

STATE OF MICHIGAN
BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

In the matter, on the Commission's own)
motion of the investigation into methods)
to improve the reliability of electric)
service in Michigan.)
_____)

Case No. U-12269

QUALIFICATIONS
AND
DIRECT TESTIMONY
OF
RONNIE A. MAY

THE DETROIT EDISON COMPANY
QUALIFICATIONS OF RONNIE A. MAY

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1 Q. Please state your name and business address?

2 A. My name is Ronnie A. May. My business address is 2000 Second Avenue,
3 Detroit, Michigan 48226.

4

5 Q. Please state your educational background.

6 A. I received my B.S. in Civil Engineering from the University of Michigan in
7 1973. I have also completed graduate level courses at Pennsylvania State
8 University and MBA courses at Youngstown State and Eastern Michigan
9 University. Over the course of my employment I have participated on many
10 Company committees and task forces and have attended numerous
11 conferences and seminars. I am a member of the Advisory Board to the
12 College of Engineering and Computer Science at Oakland University.

13

14 Q. What is your title and area of responsibility at Detroit Edison?

15 A. My title is Vice President, Energy Delivery and Service. I have overall
16 responsibility for Energy Delivery activities including the planning,
17 construction, and operations and maintenance of the electric transmission
18 and distribution system. I also have overall responsibility for Customer
19 Service activities including the customer offices, the customer call center,
20 billing, collections and receiving and resolving customer complaints.

21

22 Q. Will you review your employment background at Detroit Edison?

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1 A. Yes. From 1984 to 1991 I held a variety of positions at Fermi 2, including
2 Superintendent – Maintenance and Modification; Maintenance Engineer –
3 Nuclear Production; Director – Outage Management and Director –
4 Planning and Control, Nuclear Administration. Between 1991 and 1994, I
5 was Director of the New Hudson, Royal Oak and Pontiac Service Centers in
6 the Oakland Division. In those positions, I was responsible for the design,
7 construction and repair of the electric distribution system in the New
8 Hudson, Royal Oak and Pontiac service areas. In 1994 I was promoted to
9 Manager, Service Center Operations. In that position I managed the service
10 center operations over the entire service area. In 1997, I was promoted to
11 Assistant Vice President, Energy Delivery; in 1998 I was promoted to Vice
12 President, Energy Delivery and Service, my current position.
13
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THE DETROIT EDISON COMPANY
DIRECT TESTIMONY OF RONNIE A. MAY

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1 Q. What is the purpose of your testimony?

2 A. The purpose of my testimony is to describe and explain the settlement
3 agreement reached between the Company and the Commission's Staff in
4 this proceeding and the expected results of that agreement.

5

6 Q. What circumstances led to this settlement agreement?

7 A. In its January 3, 2000 Order in this proceeding, the Commission directed
8 the Company to submit evidence regarding its compliance with the
9 settlement agreement reached in MPSC Case No. U-10908 or, in the
10 alternative, that the Company reach a settlement agreement with the Staff
11 regarding the issues identified by the Commission in its January 3, 2000
12 Order. Shortly after the Commission issued its order, the Company began
13 discussions with Staff to develop a plan to address these issues identified
14 by the Commission.

15

16 Q. What issues identified in the Commission's January 3 Order are addressed
17 in the Settlement Agreement?

18 A. The predominant concern addressed in the Commission's Order is that the
19 electric system reliability work performed by Detroit Edison prior to last
20 summer's storms has not eliminated certain small pockets where customers
21 have experienced multiple outages. These pockets of poor performing
22 areas have been identified by the Company in reports provided to the Staff

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1 in accordance with the Settlement reached in Case No. U-10908.

2

3 Additionally, the Commission held public hearings on system reliability
4 following the back-to-back storms experienced in a nine-day period last
5 July. The first storm impacted service to approximately 264,000 customers,
6 the second storm impacted approximately 225,000 customers. These public
7 hearings were held in the cities of Dearborn, Farmington Hills and
8 Rochester. More than 50 customers, many who represented their
9 communities, presented service reliability concerns to the Commission at
10 these hearings.

11

12 The settlement agreement being presented in this proceeding by the
13 Company and the Staff addresses the poor performing pockets as well as
14 the reliability concerns raised at the public hearings.

15

16 Q. Specifically, how will the settlement resolve these issues?

17 A. The Company has developed an overall plan to address electric service
18 reliability in those areas of poor distribution system performance. In
19 particular, this program will address areas which have been subject to
20 severe storm damage and multiple outages as brought to the Commission's
21 attention in the public hearings and customer contact with the Staff. Some
22 projects within the Company's plan were initiated immediately after the
23 Commission's public hearings and have already been completed. These

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1 actions have already resulted in reliability improvements in those areas.

2 There are other projects within the plan that are scheduled for completion in
3 the year 2000. The plan establishes 56 separate projects on 34 different
4 circuits. Completion of the project work presented in the overall plan will
5 significantly improve electric service reliability in the areas encompassed by
6 the plan.

7

8 Q. What assurance does the Commission have that these particular projects
9 will, in fact, solve the reliability concerns of these poor-performing circuits?

10 A. The Company has discussed its plan with the Commission's Electric
11 Division Staff. The Company has committed to completing all of the projects
12 in its plan by the end of the year 2000. The Company has submitted
13 detailed descriptions of the projects along with time lines for scheduled
14 completion. The Company will update the Staff with project status reports
15 on a monthly basis, which will enable the Staff to monitor the progress
16 towards completion of the plan. In addition, the settlement agreement
17 requires that for the areas encompassed by the plan, the Company will
18 provide the Staff with access to base-line reliability data along with
19 scheduled updates to that data, thus enabling the Staff to monitor the
20 before-and-after reliability performance of these areas to determine the
21 plan's ultimate effectiveness.

22

23 Q. Is there anything else about this settlement which would provide the

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1 Commission additional assurance that reliability will improve?

2 A. Yes. This settlement presents specific targeted solutions to improving the
3 reliability in each of the identified areas. The results of the plan will be
4 evaluated on specific, observable and measurable changes to electric
5 service reliability. The Company is committed to the completion of the work
6 encompassed within the plan by the end of the year and the Staff will be
7 continually apprised of project status. In addition, there is no conflict
8 between this settlement agreement and the settlement agreement approved
9 by the Commission in Case No. U-10908. Therefore the performance and
10 reporting requirements under that agreement will continue to be followed.

11

12 Q. What other efforts is the Company undertaking to improve overall system
13 reliability?

14 A. The Company continues to focus on improving system-wide reliability
15 through the continued implementation of its Reliability Improvement Plan.
16 As recommended in the Staff report cited in the Commission's January 3,
17 2000 Order, Detroit Edison has increased tree trimming, pole top and line
18 maintenance and system strengthening with new substations and
19 distribution circuits. Several projects have been designed to utilize storm-
20 resistant overhead wiring configurations such as Hendrix spacer cable.
21 Additionally as directed by the Commission's Order in Case No. U-12270,
22 the Company is participating with the Staff in investigating methods to
23 measure and improve service reliability across the state. These efforts will

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1 further enhance performance across the electrical system and improve
2 reliability for the entire service territory.

3

4 Q. In your opinion, is the settlement reasonable and in the public interest?

5 A. Yes. It's reasonable because it is responsive to a stated objective and the
6 results of the plan will be measured. It's in the public interest because it
7 offers a comprehensive plan to improve reliability.

8

9 Q. Does this complete your testimony?

10 A. Yes.

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