

ALPENA POWER COMPANY

401 N. Ninth Ave Alpena,
Michigan 49707



For Immediate Release
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7:00 AM.

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OUTAGE UPDATE

Current Situation

As of 7 am this morning **96.2% of our customers have been restored** leaving 633 customers without power. All available crews are working to restore outages including assistance from Thunder Bay Tree Service , The City of Lowell, The City of Bay City, City of Sturgis, City of Lansing, Homeworks Tri County Cooperative, Thumb Electric Cooperative, the Hydaker-Wheatlake Company, and Premium Utility Contracting.

Safety Tips

Safety of our customers is a top priority. Please keep the following in mind.

- If using a generator, ensure they are connected properly and legally with a transfer switch so they cannot back feed into the power lines and cause danger to our crews or the public.
- Always operate a generator outdoors in a well-ventilated space
- Stay at least 25 feet away from downed wires and anything they are touching, keep children or pets away. Report the issue by calling 9-1-1 **and** Alpena Power Company at (989) 358-4900
- Turn main breakers off if there is standing water anywhere near electrical devices

Restoration Process

The restoration process is designed to get essential services energized first then the largest number of customers on as quickly as possible. APC's process consists of five stages:

1. Essential functions such as hospitals, 911, police, fire, water, sewer, etc.
2. Services such as fuel, grocery stores, pharmacies, etc.
3. Main feeder and distribution lines
4. Areas with the largest number of customers
5. Restore individual homes.

We are currently completing stage 5 in all areas of our service territory except the Ossineke, Spruce and Hubbard Lake areas where we have pockets of customers still in stage 4.

Our goal is to have greater than 99% of our customers restored by 9 pm today, however some outages in the Ossineke, Spruce, and Hubbard Lake areas may last into Sunday.

What do I do once my Electrical Service is repaired?

Alpena Power strongly recommends you contact a licensed electrician to make any repairs, they have extensive knowledge of the electrical code and can help to expedite materials and required inspections.

Once repairs are completed the electrician will be in contact with the electrical inspector who will provide approval to Alpena Power to reconnect and energize the service.

If you have completed the repairs yourself, you must complete the necessary permits and have an inspection completed before we can reconnect and energize your service.

Who is going to clean up the tree debris in my yard?

During a storm our goal is to restore as many customers as quickly as possible. If we cut a tree off a power line or remove branches that have fallen on a service, we will leave them behind as they are the property owners' responsibility to clean up.

The City of Alpena has issued a press release regarding tree debris which can be viewed here:

https://www.alpena.mi.us/document_center/Transparency/Brush_03202026.pdf?t=202603200907400

What if Utility crews have damaged my yard?

During restoration, our crew's focus is safety and restoration. This sometimes results in property damage, such as large ruts in a grass yard. Alpena Power **will** address the property damage; we just ask that customers wait until the power outage restoration is complete to contact Alpena Power. We can then inspect the property and work with landowners to restore any damage.

How to check on an outage

One tool that can help keep you informed is our webpage outage viewer available at: <https://www.alpenapower.com/outage-center/>. A customer can zoom into their location and see if their outage has been reported. If you are in a reported area, we have the outage information and will get a crew dispatched as soon as one is available.

What if I need assistance?

If you need assistance, the Alpena Public Schools has created a website which lists resources available. It can be found at:

<https://www.alpenaschools.com/page/emergency-resources>

Summary

As we start the sixth day of storm recovery, I want to thank our customers for their patience and understanding and the community for their support.