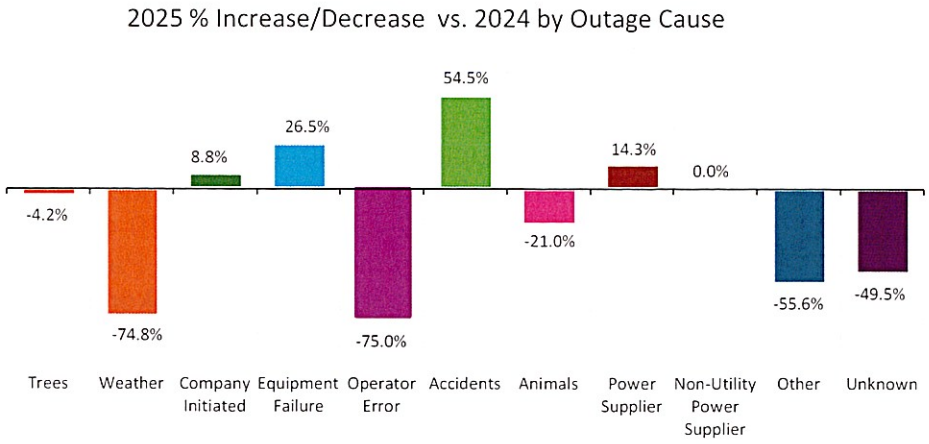
The top three outage categories that WEC experienced most during 2025 are:

1: Trees = 475 outages
2: Unknown = 51 outages
3: Animals = 49 outages.



The average duration for Tree outages was 2.3 hours; for Unknown outages, 3.9 hours; and 1.9 hours for Animal outages.

Six outage categories in 2025 had a decrease in the total number of outages over 2024 totals. Four categories had increases: Company Initiated, 37 events, up 8.8%; Equipment Failure, 43 events, up 26.5%; Accidents, 17 events, up 54.5% and Power Supplier, eight events, up 14.3%.

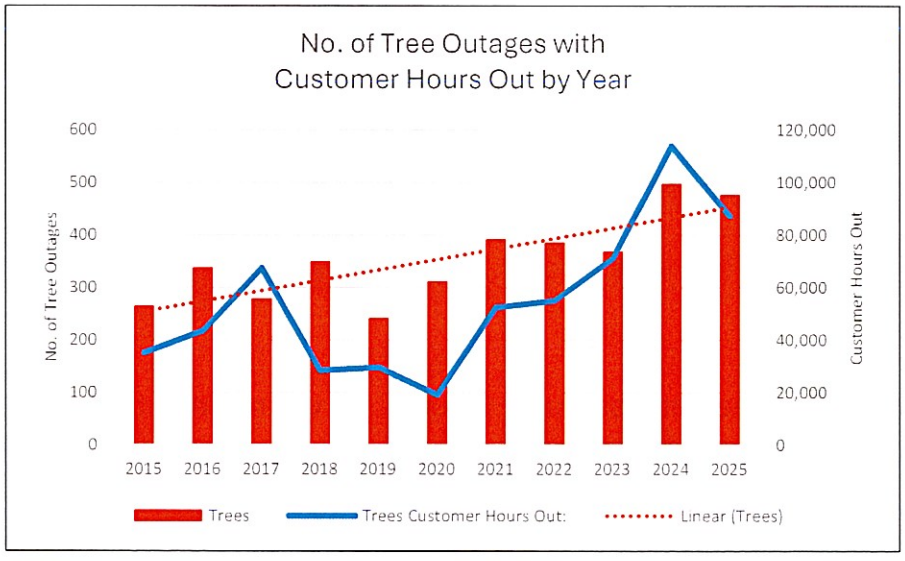


Except for two categories, Company Initiated and Equipment Failure, member hours out in all other categories continued to trend downwards in 2025 from 2024.

6. Outage Category Assessment

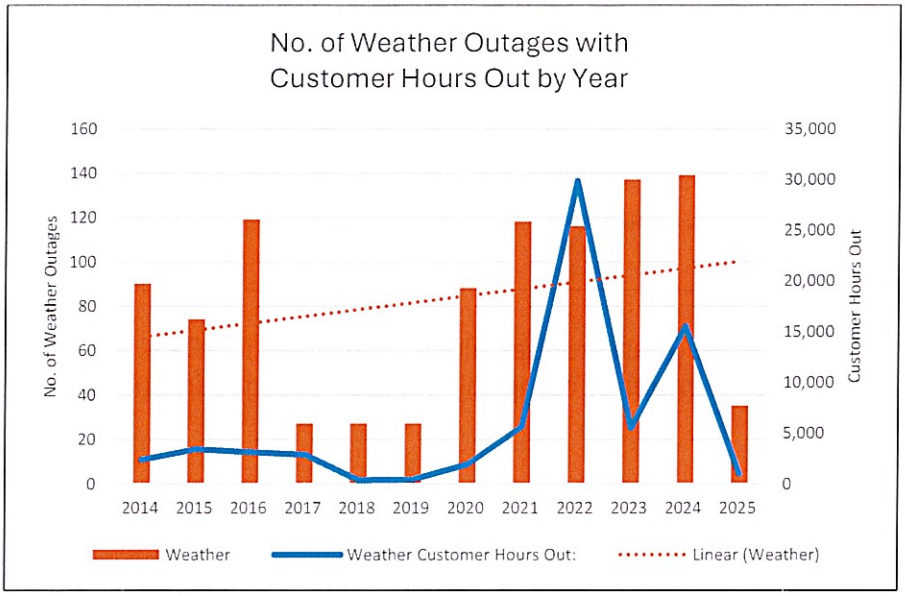
6.1 Trees

At 65.6% of total outages, trees were the largest cause of outages on WEC's distribution system in 2025. WEC experienced 475 tree outages affecting 32,577 members with 87,141 member hours out compared to 496 outages and 113,859 member hours out in 2024. The three-year average for tree outages is 446 with 90,713 member hours out and the 10-year average is 362 with 56,719 member hours out.



6.2 Weather

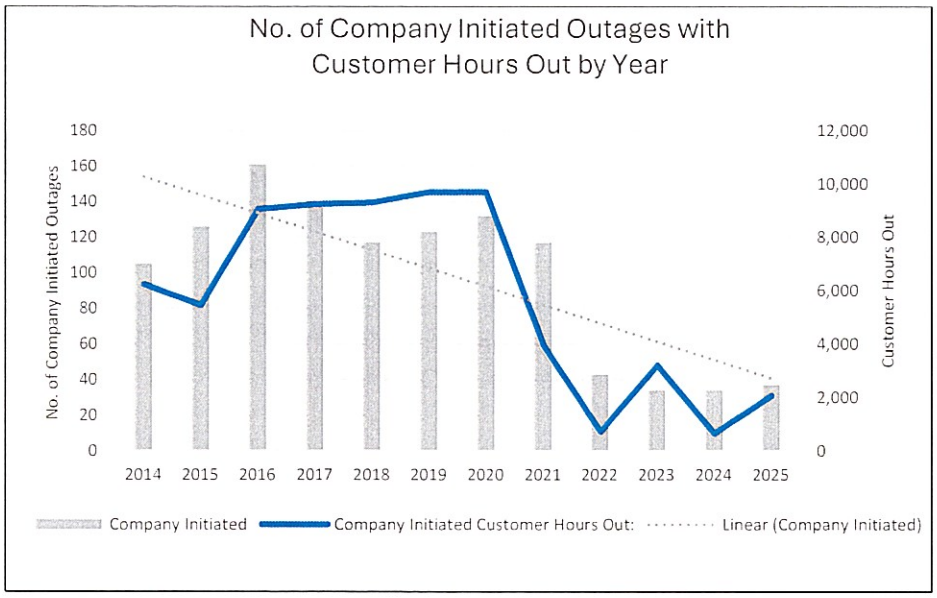
At 4.8% of total outages, weather related outages ranked sixth in causes on WEC's distribution system in 2025. WEC experienced 35 weather related outages affecting 268 members with 988 member hours out compared to 139 events with 15,489 member hours out in 2024. The three-year average for weather outages is 104 and 7,317 member hours out and the 10-year average is 83 and 6,609 member hours out.



The 35 weather outages in 2025 represent a significant decrease of -75% in the number of outages over 2024 and falls well below the 10 year average of 83. Even though the number of severe weather events in 2025 remained high, the decrease in outages can be attributed to how many of them were very localized to various parts of Vermont; sometimes affecting WEC's territory and other times not.

6.3 Company Initiated

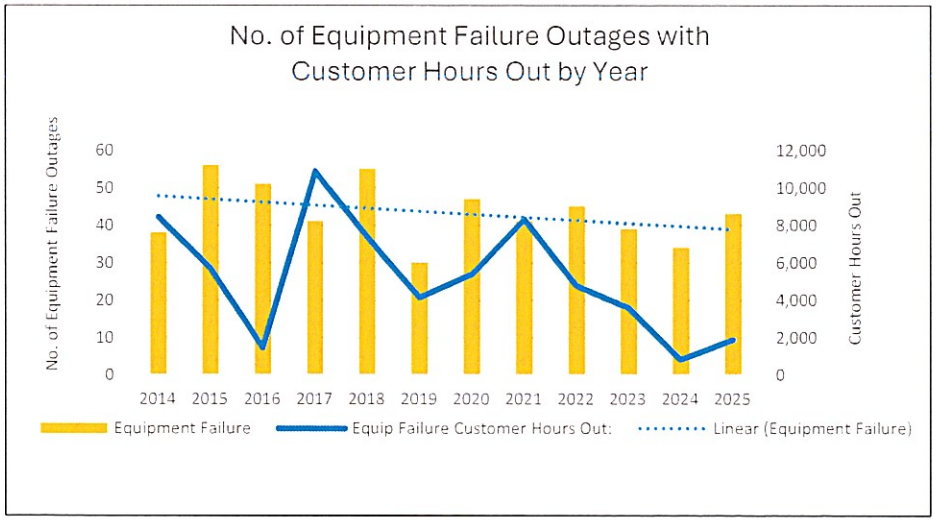
Ranked at 5th, company initiated outages made up 5.1% of the total outages in 2025 with an 8.8% increase in the number of outages from 2024. WEC experienced 37 company initiated outages involving 2,255 members with 2,051 member hours out compared to 34 outages and 648 member hours out in 2024. The three-year average for company-initiated outages is 35 and 1,966 member hours out and the 10-year average is 94 and 5,747 member hours out.



After implementing a hot line work and rubber gloving program in 2022, WEC has been able to reduce and maintain a lower number of company initiated outages in our system, falling well below the 10 year average.

6.4 Equipment Failure

At 5.9% of total outages, equipment failure outages ranked 4th in terms of number of outages and were up 26.5% over 2024 outages. WEC experienced 43 equipment failure outages involving 661 members with 1,873 member hours out compared to 34 outages and 833 member hours out in 2024. The three-year average for equipment failure outages is 39 and 2,093 member hours out and the 10-year average is 43 and 4,857 member hours out.



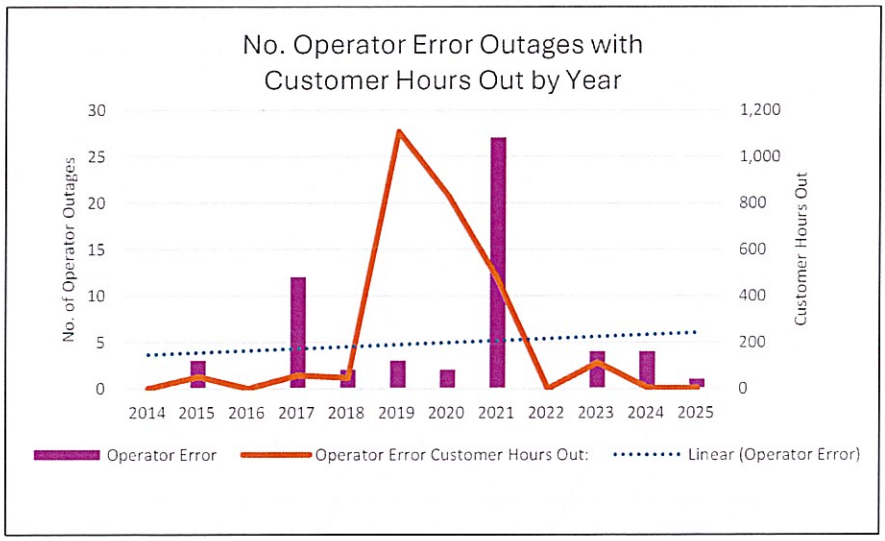
Examples of causes in this outage category found by WEC crews included: failed porcelain insulators and cutouts, conductors pulled out of dead end shoes, bad transformer connections and overloaded transformers. Causes of two of the largest outages in this category:

- 12/29 icing event, 207 out for 3.4 hours – crews found a conductor pulled out of a shoe due to the ice loading
- 6/12 wind event, 133 out for 1.2 hours – crews found the top of a solid blade disconnect burnt off.

Note: Outages caused by overloaded transformers during the first half of 2025 were categorized under equipment failure but were re-categorized under the other category in the second half. WEC expects this category to trend downwards in 2026.

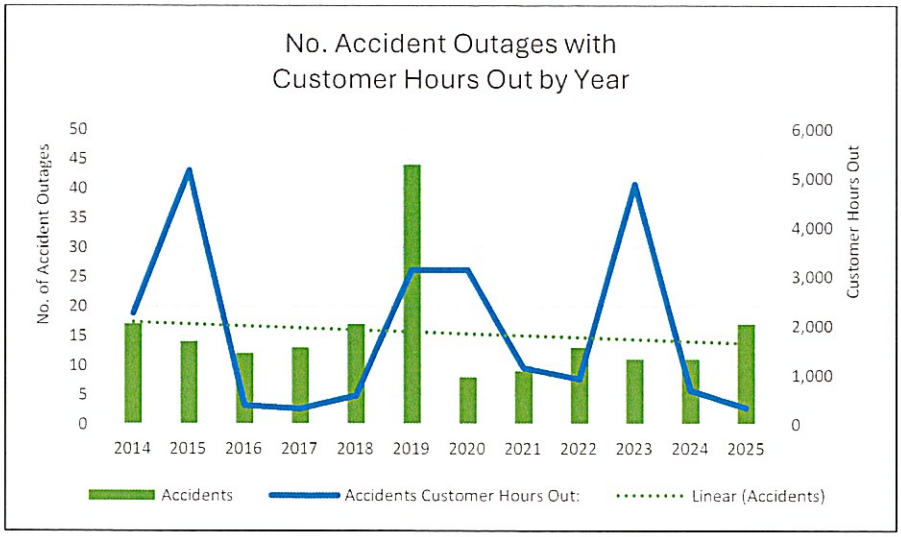
6.5 Operator Error

At <1% of total outages and ranked 10th (last), there was only one operator error outage in 2025 affecting only one member with one member hour out. In 2024 there were 4 operator error outages with 3 member hours out. The three-year average for operator error outages is 3 and 38 member hours out and the 10-year average is 6 and 262 member hours out.



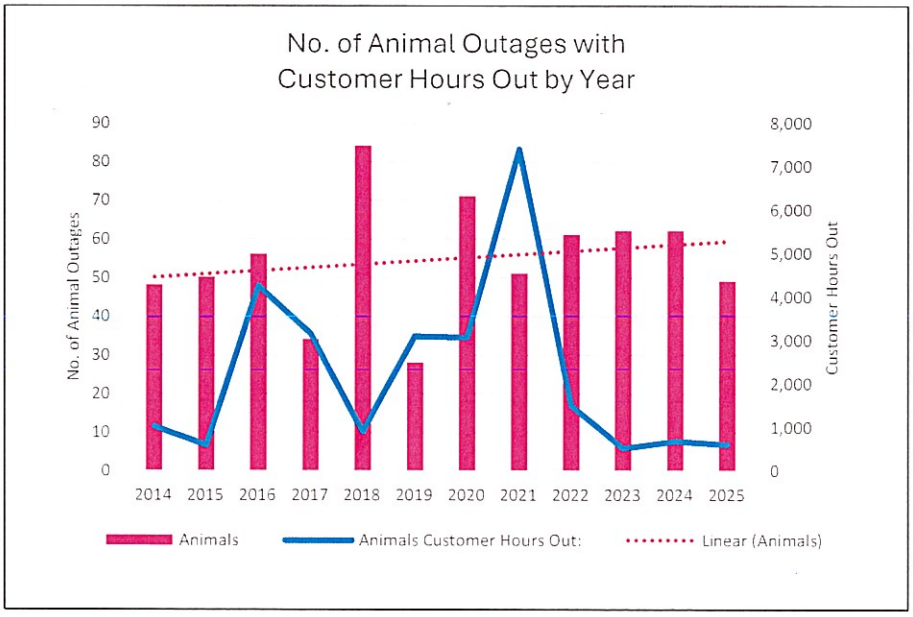
6.6 Accidents

At 2.3% of total outages, accident outages ranked 7th with 17 outages affecting 109 members and 328 member hours out compared to 11 accident outages and 678 member hours out in 2024. The three-year average for accident outages is 13 and 1,962 member hours out and the 10-year average is 16 and 1,552 member hours out.



6.7 Animals

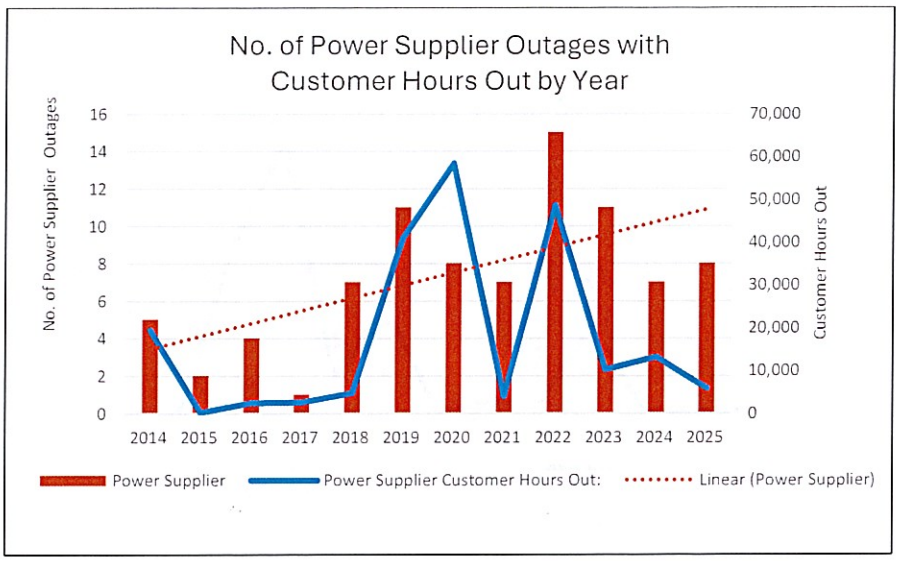
Ranked 3rd, animal outages were 6.8% of total outages in 2025. WEC experienced 49 animal outages with 311 members out and 604 member hours out compared to 62 outages and 684 member hours out in 2024. The three-year average for animal outages is 58 and 604 member hours out and the 10-year average is 56 and 2,517 member hours out.



Of the 49 Animal outages, 17 of them occurred on line sections (fuse points) with the remainder occurring at the transformer/meter level. Animal guards were also installed where none were present during the outage event.

6.8 Power Supplier

At 1.1% of total outages, power supplier outages ranked 9th and were up 14.3% in number of outages over 2024. WEC experienced 8 outages involving 8,400 members out with 5,734 member hours out compared to 7 outages and 13,056 member hours out in 2024. The three-year average for power supplier outages is 9 and 9,634 member hours out and the 10-year average is 8 and 19,026 member hours out.



Seven of WEC's eight substations are served by Green Mountain Power and the eighth substation is served by VELCO. From January 1, 2025 through the end of September 2025, WEC tracked and recorded a total of 64 breaker operations on GMP's transmission lines and evaluated the impact on WEC substations. GMP's transmission system is designed as a loop feed so that in most cases WEC's distribution substations should remain energized during most transmission breaker operations. Of the 64 breaker operations, only eight resulted in WEC experiencing full substation outages while the rest were either due to line maintenance or temporary faults on their transmission lines. WEC has not experienced any operations on the VELCO feed since early 2024.

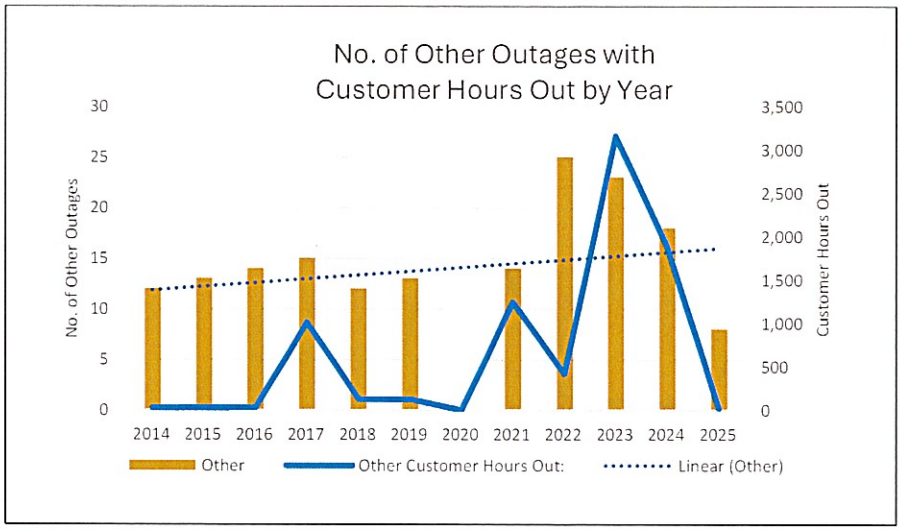
Although WEC cannot control when and how many transmission line outages occur at our substations, WEC's goal is to reduce the duration of complete substation outages. In 2024 WEC reviewed feeder relay settings at our substations and made adjustments to shorten feeder auto-restoration times after GMP has restored their transmission system. The results from these adjustments helped lower the customer hours out in this category: three outages resulted in durations of ten minutes or less; two under 20 minutes; and three in the 1.25-1.5 hour range.

6.9 Non-utility Power Supplier

There were no outages in this category in 2025.

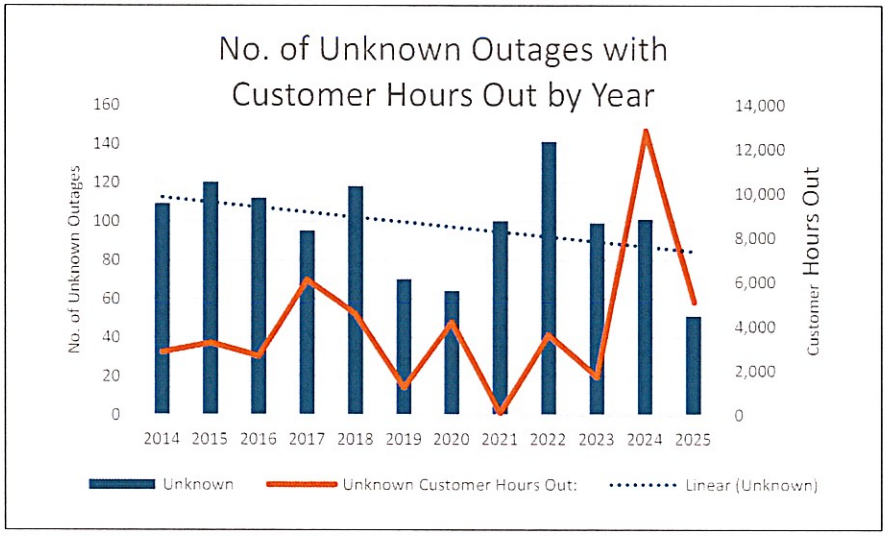
6.10 Other

At 1.1% of total outages, other outages ranked 8th in the number of outages and saw a -55.6% reduction in the number of outages from 2024. WEC experienced 8 other outages involving 13 members with 20 member hours out compared to 18 and 1,894 member hours out in 2024. The three-year average for other outages is 16 and 1,691 member hours out and the 10-year average is 14 and 802 member hours out.



6.11 Unknown

Unknown outages ranked 2nd in 2025 at 7% of total outages. In 2025, WEC experienced 51 unknown outages affecting 1,280 members with 5,082 member hours out compared to 101 and 12,816 member hours out in 2024, a -49.5% decrease from 2024 to 2025. The three-year average for unknown outages is 84 and 6,534 member hours out and the 10-year average is 95 and 4,208 member hours out.



As part of the daily outage review process, outages flagged as unknown by our line crews are further investigated internally for possible causes. It was determined that of the 51 unknown outage events, 1 involved our Maple Corners substation, 22 involved line sections (fuse points) and the remainder were transformer and/or individual meters. The Maple Corners substation occurred during the 12/29 icing event and crews did could not find an issue with the transmission line feeding the substation. The cause of this outage is still under review. The 22 line section outages occurring throughout the year were most likely caused by trees or tree branches coming in contact with the lines. All unknown individual meter outages, as well as shared transformer outages are reviewed for loading and are either upgraded in size or flagged as watch.

7. Action Plan:

WEC follows and adheres to the USDA Rural Utility Services (RUS) construction standards that help harden the distribution system from the effects of increased severe weather events and storm damage. Construction projects and maintenance activities done by WEC are funded through the RUS approved Construction Work Plan (CWP) process. The four-year CWP is developed from Long Range Planning and various system studies and is focused on continued improvement and enhanced reliability of WEC's transmission and distribution systems.

WEC's 2024-2027 CWP calls for approximately 75% of the dollars being spent on reconstruction and upgrades on circuits in WEC's service territory. The CWP also outlines system-hardening improvements including, but not limited to the following: replacement of small and aged conductors, installation of capacitors to reduce line loss, the replacement of deteriorated poles, the addition of mid-span poles to reduce conductor span lengths and the reconstruction of approximately 14 miles of line.

Upgrades and system enhancements in the new 2024-2027 CWP include a complete AMI system replacement, installation of Transmission Ground Fault Over Voltage (TGFOV) protection at six substations, installation and/or upgrades of 24 new line reclosers, installation and/or replacement of approximately 750 distribution transformers, installation of new voltage regulators and capacitors, upgrades at two substations and the complete replacement of two other substations. In 2025, for example, WEC installed/replaced a total of 324 distribution transformers.

In addition to the above CWP projects, 14 line rehabilitation projects were identified and added to the new plan as well as a FEMA mitigation project. Two of the rehabilitation projects will extend three phases on two feeders beyond their current end points using the Hendrix Cable Spacer System. Extending three phase conductors will help with phase balancing, voltage control and outage management by further segmenting long, single-phase lines as well as enhancing reliability.

The Bliss Road FEMA mitigation project, which WEC completed in November 2025, replaced 46 old class 4, 5, and 6 poles with taller class 2 poles, relocated an off-road section of the line to the road and replaced 2.8 miles of old conductors with the stronger Hendrix Cable Spacer System. The Cable Spacer System's compact design shrinks the strike zone from falling trees and uses a

support messenger to support the insulated conductors and keep the conductors in the air and energized when struck by a falling tree, improving resiliency and reliability.
In December 2025, WEC also started a second Hendrix Cable Spacer System installation on our Greensboro feeder three-phase upgrade project. This project is designed to replace a three mile single-phase line section from our Walden substation and separate the members on this 18 mile single-phase line on to three phases to reduce blinks and outages and extend resiliency and reliability further out from the substation.

WEC also reviews all single-phase upgrade projects to determine if they should be upgraded in place or moved to the road or if it should be converted to underground.

Each year WEC is also required to inspect 10% of our pole plant and the results of these inspections are used to assess the current condition of WEC's pole plant to maximize their life cycle value. The inspection data is crucial in determining pole condition and the results are fully integrated into the WEC's four-year CWP. In 2022, WEC moved away from using Class 3 pole sizes and started replacing poles with a stronger, thicker Class 2 pole to provide added protection against falling trees. In 2025, WEC installed/replaced 409 poles.

Each year, WEC also inspects our five sub-transmission lines, approximately 25 miles total, and carries out any ROW cutting, pole replacements, and/or repairs that may be needed. An infrared hot spot scan of equipment and equipment connections within all substations is also completed as well as annual substation transformer oil sampling and testing.

For the last five years and again for 2026, WEC's Board of Directors has approved a significant increase in funding for ROW clearing. The funding will be used to target ROW clearing of lines most susceptible to direct tree contact, danger tree failure and wet snow loading.

For 2026, WEC has contracted with utility vegetative management software company, AiDASH to provide vegetative analysis of WEC's entire system, as well as work management software to be utilized by our ROW Coordinator and contract tree crews. AiDASH IVMS uses satellite imagery and artificial intelligence to assess vegetation growth in WEC ROW's. Using WEC's system data, as well as vegetation height, density and distance to powerlines, AiDASH IVMS can determine ROW maintenance priorities, project cutting schedules, and associated costs of tree management. The software includes a work manager module where work areas can be sent directly to contract crews. Statuses of active projects are updated daily in the software and provide a seamless interface to track work efficiency and associated costs.

Outage Management: In 2023 WEC made several changes internally to the way outages are managed. Working with our OMS software vendor WEC changed the way our online outage map displays outage information. Members can now see if their general location is affected by an outage or is part of a larger outage. By hovering over the outage point on the map, information regarding the outage i.e., when reported, when crews are assigned, cause and estimated restoration time, can be displayed. Additionally, all WEC line crews now have access via mobile devices to real time outage information including all information provided by members. WEC will continue to improve on outage management and communications throughout 2026.

Storm Response: WEC monitors the weather on a daily basis and when notification of an approaching severe weather event is received from VELCO weather forecasters, WEC participates in all VELCO emergency prep conference calls for these events. WEC personnel are then put on alert and preparations are made ahead of the event to coordinate deployment of resources and restoration efforts. WEC also uses the NEPPA Mutual Aid program for Major Storm restoration and depending on the type and amount of damage that occurs, WEC will utilize needed resources from NEPPA, WEC Line Contractors and other Vermont utilities to expedite restoration.

This 2025 Reliability Report is being submitted to the Board via ePUC.

Respectfully submitted,

Dave Kresock
Director of Operations & Engineering

Washington Electric Cooperative

Report Year: 2025 **without Major Storms**

This report is pursuant to PUC Rule 4.903B. It is to be submitted to the Public Utility Commission and the Department of Public Service no later than 30 days after the end of the calendar year.

Electricity Outage Report -- PUC Rule 4.900

Name of company	Washington Electric Cooperative
Calendar year report covers	2025
Contact person	Dave Kresock
Phone number	802-223-5245
Number of customers	11,655

System average interruption frequency index (SAIFI) = 3.9
Customers Out / Customers Served

Customer average interruption duration index (CAIDI) = 2.3
Customer Hours Out / Customers Out

		Number of Outages	Total customer hours out
1	**Trees**	475	87,141
2	**Weather**	35	988
3	**Company initiated outage**	37	2,051
4	**Equipment failure**	43	1,873
5	**Operator error**	1	1
6	**Accidents**	17	328
7	**Animals**	49	604
8	**Power supplier**	8	5,734
9	**Non-utility power supplier**	0	0
10	**Other**	8	20
11	**Unknown**	51	5,082
	Total	724	103,821

Note: Per PUC Rule 4.903(B)(3), this report must be accompanied by an overall assessment of system reliability that addresses the areas where most outages occur and the causes underlying most outages. Based on this assessment, the utility should describe, for both the long and the short terms, appropriate and necessary activities, action plans, and implementation schedules for correcting any problems identified in the above assessment.

Washington Electric Cooperative

Report Year: 2025 with Major Storms

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