

**MICHIGAN PUBLIC SERVICE COMMISSION
HEARING ON POWER OUTAGES**

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Rochester, Michigan

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(6:08 PM)

COMMISSIONER STRAND: Sorry for getting underway a little late. Hopefully, we will talk loudly enough so that you can hear us back there. The one microphone that we do know that is working is right there. So we will be able to hear you when you come up, and we'll just have to talk a little loud. And we don't anticipate talking too much anyway, since we came here primarily to listen.

By way of introduction, my name is John Strand. I am Chair of the Michigan Public Service Commission. We have present the other two commissioners of the MPSC; Davis Svanda and Bob Nelson.

This is the third in a set of three hearings. We were in Dearborn on Monday, Farmington Hills on Monday evening, and we are here in Rochester tonight. Those three areas were not picked by accident.

Over the last several months we have checked to see where the complaints, et cetera, have been coming from. And they have basically focused around these three main areas. That's not to say that other areas haven't experienced certain

1 problems.

2 But by far, the greatest number of
3 complaints have been targeted in primarily three
4 areas; essentially Western Wayne, around the
5 Farmington Hills area where there have been some
6 problems for some time, and, in basically Centra
7 to Northern Oakland County in this area.

8 The primary purpose of this hearing is to
9 conduct a hearing regarding the problems with
10 Detroit Edison's distribution system. There is a
11 report that the staff put out -- Rich, could you
12 just -- Rich Well, from our staff, has a number of
13 copies of the report if you would like to read
14 that.

15 What we would like you to do -- and we
16 will call everybody who has asked to testify. And
17 anyone else who wishes to testify, please see
18 Dorothy Wideman who is the executive secretary of
19 the Public Service Commission so we can get your
20 name in.

21 We do have a court reporter here. And we
22 would ask that when you do testify, you state your
23 name and then spell your last name, please, so the
24 court reporter can get it right. At least, if
25 you're testifying, it's a good idea that the

1 spelling of your name be correct.

2 Other than that, what I can indicate is
3 that the first two hearing were very interesting as
4 far as the problems, and we look forward to the
5 hearing tonight.

6 As far as what happens after, we'll
7 examine all the testimony. We'll have our staff,
8 who already has put together a report, basically
9 conclude -- after talking with Edison, basically
10 things that we should do and all that. And there's
11 a question whether there'll be a settlement between
12 our staff and the company, or whether we'd have to
13 have a contested proceeding before the Commission.

14 But we do intend to move on this
15 expeditiously. We don't want this to sit around for
16 months. We want, basically, to set up some type of
17 program and to hopefully get these problems fixed.

18 Other than, that, Dave do you have
19 anything?

20 COMMISSIONER SVANDA: You might have
21 people raise their hands if they want a copy of the
22 report and Rich could give it to them.

23 COMMISSIONER STRAND: That's a good idea.
24 How many copies do we have, Rich? Plenty? Okay.
25 Keep your hands up and we'll make sure you get a

copy.

Anyhow, again, we would like to thank you for your attendance and apologize for getting going -- we got going about, I think, eight minutes late, which is not our standard form, but we didn't have sound and still don't, at least, up here, but you will.

With that we would like to begin. The first person is Kenneth C. Walker.

Mr. WALKER: My name is Kenneth C. Walker, W-A-L-K-E-R. I live at 743 Dunham Lane, here in Rochester Hills. I did make a one page summary of what I'm about to say for whoever would like it in the record.

First of all, I'd like to compliment the Commission on your web site. Nice job. I dialed in today and a very nice person named Robin responded to my questions before the end of the business day, and that's really fine. It looks real great. So congratulations on using modern technology.

Professionally, I spent 31 years in the utility industry, but with telecommunications. And I know that there's really not a lot of similarity between the two industries, but there's some concepts, I think, that might be useful. After I

retired I spent two years as a consultant to that industry.

I think what I'd like to do is not complain about outages. I mean, I could do that. We've had lots of them. We had one Saturday. It lasted for two hours. You sump pump nearly flooded again.

But fortunately, like many others, I bought a generator to get around those problems. I don't know whether I'm alone in that, but I'm sure others have done the same.

What I'd like to suggest is that what you're interested in doing is bringing about behavior modification within the corporate structure of the utility industry.

I think it is true to say, and correct me if I'm wrong, but rate of return regulation has been your primary technique for controlling utilities, and it's an archaic concept.

We don't really have any kind of competition in the electric industry as of that, and I don't think there's much on the horizon.

Power generation capacity is expensive to deploy, and there's a long lead time needed to do that, and it's not something you jump into quickly.

So absent competition, and the inappropriateness of rate of return regulation, maybe a different set of incentives and behavior modifications are appropriate.

It is my view that most power outages are preventable. I know that's true in the telecommunications industry. Okay? Weather should not be a factor except in extreme cases. And there are extreme cases.

I don't know what happened Saturday. That's part of the problem. We don't get to understand always why these things happen. I'm told that someone drove off the road, hit a power pole and put about a third of Rochester out of power.

Why would they put a power pole anywhere that could be a problem? Because if you do, sooner or later, it will happen.

Also, as we look into the 21st Century, power is not something you can do without any more than telecommunications. Where would our country be if we didn't have reliable utility availability and reliability?

So I feel that by proper design, construction, maintenance, renovation, many of these power outages can be eliminated; not all.

1 There is a cost, obviously, to doing this. and I'm
2 not here to punish Detroit Edison. I'm not here to
3 punish any entity. I'm looking for better power
4 availability.

5 And, how to go about that; how to find the
6 balance between cost and benefit is the challenge
7 you face. And then how to bring about the results
8 of that cost benefit as well.

9 I think that power utilities have not been
10 inconvenienced by having to pay the cost of their
11 outages to residential and commercial users.

12 We're all familiar here in Rochester with
13 the problem that Papa Joe faced sometime last
14 summer. They lost hundreds of thousands of dollars
15 for two reasons; the power outage occurred because
16 of an ordinary storm. We have storms like that
17 every year; wind, ice, rain, snow.

18 Number two; they relied on the advice of
19 the utility that they'd only be out a short time.
20 They were not out a short time. They were out a
21 long time. So the PR function is another review.

22 But, the fact is, without a cost to
23 consumers and commercial users for power outages,
24 utilities have no incentive to improve their
25 behavior. When the cost of preventing power

outages is lower than the cost of allowing them to happen, they will be prevented. And that's really the essence.

You have to bring about, I think, a shift -- as they say in the trendy mags -- a shift in the paradigm about how utilities are regulated. You need to give the utilities a fair chance to know it's coming, to plan for it, and to build it in.

And when, finally, they do have the network like that, and if outages occur, the cost of those outages should not become part of the rate base. It should come out shareholder equity.

Because that will be the self-governing technique that causes the executives to pay attention to what they're doing, not just what you're doing, but by their own shareholders.

That's the end of my remarks. Thank you very much.

COMMISSIONER STRAND: Thank you. The next witness is Thomas Fitzsimmons.

Mr. FITZSIMMONS: My name is Thomas Fitzsimmons. It's F-I-T-Z-S-I-M-M-O-N-S. I live at 8857 Vandera Boulevard in Clarkston. We lived in this particular residence for five years and we lose power on the average anywhere from five to ten

1 times a year.

2 Now, I'm here to talk really about two
3 issues. Number one is the number of times that we
4 have lost power. And, number two is, when we had
5 the house built five years ago we had to pay \$2,100
6 to have a transformer put in my front yard.
7 Because I was told that I could not tie in to
8 electrical lines behind me.

9 Since that time, we've had -- this is an
10 existing subdivision that we built in, by the way.
11 Since that time we've had two other houses built in
12 that sub that tied into the transformer that I paid
13 to have put in, and I haven't received one nickel
14 back. I don't think that's fair.

15 When we do lose power, my neighbor to the
16 immediate right of me who is tied into another
17 line, the line that I wanted to tie in initially,
18 he hardly ever loses power. So it's not the whole
19 sub, it's isolated.

20 When I've called Edison, one of their
21 first responses was, "Well, the reason you lose
22 power so often is because of the number of trees in
23 the area."

24 Well, again, my neighbor has the same
25 number of trees that I do. It's been very

1 frustrating dealing with Edison. One of the
2 gentlemen I talked to stated that it might be
3 possible to get a refund on the cost to have the
4 transformer installed.

5 I made a few phone calls; talked to the
6 gentleman that wrote up the process when we had it
7 installed. He was very rude to me over the phone.
8 He was condescending. I talked to his supervisor
9 and he apologized.

10 But it's very frustrating. Both my family
11 and I have had it up to our neck. And that's all I
12 have to say.

13 COMMISSIONER STRAND: Before you go.
14 Particularly after this Rich Wale of our staff is
15 here. I know there are some folks from Edison
16 here. But, let's at least see if we can look into
17 this transformer situation.

18 And, by the way, I'm assuming there are
19 some folks from Edison here. Can you raise your
20 hands? Okay. That's at least a good chunk of the
21 people here.

22 Afterwards, I mean what we hopefully can
23 do -- and they're, obviously, I'm assuming taking
24 some notes. To the extent we can get some
25 individual problems taken care of, that's certainly

1 a step we'd like to do. And, obviously, they have
2 enough folks here to see if we can take care of
3 everybody. So, keep that in mind.

4 COMMISSIONER NELSON: Mr. Fitzsimmons?
5 The five to ten outages a year that you've
6 experienced, do they correlate with storms, or are
7 they random?

8 Mr. FITZSIMMONS: Every storm that we get,
9 we get a power outage. But we've also had
10 instances where we might have a light drizzle
11 outside and we lose power. So they're not all
12 storm related.

13 COMMISSIONER STRAND: Thank you. Next is
14 Roger Douglas.

15 Mr. DOUGLAS: My name is Roger Douglas, D-
16 O-U-G-L-A-S. 7060 Redmond in Waterford. I am an
17 electrical engineer in the automotive industry.
18 And I have many concerns about the power
19 distribution system and the power problems I've
20 experienced; like the man before, minor weather
21 conditions causing brief or long power outages.

22 Transient events that clear the clocks on
23 my electronics. I'm concerned that we're pushing
24 the limit of the lines such that when companies
25 turn on equipment there isn't enough overhead and

1 that's what causing some of these dips, these
2 random dips.

3 But above all that -- those are problems
4 that we can eventually work out. What really
5 concerns me is in the summertime during hot weather
6 when I hear that the Edison company is threatening
7 if we don't shut stuff off, to rotate power
8 outages.

9 This tells me that we have inadequate
10 supply. What I'm wondering, is there any plans for
11 additional power plants? If there isn't, how long
12 will it take? If we started to build another
13 power plant today, would we have to experience
14 rotating power outages before it gets build because
15 of growth?

16 And what will that do to the economy?
17 What businesses would leave if we end up in that
18 situation? This really bothers me. And that's the
19 brunt of what I have to say.

20 COMMISSIONER STRAND: Thank you. I think
21 we will at least comment on the latter part,
22 particularly. In the state of Michigan, as well
23 in most of the other states in the Midwest, and
24 even in actually probably a good chunk of the
25 country, during the summer, particularly during the

four or five days when the temperatures get over 90, 95 for several days in a row and the air conditioners are on substantially, there are problems with air conditioning load being recycled.

A number of interruptible customers, particularly some steel mills or large manufacturing folks basically shutting down operations for a few days. And that's not just -- in fact, we're actually in better shape in Michigan. We have been, at least, for the last couple of years than certain other states. As I think many of you may be familiar with, there are whole sections of Chicago that blacked out last summer. And in New York City they had a substantial number of problems.

There are a number of plants -- and understand this isn't just a generation problem. Part of it is we need to get our transmission system upgraded, and new generation being built. It's a complex thing. It isn't just you have to build a new plant.

There are a number of things. I mean, Edison did restart the Conners Creek plant, basically converting that to gas. A new facility is going in at the Rouge.

1 There are two, three, or four, but a
2 number of different companies have indicated
3 interest in building what's called a merchant
4 plant; basically being plants of 500 or 1000
5 megawatts in selected areas across Michigan. None
6 of them have actually broken ground yet, but
7 there's a lot of interest.

8 Part of what is maybe delaying that is a
9 lot of folks are waiting to see what the
10 legislature does or doesn't do regarding overall
11 deregulation, at least at the generation end.

12 And as I said, this is not just a
13 situation -- as a matter of fact, Michigan, as I
14 said, the last couple years has actually been in
15 better shape than some of our surrounding states.

16 But it's a problem we're aware of. We're
17 trying to see what can be done as far as getting
18 the transmission system beefed up and getting more
19 facilities in here. The Commission, when the
20 companies have files with us approval to do certain
21 things like restart Conners Creek and all that, the
22 Commission has tried to be helpful, yet on the
23 other hand make sure that environmental protections
24 are preserved and those types of things.

25 So it's kind of a tricky balancing act and

1 we're trying to do it. But, as I said, I also
2 think that if the legislature were to pass an
3 overall bill like Ohio did, like Pennsylvania did,
4 like Illinois did, that may get us further on the
5 road so we don't have to worry about the situation
6 in the summers.

7 We're concerned about next summer, just as
8 well. But the problem we, re here today about is
9 partly that, but we're really more concerned about
10 the problem with the distribution system.

11 Because the problem in the distribution
12 system is basically -- maybe I should explain it.

13 There are three basic parts of
14 electricity. There's the generation, which is the
15 power plant. There is the transmission, which
16 basically is the superhighway, if you will, the
17 large poles and wires which carry the power from
18 the plants, basically, to the local areas. And
19 there's the distribution system which carries the
20 electricity into your house or to your business.

21 And what we're primarily finding, and this
22 is what we found in Dearborn and in Farmington
23 Hills the other day, the problems -- that's what
24 the report is primarily on, are problems in the
25 Detroit Edison distribution system.

1 Where even if we have more than sufficient
2 power for the state and are able to get it just
3 about anywhere we can, for some reason, once you
4 get down to the local level, it doesn't quite get
5 to all the places it's supposed to.

6 And that's primarily what we're trying to
7 investigate tonight. I mean, obviously, we're
8 concerned about the other things and those are
9 issues which are definitely on our plate. But
10 we're trying to find out the problems as to why
11 people in the Rochester, Rochester Hills, this
12 whole area of Oakland County have more difficulties
13 than people who live elsewhere and what can be done
14 to fix those problems.

15 And I didn't mean to talk that long. Next
16 is Joelle Demand.

17 Ms. DEMAND: My name is Joelle Demand.
18 I'm the legislative director for Senator Matt
19 Denascas, and this is our district. Unfortunately
20 the Senator had to be out of the state this
21 evening, and he asked me to come on his behalf
22 first of all, to thank the Commissioners --
23 (inaudible) -- to find a way in looking to see what
24 other states have done to see what other states
25 have done to see what kind of reimbursement can be

1 done for customers in cases -- specifically the
2 Senator is worried about, like, some people have
3 testified, you know, not a storm related outage,
4 not an accident related outage, to find out if
5 other states have done this. From what I
6 understand, Illinois has done this.

7 I know we hear in the summer of the
8 unfortunate deaths in the city of Chicago when the
9 power does go out. And, luckily, we haven't had
10 serious problems like that, or heard of incidents
11 like that. But, the Senator is very concerned
12 about that. He's the chairman of the technology
13 and energy commission committee and we are dealing
14 with the deregulation that this Chairman has
15 talked about.

16 So we're very aware what the Public
17 Service Commission can do, and what the legislature
18 can do. And in his mind, this is a very important
19 public policy issue. So we look forward to working
20 with the Commission on this bill. We look forward
21 to all your comments.

22 I've left some cards over here with our
23 telephone numbers, and we encourage you to call our
24 office and let us know where the problems are, what
25 kind of ideas you might have. We're been hearing a

1 lot from people since the Senator has talked about
2 it on the news and its been in the papers. Thank
3 you very much.

4 (inaudible question)

5 Ms. DEMAND: Yes, for the constituents,
6 and, actually, just this week I've heard from three
7 different legislators from the areas we've been
8 visiting who are very interested in when our bill
9 will be ready and correspondence, you know,
10 supporting it in the house.

11 COMMISSIONER STRAND: Is there any time
12 frame yet?

13 Ms. DEMAND: We have four more -- three
14 more days of session now, this year, and they will
15 break for Christmas. They won't be back until
16 January, so except to introduce it in January.

17 COMMISSIONER STRAND: Thank you. Next we
18 have Sue Ann Douglas. We saw you just the other
19 night.

20 Ms. DOUGLAS: Hi. How are you doing. I
21 have some comments that I may deviate from
22 slightly.

23 My name is Sue Ann Douglas, D-O-U-G-L-A-S.
24 I live at 1228 North Main Street, Rochester, and
25 I'm county commissioner for northern Rochester

Hills and the city of Rochester. I also chair the Electrical Energy Evaluation Task Force for Oakland County, that held its first meeting yesterday and thank you for sending one of your staff members to our meeting and hope to keep the communication between us open long beyond tonight's hearing.

My comments tonight are on behalf of my constituents and do not represent the Oakland County Board of Commissioners or the Electrical Energy Evaluation Task Force, but as our process moves forward at the county, I'm sure that you will hear from me through those bodies at a future date.

Thank you for coming to Rochester tonight. I really do appreciate it. It's been several years since I've testified before this body at a hearing in Troy. That was also held after a storm. I know that storms can cause interruptions in power supply and I can accept an occasional disturbance to my daily routine but I'm here tonight to express my concern over infrastructure maintenance and inadequate tree trimming and removal. I am also frustrated with non-storm related blackouts, brownouts and energy dips and spikes; not to mention the occasional high voltage situation. I am concerned that we no longer seem to have a

1 reliable, high quality, energy supply that meets
2 our current needs.

3 The Michigan Public Services Commission's
4 staff report speaks for itself;

5 There has been a 50 percent increase in
6 the number of frequent outage complaints to MPSC
7 with complaints regarding Detroit Edison service
8 increasing by 66 percent.

9 Edison's budget has remained relatively
10 flat in Operations and Maintenance since 1991.

11 The three trimming and removal cycle of
12 4.3 ears that Edison agreed to in Case Number 10908
13 in 1995 has not been met. Since 1991, the cycle
14 has averaged 5.8 years. This is especially
15 frustrating since we are told over and over again
16 that trees are the number one cause of storm damage
17 in Oakland County.

18 Capital spending for distribution system
19 improvement excluding storm restoration has been
20 flat since 1994, but distribution capital
21 expenditures for new business has increased by
22 about 7.9 percent per year since 1991.

23 The number of substations has increased at
24 one half the rate of growth in systems sales or
25 peak loads resulting in higher loads on the

1 circuits which causes greater numbers of customers
2 to be impacted during an outage.

3 I support the staff recommendations to
4 improve the situation and, in talking with Edison
5 officials, I believe that they will agree to the
6 recommendations. However, I do wonder how these
7 agreements are to be monitored. For example, if
8 there was a 1995 agreement to improve tree trimming
9 and removal and in 1999 it hasn't been met, how do
10 you explain that, and can we count on you to see
11 that any new agreements are closely monitored?

12 I also question whether there has been any
13 negative impact on the overall maintenance of the
14 system by the high number of outside contractors
15 that are hired by Edison. It is my understanding
16 that 100 percent of the tree trimming is contracted
17 out and 50 percent of the line work is contracted.

18 I appreciate Edison's attempts to save
19 money for consumers, but do the contractors have
20 the incentive, authority, and training to recognize
21 and report possible problems that they see in the
22 field? I'm not advocating that Edison stop
23 contracting, but suggesting that there may be a
24 need for some additional training and encouragement
25 for contract employees to look for and report

1 potential problems.

2 It appears that our electric problems
3 follow growth, and that the system has been
4 stretched to the limit. Areas that seldom or never
5 lost power now can count on problems during storms,
6 high winds, and even sunshine. I live next door to
7 where I grew up and I remember when we didn't lose
8 power.

9 Our problems started about 20 years ago as
10 the area began to grow. And I have to admit that
11 there seems to be some improvement over the last
12 few years. Edison did come through our area and
13 remove all trees from the easement and we do seem
14 to fare better during storms.

15 However, if there is going to be a power
16 outage in the city of Rochester, it will usually
17 occur in the northeast quadrant of the city. And I
18 wrote "northwest" down and that is incorrect. It's
19 northeast. I know where I live, really.

20 There are also subdivisions off Tienken
21 Road who are suffering power outages during non-
22 storm conditions that didn't have a problem in the
23 past.

24 I also find it frustrating to read a quote
25 from a company spokesperson that indicates that we,

the users, are the problem because we have computers, air conditioners, and more TVs. Yes, WE use all of the above. And we do expect our utility company to recognize the needs of their customers and provide an adequate system.

We are now operating at peak capacity during summer months and that's when we experience most of our problems.

Last summer it was not unusual for my Uninterrupted Power Supply, UPS, on my computer to briefly click on several times a day. I started monitoring the voltage at my house during the summer and it usually ran in the 114 to 120 volt range. But one sunny, Saturday afternoon in August I experienced two consecutive dips and quickly turned on the volt meter.

I thought to was broken when I saw a reading of 156 volts. After turning it on and off several times I realized that I was getting an accurate reading. It took ten to fifteen minutes for my voltage to get within an acceptable range below 128 volts. I now have a new UPS that turns on for high voltage as well as low voltage and also logs these types of events.

Since summer ended, my voltage has been

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1 running in the 120 to 122 volt range and has been
2 quite steady with little negative activity. So, it
3 is a summer problem. I want to point that out, and
4 I can't stress that enough that we have different
5 problems in the summer than we have the rest of the
6 year.

7 I am concerned about what will happen next
8 summer. Will we have an adequate power supply or
9 will be forced to tolerate brown outs and/or
10 rolling blackouts? Very little has been done in
11 our country and our region to build new power
12 plants -- and I'm sorry I'm going to mention this,
13 also. That happened to be my son that spoke
14 earlier -- since the early 1990s. Our reserves
15 have diminished significantly over the last 15
16 years.

17 The North American Electric Reliability
18 Council, a non-governmental industry self
19 evaluation reliability organization, is divided
20 into 10 regions. And ECAR, the Eastern Central Area
21 Reliability Coordination Agreement, which is our
22 regional organization, says in a 1998 self
23 assessment, that we will have a negative reserve by
24 the year 2006 if the trend of the last decade
25 continues.

1 Reserve is the difference between what the
2 system must generate to meet its customers needs
3 and what it is capable of generating.

4 I think that everyone can grasp the impact
5 on our economy and standard of living if we have
6 insufficient energy.

7 My point is not to scare anyone, but to
8 make them realize that we have issues from the
9 bottom up; from local infrastructure to power
10 supply, in this system that needs to be addressed
11 soon,

12 I also want to mention that in my area we
13 have thousands of senior citizens living in senior
14 citizen complexes; many of those with elevators;
15 multi-story units with elevators.

16 This is just a disaster when these places
17 do not have power. I have my mother living with me
18 who is nearly 80. When the air conditioning is off
19 her skin color changes. I mean, there is a
20 difference. There is a difference. It affects her
21 quite severely.

22 So these are health problems when we don't
23 have this power for a very fragile group of people.

24 Also, I heard one gentleman say that he'd
25 broken down and purchased a generator. I resisted.

1 I have to laugh at that and I have to think about
2 generators and say -- not to anyone that bought a
3 generator, I don't blame you, actually. But here
4 we are in southeast Michigan having air quality
5 alerts, telling us not to run the lawnmower and we
6 are seeing people in droves buying gasoline
7 operated generators just to keep the basic
8 functions in their homes alive.

9 And we need to change this and soon.

10 Thank you very much.

11 COMMISSIONER STRAND: One question. Have
12 you either contacted Edison, or were you aware of
13 why you were getting rather high voltage?

14 Ms. DOUGLAS: I actually didn't want to be
15 the focus of their investigation. I think the
16 problem goes beyond me and it really should be a
17 bigger look than my house.

18 COMMISSIONER STRAND: Okay. Because that
19 was the one thing that just was --

20 Ms. DOUGLAS: That was a shock to me, too.
21 It only occurred the one time. I did have one
22 other incident of 134 volts. Serious damage really
23 happens at around 300 volts. From everything I've
24 read, 150 volt is high and can do damage to
25 sensitive equipment like computers.

1 But, fortunately, I am now protected from
2 that. So, for a couple -- for 250, \$300 everyone
3 can be. Thank you.

4 COMMISSIONER STRAND: Thank you. David
5 and Peggy Miller.

6 Ms. MILLER: Hello. I'm Peggy Miller, M-
7 I-L-L-E-R. I just heard about this on the news and
8 came over, so I really wasn't prepared for exactly
9 you know, what is transpiring here. But I think I
10 have a lot of the problems that maybe you might be
11 looking for.

12 We have power outages more than once a
13 month. I would say even biweekly. Sometimes they
14 are 15 seconds long.

15 COMMISSIONER STRAND: Where do you live,
16 approximately?

17 Ms. MILLER: I live four miles north of
18 Tienken, one mile east of Rochester Road. Just
19 last Tuesday I lost power; not a thing wrong
20 outside.

21 I have those big, huge, tower things with
22 the wires running on it in the next subdivision
23 over from me. All four corners, or all four of my
24 lot lines, all the way around, have power lines
25 around me.

1 Every one of them are covered by trees,
2 the lines. Edison has never come out and trimmed,
3 and the few they have come out and trimmed, they've
4 trimmed very little.

5 We moved here in 1980. We've been here
6 almost 20 years. The first five years we were here
7 everything seemed to be fine and the next five
8 years were just horrible, to the point that we had
9 to go out and buy a generator just to keep our
10 stuff cold. Because we were going down 8, 10, 15,
11 20 days at a time.

12 COMMISSIONER STRAND: Twenty days at a
13 time?

14 Ms. MILLER: Yep, there was one time we
15 were in Florida, and I think we were out three
16 weeks, if I'm not mistaken.

17 COMMISSIONER SVANDA: That was, you say,
18 five to ten years ago?

19 Ms. MILLER: Yeah, a good ten years ago.
20 I'd probably say 12 years ago. We were in Florida
21 and our neighbor called us and told us. Because we
22 have three freezers, he made a point of going in
23 the house and hooking us up to a generator.

24 COMMISSIONER STRAND: Is that a problem
25 which your whole subdivision or area faces?

1 Ms. MILLER: Oh, I'm on a three acre
2 parcel next to a subdivision. So, -- but, when my
3 power goes out the house in front of me goes out,
4 so, yeah, everybody was out.

5 Now, going down Buhl Road there's two
6 different electrical lines. We're on a different
7 electrical line than Buhl Road is, for some reason.
8 When they're without electricity, we have
9 electricity, and vice versa.

10 But sometimes, many times we're out
11 together. But, I would almost say it's a weekly
12 thing on some periods of time where the power just
13 shuts down for just a few minutes at a time.

14 And, there's no storm, it's bright out, or
15 it's three o'clock in the morning. It happens a
16 lot at three o'clock in the morning.

17 And, also, my husband is on a breathing
18 machine, which is very vital. You call Edison, you
19 tell them. They don't care. They say "It'll be up
20 between now and seven o'clock" which could be as
21 many as eight hours.

22 But we have a lot -- last year I believe
23 it was January or February. It might have been --
24 it's been in this past year, some time. I had two
25 TVs, three VCRs, and my computer and printer blew

1 up on me. Because the power just came in, the TV
2 smoked, bright light came out of the TV. I kept
3 the back of the TV just to show everybody the smoke
4 damage, the blackness, the soot on the back of the
5 thing. It was a big TV. That all blew up on me.
6 And there was no storm outside to speak of.

7 I don't know what's going on at my house.
8 I don't know that much about electricity, or what
9 to do about it. But, I just needed to speak, and
10 let everybody know what it's been.

11 COMMISSIONER SVANDA: Mrs. Miller, do you
12 know if any of your neighbors are experiencing
13 problems with voltage spikes that you just
14 mentioned?

15 Ms. MILLER: No, I honestly don't. because
16 when I became handicapped 11 years ago I was
17 bedridden for the first four, which was right when
18 everything was happening and I've had no contact
19 with basically anyone in the last -- it's only been
20 the last three years that I've been able to get up
21 and around. So, I don't have a lot of contact. But
22 I'd be glad to investigate that for you if you
23 choose.

24 COMMISSIONER NELSON: And, you mentioned
25 last week, and then in February, this is pretty

1 much steady all year long?

2 Ms. MILLER: All year round. All year
3 round. But I would say the outages are more common
4 in the summer time than the wintertime. And the
5 outages in the wintertime, I would say, are the
6 more sever ones where we go out -- you know, we go
7 out for days at a time. Even though, like, we just
8 had one the day of that accident, I believe there
9 was one out in our area. I was at my daughter's
10 house. She was without electricity at my
11 daughter's house, so I'm assuming my house was too.

12 And then that day I heard on the news that
13 there was an automobile accident in the area. So,
14 you know, I don't know. It's just -- it's like
15 almost an every day thing that we fight with
16 nowadays. It's just, "Oh, the power's out." You
17 know, it's -- we don't do anything about it. It's
18 just something that's become a part of our life
19 which is really a shame.

20 Thank you.

21 COMMISSIONER STRAND: Thank you. Next is
22 Milton Ryalls.

23 Mr. RYALLS: My name is Milton Ryalls.
24 Last name is spelled R-Y-A-L-L-S. I live in the
25 Rochester Hills area.

1 First question I want to ask is, I didn't
2 find out about this except for the newspaper
3 article. Was there a public notification on this?

4 COMMISSIONER STRAND: No. There was no
5 public notification because none is required. This
6 is not an official contested proceeding yet before
7 the Commission. This is more of a legislative type
8 hearing.

9 And, by and large, generally when we do
10 these things, the newspapers probably do a much,
11 much, better job of getting things out than any ads
12 we would take out in any papers.

13 The only problem being is the Associated
14 Press, when we did the story a week or two ago
15 indicated that the hearings were going to be in
16 February. And the Free Press, in fact, indicated
17 the hearings would be in February.

18 But they did put another story in on
19 Monday correcting that, in fact, they were going to
20 be this week.

21 Mr. RYALLS: The news article I read
22 didn't have the place, location, or time so I had
23 to make some phone calls.

24 COMMISSIONER NELSON: Our press release
25 did have those dates and times. It wasn't picked

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up.

COMMISSIONER STRAND: And we better than triple checked and called folks. Many of the radi stations have been getting the word out because WE definitely heard it on, I think, WWJ and I think WJR.

Mr. RYALLS: I have a kind of a different question. I talked to the newspaper -- think it was Craig Nelson wrote the article -- and I asked him, I've asked people at work and a few other things. If the electricity goes out because it's knocked down by a tree, a tree is hitting the electrical wires, why doesn't the phone go out if it's on the same pole?

The three times there have been major outages that I've suffered through, each time I wa able to make phone calls to Edison, tell them what the thing was out. I used the phone for the whole four days it was out eight years ago in July and years ago and over the weekend when it was out.

In fact, the system assumes that your phone is working. Because when you call in there the system automatically figures out, probably using your phone number, what your address is. Asks you to verify it and all kind of stuff.

1 You're not talking to a human, it's all through a
2 computer.

3 I appreciate that, but I don't understand,
4 even on Sunday or Saturday when it was out, why
5 when you knock a pole down, the phone keeps on
6 working? If somebody could explain that to me it
7 would be great.

8 Because, the tree trimming is obviously
9 not working. I maintain it's not working at all.
10 Yet, the phone keeps on working. Part of it might
11 be due to the fact that phone company has a penalty
12 when they're out. I don't know.

13 The other thing.

14 AUDINECE MEMBER: I think I could help
15 answer the question.

16 COMMISSIONER STRAND: Go ahead.

17 COURT REPORTER: It might not make it on
18 the record unless he comes forward.

19 COMMISSIONER STRAND: That's okay.

20 COMMISSIONER SVANDA: Go ahead. We can
21 repeat it.

22 AUDIENCE MEMBER: Primarily, there are two
23 reasons why phones keep working when the power
24 fails. What most people don't realize is that the
25 telephone is a battery operated system.

1 Mr. RYALLS: I understand that, but the --

2 AUDIENCE MEMBER: And so power is not an
3 issue. Number two, generally speaking, the phone
4 lines are not (inaudible) and there's a reason for
5 that.

6 First of all, we bury most of our
7 (inaudible) we bury most of our distribution system
8 because it's not a high voltage system. It's hard
9 to bury 14,000 volt lines. They tend to go crazy
10 when you put them in the ground (inaudible)

11 Number two, and it is (inaudible) if it
12 should fail, the power lines (inaudible) when our
13 lines fail, they fall to the ground as opposed to
14 falling on top of the power line, and therefore,
15 the (inaudible)

16 There are two reasons they tend to
17 survive. One, (inaudible) number two, (inaudible)
18 fiber optic (inaudible) which if one loop fails, it
19 reroutes. Edison either can not or chooses not
20 (inaudible).

21 Mr. RYALLS: I think the problem is
22 redundancy. And that's part of my point. There is
23 no redundancy once you get beyond distribution.
24 You take any part of it out, you're just out. The
25 phone, you can go kick a wire down, and they'll

1 switch it in another direction. There's no two
2 ways about that. I know that for a fact.

3 And there's no attempt, no effort -- it
4 probably takes money, but nothing's being done.

5 The last thing I'd like to point out is
6 that if we're low on our reserve at this point in
7 time it's just going to get a lot worse. I mean,
8 when I first moved in the house -- I've been there
9 for five or six years -- most of the plugs were
10 empty, we didn't use that much.

11 But today, I'm reaching the point where I
12 got to go back and install more circuits and wires.
13 You've got VCS, you've got multiple TVs, multiple
14 computers, multiple everything. We're in a growth
15 economy, probably the best one, they tell us, in
16 the last 20, 30 years that we've ever seen.

17 And, yet, we're going to be stymied if we
18 don't get enough electricity to buy the appliances
19 we want, to buy the ovens and everything else.
20 And, obviously, air conditioning. More and more
21 people are buying it. More and more people are
22 working at home. When you work at home that means
23 you run the air conditioning all day.

24 You can't cut it off. You're sitting
25 there at a desk. This house isn't empty, it's

being used 24 hours a day.

You're saying we want to have less pollution by people working at home. You can't work at home when the thing cuts out, UPS keeps -- the air conditioner don't stay on. And it's going to be even more as we try and grow into the 21st century.

I think we need to recognize that. And we'll stymie our own economy if we don't start improving this. That's all I have to say.

COMMISSIONER STRAND: Thank you. Next is John E. Cargill.

Mr. CARGILL: My name is John Cargill. My last name is spelled C-A-R-G-I-L-L. I live at 7859 Carpenter Street in Shelby Township. I'd like to address to the Commission a couple of problems.

During the last power outage during the storm we were out for two days on my side of the street. I live on the north side. We're just west of Van Dyke, just north of the city limits of Utica.

And it was terribly frustrating, because during this whole ordeal I sat in the living room and looked across the street to the power lights -- my neighbors across the street had power during the

1 entire time except for about a three hour period or
2 Sunday where they shut it off to do some repairs,
3 but they turned it back on about three hours later.

4 We were out for 48 hours. And, to tell
5 you the truth, I work at home so my Monday was
6 entirely lost because I had no power until 3:30 in
7 the afternoon.

8 But what I really came here to talk to you
9 about is -- and I've spoken with Edison up at the
10 23 Mile Road office. But I live in a house where
11 the primary power lines of my house and my
12 neighbor's houses are over the house.

13 So, should we have a storm and a power
14 line comes down, it's going to come down on our
15 houses. And I think that's a pretty dangerous
16 situation. And yet, Edison has chosen just to
17 ignore us, and, even to the fact that one of my
18 neighbors has applied to Shelby Township for a
19 building permit to put an addition on his house.
20 They denied his permit because they said to him
21 "Your addition, the power lines will be over your
22 addition."

23 Well, that was an incorrect statement,
24 because the power lines are over the house. The
25 addition will be beyond the power lines.

1 And we have very deep lots. I live on a
2 lot that's 70 by 209. And my power line is running
3 right down the middle. They come from Van Dyke and
4 they're right down the middle of the lot as it runs
5 from east to west.

6 And I'm pretty concerned about because a
7 couple of those power poles in those sections have
8 got transformers hanging on them. So should those
9 lines come down, they're on the houses. And Edison
10 has just chosen basically to ignore us.

11 But our power distribution, you know, at
12 the local level, seems to be pretty consistent
13 other than from the storm.

14 And I didn't understand it during the
15 storm because during that 48 hours I drove around
16 Shelby Township and around Rochester, to my folks -
17 - I've lived in Rochester almost all my life. And
18 even where they have underground power up on 25 and
19 Dequinder, they were in the dark for two days, too.

20 So it must have something to do with their
21 distribution grid. And I think they need to take a
22 serious look at that over there.

23 But I certainly would like somebody from
24 Edison to come out and address that issue of those
25 power lines.

COMMISSIONER SVANDA: I've got two questions, Mr. Cargill. In the instance that you described where you did not have power, your neighbors on the south side did; is that usually how it happens?

Mr. CARGILL: I don't know. That was the first time we'd ever had a major power outage. I've only lived there about a year. And that storm was the first major power outage we've had.

And our power flow in there is pretty consistent.

COMMISSIONER SVANDA: Okay. You maybe cannot answer my next question then. And that is, which came first, the house or the wires?

Mr. CARGILL: I can't answer that question for you. But, to me, it really shouldn't matter because Edison should come back out and address that issue at this time. Because it's a dangerous --

COMMISSIONER SVANDA: Whichever way it happened, I can't imagine it happening. I can't imagine somebody building a house under the wires. And I can't imagine somebody building wires over top of an existing house.

Mr. CARGILL: I don't know which came

first, the chicken or the egg in that situation.

But I can assure you that they're there.

Mine are really on the peripheral edge of the house. I mean, if they fell, they'd be on the deck and they'd be on the back edge of the house.

But my neighbors, I mean, it's like you can stand and look right d'own the power lines in the back, and you know, you can see them go right over the homes.

And some of the poles have got -- two of those poles have -- one to the east of me and one to the west of me -- I know for sure have power transformers on them.

So, you know, if it ever took a lighting strike and that pole came down, it's coming down or somebody's house. And I think it's a pretty dangerous situation and Edison seems to be not really very interested in it.

I'm not sure what they're going to do about it. But, those lots are deep enough where they could actually move those poles back if they had to. And there's a piece of vacant land behind us that no one will ever build anything on; it's land locked on both sides.

But there's room for them to move the

1 easement if they should need to.

2 COMMISSIONER STRAND: There are some folks
3 here tonight. Maybe at least we can start some
4 kind of dialogue and we see what happens.

5 Mr. CARGILL: That would be great. Thank
6 you for your time.

7 COMMISSIONER STRAND: Thank you. Next we
8 have Richard W. Raymond.

9 Mr. RAYMOND: My name is Richard W.
10 Raymond, R-A-Y-M-O-N-D. I live at 1415 Royal
11 Crescent in Rochester Hills. I've lived there
12 about 15 years now. Every time there is wind or a
13 thunderstorm we have an outage.

14 It almost becomes a joke to have such a
15 thing and have the power remain on.

16 COMMISSIONER STRAND: Where is Royal
17 Crescent?

18 Mr. RAYMOND: North of Tienken, between
19 Livernois and Brewster.

20 So it's a novelty to us to have high winds
21 and/or a thunderstorm go through and not have an
22 outage of some kind or another.

23 Last summer when it was out, I believe,
24 three or four days, I lost almost \$500 in my
25 freezer. My insurance company won't pay for it.

1 I've heard rumors that there's a way to get
2 reimbursed from Edison, but I haven't been able to
3 find out any specifics.

4 Thank you.

5 COMMISSIONER STRAND: Thank you. Next we
6 have Gerald Harrell.

7 Mr. HARRELL: My name is Gerald Harrell,
8 H-A-R-R-E-L-L. I live at 333 Tanglewood Drive,
9 Rochester Hills, Michigan, 48309. Thank you Mr.
10 Chairman, and thank you gentlemen for coming to
11 this gathering this evening.

12 I'll try and be brief. I've been a
13 resident of Rochester Hills for approximately ten
14 years. During this period we've had so many power
15 outages that I've lost count after 25.

16 When you call Detroit Edison you usually
17 get the recording. In trying to get a voice to
18 tell you what the problem is, it's almost
19 impossible.

20 My subdivision, frankly, is right down
21 Walton Boulevard. It's approximately 25 years old
22 We're not a new subdivision, by any means. It's
23 established.

24 Most of the power lines into the homes art
25 underground, so we're not confronted with trees

with wires. So we're talking about the lines that are probably along the main thoroughfares.

I realize storms cause blackouts, but we've had numerous power outages where, frankly, it's amazing. For instance, three weeks ago on a Saturday we had approximately a beautiful, beautiful day. The sun was shining. It was about 55 degrees. I'd been outside all day long working on my property gathering leaves up. I came in the house to get a drink of water and 4:15 the lights go out. No reason.

So we got on the phone and called Edison. Approximately Sunday morning at 1:15 AM, I believe, the lights went on. This is not an unusual situation.

Because of these main power outages I decided, along with some of my other neighbors and friends, I said "Enough is enough." I bought a power generator; a cost, that really, frankly, I could have put the money somewhere else.

I understand because of the storms I, too, suffered loss of things in my freezer. Unfortunately, some of it was not covered it by insurance, but some of it was.

We, at the time, threw a lot of things in

1 boxes and things and took it all the way to
2 Dearborn where my dad has a freezer in the basemen
3 and we were able to salvage some of the goods that
4 were there.

5 Because of the situation I also installed
6 a gas line in my basement. And I have a stove dow
7 there. Now, it's wonderful, when you have a power
8 outage, in the middle of the night, or when it
9 starts getting dark, like it does in the fall, and
10 you have to go downstairs and cook your supper wit
11 a candle. Not a very pleasant experience.

12 Detroit Edison, frankly, has not really
13 given us any reason why we're having all of these
14 outages other than the standard, winds, et cetera.

15 I couldn't understand the last power
16 outage. Frankly, I fell frustrated, very
17 frustrated when, during the last power outage I
18 looked behind my house and my neighbors had
19 electricity and the lights are on and I looked
20 across the street and all my neighbors across the
21 street had their power. And here we sat that whol
22 evening without any lights at all.

23 I couldn't get any explanation for this.
24 And gentleman, frankly, I'm getting tired resettin
25 my VCR and turning off my appliances for power

1 surges. Because I was told that when the power
2 comes back on it's not a bad idea to unplug your
3 refrigerator and your other appliances.

4 Recently I had to replace my furnace
5 blower motor. The technician could not tell me for
6 any other reason other than "the motor was burnt
7 out." That happened to be one that I did not, for
8 some reason, turn off. But I do have plugs in my
9 basement that when the lights go off I run
10 downstairs, I turn off my refrigerator in the
11 basement, I pull the plugs, and my upstairs, and I
12 have a big side by side Ammana, and I try and get
13 the blower motor on the freezer.

14 And my frank, last, statement is, how can
15 we trust Detroit Edison for Y2K when they can't
16 even deliver power in a beautiful Saturday
17 afternoon? It's amazing. Thank you.

18 COMMISSIONER STRAND: Mr. Harrell, one
19 question. You talked about a number of outages you
20 had and you said during the last outage in
21 particular you appeared to be the only one that was
22 out.

23 Mr. HARRELL: No, my street. One side of
24 the street was completely out. About maybe 35 or 4
25 homes. But when you went down to the end of the

1 street the whole subdivision part of that side,
2 that west side, they had lights. My neighbors in
3 the other subdivision, Rockdale, they had lights.

4 So, it's just one of those things. And I
5 understand we must on a different grid.

6 COMMISSIONER STRAND: And is that a common
7 occurrence?

8 Mr. HARRELL: Yes, pretty much so. Except
9 during the major, major storms that we had last
10 summer. And during that period we were without
11 electricity for three days and practically
12 everybody in the area was without electricity.

13 So what we tried to do, some of us that
14 had generators, we were ferrying cables and lines
15 across the street to try and help our neighbors.

16 COMMISSIONER STRAND: Thank you.

17 Mr. HARRELL: Thank you.

18 COMMISSIONER STRAND: Next is Dianne
19 Faubert.

20 Ms. FAUBERT: My name is Diane Faubert, F-
21 A-U-B-E-R-T. I live at 403 Flamingo in Rochester
22 Hills. A lot of what I'm going to say is kind of
23 redundant to what everybody else has already talked
24 about.

25 One thing one gentleman mentioned as far

as knowing the time and place of the meeting --

COMMISSIONER NELSON: Excuse me. Could you pull the microphone a little closer, please?

Ms. FAUBERT: Okay. I had to make a number of phone calls yesterday. I thought there'd be more people here. But I know a lot of people did not get the time and the place of the meeting that was held tonight. And the cities, Rochester, and Rochester Hills did not have that. I even called Channel 7 and they did not even have the time and the place.

So this didn't seem to get to enough people. And I really thought a lot more people would be here but probably didn't know where and what time.

The other thing I want to mention; I live at the other end of Rochester Hills, but we're having the same problem. Everybody seems to be farther north, up near Tienken.

I live at Chactawabaum, which a park for 55 and older people. I've only been there a year, it's been a very long year; not just because of the power outages, but some other problems, but that's beside the point.

But I've checked with a lot of neighbors,

and these one minute outages, I am told, have happened on the average of 15 times during this past year, and they're not even storm related.

So, it's the same problem people at the north end of Rochester Hills are having. I've experienced in the year that I've been there pretty close to 10, 12 of those, for one minute. And, of course, the clocks go off and you have to reset them.

I'm just as annoyed of having to redo that as everybody else, but I encountered another problem, too, relative to that. I bought a new answering machine. It has a chip in it. It holds your messages for, I'm told, for just a half hour. If you're not there to get your message when you come home and the lights are flickering and you have no messages, you can be sure you probably lost a message.

Now my outgoing message makes reference to should there be a power outage, if you don't hear back from me within 24 hours, you can know something like that has happened. So that's just a tangent to the problem.

The other thing I wanted to mention, and I talked to a neighbor about this as well, they just

had an outage on Monday or Tuesday of this week in another part of the park. She lives at 78 Bobolink. Wasn't sure if it was Monday or Tuesday,

But this is where here power went off on just her side of the street from 10:00 at night until 3:00 in the morning. When she called Edison they just said that she had to wait.

She didn't have any power, so she didn't have any heat. This goes to Edison maybe doesn't seem to care. They're hard to get a hold of. When you call the 800 number you have to wait 20 minutes.

I know I've had a personal experience, which I don't know if I should even go into because it would probably take a long time and I might get a little bit upset.

But let me tell you, in my own house I had a problem that occurred in July of this past year. Just briefly, I had electricians come in. They told me to call Edison to have them come out and check their lines; meaning, from my house to the transformer.

I am still waiting for them to check this. there are messages through the Public Service Commission. Different people I've talked to there,

1 they, as of yesterday, were still waiting to hear
2 back from Detroit Edison as to why they haven't
3 come out to check their lines.

4 I could give you the dates that I called.
5 I could give you the people I talked to. I'd
6 rather keep that, maybe, on a one on one situation.

7 COMMISSIONER STRAND: Why don't you do
8 that afterwards?

9 Ms. FAUBERT: Okay. And, the bottom line
10 is, it doesn't seem -- and I don't want to badmouth
11 Edison. I happen to have a relative that works
12 there, so I want to be real careful.

13 But, the bottom line is, it just seems
14 like they're not really approachable. And if you
15 do get somebody, a customer service representative,
16 they're rude.

17 Okay? If I want to talk to somebody in
18 the executive office, I've got to go through you
19 people, the Michigan Public Service Commission, to
20 get somebody in the executive office to make my
21 complaint.

22 And then, I've got to keep calling back to
23 the Michigan Public Service Commission. And the
24 last -- one of the times I called, and I said
25 "Can't you give me Ms. Williams number directly?"

and they said "No, they don't want you to have it."

Well, that's a problem right there. I would like to have a few local numbers that I could call to get a hold of Detroit Edison just like you can with Consumers Energy. If you've got a problem with them you don't have to go through the toll free. You can get a local number and complain to somebody in the field.

It just seems like they're not really there for you. And, you know, basically I could repeat what everybody else has said, but I think that would be about it.

COMMISSIONER STRAND: Thank you very much. Next, and I may mispronounce this, Johannes Buiteweg.

Mr. BUITEWEG: You want me to spell the name; it's B-U-I-T-E-W-E-G. The first name is Johannes.

I live on 1337 Shenandoah, which is north of Tienken and east of Adams. I've lived there for 23 years. And I think I have a whole history with Edison since I moved in there.

Prior to that I lived in Royal Oak and I lived in Taylor, Michigan. On an occasional storm, we had a power outage in those communities, too.

But ever since I moved out there, I wouldn't even count them any more. I've had correspondence with supervisors at Edison. I didn't dig into my file to get back on it.

This particular area, and this is just my personal, layman's judgement, has been underpowered by Edison for I don't know how long. I can remember the city of Rochester Hills wanting to call Edison in a number of years ago. I've had letters that said that they improved the situation, they had contractors working.

At one time I was on a circuit that had about eight houses on there, so whenever we were out, we were the last ones to be restored.

And I'm not talking about ice storms. I've had a fax machine at home for the last six years. And I got, you know, a parcel of these, you know, "your power was interrupted". I would estimate at least 40 or 50 of them. I may be overdoing it. But substantially, some of are very short duration. Some of them are of longer durations.

But the point is, there's something wrong. I've had nice conversations. There's been some improvements. In the old days, if you called the

power outage in, the phone was busy. You know, you never could get through. You had to hang the last number up in order to even get there.

Now you talk with a computer. At the last outage that I had in August that I had -- I think it was August -- where, not only the lines came down, but the poles split, I was told that my power was going to be restored in seven hours on Sunday. The whole day I called it became five hours, it became four hours.

I knew nothing was going to happen when the whole area was yellow bandaged, you know, for lines down. And there was nobody there. I don't know why the computer did that. At 12:00 I finally called and said, "Hey, the day is over. I haven't seen anybody yet." I was told, yeah, they were sorry.

Anyway, I can understand all of that. The contractors came in and put new poles up. There were three in a row that had to be replaced -- two in a row, and one had to be repaired.

But the point is, you are the power company. You have contracted to deliver the power to people here. I know it's not a guarantee. But if I had to go over the history for 23 years. And

I have a generator. I bought a generator 20 years ago. Because there is a contentious history there.

Small ones, I've had one in the middle of the night, the most beautiful weather, the stars were shining. I called in and they said "You can't have a power outage." I said "Well, I don't have any lights." It probably was squirrel, or whatever the hell happens -- excuse the expression -- you know, on the transformer.

But something is wrong. I was born and raised in Europe. I never heard about power outages. Okay? They have some calamities there, too. I don't know how they did it. But, since I moved to Rochester Hills -- at that time it was called Avon Township -- I've had nothing else but power outages.

Had promises about how the circuits were going to be improved, et cetera. I'd just like the corporation to live up to its word. Trying to solicit from me, you know, your new program about repairing and maintaining all my equipment. Why, let's start with delivering the power to the equipment. That would be a good beginning.

So, I would ask the company to really start paying some attention to you know, the basic

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1 duties and the basic purpose for which they are in
2 business. Thank you very much.

3 COMMISSIONER STRAND: Thank you. Just
4 one, we are not the power company. We are the
5 Public Service Commission that regulates it.

6 Mr. BUITEWEG: I'm sorry. But, you've got
7 to imagine the -- it is something that has been
8 happening for years and years. And especially in
9 this particular area. Most of these people will
10 tell you the same story.

11 I happen to be a senior citizen. I've
12 lived here 23 years. I happen to have a generator.
13 I happen to have a well, still, you know. In other
14 words, if I have no electricity, I have no water,
15 either. It's a big burden, and I feel that there
16 has not been enough done in this particular area to
17 live up to what I would call the requirements a
18 power company should be run.

19 Thank you very much.

20 COMMISSIONER STRAND: Thank you. Next is
21 Jill Hockman.

22 Ms. HOCKMAN: My name is Jill Hockman, H-
23 O-C-K-M-A-N. My husband and I have a business.
24 It's a bakery at 3592 West Maple Road in Bloomfield
25 Township. We're in a neighborhood of Bloomfield

1 Township that's called Bloomfield Village. And
2 it's about one square mile; the boundaries being 15
3 Mile Road, 16 Mile Road, Cranbrook Road and Lahser
4 Road. There's -- which is a huge problem for power
5 outages.

6 We've lost power at least seven times in
7 the last two and a half years. Which, for our
8 business runs, estimating between three and eight
9 thousand dollars in sales lost every time that
10 happens.

11 I would suggest that you would get the
12 minutes from another meeting that's going on
13 tonight. Do you know about that meeting?

14 COMMISSIONER STRAND: Yes.

15 Ms. HOCKMAN: Okay. Great. Because I
16 think a lot of people are there and not here, or at
17 the Farmington Hills meeting.

18 A couple things I just wanted to point
19 out. One, is the line upkeep in that neighborhood.
20 In the last power outage in June, some
21 subcontractors were working on the lines, told my
22 husband and I that the power poles were rotted and
23 were dangerous for them to be working on.
24 The other thing is that there are neighbors in that
25 neighborhood that say that the lines smoke when it

rains. Which, to me, might, I don't know, indicate some sort of insulation failure or something like that. They say at small range storms the lines are smoking.

The second thing is that I think Detroit Edison could really improve upon its communication, one, among themselves. The last time the power went out the Bloomfield Village volunteer fire department went through the neighborhood and found all the places where the lines were down, provided Edison with a list of where those places were.

Edison then decided to subcontract the job to somebody else and didn't pass along the list, so the subcontractor went through the neighborhood a second time and spent another half a day trying to find the down power lines, which had already been found by the volunteers.

The other thing is this call in line, where you can call in and try to find out when the power is going to be back on and that sort of thing. Our shop runs almost 24 hours a day. There's about an hour and half when someone isn't in the store, because we have to start mixing the doughs at 9:00 at night, and we close at 6:30.

So, it's really important for us to get ar

1 accurate -- just an idea of when the power might be
2 coming back on. My husband, you know, sets his
3 alarm for midnight because we've got people coming
4 in at 2 in the morning, thinking maybe, you know,
5 maybe they'll have an estimate at midnight and they
6 don't. Or they say four hours and then we call
7 back in four hours and there's nothing and it
8 doesn't come on for another 24.

9 And when you get real people, they don't
10 have information either. Last time we finally --
11 I'm a reporter, also, sometimes. We finally just
12 called the public relations number, which I felt
13 really sort of guilty doing, but we needed to find
14 out what was going on. And, of course, we got an
15 answer in ten minutes.

16 So obviously someone knows, and they're
17 not passing it along to the people who are talking
18 to the residents and the business owners in the
19 area.

20 And I have some contact phone numbers in
21 case they need them. I guess I could leave them
22 with her?

23 COMMISSIONER STRAND: Just right over
24 there.

25 Ms. HOCKMAN: Okay. Thanks.

COMMISSIONER STRAND: Thank you. Next is
Reed Mueller.

Mr. MUELLER: My name is Reed Mueller, M-
U-E-L-L-E-R. I live in the Willow Woods
subdivision. It's a subdivision of approximately
180 homes that is south of Walton and west of
Livernois. And it adjoins University Hills
subdivision on its southern -- on University Hills'
northern end and our southern end.

Our subdivision was established in 1978.
I moved into the sub in March of 1980. We have all
underground utilities. But our electrical service
is tied from the substation to our underground
service by a surface lines.

Of the 180 homes, 130 are connected to the
power supply off of Walton, but about 50 homes are
on a different line that comes out of the
University Hills, or backs up to the University
Hills sub.

I happen to live in one of those 50 homes.
And, we have had chronic service problems. When I
moved in in 1980 we had a lot of outages. I can't
enumerate them because it was so long ago. It was
so bad that in '82 I bought a generator because I
got tired of losing food in our refrigerators and

freezers and I've had that generator since that time.

Service did improve in some of the interior years. But it has begun to deteriorate again, I would say, in the last three to four years.

Since the July storm, where we lost power, gained power, lost power, and gained power over about a three day period in July, we've had two nuisance outages, which is just enough so that you have to reset everything and have problems with it

On November 13th, a perfectly clear day, we lost power for over eight hours. I still don't know the reason. I did call Edison, but I really never did get a good answer.

It's very frustrating to have power outages. But it's even more frustrating when you can look across the street, or down the street, and see your neighbors have power. And this happens far, far, too often.

My best take on this is, that the power lines coming through University Hills, which are surface lines, have far too many tree branches, et cetera, around them and that's what causes the issue as opposed to the other 130 homes that are on a different line that have virtually no power

1 outage problems.

2 And my fear is, that because we're only 50
3 homes, that the power company feels they really
4 don't need to do a whole lot about it. And, the
5 reason I'm here tonight is that we do need a voice..
6 And you can be that voice, to some extent. I'm a
7 little surprised that there are not more people
8 here. Because I think this is a real issue.

9 But it could be because the little man
10 sometimes feels he doesn't have much of a chance.
11 And, I think that we pay for power, electrical
12 power. I think we have a right to expect good
13 service.

14 And I know for the 50 homes that I'm
15 talking about, that has not been the case. Thank
16 you very much.

17 COMMISSIONER STRAND: Thank you. Next
18 Arthur Dybowski.

19 Mr. DYBOWSKI: My name is Arthur Dybowski.
20 The last name is spelled D, like dog, -Y-B-O-W-S-K-
21 I. I live at 3796 Hidden Creek Court, Rochester
22 Hills. I've lived there for 20 years. And I can
23 honestly say that I don't own one generator, I own
24 two generators now. And I've been ready for Y2K
25 since about 1981. Because that's when it really

1 started happening.

2 We've been through two refrigerators,
3 three washers, three dryers, three dishwashers, two
4 TVs, including a 42-inch Sony rear projection TV,
5 lost food.

6 The power in our subdivision is down west
7 of Adams, north of Walton. And it's split because
8 a lot of my neighbors have power all the time. And
9 our half of court and the street don't have power.
10 And the power lines run to the adjacent property.
11 And our subdivision is all underground wired.

12 We lose power constantly. I mean
13 constantly, that it doesn't go off all the time,
14 but it goes off enough that you have to reset your
15 clocks. In fact, on my VCR I haven't even reset
16 it. I don't do it any more. It's just constantly
17 all the time.

18 And that's been going on for 20 years.
19 And it's getting to the point -- and I know every
20 neighbor of mine has a generator. Because we have
21 inconsistent power. And I've had power blink out,
22 blink back on. It hasn't done it until about the
23 last month and a half. And I guess it must be
24 because of this Commission coming to talk to
25 people, but the power has stayed on lately.

But all this summer and all this year, it's been going off and on. Because every night I would just about have to set my clock because it's one of these digital clocks that I have to reset.

So, I don't understand what the problem is. I think there's probably a problem -- you know, they keep on saying it's trees and wires. But I have another piece of property. It's 3368 Canard. It's in Oakland Township. I have a lakefront home there.

And what really made me come tonight was somebody said on this Commission we have to get Edison to trim the trees. That property always has power. In fact, this summer the power was turned off by Edison because their pole failed. The wire: didn't fail, the poles failed. And they had to replace a pole. Which tells me that they don't watch or check on their equipment all the time.

So, they had to come out and turn the power off because they were scared the wires might go into the lake, because there's a canal going across. So they had seven trucks there and they worked on it.

But the last two weeks somebody came out to the property and trimmed trees. Now, gentlemen,

the wires probably run as high as the ceiling right now. There was one tree that was sitting right next to the power lines that they cut in half. They didn't trim the side down, they literally cut it in half.

And I would like to have you come out and take a look at it. Because when I looked at it, I nearly blew my stack.

The other trees, they just literally hacked everything around that was going through there. I mean, there's a way to trim trees, and I understand that they have to be trimmed, so I have got no problem with that. But when you cut a tree in half, that is not trimming. That's ruining a tree.

And I don't know what the purpose is of what Edison is trying to do, if they're trying to pass this off as good service. I'm willing to pay for this. I have no problem with payment of the thing. I want just constant, good service. But I don't want abuses like -- this tree thing really got to me. Because it --you know, I'm not going to see that tree ever recoup because it's going to take a long time to recoup that type of height of tree that they cut down in half.

1 And they left the pieces down on the
2 ground cut in half with a saw. And fortunately, I
3 don't live out there all the time. I live in
4 Rochester. But, I was out there and I seen that.
5 And what do I got to do? Get a heart attack over
6 something? The tree is cut. Can't do nothing about
7 it.

8 But they literally hacked up all the trees
9 in the whole neighborhood. In fact, they took a
10 couple neighbor's trees down. And it was just
11 butchering.

12 And the problem out there, is the power is
13 on all the time. The power never goes out. Here,
14 where I've got underground wiring, the power goes
15 out all the time.

16 So, I've been through that. It hasn't
17 improved. I haven't seen anything to help. The
18 only thing I can say is maybe if Edison would start
19 putting some money back into the equipment that
20 they have an start running underground wiring where
21 they can, so they don't have to worry about trees.
22 Rather than trying to make their return on
23 investment where stockholders look great all the
24 time, I think it would great.

25 I think people would be willing to pay a

fair price. There's an old saying; if you want good, clean, oats, you pay a fair price. But if you want that have been through the horse, that comes cheaper. And I think we've been paying a fair price but we haven't been getting good oats.

Thank you.

COMMISSIONER STRAND: Thank you. We do not have anybody else that has signed up. For starters, if anybody does want to talk, the Commission will be around afterwards. Because I realize that not everybody wants to talk in front of 50 people and TV cameras and stuff.

So, if anybody wants to talk afterwards, they can.

Is there anybody else that wants to talk on the record right now, yet, before we adjourn?

(No response.)

COMMISSIONER STRAND: Okay. I don't see anybody. There are a number of folks here from Detroit Edison. Maybe we can at least try and see what we can do to get some of these problems resolved. We also have some staff people here. Let's see what we can do. And the Commission will stay behind for a while.

With that, I'd like to thank everybody

1 e l s e . Dave, Bob.

2 COMMISSIONER SVANDA: I certainly want to
3 thank all of you for coming out and telling your
4 stories, as well. That is part of the educational
5 process that we need to go through. And the
6 stories that I've heard tonight is consistent with
7 the stories that we've heard at the other two
8 hearings. And it's a real ugly picture. There's
9 no other way to describe it.

10 We've heard about continuous problems and
11 lack of response. We've heard about rude employee
12 and promises made and broken. So there's no other
13 way to describe it but ugly.

14 And certainly one commissioner up here is
15 going to dig real hard to see what we can do to
16 start getting some answers for you guys.

17 COMMISSIONER NELSON: And I also want to
18 thank everybody for coming tonight. And as Dave
19 indicated I think we've heard the same litany of
20 stories at other locations. And the staff report
21 that you have, or if you need copies of, does have
22 some very strong recommendations and it is a repor
23 that will not sit on a shelf I assure you.

24 As the Commission and others mentioned, I
25 think there is some concern that there was a repor

1 in '95 and there seems to be some violation of tha
2 report and no follow up. Well, this is the follow
3 up and we are going to be pursuing whatever we can
4 to make sure this problem does not come back again
5 four or five years from now.

6 Thank you very much for coming.

7 (Whereupon, the hearing was concluded at 8:12 PM.)

I certify that this transcript, consisting of 71 pages, is a complete, true, and correct transcript of the public hearing on December 2, 1999 in Rochester Hills, Michigan.

December 27, 1999



Michelle Toth CER6327
19850 Fort No. 104
Riverview, Michigan 48192

Michigan Public Service Commission
Rochester Hills, Michigan

December 2, 1999

Summary of Remarks by:
Kenneth C. Walker, 743 Denham Ln, Rochester Hills, MI

A new frame work of regulation of electric utilities is needed to improve the availability and reliability of electric power service. Rate of return regulation is ineffective and archaic. No truly viable electric power utility competition exists, or will exist, in the near future. Current regulation encourages power outages. The MPSC is responsible for regulatory change.

Assumptions:

- 1. The availability and reliability of electric power is now unacceptably poor and must improve.**
- 2. Electric power is an essential of life in the 21st century and preventable power outages must be reduced or eliminated.**
- 3. Virtually all power outages are preventable by improved design, construction and maintenance of the electric power generation and distribution system. After an initial start-up period, the cost of preventable power outages must be borne by power company executives and shareholders, not residential/commercial rate-payers.**
- 4. Power companies have NOT designed and built such a reliable system because current law and regulation allow them to damage and inconvenience customers without any significant cost to the companies. Power outages will be prevented when the cost of allowing such outages exceeds the cost of preventing them.**

Over a period of time, which may be several years, the power companies must be directed to design, construct and maintain a power distribution system which makes preventable power outages-especially those attributable to weather-a thing of the past. Milestones for accomplishment of this goal would be publicly established and met by the power companies. At the start, the power companies may be allowed to pass a portion of the cost of this program onto all rate payers. After this initial period, however, penalties for preventable power outages must be paid for by the management and shareholders of the power companies through the imposition of cash fines(not bill credits) payable to power company customers. Such cash fines would NOT be allowed to become part of the utility rate base. Such fines might be established for outages lasting more than a minute and consist of no charge for any power used the day of the outage as well as a cash refund of the average daily power charge the customer would have had on their bill.

When the projected/accumulated cost of the lost revenue and cash penalties rises to a level greater than that of improved system design, renovation, construction and maintenance, utility executives will make the good business decision to avoid the higher cost of preventable outages by deploying a 21st century standard power generation and distribution network.

December 2, 1999
Michigan Public Services Commission Public Hearing
Rochester, Michigan

Hello, my name is Sue Ann Douglas. I live at 1228 N. Main Street, Rochester and I am the county commissioner for northern Rochester Hills and Rochester. I also chair the Electrical Energy Evaluation Task Force at Oakland County that held its first meeting yesterday and I thank you for sending one of your staff members to our meeting and hope to keep the communication between us open long beyond tonight's hearing.

My comments tonight are on behalf of my constituents and do not represent the Oakland County Board of Commissioners or the Electrical Energy Evaluation Task Force but as our process moves forward at the county, I'm sure that you will hear from me through those bodies at a future date.

Thank you for coming to Rochester this evening. It's been several years since I testified before this body at a hearing in Troy. That hearing was also held after a storm. I know that storms can cause interruptions in power supply and I can accept an occasional disturbance to my daily routine but I'm here tonight to express my concern over infrastructure maintenance and inadequate tree trimming & removal. I am also frustrated with non-storm related blackouts, brownouts and energy dips & spikes - not to mention the occasional high voltage situation. I am concerned that we no longer seem to have a reliable, high quality energy supply that meets our current needs.

The Michigan Public Services Commission's staff report speaks for itself

- There has been a 50% increase in the number of frequent outage complaints to the MPSC with complaints regarding Detroit Edison service increasing by 66%.

- Edison's budget has remained relatively flat in Operations and Maintenance since 1991.

- The tree trimming & removal cycle of 4.3 years that Edison agreed to in Case No. 10908 in 1995 has not been met. Since 1991, the cycle has averaged 5.8 years. This is especially frustrating since we are told over and over again that trees are the number one cause of storm damage in Oakland County.

- Capital spending for distribution system improvement excluding storm restoration has been flat since 1991 but distribution capital expenditures for new business has increased by about 7.9 % per year since 1991.

- the number of substations has increased at half the rate of growth in systems sales or peak loads resulting in higher loads on the circuits which causes greater numbers of customers to be impacted during an outage.

I support the staff recommendations to improve the situation and, in talking with Edison officials, I believe that they will agree to the recommendations. However, I do wonder how these agreements are monitored. For example, if there was a 1995 agreement to improve tree trimming and removal and in 1999 it hasn't been met - how do you explain that can we count on you to see that any new

agreements are closely monitored'!

I also question whether there has been any negative impact on the overall maintenance of the system by the high number of outside contractors that are hired by Edison. It is my understanding that 100% of the tree trimming is contracted out and 50% of the line work is contracted. I appreciate Edison's attempts to save money for consumers but do the contractors have the incentive, authority or training to recognize and report possible problems that they see in the field? I'm not advocating that Edison stop contracting but suggesting that their may need to be some additional training and encouragement for contract employees to look for and report potential problems.

It appears that our electric problems follow growth and that the system has been stretched to the limit. Areas that seldom or never lost power now can count on problems during storms, high winds and even sunshine! I live next door to where I grew up and I remember when we didn't lose power. Our problems started about 20 years ago as the area began to grow and I have to admit that there seems to be some improvement over the last few years. Edison did come through our area and remove all trees from their easement and we do seem to fare better during storms. However, if there is going to be a power outage in the City of Rochester, it will usually occur in the northwest quadrant of the city.

There are also subdivisions off Tienken Road who are suffering from power outages during non-storm conditions that didn't have a problem in the past.

I also find it frustrating to read a quote from a company spokesperson that indicates that we, the users, are the problem because we have computers, air conditioners and more TV's. Yes, we use all of the above and we do expect our utility company to recognize the needs of their customers and provide an adequate system. We are now operating at peak capacity during the summer months and that's when we experience most of our problems,

Last summer, it was not unusual for my interrupted Power Supply (UPS) on my computer to briefly click on several times a day. I started monitoring the voltage in my house during the summer and it usually ran in the 114 to 120 volt range but on one sunny Saturday afternoon in August, I experienced two consecutive dips and quickly turned on the volt meter. I thought that it was broken when I saw a reading of 156 volts. After turning it on and off several times, I realized that I was getting an accurate reading. It took at 10 - 15 minutes for my voltage to get within an acceptable range below 128 volts. I now have a new UPS that turns on for high voltage as well as low voltage and also logs these types of events. Since summer ended, my voltage has been running in the 120 - 122 volt with little negative activity.

I am concerned about what will happen next summer. Will we have adequate power supply or will be forced to tolerate brownouts and/or rolling blackouts? Very little has been done in our country or our region to build new power plants since the early 1990's. Our reserves have diminished significantly over the last 15 years.

The North American Electric Reliability Council, a non-governmental industry self evaluation reliability organization, is divided into 10 regions and ECAR, the Eastern Central Area Reliability

Coordination Agreement, which is our regional 10 state organization, says in a 1998 self assessment that we will have a negative reserve by the year 2006 if the trend of the last decade continues. Reserve is the difference between what the system must generate to meet its customer's needs and what it is capable of generating .

I think that everyone can grasp the impact on our economy and standard of living if we if we have insufficient energy.

My point is not to scare the public tonight but to make them realize that we have issues from the bottom up, from local infrastructure to power supply in this system that need to be addressed soon.



3592 West Maple Road • Bloomfield Hills • Michigan 48301 • (248) 540-8001 • Fax: (248) 5404484
E-Mail: BrdSmith@aol.com

Dec. 2, 1999

Dear Michigan Public Service Commission Members:

Thanks very much for meeting with us tonight.

Attached is a copy of a letter my husband and I wrote to Detroit Edison in March regarding the frequent power outages in Bloomfield Village, a neighborhood in **Bloomfield** Township where our bakery is located. We have lost power at least seven times in the last two and a half years. This cost us tens of thousands of dollars in revenue.

The most recent power outage occurred in June, when we lost power for about 36 hours and lost some \$3,000 in sales. During that outage, sub-contracted crews working on the downed lines told me that the power poles in the neighborhood were rotted and dangerous. In addition, the Bloomfield Village Volunteer Fire Department provided Edison with a complete location list of downed lines. However, Edison did not pass that list along to the sub-contractor, which wasted some four hours of time. This can be verified by calling the fire department at (248) 647-1418.

I also would suggest that you obtain a copy of the minutes **from** another meeting that's going on tonight in **Bloomfield** Township. **After** years of begging Edison officials for a meeting, company representatives are finally meeting with township residents regarding the power outage problem. I think it's a strange coincidence that they agreed to meet on the same night as the final PSC meeting in Detroit, Wilma Cotton is the township clerk, and she can be reached at (248) 433-7700. **Perhaps** she could provide you with minutes from that meeting.

Thanks very much for listening, and please feel free to contact me if you have further questions.

Sincerely,

Jill Hockman

owner, Breadsmith of Bloomfield

COPY

Detroit Edison
Consumer Affairs, Room 194
2680 1 Northwestern Highway
Southfield, MI 48034

March 8, 1999

To whom it may concern:

I am writing today to request reimbursement of \$1,501.75 in lost sales that occurred during the week ending Feb. 28, 1999.

During that week, our bakery lost power three times:

- On Tuesday, Feb. 23, your company cut off power from approximately 7 p.m. to 10 p.m. to replace a transformer behind our shopping center. This backed up our starting time for bread baking by one hour, and cost us approximately less than \$100 in salaries. We are not seeking damages for this day.
- On Thursday, Feb. 25, our power went on and off in short intervals from 1 p.m. to 2 p.m. From 2 p.m. to 4 p.m. we lost power completely. This was in the middle of our sales day, and we lost approximately \$322.57 in sales because our shop, and the entire shopping center, was dark.
- On Sunday, Feb. 28, the power went off and on in short intervals again starting at about 3:30 a.m. We lost power completely from about 3:40 a.m. until about 7 a.m., right in the middle of our bread baking time. We were able to bake a few loaves of bread, but hundreds of pounds of dough were ruined and had to be thrown away. If dough sits too long before it's baked, the grains break down and the dough is useless. Because of the very small amount of bread we had to sell, we were forced to close our Farmington Hills sales outlet and lost about \$576.21 in sales there. Because of the short bread supply, we also lost approximately \$602.97 in sales at this shop.

I have attached past sales numbers to show how I arrived at the above losses.

I am also concerned about what your company is doing to insure that outages like this don't occur again. Our records show that we have lost power at least 6 times in the last two years. Only one time was weather-related, and the shopping center across the street has lost power only once in that same time period. I know a resident on our same power grid who says the lines behind her

COPY

home smoke when it rains. I am concerned that the line insulation is failing.

I have made several requests to your customer service line for someone knowledgeable in this area to call me. I have received no call, and your customer service operators refused to give me a number to call myself. The residents and business owners of our neighborhood would like to meet with a representative from your company to discuss these types of problems.

Thank you for your help. Please contact me soon. I look forward to hearing from you.

Sincerely,

Geoff Hockman
owner, Breadsmith of **Bloomfield**
work: (248) 540-8001 (closed Monday)
home: (248) 540-7055

encl

CC: Detroit Edison Consumer Affairs
Detroit Edison **Macomb** Center
Public Service Commission