



**BWL December 2013
Ice Storm Outage Report**

Appendix

Appendix
Lansing Board of Water & Light
Community Forums

Transcripts from:

January 15, 2014

January 16, 2014

January 17, 2014

LANSING BOARD OF WATER & LIGHT COMM. FORUM

January 15, 2014

Prepared by



depos@networkreporting.com
Phone: 800.632.2720
Fax: 800.968.8653
www.networkreporting.com

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STATE OF MICHIGAN
LANSING BOARD OF WATER & LIGHT
COMMUNITY FORUM

Hannah Community Center
819 Abbot Road, East Lansing, Michigan

Wednesday, January 15, 2014, 6:00 p.m.

LANSING BOARD OF WATER & LIGHT MEMBERS:

J. Peter Lark, General Manager

Dave Bolan, Executive Director of Electric Transmission and
Distribution

Susan Devon, Assistant General Manager

Dennis M. Louney, First Ward

George Stojic, Executive Director of Strategic Planning and
Development

RECORDED BY:

Marcy A. Klingshirn, CER 6924
Certified Electronic Recorder
Network Reporting Corporation
Firm Registration Number 8151
1-800-632-2720

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East Lansing, Michigan

Wednesday, January 15, 2014 - 6:05 p.m.

MR. LARK: Let me start officially by saying good evening to all of you. My name is Peter Lark and I'm the general manager of the Lansing Board of Water & Light. And I am here tonight -- I guess before I get into everything, can everyone hear me? I should -- would someone raise their hands if my voice is not carrying? So again -- all right. I'm hearing from the back that everything seems okay.

So as I said, I am here tonight, Peter Lark, to apologize to all of you. You are our customers. I wish to apologize for our inability to restore your power more quickly and also to provide you with basic information on the outages that you experienced and for not taking steps to make the outage more bearable. I am sorry for the hardship and the hardships that you experienced because of the BWL's restoration efforts.

We did not meet our customers' needs and we did not meet our own standards. We have been asked many good questions by our customers and others regarding the conduct of our restoration process. Please know we have many questions of our own, questions like why it took so long for power to be restored to all of our customers or why the BWL was not able to provide restoration estimates to you, our customers, that were both accurate and easily accessible.

You know, many questions arose because of contradictory and inaccurate information circulating during the outage including some that came directly from the BWL. We regret being the source of inaccurate information. Frankly and candidly, tonight at this time we still do not have all of the answers. The answers will only come in my view from a thorough review of how we handle this historic and this painful outage. That's why we are completing detailed, technical evaluations of our communications process and processes as well as our outage management system. We're doing that to identify with precision a critical eye and objectivity exactly what went wrong, what went right and more importantly how we can improve in the future.

I know everyone in this room agrees that we can and that we must improve, and by mid-February we pledge to provide to you a full, complete and accurate report. We will make our final report available directly to you. If you have not yet filled out a card, please do so and we will be certain to send the final report to you answering all of your questions and all of our questions either digitally via e-mail or through the U.S. mail.

Now, we have identified a number of systems that needed improvement so this won't happen in the future, and we have announced a number of changes. You can learn more

about those changes at our web site at lbwl.com.

So tonight we want to hear from you. We want to hear from you, our customers, about your experiences and any recommendations that you might have on how we, the BWL, can improve. We want to regain your trust in the BWL. And I pledge to you that we will listen and we will do better. Once again we know we did not meet the needs of our customers, and for that I sincerely apologize and assure you that we will do better in the future.

Dennis Louney, the vice chair of the BWL's Board of Commissioners, is here tonight and will be making some comments before we open the meeting to public comment. Also here this evening is the entire senior management team of the BWL. Susan Devon, the assistant general manager is seated immediately to my right; Mr. Dave Bolan, the BWL's director of electric transmission and distribution is further to my right; and Mr. George Stojic, our director of strategic planning and development, is to my left, and he is in charge of preparing the comprehensive report that we will provide to all of you in February. And also Mr. Stojic will chair tonight's meeting.

So without further ado before we take observations from the cards that have been filled out, I believe our vice chair Dennis Louney wishes to make a few words; is that correct, Dennis?

MR. LOUNEY: Yeah. I just wanted to say a few words before we get started. You know, on behalf of the Board -- and I've talked to many of you. I was here at the Hannah Center. There's a lot of people here that I didn't talk to. But I want you to know that the board pledges we are going to fix this. We're not going to go through just a minor investigation usury report. And for those of you that have been working with me -- there are several of you out there -- I've been communicating. I'm happy to share my address, my e-mail and my phone number so you can get ahold of me for not only updates but moving forward. I understand that East Lansing doesn't have a representative on our board, but I'm willing to serve in that capacity 'til we can obtain -- the city charter of Lansing. So however I can assist you, however our board can assist you, I want you to be aware that we are here helping to represent you as our customer.

And on top of that, Peter said it and I'm going to say it, I'm sorry. I know people suffered. I mean, my power was out five days but, compared to many people, that was nothing. And I truly am sorry, and I hope you recognize that. But I'm willing to work hard for you, and I'm going to be here. So if you want to see me afterwards, again I've shared my e-mail and my phone number. I'm willing to help. And, please, help us be part of the solution in fixing this.

I'm very sincere when I say this that we are going to fix this and we're going to make it right. So, you know, please trust me when I say that. Thank you.

MR. STOJIC: Thank you. Welcome and thanks for coming out this evening. But bear in mind that what our objective is is to listen to you this evening. We do need to hear from you. We want to know what your experiences have been, what your concerns are and really what we need to do to gain your trust. If you would like to help us in that respect and like to comment this evening, do fill out one of these -- these index cards, please.

AUDIENCE MEMBER: Where are they?

MR. STOJIC: They are circulating. The young lady in the white blouse has those. Do please fill them out and give one to her.

A couple of housekeeping chores before we get started. If you have a cell phone, make sure that it's off, please. Restrooms are down the hall to the left. If you'd like to speak, again fill out one of these cards. We do want to hear from all of you. I'm going to ask you to try to keep your comments to about three minutes. Bearing in mind that we do have a number of folks that do want to speak, so please keep them in mind.

And with that, I think we're going to start calling our first speaker up to the podium. Please do come

up to the podium, give the reporter your name and your address and so we have a record of that, please. We will be also recording the comments, the suggestions that you have. We will be including those in our comprehensive report to make sure that we do address all your issues.

At this time I'd like to call James Robertson to the podium.

JAMES ROBERTSON

MR. JAMES ROBERTSON: James Robertson, 815 Sunset Lane. I'll try to -- are these microphones on?

AUDIENCE MEMBER: Can't hear you, Jim.

MR. JAMES ROBERTSON: Okay. James Robertson, 815 Sunset Lane. I had prepared probably what's eight to ten minutes, and the three-minute limit is much less than what I had hoped for. I'll send a full copy to the BWL administrative and leadership staff, and I'll try to condense this as I go. And if someone can give me a high sign at three minutes, I'd appreciate that.

Thank you for the opportunity to comment on the recent issues relating to the loss and restoration of power throughout the BWL service area. Please note that I have not included the low level and mid level office line and field staff in my greeting that I just gave. However, I and everybody I've spoken with understand that they worked incredibly hard under conditions that they did not create

and did their best to solve problems on the fly. Our sincere thanks go out to all the BWL staff.

One might conclude from this event and media coverage that the overused phrase "Life is not a dress rehearsal" applies to the way BWL administrative staff and leadership planned, prepared and responded to the crisis both before and after. But, in fact, our experience as customers compel me to take that metaphor a little further and state that the BWL administrative staff and leadership not only didn't have a script for the dress rehearsal, but they didn't even know what plays were in the corporate library. Your unpreparedness was what transformed a moderate level emergency into a complete disaster, one that used the citizens of Greater Lansing and East Lansing to find out what happens when 40 percent of the power is cut off. Yet instead of me beginning with my list of egregious and unforgettable events and actions that affected me, my family and my neighbors, I offer the following items for your consideration in deconstructing your current business model and building a new customer service and business model for the 21st Century, something that should have been started a decade ago immediately after 2001, 9/11.

Emergency and disaster planning. How do you know when it's a disaster? When critical services aren't happening. Can your employees recognize what a disaster is

and what they do? It is clear that, for the first three or four days of this situation, those ideas were mixed and not well laid out. All personnel from top to bottom, all personnel should know what their roles are, where they should go, and most of all there must be training and drilling. A disaster preparedness and recovery plan should include employee training, and most importantly you must build emergency preparedness into the culture of the organization. This is best achieved by regular reenactments and simulation drills much as with HAZMAT training. Hire a consultant to test your ability to respond and provide feedback and comment to improve your preparedness for the next one. And, Board of Governance, please make and keep this a priority for the citizens.

Communication. The current wisdom offered by BWL of beefing up social media and electronic communication to solve all rising problems is a canard. In a disaster, nothing replaces boots on the ground especially when large segments of our population including recent immigrants, the elderly, the poor, the handicapped including the blind and deaf remain unreachable or difficult to reach via electric technology. You must answer not just the question of how can we solve our communication problems most quickly for the greatest number of people via social media, but also what must we do to reach those least likely to be reached by

social media. For example, most people without computers get access at their local public library. Libraries also function as community centers and have staff who can assist them. Where exactly on your flow charts do you have the restoration of power to public libraries? Should they be connected to your system so that libraries automatically send a signal to your outage managers as a red flag? Hire a communications professional with disaster plan expertise to help guide you in building your communications plan. Don't make it up on the fly to appease media and politicians or to provide quick answers to present an appearance of responsiveness. Develop a program of public outreach to educate customers as to their responsibilities for mast repair and hookup to BWL lines rather than telling someone whose cell phone has been dead for over a day to check your web site. Furthermore will your disaster plan account for events that take out your entire web site and Facebook sites? If not, if you haven't thought of such circumstances, then you're more vulnerable than ever to a true disaster like the mega tornados that hit last summer in Oklahoma or another 9/11. Just like life is not a dress rehearsal, I'm here to remind you that there are no easy fixes in disaster preparedness.

Transparency. Develop a culture of transparency in your business model. Like everyone else during the

course of events, I called and e-mailed BWL multiple times. When I finally did get through to document my outage and the fact that I had already repaired our electrical mast by the Friday after Christmas, I demanded a ticket number for tracking my report. I did this as someone who has worked with utilities in the Miss Dig system as part of my job. The BWL person on the phone indeed provided me with a ticket number, so I must conclude that BWL has a ticket number tracking system in place like every other utility. My question to you is, why can't this or an updated version of it put in place for both the customer and BWL to communicate basic consumer outage data and BWL's receipt of same? Using such a system could conceivably build back some of the incredible amount of trust that you've lost.

Four, establish a BWL system of repair priorities as well as a backup set of procedures that specify under what conditions a private contractor may be used and when they may repair items that are BWL's responsibility that the customer gets reimbursed for.

MR. STOJIC: James, you've got a lot of -- a lot of good ideas there and some we're working on now, some we're thinking about. But we do want to make sure that everybody has an opportunity to speak here. So if you could wind it up quickly here, I would appreciate it. What I'm going to do is I'm going to give you my e-mail address so

that, if there is additional material that you would like to supply and send along, have us consider, you can do that if you want.

MR. JAMES ROBERTSON: To make a long story short, I got ahold of my Jackson contractor Cochran Electric and they agreed to do whatever repairs were necessary including the worst case of bringing new lines in from the BWL circuit lines. Fortunately for me, the lines were intact, though that means I have live lines in my back yard for up to three days, a public safety concern, and it took Cochran's technicians a mere 30 minutes to check them out and hook them up when my neighborhood was already hooked up with the main circuits three days prior.

Ten days without power and all work completed by Cochran Electric, for which I paid several hundred dollars. I do qualify for a \$50 credit. And one more thing, please don't say and repeat over and over again that power was restored to everybody except those needing mast repairs. It's insulting and tantamount to kicking a flower when it's down. Thank you.

MR. STOJIC: Thank you.

(Audience applause)

MR. STOJIC: For those of you that might want to provide some information or comments or send questions to me whether you want to come up here or not, my e-mail address

is grs@lbwl.com. Please feel free to do that.

Next, Alice Dreger.

ALICE DREGER

MS. ALICE DREGER: Alice Dreger, 621 Sunset Lane, East Lansing, which is right over there (indicating). You guys have already heard from me a lot, so I'm not going to go on and on. And Dennis has been fabulous about taking our questions and working on answering them.

The only thing I wanted to add to the things I've been saying publicly tonight is that, because in East Lansing we're lacking elected leaders who advocate and lead in situations like this at the moment -- Ruth Beyer (phonetic) was the obvious exception, otherwise we were really lacking advocacy and leadership -- because of that, we really had a problem here that I've been trying to understand. So I've been spending a lot of time talking to folks at city hall, talking to people who are my neighbors trying to understand what happened. And I spent that 90 minutes last week with the Police Chief Juli Liebler who's wonderful and her deputy Jeff Murphy.

And what I came away from that in understanding is the degree to which I think you folks may have failed to understand that "customer" is really the wrong word for us. Because our lives literally depend on what happens in a situation like this, to talk about us as customers as if

we're coming into Meijer or a florist doesn't work. We need a new metaphor for thinking about what we are to you. What we are to you is what we are to the police and what we are to you is what we are to our fire department. We are people who are relying on you for our safety. My neighborhood had a live downed wire for 30 minutes arcing dramatically. We couldn't get through to the 911 lines. We then were nine days without power that was fixed extremely quickly once the crews showed up. But I -- because I -- I'm from New York, so I'm nosy so a lot of people know me. And so a lot of people came to me with their problems during this outage. And one of the things that they came to me with is downed wires eight and nine and ten days into this outage.

One of the things I learned from the police chief was that, although our police chief and our fire officers were attending an emergency operations center in Lansing every day, the BWL representative was not always showing up to those meetings. And since the outage was the fundamental reason why we were having an emergencies operations center in place, it seems really troubling that your representative was not there.

What became clear to me in talking to Chief Liebler was that she was getting the same bad information we were getting and, as a consequence, the police and the fire and the city didn't know to intervene as early as they

needed to intervene to help us with things like firewood and gas and generator checks, because they were getting the same bad information from you that we were. And so they were hampered in their attempts to protect us much as they were trying. They ended up having to produce their own outage maps. They didn't have a good emergency tech system in place unfortunately to try to let the people of East Lansing know they needed to report finally to the police because BWL was losing people's outage reports and the police needed to know who was still without, who had downed wires.

So what happened was really a situation where our public safety was threatened, because I'm afraid you think of us as customers. We need you to think of us the way the police think of us. We need you to think of us the way the fire department thinks of us. We rely on you literally for our lives. And many of us felt legitimately endangered during this outage, legitimately endangered by cold, by carbon monoxide poisoning potential, by rotted food, economically endangered. There were people that are economically on the edge in this area because of the economy and they were crushed, sent over the edge potentially into foreclosure, sent over the edge into unemployment because they can't manage their job when they're trying to manage their houses.

So what I want to say to you is forget our elected

officials being our advocates. We need you to be our advocates. We don't need to ever again find ourselves in a situation where it turns out the people we elected were the wrong people for a disaster. We need you, as Jim said, to see this as a disaster. Thank you.

(Audience applause)

MR. STOJIC: Christine Root.

CHRISTINE ROOT

MS. CHRISTINE ROOT: Hello, I'm Christine Root. I live just behind the building. I live two blocks away from Alice. I got power, I think, three-and-a-half days before folks two blocks further got power. And as Alice said, once the trucks got there, it only took 45 minutes to restore it. So we were all very concerned, even those of us who had only five-and-a-half days without power.

I think I feel a lot of agreement with what has already been stated. I had a concern that I had been hearing a lot of emphasis on there needs to be a better emergency communications system. And I want to repeat the people who say communication system is only a very small part of the problem. Yes, people wanted to know when their power would be restored, but the answer that they wanted wasn't twelve days or nine days. You know, five-and-a-half days we could manage. Not everybody can manage, but our house we could. We didn't lose food. We didn't -- you

know, we could manage our pipes. We didn't have hundreds of dollars of bills for hooking up generators or dealing with water. But nine days is very, very, very different from five-and-a-half.

So some of the things I'd like to understand from this is how many person days did it take to restore power and over what period of time were those put in and what could have been done to reduce the number of person days by having a better system in place and by having those person days that were needed happen sooner? You know, the critical issue of when could BWL have figured out the extent to which more crews were needed so that it could be handled as efficiently as possible so that more people would have been in my situation of five-and-a-half days out instead of other people's situation, nine and twelve days out. That's a summary at least. Thank you.

MR. STOJIC: Thank you.

(Audience applause)

MR. STOJIC: Judith -- I'm going to spell this -- Taran.

JUDITH TARAN

MS. JUDITH TARAN: Thank you. My name is Judith Taran. I'm at 1107 Woodingham Drive here in East Lansing. Quite a bit of what I would want to say has already been said, so in interest of not being too repetitive I'm going

to skip ahead here a little bit.

One of the things that I think is a critical step to restoring the BWL's image is the two top to bottom reviews. During the course of the reviews, I hope a key agenda item will be to answer the following question: How did BWL administrators, staff and board get themselves in this situation in the first place? Your problems didn't start with the ice. They started long before that. It had to do with politics and mind-sets as much as crew staffing and online outage maps. These reviews are not only time for analysis of BWL's procedures, what they did and when but just as much a time for reflection and critical self-examination. What corporate values group think self-defensive attitudes coupled with insulated and iso- -- insulation from your customers and isolation from your -- or their concerns or the right to have concerns led to your appearing -- appearing to be a self-serving and inept utility that offered customers an antiquated system and an inability to respond adequately to their problems?

Many in East Lansing are asking why we have to be in your service anyway. We have no representation on your board and are subject to your political involvement and maneuverings with Lansing City Hall. Last Tuesday one of your managers called our frustration irrational. Another said we all had a political agenda, that the media scrutiny

was harping and not fair, even though I bet everybody in this room would love to -- and in general were defensive or dismissive of customers' discomfort or concerns for safety.

Just as important as knowing who did what and when is why. What is the underpinning, the core value that guides your thinking about your customers -- and I apologize, I think she's right. We're not customers. And where on the totem pole of importance do we all exist? Thank you.

(Audience applause)

MR. STOJIC: Thank you. Beverly Baten.

BEVERLY BATEN

MS. BEVERLY BATEN: Good evening. My name is Beverly Baten. I live at 340 Whitehills Drive. On that Sunday morning I lost power, I called the Board of Water & Light and then 911, and knowing that 911 no longer answers in East Lansing, I told them I had flashes and arcing on my roof because a tree had fallen on the lines, and I received no response from anyone. I was very concerned whether there was anything going on on my roof and, of course, I couldn't get outside to see. So the emergency line doesn't work. It doesn't work in an emergency.

So we moved out of the house to my son's in Dewitt, and each day we came in to flush toilets and check the water lines and look for BWL trucks. And we'd drive

through East Lansing at different locations. I don't think we saw a truck until the 27th or 28th in East Lansing anywhere and not even one from out of town. So that was a big concern. We knew we were in trouble then, because we were living life day to day, and it was nine days.

So I -- other people had mentioned this about a representation for the population of East Lansing which is 48,500. That's a lot of people that are connected to Board of Water & Light. Appointments by the mayor of Lansing doesn't work for me. There's too much cronyism going on. And East Lansing city council is nonpartisan. In Lansing, they're partisan politics -- if anybody's here that realizes that. So anything that we saw in the paper today, it smacks of cronyism.

I also attended a meeting today here at the senior center and we discussed this issue, and there's a concern about people don't know where the seniors live. And several of them had grave concerns and didn't know what to do, where to go, what was going on. It's very easy to get a list of the seniors and where they live. I've worked voters, and voter registration has the birth dates. You want to take some people, volunteers I'm sure here in East Lansing, we have volunteers right in this room that would be able to get where all the seniors live, because I know a lot of them were suffering, didn't know where to go, what to do. So we

need to take care of that population definitely.

Also I attended a meeting for critical infrastructure protection. It's for the state of Michigan. It's called Great Decisions, and they're ongoing. They do other things. But I think you need to hook up. This is michigan.gov. You need to hook up with those people if you aren't familiar with them and see what they're doing, because they may be helpful to you. And also we got this (indicating) on December 30th. They were doing a welfare check in East Lansing. I don't know if anybody else got this welfare check. It was on a Monday after we had left, and I am getting a welfare check; police and fire way too late, way too late. I mean, it's a good idea, but this is another issue for the city of East Lansing and where they failed the people in East Lansing.

And, you know, I think to me it's a matter of leadership and trust in the people at the top of what was going on. And if you don't know what's going on, I don't know how you can be in charge. Thank you.

(Audience applause)

MR. STOJIC: Thank you. Matthew -- I'm going to spell your last name -- O-n-e-v.

MATTHEW ONEY

MR. MATTHEW ONEY: My name is Matthew Oney. It's O-n-e-y. I live at 1228 West Saginaw Street in East

Lansing. And I'm going to start at the beginning.

On December 22nd at 6:00 a.m. when I heard what sounded like a cannon go off in back of my house and at the time didn't actually realize that the power had gone out until my wife woke up to feed our then week old baby and noticed that the power was out. I knew at that time that it was probably going to be a very long time before we got power, because I've lived in East Lansing long enough and in this house long enough to know that, when the power goes out for anybody else, I'm usually the last one to get it back.

I'll tell you though that I was comforted by the words of Mr. Peter Lark when he said "all hands are on deck," and he said that in the very beginning. I was unaware that that deck extended to New York City and am now absolutely disappointed --

(Audience laughter and applause)

MR. MATTHEW ONEY: -- disappointed at the fact that you left while my family was staying in a hotel room watching two of our families come and leave for Christmas before we got power at our house. It is despicable, laughable and embarrassing, and that was only the first embarrassing thing that you've done, and it extends into tonight if you guys haven't already realized.

The next thing that I did was I endured, and I stuck around and did the best that I could for my house and

for the pets that were living in my house and for my family. I decided that, when they had the demonstration at Glencairn Elementary, that I would go. And unfortunately I was attacked by the media and everybody has now seen the sign that I had. It was a very simple question on that sign, though, and it said "When can my daughter go home?" That's all we wanted to know.

I understand the breadth of this storm. I do not need it stated again right here at the very top of it. What you're doing right here is making excuses -- all right -- for your unpreparedness which is another laughable thing that you've done.

The next thing, I went to the Marshall Fire Department or the Marshall Street fire station for the press conference there where a couple more laughable things happened. Some more excuses were made. And you want to know what the most embarrassing thing was was watching Mr. Peter Lark pat himself on the back how they had gotten it down to 90 percent. I was pretty sure when somebody from the crowd said -- because Mr. Bernero had pointed out that both him and Mr. Lark had been without power -- when somebody from the crowd said that he had been staying in a hotel, I was pretty positive that he was but I wasn't too bothered by that until I later found out that it was a few thousand miles away from where we were enduring this here.

Moving on to later in that press conference when somebody asked to see the emergency plan for this type of a situation and he was unable to provide one and actually said that there wasn't one in place at the time.

I'll go now to last week when I sat at the meeting that you guys all held at the REO depot. And I sat there, and some of the people here have already stated how some of the managers of the BWL called us as customers pretty terrifying names including whiners and complainers and unprepared for a situation like this. The one thing that I never heard from that evening was an active line person. And I will for right now sit up here since nobody else has and apologize to them, because they were willing to work those 16-hour days while Mr. Lark was in New York City having a nice Christmas with his family. Then we come in to today.

MR. STOJIC: Matthew, if you bear in mind we do have a large stack here --

MR. MATTHEW ONEY: Yup, and I'll be done in about 15 seconds.

MR. STOJIC: -- and if you can -- if you can wrap up your --

MR. MATTHEW ONEY: I'll be done very soon --

MR. STOJIC: -- recommendations here I'd appreciate it.

MR. MATTHEW ONEY: -- because I am now at today.

AUDIENCE MEMBER: Let him finish.

AUDIENCE MEMBER: Let him finish.

AUDIENCE MEMBER: Yeah, let him finish.

MR. MATTHEW ONEY: I will come now to today where I sat here and embarrassingly watched Mr. Lark read a statement to us. You may as well put it up here (indicating). We can read, sir. You may as well have put it up here. It would have been a whole lot more sincere if you just stood up like Mr. Louney did and ate it and said, "Listen, I apologize" instead of sitting here reading. Look, sir. The only thing in front of me right here that I needed was this, because I have this (indicating). Okay?

I've always said that a leader -- you can tell what a leader is in times of distress, not when things are going good. That building that I sat in last weekend was beautiful -- or last week that you helped put back together over in REO Town. Absolutely beautiful. But in times like this is when we find out what kind of leadership we have, and I think that we all know what we have.

(Audience applause)

MR. STOJIC: Our next speaker is Phillip Walwrath (phonetic) who will be followed by Nancy Gillespie.

NANCY GILLESPIE

MS. NANCY GILLESPIE: I didn't lose power. I live

on Bailey Street, but I am speaking here for my disabled brother who lives on Sunset Lane. He has a problem. He's mentally disabled, and he would not leave. He would not leave the house. And by the end of the third day, he was literally dying. And by the grace of God we were able to get a generator, and my kids helped me keep the gasoline in it, and he is still living, thank goodness.

But one of my question is, why were there only 15 teams of people working for the Board of Water & Light? And also I read in the paper where there were all these technicians from all around the United States coming to help. I didn't see a Board of Water & Light truck in this neighborhood over here for seven days. Where were they? You know, that's my question I guess.

MR. STOJIC: Okay.

(Audience applause)

MR. STOJIC: John Hays followed by Patricia Hays.

JOHN HAYS

MR. JOHN HAYS: My name is John Hays. I live at 1645 Roseland Avenue, East Lansing, and that's east of Hagadorn, one block north of Grand River.

I guess my comments really are kind of not as serious as what we've heard so far. But mine relate to the lack of communication and information. You know, it would seem to me that one of the most frustrating things was

trying to call the Board and getting a recording and, "yes, your complaint is logged," et cetera, et cetera. But I think, you know, after the first day, if this power outage goes on, you should have something set up where, when someone calls in, they talk to a person so you get some assurance that your concerns have been addressed. Like the lady that just spoke, I mean, she had a darn good reason to want to talk to a person because of her brother. There's got to be something more you can do in terms of keeping your web site updated. There should be site maps posted. You should rely more heavily on the other means of communication other than social media like radio, TV, police. How about e-mailing -- East Lansing has a ton of neighborhood associations. How about sending e-mails to the neighborhood associations letting them know what's going on and whether their area is going to be looked at soon.

Personally, you know, I called -- even called the police department to see if they had some means of getting in contact with you, and I was told, "No, we have the same means of communication you do, dialing the emergency number and getting the recording." Now, I don't know if that is correct, but that's what I was told.

I want to talk specifically about our neighborhood. We were out of power for eight days from -- we were actually out of town, came back into town on the

22nd of December to find out we were without power. So I don't know whether it went out that day or the day before, but anyway it lasted eight days. But strangely enough on Thursday it came on at 5:00 o'clock, but then it went off again at 1:00 o'clock on Friday afternoon. Now, on my side of the street -- I'm on the north side of Roseland -- there are about 11 houses that for some reason must be on their own separate circuit or grid or whatever you call it. Because I remember back in 1998 we had an ice storm at New Year's Eve. We were without power for five days. People across the street had power, people behind us on Cahill had power. But this little strip along Roseland didn't have power. That's when I bought the generator. Thank God I did.

So I would like to have some communication from somebody at the Board to tell me what circuit -- what grid I'm in so, when this happens again as it did in November, the wind storm we had -- we were without power for a couple of days. I'd also like to know why we were without power. Was it a transformer, a line or whatever? You know, more information would make me feel a lot better as a customer. Thank you.

MR. STOJIC: Thank you.

(Audience applause)

MR. STOJIC: Patricia Hays followed by Sam Singh.

PATRICIA HAYS

MS. PATRICIA HAYS: Thank you for this opportunity, and I will indeed take advantage of the e-mail address to send a copy of what I was going to deliver tonight.

Rather than repeating, I wanted to emphasize that the issues that I saw were all related to communication, safety and a whole list of what's needed now. People in the audience have articulated some excellent suggestion as well as some very valid complaints. I want to highlight some of the safety issues. And this is not just for the Board of Water & Light. This is for the Lansing and East Lansing governing bodies as well. The severity of the ice storm was evident within 12 hours of the ice storm, but warming centers and emergency shelter provisions were not instituted in a timely fashion. Was it communication, was it lack of a plan? Probably both and even more. What was the plan for finding and helping people in need? My goodness, I was thinking just about maybe some elderly people, but I'm hearing about the young man who literally was in harm's way for not having heat and assistance when he gravely needed it. That's outrageous. That should never, ever, ever occur. The fire department did send rigs out to the neighborhoods to check for power outages. We did get an e-mail very, very late, days and days later saying put on

your porch light, so we know who has electricity. But what was the plan for finding out, you know, inside the house was there somebody who was in grave need? I love the suggestion about maybe tying in with other agencies, neighborhood associations. Neighbor to neighbor is probably going to be the best way to go for helping people who need help, but we need the information. And having information trickle out, incorrect information, belated information, not only was it not helpful, it was insulting, it was harmful. Now, I think you're hearing that this evening. And safety issues have got to be addressed in whatever emergency plan you end up with.

Consider this. I love the remark about the disaster preparedness. If we can't handle this natural disaster -- it's a way of life, is it not? But if we can't handle this, what can we handle? And this is not the last. So I would like to see an East Lansing citizen serve on the whatever group comes up with an emergency preparedness or emergency action plan. We simply have to have some input into it. And I think that you will hear some legitimate remarks this evening about the depth and the breadth of not just inconvenience but the very serious problems that occurred because of the lack on the part of the Board of Water & Light. Thank you.

(Audience applause)

MR. STOJIC: Thank you. Sam -- Sam followed by Lee Colquitt.

SAM SINGH

MR. SAM SINGH: Good evening. Sam Singh, 1837 Cricket Lane. I want to just talk about three items today.

First, as you're doing your internal review -- I'll also share this information with Mike McDaniel (phonetic) with his review and then more importantly when the Public Service Commission takes a look at all of this input. I put together a series of questions, and I think you might have it and, if you don't, I'll make sure you do have it. But they were basically taking a look at how the BWL looks as you compare and benchmark yourself against other public and private utilities, whether it deals with tree trimming, whether it's amount of wires that are underground, with mutual aid agreements and take a look at how all those pieces come together. I think that as part of us understanding where you're going and how to move forward is having a good understanding of where you rank with all of those and what are the best practices in the field. That was one of the questions I was asking, what are best practices when it comes to mutual aid agreements and so forth so we have more crews out. So as we go through that, I think that's a very important item that we need to understand.

The last piece on the review that I want to take a look at -- and I've heard this from some of your board members -- if there were more resources available, you would have done different things whether emergency preparedness and so forth. And we know that with the Lansing budget and with over the last couple years there's been a strong sense of pooling dollars and resources to help balance the books at the city of Lansing, but also then it would be a set of opportunity costs that you have. You know, what would you have done differently with those resources available to you? What do other public utilities give back to their host municipality and what level? Where are we at that? Are we doing more? Less? And I think that would be very helpful for us to understand.

Around emergency preparedness, I know there's been a lot of conversations, some very good, thoughtful ideas on how to take a look at this. But the one area that I constantly am not hearing about is really where is the nonprofit sector. We talk a lot about the police and the firefighters but, you know, as we talk about senior citizens, in East Lansing we have a very active Meals on Wheels. We know where homebound seniors are. Did we talk to them? We have those addresses. Those should have been the first places that we went to, whether it was your responsibility or the city of East Lansing's responsibility,

we need to learn more. So even though as we take a look at some of those items, I do believe they need to come together in a very systematic way with the nonprofit community being very active in your dialogue and in your review.

And the last piece is around representation. I appreciate a number of your board members as I've had conversations about how we get East Lansing and Meridian Township a more active voice, that there seems to be a willingness from your commissioners to at least start off with an advisory board immediately to provide this. Earlier this week I sent a letter to the Lansing City Council and Mayor Bernero requesting that they look at a charter amendment to the charter and bring it to the public vote to actually add representation from outside of the city of East Lansing. I think -- excuse me -- out of the city of Lansing. I do believe places like Delta Township, East Lansing, Meridian Township should be represented at some level on the board, and I've asked them to take a look at that. It would be very helpful as your commissioners and as management to also provide some of that advice, so it's not just outside municipalities talking to them, but it's also you as an organization saying is it a best practice for us to represent the entire service area?

So those are three areas I look forward to working with all of you to make sure that as we learn from this

crisis and move forward. Thank you for your time.

(Audience applause)

MR. STOJIC: Thank you. Lee Colquitt followed by Helen Hagens. Lee Colquitt? Helen -- spell your last name --

MS. HELEN HAGENS: Hagens.

MR. STOJIC: Yeah. Hagens, got it.

HELEN HAGENS

MS. HELEN HAGENS: Hi. I'm Helen Hagens, and I live at 609 Sunset Lane. We spent eight days in a motel. My husband is 82 years old, and we had no alternative heat source. So while I'm grateful for my \$50 rebate, it cost us a heck of a lot more than that not even counting meals out that we needed to do.

We needed more crews. You were too slow on bringing people in. As many of my neighbors have said, we didn't see any crews in East Lansing at all after the initial downing of the power outage when they came and whatever they did to shut off the fire.

When we came to Hannah Center when you had the places where we could come and get information, we went upstairs and were told by a neighbor that he had been waiting for two-and-a-half hours to see someone. Again that is not good communication. There is no way that we could have stood in line for over two hours to wait to find out

what was going on at our house. Thank you to the Hannah Center that provided coffee.

The wires in our neighborhood have been down twice with fires, and we've only lived here four-and-a-half years. So I am a little concerned that because we are a historic neighborhood that perhaps some work needs to be done to upgrade our system so that this doesn't happen. We have been exceedingly lucky that, when the wires came down and the sheets of flame went up, that they fell either in a driveway between houses or into the street so that no houses were damaged by that. But I am concerned that the next time that might not be the case. Thank you.

(Audience applause)

MR. STOJIC: Thank you. Alec Lloyd followed by Terry Scharf.

ALEC LLOYD

MR. ALEC LLOYD: Alec Lloyd, 1416 Basswood Court. The point is this was not a surprise to anyone. We have ice in Michigan. We have snow. We have winter. Lived here 40 years. No strategic surprise at all that it gets snowy in December. What was a surprise was your complete failure to prepare, and this goes beyond just the planning element. Let's talk about infrastructure. I live on Basswood Court. It's in the Farwood subdivision. Since 2011 I've had six power outages. I got so upset last year I got to climb

through your phone tree, talk to an engineer. "Yup. Yup, the equipment in that subdivision's -- it's obsolete. Transformers are blowing. When they break, we fix them. Lines are over -- overgrown." So you did nothing about it, and then we have an ice storm. That failure to take care of that kind of maintenance is what made the disaster. The ice just happened. The failed maintenance, the deferred maintenance is what made it a disaster. I saw -- MLive, went through the archives once I had power back. We were out six days. How nice of you in July to give the city of Lansing some extra money. I know they needed it, but your job is to provide power, not plug holes in someone else's budget. I have deep concerns about the viability of the Board of Water & Light as an independent utility because, when this crisis passes, when the public hubbub dies down, in a couple years when the fiscal budget isn't aligning for the city, well, we'll defer a little bit on that. Maybe we don't need so many crews. Maybe we don't need to replace that line. And even if we have a single seat on the board, that's not going to be a majority. I have deep concerns about where we're going forward and whether or not East Lansing can be effectively served by the Board of Water & Light as it now stands. Thank you.

(Audience applause)

MR. STOJIC: Terry Scharf followed by Jessica

Byrnes.

TERRY SCHARF

MS. TERRY SCHARF: Hello, everybody. I'm Terry Scharf, 635 Sunset Lane. I belong to the nine-day club along with my neighbors Don and Penny, Alice and Aaron (phonetic).

It was very cold and dark in our neighborhood for nine days, and that followed a huge arcing, blazing, fiery line in the road in front of Alice and Val's house. I was sure they were dead when that happened. It was terrifying. I can't describe it. I tried to call 911, and I got a recording -- I didn't get a recording. I got sent to the local East Lansing Police Department, and I got a recording there telling me to call 911. We tried that several more times until we -- it was really utterly terrifyingly clear that we were alone in this awful situation, and I really was afraid that my neighbors were dead. I really was. After about a half an hour, the fire department came, the East Lansing Police came, they disconnected the wire and then it was just dark and cold for nine days, and it was very cold. And we couldn't leave.

Like a lot of people, we couldn't leave for various reasons. We've got a couple of big Great Danes. There's no place to board them. It's freezing in our house. They're kind of fragile. You can't just go to somebody's

house with 300 pounds of dogs and sleep on their couch. You can't leave. My partner Ruth got food poisoning from the cooler that we were using to try to eat from. I was afraid -- I finally got -- found a little generator that I could buy at Meijer's. I just kind of got the last one there was. I don't -- I think they had it hidden under a shelf somewhere, and it was 1800 watts. And you know who helped me then? Consumers Power. Because somebody at Consumers Power that we know, a friend of a friend, saw us shivering in a picture on Facebook and said, "Hey, we're going to have somebody come over and hook up your little generator to your furnace, and then it was blessed warm and wonderful and we could run one lamp. And the only problem then was feeling so miserably guilty about Alice and shivering in her house.

AUDIENCE MEMBER: But you had me over.

MS. TERRY SCHARF: But truly, it was nine days on -- but so this is what I want. I'm no longer impressed with the concept of the Hometown Power Company or the Community Power Company. I want the best, swiftest, most up-to-date power company or services that we can have. Because when there's an outage like that, it's dangerous and it's scary and people could die. So I want the best communication, the best technology. I want a lot of crews to come in. I don't -- and I want boots on the ground and I

want things to be fixed, because lives depend on it. It's the same as if I ever have a heart attack. I want the fast, swift new ambulance and a good defibrillator. Hometown and community grown doesn't help in situations like a power outage or an emergency. That's when you want it, you know -- that's great for the art fair, the farmer's market, your school districts, but it's not working for me for power. And I guess that's all I have to say. Thank you.

(Audience applause)

MR. STOJIC: Jessica Byrnes followed by Pat Wolf.

JORGE BYRNES

MR. JORGE BYRNES: Actually I'm Jorge. I'm Jessica's better half. She's sitting back here. She's not a real speaker.

But I'm a lowly construction worker. I'm nobody special. Nor have I ever wanted to come to any type of these meetings. But after everything that's went on and every day I read the paper and look at the news, I finally got so disgusted I'm here tonight. And I have questions just like everybody else. Just like how long before you left, Mr. Lark? And, you know, did you have a good time? How long was it before the Board of Water & Light brought inside companies even though this is the biggest disaster in Board of Water & Light in Lansing's history? How much have -- how much money of ours have you spent on your

apology letters and such? You know, this keeps going on, and it costs us. We pay these bills. This is not a private company. This is a public company. And I'm sorry. But every time I see you speak, whether it's on TV, whether it's tonight, it's like a slap in the face to me because you look so insincere. And I hear you use these words every time, "we," "our," "us." No. You failed us. You failed us. You're the head chief. You're the man in charge. They didn't fail us. Those linesmen -- when I see those linesmen out there and I talk to them, they're willing to do anything that they could. They're working 16 hours a day. When I finally got somebody on the phone after days, they were more than hospitable to me. They did everything that they could. You failed us. You sat in New York having a glorious vacation while we sat here cold and shivering.

Now I had problems just like everybody else, and I don't really want to speak about them. I don't want to talk about the hundreds of dollars I lost out of my fridge, the generator we had to buy, how, you know, I was worried about myself and my neighbors so me and my neighbors stuck it out and looked after one another, how I went down the street and checked on the elderly man that couldn't go anywhere else. No. I'm not here to talk about that.

What I'm here to talk about, though, is the things that I see going on I'm disgusted with. I read in the paper

today that all you executive's wives are making donations to the mayor's fund. All you executives are put here because the mayor put you in these positions. I don't feel confident that you can do a good job with this inquiry. I don't feel confident that the mayor bringing in Brigadier General -- what? -- McDaniels, I don't think he can do a good job. Well, yeah, you're going to want him to bring in an old associate, an old friend of yours, to be the head man on the council.

AUDIENCE MEMBER: Here, here.

AUDIENCE MEMBER: Here, here.

AUDIENCE MEMBER: Yeah.

MR. JORGE BYRNES: What I'm calling for is I'm calling for --

(Audience applause)

MR. JORGE BYRNES: I'm calling for a federal inquiry. I want everybody to pick up the phone tomorrow, call your state senator, call your congressman. Tell them what's going on here in Lansing. I want the feds to look into this, because I don't feel confident in the job you guys are doing.

And I would sit here and I'd ask for your job, but I don't see you being man enough to step down or even take an administrative relief, so I'm not going to ask for that today. But stop sitting out here giving us your false

apologies. You're not sincere because, if you were, you would have sat here. You would have made things happen. You would have been those boots on the ground that were out here. I don't feel confident in the job you're doing. Yeah, you built a nice, little pretty place for us to look at. But like the gentleman said right here, when the time came, you dropped the ball. History is riddled with leaders like you. Yeah, they look real good. But when the time came -- when the time for the big battle came, guess what? You dropped the ball. You failed us all. Do the man thing, resign or step down. Because up until this point, nobody feels confident in you. Nobody feels confident in you. And if you don't take my word for it, let us vote on it. Let the 90 -- what is it? -- 95,000 Board of Water & Light customers? Let us vote on it and see how that works out for you. It's not going to be a good thing. So that's all I have to say. But pick up the phones tomorrow. Let's ask for a federal inquiry on this and see where this goes.

(Audience applause)

MR. STOJIC: Pat Wolf followed by Telaina Eriksen.

PAT WOLF

MR. PAT WOLF: I'm Pat Wolfe, 756 Tarleton Avenue, and I happen to be the president of the Tamarisk Neighborhood Association. We're located on the north side of town by Lake Lansing Road/Harrison Road. We were one of

the fortunate neighborhoods that did not lose power. We were affected only in one minor way a few days into the power outage when we discovered our cable system didn't work any longer. As it turned out that our neighbors across Harrison Road had lost power, and that's where the cable TV came from. I think one of the reasons we survived with power throughout the time was because all of our utilities are underground in our neighborhood. I think that might be something that could be looked at in the long run to help many neighborhoods.

But I wanted to make just two points that are maybe completely different than what you've heard in various other ways although I heard -- I arrived a little late and I heard a little bit of one of my ideas, and that's regarding communication. As a neighborhood president I have to deal with communication all the time. I'm responsible for trying to make sure that our 100-and-so households in our neighborhood are aware of things and as they go on. As was alluded earlier, we get good communication from the city of East Lansing, and I pass it along by e-mail. But only 80 percent or so of our neighbors are on e-mail, and I can't always rely on them necessarily knowing or seeing the e-mails that go out. And for the 20 or so houses that are occupied by elders or others that don't have computer access, what we do is we go door-to-door every time we want

to send out a communication for those folks. And at least once or twice a year we go door-to-door to every one of our homes to make sure that the communication is getting to them as well as the e-mail. And I think that's a point that among all these calls for making sure that you have a good Twitter presence and Facebook and a good web page and an outage map, some of those things won't work in a power failure. In our case even if you had a great outage map, well, we had power but we didn't have any internet access for awhile unless we relied on going somewhere else or maybe on a cell phone. So all the modern communications don't necessarily work. But I would say don't rely on any one communication. Make sure you use all the possible ways of communicating. It's clear that it's not all the Board of Water & Light's responsibility. It is the city of East Lansing's responsibility in some cases to make sure emergency communications take place.

And that sort of leads me to my second point, which is this was not an isolated incident as I've heard alluded to, but it is a part of a pattern that we're seeing. And to ignore the obvious that to sort of get upset about the Board of Water & Light or upset about a lot of other things, I think, is missing the point. It's also been my opinion -- I've lived in the Lansing area for almost 45 years. I came to MSU, I lived over 20 years in the Lansing

area in various homes, rentals and so on, I've lived for 22 years in East Lansing, but things have changed a lot in that time. They've changed in our climate. And if we ignore the factor of climate change and leading to the most dramatic ice storm in the history of Michigan probably, then we're ignoring something that's pretty big. And, you know, we can't just try to build better systems. We need to build better systems. But we also need to start doing something as a Board of Water & Light, as a city and as a community to address that problem instead of ignoring it and pushing it under the rug, because that's what really started a lot of what happened. It was an outstandingly unusual storm, but that's not going to be the case anymore. We're going to start to see that much more frequently, and so we're going to have to be ready two ways; one to start to counteract this climate change and we're going to have to make our preparedness and our emergency systems more robust, because we're going to get more and more unusual situations going on.

So those are the two points I wanted to make. Communicated ways that cover everyone including possibly going door-to-door or using a better telephone system, whatever it takes. Don't just concentrate on one or another. Concentrate on making sure that all of them will work so that each person can be communicated to in the way

that works best for them in emergencies. And secondly don't ignore the big picture. My experience with utilities over the years is I thought Board of Water & Light was pretty good, and I think that those that are calling for a change would do well to investigate how well Consumers Energy has performed over the years and do well with see how DTE Energy has performed over the years and see what those alternatives would stack up against. Someone mentioned benchmarking. You do need to benchmark, and the public needs to pay more attention to that, too. So those are my points and I hope they're taking into consideration even if they're a little from left field perhaps. Thank you.

(Audience applause)

MR. STOJIC: Telaina Eriksen followed by Margaret Nielsen.

TELAINA ERIKSEN

MS. TELAINA ERIKSON: Hi, there. I'm Telaina Eriksen. I'm at 1030 Southlawn Avenue, just about three-quarters of a mile from here at the Hannah Center. We are also in the nine-day no power club. We got power at 9:51 p.m. on December 30th, but who's counting?

And I wanted to talk about a couple things. One thing, me and my family are blessed to have the economic resources for gas for a generator. We are blessed to be able to stay in a hotel when our house got down to 37

degrees. We found a hotel that accepted pets. So we were in a better position than a lot of people, so I really want to be grateful for that. But I would also like to say how stressful this was even for a person in a very good financial situation that could afford a hotel and who could afford gas for a generator and had a friend that would lend them. It was extremely stressful in a time that was supposed to be vacation for our family. And we had family coming in like many people did for the holidays, and it was extremely stressful. And I really didn't like hearing people say, "We're really sorry about the inconvenience." Well, when your house is 37 degrees and you're dropping things in your fish tank so your kids don't cry because your goldfish is dying, you've past inconvenience and you've went into just not good, past inconvenience; way past that.

The main thing I want to address, though, rather than have a pity party for anyone is the reporting of the outages. Okay? When we came here to the customer service center on the ninth day, our neighbor whose line was partly responsible for our circuit being off -- our circuit of 16 houses being off, they had her as listed as power even though she had called and called and called and called. She had a sign in her door that said "We don't have power." Okay? That whole side of the street had signs that said "We do not have power." I don't know how we're supposed to

report a power outage except for either by e-mail or by phone. I don't know. I mean, please tell me. So that's -- and it's just not right that, if someone works in the neighborhood, then automatically that whole section has power when we don't. That should not be the default that things are fixed. The default should be "Are you okay? "Do you guys have power?" That should be the default. So really something has to be done about the reporting system.

And again the PR was bad. The inconvenience and just saying, "Well, if you're in the three to five percent, I know you're unhappy." The three to five percent was -- and I don't really trust your guys' numbers. The three to five percent was probably between 8,- and 12,000 people. That is a lot of people in our community. That's not -- even though it's a small percentage, that is a lot of people, that is a lot of families, that is a lot of people. So I did not appreciate that tone. Okay?

And then the final thing I just really want to address is that we need some sort of representation. Okay? I don't have a choice. I don't get to check a box, "Gee, I want Board of Water & Light." I do want Board of Water & Light. I've always been proud of the fact that we had Hometown Power. But now you have totally and completely lost my confidence. I don't know if you're a functional, you know, utility. I don't know if you're a functional

company. I mean, I honestly don't know that. I'm not just saying that. I really don't know if you're capable of handling a situation where 60 percent of the people might lose power or 80 percent of the people might lose power. I really do not know that. And I would like to know the answer to that question. Okay? Thank you very much.

(Audience applause)

MARGARET NIELSEN

MS. MARGARET NIELSEN: I'm Margaret Nielsen. I'm at 1209 Old Hickory Lane. I had the very good fortune of not losing power, but I'm hear kind of speaking on behalf of the people in a post-polio support group that I'm part of.

I checked with other people in the group and heard that three or four of them had, in fact, lost power. Everyone was kind of able to cope in one way or another.

But this brings up to me a big concern that I really would like to hear more about from the Board of Water & Light, and some of you may have spoken to it earlier. I didn't get here in time to hear your speeches at the beginning. But that is about the medical priority list.

I've had my physician fill out the medical priority list. And at annual updates I get something in the mail saying, "You'll be off the list unless you get your doctor to sign an update." And the other people in the support group I don't think knew about that option. But my

question is then what -- what do you do with that medical priority list in a situation like this where it's a huge power outage? You know, I'm kind of recognizing the conflict between getting everybody restored as quickly as possible and getting to those few people who are on the list. I also recognize that other people such as those in the -- in my post-polio support group who have equipment that needs power didn't have power so they -- you know, they called a friend, they went to their daughter's house, they rented a hotel room and somehow or other coped. But for some people, you know, if you don't have power, you die. And that is a question. And my suggestion that I have is, is there some way to get permission from the people on that list and to share that list with the fire department possibly? They have -- you know, they're kind of our emergency medical people in every community. They have the equipment, they have -- they're the ones who went around knocking on doors to check to see if people had immediate needs. Other people have talked about making use of community neighborhood associations, city government, even -- you know, all sorts of ways that you could contact people on the, you know, community centers for seniors. So that's then my question and the issue. And could you say if you responded to that question already in the talks earlier? Okay. So that's something I'd like to know about. You

don't have to do that right now, but I -- I do think it needs --

AUDIENCE MEMBER: No. I would love to hear what the answer is.

MS. MARGARET NIELSEN: Okay.

AUDIENCE MEMBER: Because I've never -- I mean, I don't have a medical priority. I've never -- I've never heard that before. So I would appreciate it as to right now as to how people with medical priorities and there is a list at the Board of Water & Light.

MS. MARGARET NIELSEN: Right. And I found on -- it's on -- it's on your little -- it comes in your bill every month, there's a -- you know, a way to get onto that list. So I guess I'll pass on.

AUDIENCE MEMBER: It's not on the list of priorities in terms of --

AUDIENCE MEMBER: How does it work?

MR. LARK: Well, if I may, ma'am, I'm going to answer your question. But what we're trying to do today is take as many opinions and thoughts as we can, and we'll answer those more fully by the middle of next month. However, with respect to the medical priority, we do, in fact, in our bills, our circulars that we send out with the bills, which you're holding in your hand, if you look at the bottom of that, you will see a notification or an

indication. And if you do tell us, then we're notified of that.

MS. MARGARET NIELSEN: That's how I got on the list. I saw it on the bill, I got my doctor to fill out a form. It's there in your files. But my question, is what happens to it next? What do you do with it?

AUDIENCE MEMBER: What do you do?

AUDIENCE MEMBER: What do you do with it?

MR. LARK: Well, then what we try to do are things to make sure that people who are taken care of who have listed themselves on that list. Now, I have to ask specifically what we do, but that's part of the --

AUDIENCE MEMBER: You should know this.

MR. LARK: -- rather than putting out information at this time that may or may not be correct, what we're trying to do is to take 30 days to come up with some sort of a solution to a lot of these problems. And I can tell you some of the things we're doing, but really I think the better avenue now is, if you'd be so kind, we really haven't -- people will talk to us about the number of hearings we've had on this subject and the -- what we did say in the beginning was some information and misinformation that has been out there. Some of it circulated from the BWL, some of it circulated through others. And I think, ma'am, if you please, that's an area of intense concern for

us, and we would like to have a resolution of that for you by the middle of February.

MS. MARGARET NIELSEN: Okay. I'll watch for it. Thank you very much.

MR. LARK: Okay. You're welcome.

MS. MARGARET NIELSEN: Really appreciate it.

(Audience applause)

MR. STOJIC: Carol Swinehart?

CAROL SWINEHART

MS. CAROL SWINEHART: Carol Swinehart, 1615 Ridgewood Drive which is east of Hagadorn Road near Haslett Road. We belong to the seven-day outage group. We felt fortunate that we had the resources to deal with our pets, to find alternative lodging for the time being, and that gave me some capability to observe what was going on across the situation. My brother-in-law in the meantime was dealing with a fellow in the Lansing area who had to run oxygen 24/7, and the question about whether the power that he had was dependable became close to a life and death issue when he had breathing problems. So I understand the seriousness of what some people have dealt with even while we had some resources to address that.

And then the things that I could reflect on, one was the stint of service as a public council member for the American Water Works Association Research Foundation in

which we pay considerable attention to crisis communications. And I kept asking myself, where is this utility's crisis communication plan? Where is this utility's emergency preparedness drills? Emergency drills on a continuous and regular basis so that you anticipate the worst case scenario and plan to deal with it, and that is part of what I expect, what I think any person could expect from a utility that provides not only electricity but water to thousands of people across the community. And so what I'm asking is that you join with the other responsible parties in this area for emergency preparedness and make sure that those plans are in place, that those drills happen on a regular basis, that they get full review by experts. And if you want to deal with benchmarking, fine. But the point is that you look at your area and deal with the needs of the people in your service area, and that's what I'm hearing has not happened in many instances.

The other issue that I have heard addressed this evening and that I would emphasize as well is not just management. You know, crisis management and emergency management is critical. It's important. Leadership is also important. And it's seldom, in my observation over 40 years as a professional, to see equal measures of leadership and management in a single individual. But across a team, across a board, I would expect leadership and empathy

expressed to those who are suffering, those who are displaced, those who are more -- much, much more than inconvenienced by their predicament that is not of their making. Yes, we can probably do more in emergency preparedness as individuals and as neighborhood associations. And I have to say the Walnut Heights Neighborhood Association did come together, communicate amongst ourselves, and I think that helped some of us do better than we otherwise would have. But those leadership qualities that say, "Yes, I understand how difficult and how terrible this could be for you and I'm here. I'm going to visit the warming centers. I'm going to do whatever I can to make this situation better than it could otherwise have been."

So I look to you for leadership. I look for you for excellence in management, and I'll be watching.

(Audience applause)

MR. STOJIC: Manuela Webster followed by Barb and David Krause.

MANUELA WEBSTER

MS. MANUELA WEBSTER: Hello. My name is Manuela Webster, and I live at 1024 North Harrison Road. I belong to the nine-day club.

And all I wanted to say is that we were fortunate enough to have friends in Troy, Michigan, to let us borrow a

home, because we have two young children. But we had to stay here the first night because our mast pulled from our home, and we had to have an electrician come to put it up so that you guys could come and connect it. Are you going to pay us for that or are we just out the money? Do we all need to get generators? I can't afford that.

And I just want to know. We went around and I know that you all brought more crews in, but they were from out of town, out of state. And we went around, me and some of the neighbors, and we showed them around because they had no maps. So just get them maps. We showed them where all the lines were down, because they didn't know where to go. We took them coffee, we took them dinners, because they were willing to help; they just didn't know where to go. So I just would suggest just getting some maps. Thank you.

(Audience applause)

MR. STOJIC: Barb or David Krause followed by Elizabeth LeGoff.

ELIZABETH LEGOFF

MS. ELIZABETH LEGOFF: Hi. I'm Elizabeth LeGoff. I live over the line into Meridian Township and, yes, I talked down in Lansing, too.

But I'm on the East Lansing grid, so my power was out for eight days. And I do think that Consumers Power did a much better and much more efficient job in Meridian

Township, and I would like to see them serve our whole community, yes. And I was amazed that Nathan Triplett cancelled his Christmas plans but you, on the other hand, left while the power outage was occurring.

Now, our neighborhood pulled together, and we did more -- as much as we could for each other. I mean, it was amazing to just see neighbor helping neighbor. And, I mean, the lines -- my neighbor across the street had a line out for ten days or it was on his ground. He called, but nothing happened. It was only when I mentioned it to Frank Welch (phonetic) our manager that the power line was taken out of his backyard. Thank you. But really you certainly weren't organized with this disaster. Thank you.

(Audience applause)

MR. STOJIC: Don Hillman followed by Brad van Guilder.

DON HILLMAN

MR. DON HILLMAN: Thank you, Mr. Chairman, and hello to my friends and colleagues.

Some will remember when I attended an East Lansing council meeting in about 2000 and reported that the electricity coming from the antenna on the water tower in Patriarch Park was too high and was causing people to become ill. These antenna added a tremendous amount of extraneous electricity to the power lines and to the water lines in our

neighborhood.

I measured the electricity entering the homes of many families within a block of the water tower and St. Thomas Aquinas School and found high levels of dirty electricity in all of them. I represented the neighbors at the East Lansing City Council to oppose additional antenna on the water tower, and the council agreed unanimously to refuse additional antenna. I did not mention names of families whose electricity I measured at that meeting, but some of them were Frank DeRose who died recently from a brain tumor, Laura Hardy, a next-door neighbor, who died from lymphoma cancer, Tom Cleary who has a heart monitor and has had to have a defibrillator changed twice, Tom's wife has multiple sclerosis and Barbara Bennington, wife of a former MSU coach John Bennington, has heart disease. I also found very high levels of extraneous electricity coming into our home and called the East Lansing Board of Water & Light who measured and agreed with my findings. I developed diabetes, had heart disease, an aneurism and a stroke. Recently the antenna were taken off the water tower.

My suggestion to Mr. Louney today is the Lansing Board of Water & Light needs to know the risk factors of all the changes they make. Instruments used to measure the electricity need to measure peak to peak voltage, not just peak voltage, because it measures only half of the voltage

and current.

My second suggestion to ensure the Board of Water & Light does enough is to study very carefully the Smart meter issue which Mr. Lark has mentioned they will be installing shortly. Get an electrician who can measure the watts per meter squared. DTE is being bombarded by people who have gotten sick from the radiation and have asked to opt out. If Mr. Lark is bombarded by complaints now, wait 'til the Smart meters arrive. For any of you who don't understand Smart meters, go to the web site, web site [www. SmartMeterEducationNetwork.com](http://www.SmartMeterEducationNetwork.com). While I am at age 85, too old for the job, I can help you find investigators who can help you prevent the damages being performed by excessive use of high frequency electricity. Thank you.

(Audience applause)

MR. STOJIC: Thank you. Brad van Guilder.

BRAD VAN GUILDER

MR. BRAD VAN GUILDER: Good evening. My name is Brad van Guilder. I'm a staff person with the Sierra Club in Michigan. Our state office is located at 109 East Grand River Avenue in Lansing. Our office was without power for several days, but it being the holiday season, that didn't have much impact in terms of our operations.

The comments I wanted to offer this evening is I have had the opportunity to be able to meet numerous times

with BWL staff over the last two years, and I wanted to offer some comments about both some good and positive things about that relationship and also some suggestions about that relationship that I think are further indicative of the crisis that you went through during this ice storm.

First of all, I want to say that, in meeting with you and the planning that you're doing, you're ahead of the two -- of DTE and Consumers in terms of planning for the major changes that are going to be happening in the electricity sector between now and about 2020. So in terms of that, you're definitely ahead of Consumers, you're way ahead of DTE. Let me tell you. And -- but in the course of that two years of conversations, what's troubled me is we have urged the BWL to engage in a public planning process and to engage the public in a discussion about where you're headed. And I know through those conversations that you're planning for a third grid interconnect and that that third grid interconnect is going to necessitate some changes and improvements in the local distribution grid and that that will take advantage -- and you should take advantage of this moment to take in the wisdom of the people who rely on you to how you can go about improving that local distribution grid as it's part of the planning process that you already have in place and that you should take full advantage of that.

The other thing that this is indicative of -- and I think it sort of speaks to the failures of the communications and other -- other problems that happened in this -- this ice storm -- is there tends to be a fairly insular culture at the Lansing Board of Water & Light where you're talking amongst yourselves and that mostly your communication with the public is talking to the Board of Commissioners and an exchange between staff and the Board of Commissioners rather than more of a real exchange with the community and taking in the wisdom of the community for that.

We in the course of urging for those planning and planning process, we decided that we were going to start our own energy -- community energy dialogues back in July, and we've had three community energy dialogues so far. And in some of the information that we've collected from people, there were several things that came out that would have been helpful in this current circumstance. One of them that I'll just mention is, is the idea -- I've listened to the presentation made by Mr. Bolan, and you mentioned that your second category of priorities is emergency services. And one thing that came out in our energy dialogue, the discussions, was the idea of the creation of microgrids that help to sort of isolate those emergency services from the rest of the grid in order to make sure that those services

remain intact in the course of this -- a crisis like this. That would help dramatically, and also it has the added benefit that it can actually improve the efficiency and operation of your distribution grid and provide for local sources of renewable energy that can be placed throughout the service territory.

So I just -- I offer that as constructive criticism, and I hope that you'll engage in more planning process and add more planning staff, especially staff that have experience in facilitating and communicating with the local community. Thank you.

(Audience applause)

MR. STOJIC: Josiina Mitchell.

JOSIINA MITCHELL

MS. JOSIINA MITCHELL: Hi. My name is Josiina, and I did not come here to talk but I thought I'd like to personally tell you, Mr. Lark, that, while you were doing your -- creating your memories in New York, you were robbing me and a lot of families with our memories including my son. I did not see -- I haven't seen my son for three years. And while we were talking on the phone, we had told one another -- okay -- we're just going to be baking, we're going to be cooking. And so before he came, I went to the groceries and I filled my two big refrigerators with food.

AUDIENCE MEMBER: Yeah.

AUDIENCE MEMBER: Yup.

MS. JOSIINA MITCHELL: I had cooked first a lot of good food that he wanted to eat. And then, of course, they all went to waste, because we did not have the power for nine days. And then on top of that, because of the extreme cold, the house, the pipes -- the gas pipes leaked some fumes. And do you know who helped us? A guy from Consumer Power. And so I guess that's what I like to tell you personally, that you robbed me of a lot of experience for my son. And also to ask you that I heard that you're a lawyer. Is that correct?

MR. LARK: It is.

MS. JOSIINA MITCHELL: Okay. How come you have that position? Don't you think you should be an engineer? An expert in that? So that's all I'm going to leave. I don't --

(Audience applause)

MS. JOSIINA MITCHELL: I don't think you can actually know how extreme the problem is if you're a lawyer. A good engineer can actually see it right away, I think. Thank you.

MR. STOJIC: That concludes all the cards, the speakers from the cards that I have. Is there anybody else that would like to speak at this time? Okay. Bear in mind that, if you do have further thoughts, questions or comments

that you would like to provide to me, please remember my e-mail address would be --

AUDIENCE MEMBER: Could you give it to us again, please?

MR. STOJIC: Yes. Yes, ma'am. It will be grs@lbwl.com. Do feel free to provide me with those -- with those thoughts and questions. Concluding remarks will be given by General Manager Mr. Lark.

MR. LARK: I just wanted to say thank you all for coming here tonight. Certainly on behalf of everyone at the BWL and my own behalf, we appreciate -- I appreciate very much all the remarks I've heard. Some were easier to take than others, some were harder to take than others, but the point was we are listening to you. We want your ideas. And I think -- I have got to tell you, there were a lot of good ideas, some of which we had not thought of ourselves. So I know it's been very difficult for you, the loss of power and I've heard all of that. And I apologize for all the suffering you've had, as I've said before. But I want you to know I think this has been a very important dialogue. And the conversation we've had today or at least the ideas you've had have been very important to us. Every one of those ideas will be reviewed and be part of a work, a body of work that we're going to put out in the middle of February. So I just want to say again, I know having -- not

having power is very difficult, but it's also difficult taking time from your busy day today. But I want you to know it's going to make for a much better, much stronger BWL. So I thank you very much for coming out tonight.

MR. STOJIC: Thank you.

(Proceedings concluded at 7:44 p.m.)

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LANSING BOARD OF WATER & LIGHT COMM. FORUM

January 16, 2014

Prepared by



depos@networkreporting.com
Phone: 800.632.2720
Fax: 800.968.8653
www.networkreporting.com

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STATE OF MICHIGAN
LANSING BOARD OF WATER & LIGHT
COMMUNITY FORUM

Delta Township Administration Building
7710 West Saginaw Highway, Lansing, Michigan

Thursday, January 16, 2014, 7:00 p.m.

LANSING BOARD OF WATER & LIGHT MEMBERS:

J. Peter Lark, General Manager
Dave Bolan, Executive Director of Electric Transmission and
Distribution
Susan Devon, Assistant General Manager
Dennis M. Louney, First Ward
George Stojic, Executive Director of Strategic Planning and
Development

Also Present:

Lansing Board of Water & Light Board Commissioners:

Marge Bossenbery, Second Ward
Dennis Louney, First Ward
Tracy Thomas, At-Large
Sandy Zerkle, Fourth Ward

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Marcy A. Klingshirn, CER 6924
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Lansing, Michigan

Thursday, January 16, 2014 - 7:04 p.m.

MR. LARK: Good evening, everyone. My name is Peter Lark and I am the general manager as most of you know of the Lansing Board of Water & Light. I am here today to apologize to all of you, our customers, for our inability to restore your power more quickly and provide you with the basic information on the outages that you experienced and for not taking steps to make the outages more bearable. I am sorry for the hardship you experienced because of the BWL's restoration efforts. We did not meet our customers' needs or our own standards.

We have been asked many good questions by our customers and others regarding the conduct of our restoration process. Please know we have many questions of our own, questions like why it took so long for power to be restored to all of our customers or why was the BWL not able to provide restoration estimates to you, our customers, that were both accurate and easily accessible? Many questions arose because of contradictory and inaccurate information that circulated during the outage including some that came directly from the BWL. We regret being the source of inaccurate information. Frankly and candidly tonight at this time, we do not have all of the answers. The answers will only come from a thorough review of how we handle this

historic and this painful outage. That's why we are completing detailed technical evaluations of our communications processes as well as our outage management system so that we may identify with precision with a critical eye and objectively exactly what went wrong, what went right and how we can improve on the future and in the future. I know everyone in this room agrees today that we can and that we must improve. By mid-February, we pledge to provide to you a full, a complete and an accurate report. We will make our final report available directly to you.

We are also going to ask that cell phones be silenced a little bit, please. We understand that. But if you can, it would be nice.

But anyway as I was saying, we intend to provide our final report to all of you. So if you have not yet filled out a card, please do so because by sending out that -- filling out that card, we can ensure that you will have a copy of our final report which will answer all of your questions as well as all of our questions. And we'll do that either digitally via e-mail or by regular mail if you wish.

We have identified a number of systems that need improvement so that this won't happen in the future and we have announced a number of changes, and you can learn more about those on our web site at lbwl.com.

So tonight we want to hear from you, our customers. We want to hear about your experiences and any recommendations that you have, and we want to know how we can improve to be a better utility for all of you. We want to regain your trust in the BWL. And I pledge to you that we will listen and we will do better. Once again, we know we did not meet the needs of our customers, and for that I sincerely apologize and, not only that, I assure that we will do better in the future.

Tonight I do want to say we have with us really the entire BWL senior management team. We have our Assistant General Manager Susan Devon who is immediately to my right, and we also have Dave Bolan, our Director of Electric Transmission and Distribution who's one more person over to my right and, we have George Stojic, our Director of Strategic Planning who's with me and to my left. And he is going to be in charge of preparing and helping to prepare and collating all of the documents necessary for this comprehensive report that we will provide to you in mid-February. By the way, Mr. Stojic will also chair this meeting.

And then finally before we start -- we're just about ready to get going. But I did want to tell you that we have a Board of Directors at the Board of Water & Light and they're called commissioners. There are eight of them.

And at least four of them are here whom I have seen. So I just want to announce that Sandy Zerkle our board chair, Dennis Louney our board vice chair, Marge Bossenbery, the chair of finance and Tracy Thomas chair of HR committee are all here. In fact, there may be others. And I apologize if I've missed anyone. If I've missed any commissioner, would you please raise your hand? Okay. It appears not. So the four board members are here, they're in the audience listening as well. They're also very interested in what you have to say. We appreciate very much you coming out tonight, this snowy night. But together with your input and listening to the things you have to say to us, we hope to make this a much better BWL and deliver the service that you've come to know and expect over the years. So then without further ado, I would ask for Mr. Stojic to begin the meeting.

MR. STOJIC: Thank you. Welcome and thanks for coming out this evening. My name is George Stojic. I am the Executive Director of the Strategic Planning for the Board of Water & Light. And as Mr. Lark had indicated, we're here tonight to listen to you. We want to hear your comments, your thoughts, the questions that you have, the things that you think we need to do to regain your trust. We don't have a lot of answers. We're in the process of doing that, so we won't be answering questions tonight but

we want to hear from you and what your experience has been. Now, if you would like to share that with us, if you'd like to speak, please do fill out one of these (indicating) cards. If you have comments you want, you want us to address but you don't want to speak, you can do that. There's a comment spot on this card. And there's a third way you can either send questions or comments or information to us while we prepare this report, and that is by just sending them directly to me at my e-mail address. And my e-mail address is grs@lbwl.com and feel free any time to send your thoughts or your questions to me at that address.

Now, as I call your name, please come up to the podium and give the reporter your name and your address. We're asking you to keep your comments to three minutes as we have a -- it looks like a fairly large number of folks that want to make comments this evening. So try to keep your comments to three minutes. Your comments will be a part of the record. It will be a part of what we address. We're going to make sure that we address all your thoughts, your suggestions as well as your questions in our final report.

And with that, I'd first like to ask Evelyn Fratzke to come up and make her comments.

EVELYN FRATZKE

MS. EVELYN FRATZKE: Good evening. Evelyn

Fratzke, 5526 Birchwood Way. I was without power from Saturday to Christmas Eve, so I wasn't -- I was inconvenienced. It wasn't that bad. My bigger complaint is with Comcast, because I had no computer, no phone, no television. So you could have communicated; I wouldn't have known anyway.

What I really want to comment on is the proposal of Board of Water & Light to basically charge us for Lansing's legacy's costs. We have no representation on the board, and frankly some of us moved out of the city of Lansing to get away from Lansing politics. And it seems like we're still going to be involved in that. So at the very least, we ought to have representation on the board.

MR. LARK: Thank you.

MR. STOJIC: Next speaker will be Alexander Dureich followed by Griff Canfield. Let me spell that last name D-u-r-e-i-c-h.

MR. ALEXANDER DUREICH: I don't have no comment.

MR. STOJIC: Okay. Okay. Griff Canfield followed by John Wenglariski.

GRIFF CANFIELD

MR. GRIFF CANFIELD: Good evening, ladies and gentlemen. My name is Griff Canfield. I live at 2015 Old Oakland Avenue in Lansing, Michigan. What I have to say you're probably going to either view me as a complete thorn

in your side or hopefully someone that has a lot of information to offer. I'm speaking now because, although I was fortunate enough and only lost power for three hours that first Saturday evening, other members of my family did not. They lost power for many days.

I'd like to give you my credentials. I recently retired from almost 42 years in the electric utility business. I have 14 years with Consumers Energy. I moved out to Phoenix, Arizona, and worked with the Salt River project out there for ten years and then, in 1996, I moved back to Michigan. On returning to Michigan I interviewed with the Board of Water & Light for a position there and was offered a position, but ultimately I returned to Consumers Energy for another 17 years.

My entire career was spent in electric distribution in the disciplines of engineering, operations/dispatch and construction. I'm a veteran of more storm restorations than I can remember, and my work was performed both in the field as a crew supervisor, crew leader, bird dog and also in the office dispatch areas.

I witnessed four areas of major concern and failure on the Board of Water & Light's part; damage prevention, planning, operational policies and external communications.

On damage prevention, this storm was not as bad as

others as I've experienced in my career. This storm generated approximately one-half to three-quarter inch of radial ice. In comparison, the ice storm of January 1985 generated over an inch of radial ice, and the damage to the area power systems was not near the magnitude of this storm. The major cause of this damage was the grossly inadequate tree trimming and removal performance by the Board of Water & Light. I'd like to remind Mr. Lark that --

(Audience applause)

AUDIENCE MEMBER: Here, here.

MR. GRIFF CANFIELD: I'd like to remind Mr. Lark that, when he chaired the Michigan Public Service Commission, he criticized Consumer's Energy for their inadequate tree and line maintenance performance. I don't know if those were your exact words or those of the commissioners under your direction, but either way it came you and the Public Service Commission. Now it's time to take a dose of your own medicine.

Tree maintenance is not easy to administer. I know. I've dealt with it. Property owners fight efforts to do the necessary work. They don't want their trees cut, they don't want their trees trimmed. But as I've experienced by the directors of the MPSC in the past, their position has been you have the easements and authority to maintain the trees, so we expect you to do it. So the board

should also follow that policy. You can't prevent ice from breaking tree limbs, but proper trimming eliminates those limbs from damaging the distribution system.

Planning. I watched with great interest the weather predictions of the ice storm event happening for several days ahead of its arrival. I guess after 42 years you can take the man out of the utility, but you can't take the utility out of the man. I knew that if I was still working, we'd be ratcheting up big time to prepare for it. This was not a sudden thunderstorm or tornado. This was predicted well in advance. That would mean getting the necessary employees placed on call and assigned to various storm restoration functions. That would mean contacting and arranging to have outside utilities and line contractors ready for deployment into the storm damaged areas and, once a storm was a certainty, crews and trucks should have been rolling this way.

Operational policies. This is a big one, because my experience really outlined a lot of things. As I watched the news cast interviewing Board of Water & Light representatives, I actually cringed at some of the statements I heard. This confirmed my previous observations that many of the Board of Water & Light operational policies are very inefficient and restrictive, therefore leading to much longer outages. A statement was made that it takes

three line workers to clear a downed wire. I happen to know from experience that that is a Board of Water & Light union requirement. Other utilities can and do safely clear downed primary conductors with two journeyman line workers. This complies with MIOSHA, and it's safe. I know the safety rules for the industry, because I've been a line supervisor. I've served on safety committees and have assisted the creation of many work practices employed by Consumers Energy.

A statement was made that every foreign crew must have a Board of Water & Light worker with them. This is just a very poor allocation and management practice. I personally directed four foreign crews at a time in the field. I'd get each crew mobilized to a different damage location, communicate back to the dispatch authorities repairs are completed, and the line is ready to be energized. And once that line is energized, move that crew to another location. You just daisy chain the crews through. You don't babysit a Board of Water & Light employee with each individual crew. That is highly inefficient, and that's not an uncommon practice in the industry to do it the way that I said it could be done.

I'd also like to know -- this is a question -- do you employ the resources of your water department, your metering people, your meter readers, engineering and other

office staff in storm functions? Because with training, there are many support functions that they can assist with, and this frees up and makes it easier for the crews needed to do the line repairs. They shouldn't be doing some of the things they need to do or you can grease the skids by making their jobs easier.

Another question I have is, do you practice the isolation of damaged line sections in order to reenergize remaining customers where possible? Several years ago my house was involved in an outage where a tree fell on a primary line three blocks from my location. This caused the line fuse to blow. I found the damage and, when your linemen were patrolling, I showed them where it was. I asked the line worker if he could cut a jumper to isolate the damaged section of line and get two of those three blocks back on. He replied he could not, so we all -- all three blocks had no power all that night. Is this still your policy? In essence, these practices just handcuff and hogtie your restoration efforts. They don't make sense. These really have to be thoroughly reviewed and see what can be done to improve your efficiency and productivity.

I can't say much about the external communications. That's not an area I have expertise. So to remotely -- for me to remotely suggest how to improve your performance as far as communication technology, I can't do

that. But I do have to say that Steve -- I guess it's Serkaian (pronouncing) -- your public -- your public service representative, I know he had a terrible job to do. I wouldn't want to do that job. But as far as I'm concerned, he doesn't have much credibility anymore. Almost every statement he made during the storm restoration process and recently about the progress and availability of your web-based outage map has proved to be false. Please know the facts and tell the truth about the topics when you're addressing the public. No information is better than bad information. And that's all I have to say. Thank you.

(Audience applause)

JOHN WENGLARSKI

MR. JOHN WENGLARSKI: Thank you. I'm John Wenglarski. I live at 2118 Bollman Drive. I was one of the lucky ones. I was out of power for only 57-1/2 hours. My house got down to 41 degrees. And I'll tell you what, folks, that's cold.

Peter, I think you made two mistakes; two big ones. Okay? The second one was when you went to New York. That's unforgivable. The first one goes back to when you were hired. You do not have -- it's my understanding -- you have a comprehensive disaster plan. You don't have one. If you do, it sure wasn't put into effect. If I were you, I'd -- and I know you're embarrassed. You should be.

It was extremely poorly handled.

Now let's move on a little bit here. We're in Delta Township. Several years ago the board passed a increase in rate to sell the bonds or buy the bonds or support the bonds for the new co-generation plant. That's a wonderful plant. Everything is right up to snuff. That will last us for many years. But what you haven't told us is we're going to have to have another bond to pay for the dismantling of the Eckert station, and that's going to be in excess of \$100 million. Where's that going to come from? But more importantly there's a move -- and I notice that the board put it off, I think, wisely so -- you're going to talk about increasing our rate again because your buddy Virg Bernero couldn't balance his budget. Now, if the numbers that the State Journal published are correct, 70 percent of your customers are in the outlying areas, the other 30 percent are in the city. The board gives the city of Lansing money in lieu of taxes. That's fine. That's a good deal for them. We have your Erickson power plant sitting down here on Canal Road. What are you giving us? Nothing? I don't want to pay for Virg Bernero's shortcomings. If he can't balance his budget, that's his problem, but don't put it on our back. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: If I could just remind speakers we have a lot of cards, a lot of folks want to speak so, if you could try to keep it to three minutes, we'd very much appreciate it. My next speaker is Jason Castillo, C-a-s-t-i-l-l-o.

MR. JESSIE CASTILLO: Jessie Castillo.

MR. STOJIC: Jessie. Sorry.

JESSIE CASTILLO

MR. JESSIE CASTILLO: I'm going to give them hell. Just kidding. My name is Jessie Castillo, and I live on 4704 Blackberry Lane, Lansing, Michigan. And with my complaint, my lights were off -- out for seven days, the heat, everything, and there were some wires that were laying right next to them. And I told the people that were working on them, "Hey, there's some wires that probably going to need to be hooked up." He says -- they said, "That's your problem," their problem or whose problem; didn't care. Well, they hooked mine up after seven days, and the neighbors didn't get theirs hooked. I told them -- I had to chase them down to get them to come over and get some things done, and the neighbor had two little kids. They ran it off mine to keep their house heated with those two little kids. Now, I think that we all should get reimbursed. You know, some people had to go to the hotel -- get a hotel, and that cost money, you know.

And behind me on Canyon Hills -- I want you to write this down -- if we have another storm, the lights would be out, because there's trees that whoever you hired to come and trim them didn't do a good job. There's big trees, you know, that there's lots that are empty or I don't know who they belong to, but there's trees right on that line that need to be cut down. And if you take care of that, I'm going to be happy. And if you reimburse everybody here, we'll be happy. Thank you.

(Audience applause)

MR. STOJIC: Chuck Slamer followed by Theresa Holmgren.

CHUCK SLAMER

MR. CHUCK SLAMER: Good evening. Chuck Slamer, 1727 Springfield Lane. I just wanted to comment that I've just never seen such a poor operation in all my life. I'm really pushing for it to become the Board of Water. Maybe that would be good and turn over the lighting to the professionals, which I think we should hire the gentleman that just spoke, probably told you more than maybe you don't know. Maybe you need to bring him in instead of the Brigadier General. So I'm really frustrated with what I see.

And I have to relate a story, too, that because of some people I know, I had a problem with a wire from the

pole to my house. It was put in 30 years ago, and it was sparking. I had to get a guy to cut down a tree, you know, for a lot of money, but whatever. So he cut the tree down, but he kept hitting the wires and they were sparking, said the coating was off. So I called some people, they said, "We don't do that." So I called somebody I knew who knew somebody -- which is all it is, so you know -- so they came out. There's four guys standing around outside my house, and I go, "Hey, glad to see you're here." And they said, "What's the problem?" I said, "Well, you know." "Do you have power?" And I go, "Yeah." But, "So why are we here?" I said, "Well, do you see that pole? From the pole to my house, it's, you know, antiquated. It needs to be changed." "We're not doing that." I said, "You're not?" So I said, "Well, come on back here. You know, I want to talk to you about it, you know." That's kind of the attitude, "It's not my job." Sadly kind of the union mentality. So I go back there, and they look at it and one little guy says, "Hey, we're not doing it. We're out of here." So I said, "Fine." So I called the supervisor back, and it wasn't two minutes later they came back and they fixed that wire. And you should have heard the comments of those line people. One guy says -- I says, "Hey, I'm glad you're back." I wasn't trying to be facetious or tell them, "Hey, I told you to fix that wire," because I knew the boss. But they came back

mumbling. The other guy just stared at me like, you know, if he'd had a gun, he probably would have shot me. If that's the kind of people after all this kind of crap that went on, you have your people on the ground that have that kind of attitude, maybe that's why they're line people. They have no people skills. But I would think they should be trained in that.

So I think you people really need to look at what you're doing, and I think we need some serious changes. There's been a lot over the years that you guys haven't -- and the trees, that's pretty obvious. That's the issue right there. Trucks on the ground. And I have to laugh when I said the last time "troops on the ground," and then you bring the Brigadier General in. That's what you need, people that know what they're doing.

MR. STOJIC: Theresa Holmgren followed by Hollis Turnham.

(Audience applause)

THERESA HOLMGREN

MS. THERESA HOLMGREN: Theresa Holmgren. We're at 5150 Delta River Drive. Our power went out 6:00 a.m. on the 22nd, came back on the 29th around 10:00 o'clock. We were able to communicate. I must say, we did -- able to call in. However, we found out after all our neighbors' power went back on on the 24th, we had had a mast and line down. So on

the 23rd we called B&D Electric; they came out, repaired our mast. We called BWL back to have it reconnected to the line, and they said we weren't a priority. We would have to wait 'til the rest of the area was reconnected. On the 24th our neighbors, all Delta River Drive came back on. So I called on the 25th and said, "Are we going to, you know, be able to be reconnected?" And they said, "Well, we don't have an order that you ever lost power." So three days later they had lost our ticket. I talked with a great supervisor. You have Steve Schuler (phonetic) there, who's a wonderful customer service representative; poor guy. He took a lot of guff from us. He reordered the repair. Our repair didn't occur 'til the 29th. On the 28th I talked with him and said -- actually every day I talked with him and said, "How come B&D can't reconnect our line? They're willing to come out." The electric was willing to come out, connect our line to the power source, and they were told they weren't allowed to do that. They didn't have authorization. So on the 28th I finally called Steve Schuler. He said that the BWL has now authorized other contractors to reconnect these individual lines. However, when B&D went back out, they found the line was too short. Whoever had cut that line had not left enough to be reconnected. They had also cut our cable, so we had no Comcast cable as well. That had to be reconnected a week

later. So we stayed in a hotel. Our home got very cold. We went to the hotel as of the 24th, and we met our repair crew in the hotel. They were from Wisconsin. They repaired our home on the 29th. They were saying -- I said, you know -- they were people that had come out to help Consumer Energy customers, and finally Board of Water & Light got around to having outside help come in. And they said there was no reason, that there was plenty of outside help for BWL if they had just asked.

So some suggestions we have, if lines are cut, let other people connect them. Don't wait 'til the last minute to do that. The other thing is, if you could get some buried power lines, you can cut every tree in the county and we're still going to have some trees down. Start burying some power lines. Don't -- you know, have communication. Don't lose -- when people spend that much time communicating, you know, have a system that won't lose your order. And I think we did our part to help Board of Water & Light, and we need some help in return. I mean, I'm a former Consumer Energy customer. We've never had this type of problem in the Detroit area that I can recall. And I think you need to step up to the plate. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Hollis Turnham followed by Mary

Clark.

HOLLIS TURNHAM

MS. HOLLIS TURNHAM: Good evening and welcome to Delta Township. I'd like to first thank the Lansing State Journal and the other medium outlets here in Lansing for helping me and others understand what was going on and what we could do to protect ourselves and our property. And I'd also like to thank your Township Supervisor Ken Fletcher for being a spokesperson for those of us that live in Delta Township. And I know that he and our commissioners will continue to pay a lot of attention to the operations of the Lansing Board of Water & Light.

I'm a proud customer of the Board of Water & Light since 1983. I believe in municipal power companies. I don't want my money going to Wall Street hedge fund traders and the universal brilliant people that own publically traded utility companies. So I want Board of Water & Light to succeed, and I'm willing to invest in the city of Lansing and this capitol area rather than see the one percenters get more money off their stock from Detroit Edison and Consumers Power.

My story and my suggestions are I lost power -- I don't know when the power went out, because I was visiting friends at Christmas. And I passed trucks coming back up, headed north on I-75 on December 26th; trucks from Georgia,

trucks from Tennessee and Kentucky that were headed this way. And I can tell you that I was -- I wanted to pull them over and ask them to come to Lansing.

I live at -- I'm sorry. I forgot to give you my address. I live at 5013 Applewood in the Plum Hollow subdivision. My neighbors across the street had power. I didn't have power for seven days. I would like for the board to figure out -- you don't have to do it by mid-February, but I'd like for the Board of Water & Light to figure out how my house and those -- those -- the rest of us on Applewood could get on the system that kept our neighbors in power while I'm sitting in the dark.

I would also like for the Board of Water & Light to look very carefully at what you call your prioritization schedule. We didn't have streetlights on Saginaw Highway -- for how long? -- 'til Saturday? Sunday? And it was -- and those -- those were four-ways. And I don't think anybody got hurt, but that should not have happened and those lights should have come on before I got power. I think they were still blinking after I got power. Limiting your prioritization to hospitals and urgent care facilities is not enough. You need to make adult foster care homes where elders and people with intellectual and developmental disabilities and physical disabilities -- you need to make those a priority. You need to make homes for the aged

priority. You need to make the unlicensed assisted living -- they're all over this state -- a priority. And I can send you the website where you can find all the licensed adult foster care homes and homes for the aged. There's a website through the Department of Human Services that lists all those facilities.

While I was out of state and even once I got back here, I tried to find information on your website, and there was a lot lacking. Basically what I saw was, when I got back to town on the Thursday after Christmas, somebody was regularly updating your website, and I could at least see you knew -- you told me where the streets were that you were going to. Come Saturday morning that information stopped. It's like, I mean, in my fit of peak, I said, "What? You don't work on Saturdays? You don't update the website Saturday morning?" And I'm pretty sure but, in the fog of the cold, I don't think ya'll -- ya'll had anything posted that would have helped me understand at what point did I need to dump my refrigerator. You didn't have any information on your website about what happened if my pipes froze. Now, some of that I'll fully disclose I need to know because I grew up in Texas and I still haven't experienced anything like what I had as a homeowner here. And I would -- so I'm like what do I do? You know, I got differing advice about do I leave the faucet on, do I leave

the faucet off? And so I think your web -- I don't -- I don't remember. I went to other places to find that sort of information and advice. I would have loved to have seen it on your website and more prominently displayed in terms of, "Okay. We know you're dealing with this, you're dealing with that. Here are some ideas."

And then I would also say to us as a community, this is not solely the responsibility of the Board of Water & Light -- but I think we as a community need to think about how we reach out to those folks who were without power for long stretches of time and wouldn't go to the warming centers or couldn't go to the warming centers either because of physical disabilities or lack of transportation or because they didn't want to leave their pets. And I think we could learn a lot from folks in Katrina and other places about how as a community we have to help those folks who I fear may have suffered a lot more than anybody here tonight, and they certainly suffered more than I did. Thank you very much.

(Audience applause)

AUDIENCE MEMBER: Excuse me a minute. There's a lot of us want to speak here tonight. I was told twice when I walked in here I had three minutes. And my wife warned me in three minutes I can't say anything. Gentlemen, somebody's got to take ahold of this program. There's a lot

of people that want to --

MR. LARK: We're sorry.

MR. STOJIC: Sorry.

AUDIENCE MEMBER: -- and somebody should move it
along.+

MR. LARK: Sorry.

MR. STOJIC: We'll keep it going.

AUDIENCE MEMBER: It's been -- I respect that
gentleman a lot --

AUDIENCE MEMBER: We lost a minute already.

AUDIENCE MEMBER: -- but, man.

MR. LARK: All right. We complete --

AUDIENCE MEMBER: It's kind of like the
restoration effort.

(Audience laughter)

MR. LARK: We completely agree with you. But in
an effort to let people fully communicate but we will, it
will be three minutes from now on. Thank you.

AUDIENCE MEMBER: Thank you.

MR. LARK: Thank you.

AUDIENCE MEMBER: Make it three minutes, and
that's it.

MR. LARK: Three minutes and that's it, George.

MR. STOJIC: Got it.

MARY CLARK

MS. MARY CLARK: I'm starting then. I'm Mary Clark. I live at 412 Chanticleer Trail here in Delta Township. I'm also a Delta Township clerk. And I have basically two things to say.

Number one, I sent an e-mail to every one of the eight commissioners about some of the issues that we were facing in Delta Township. And I want to acknowledge and thank the two that answered me, Dennis Louney and Tony Mullen. The fact that the others didn't, I think, is an issue that you all need to address internally. It just adds to the credibility and the appearance and lack of interest and concern.

The other thing that I want to say is I offered to any resident who could not be here tonight that I would ensure that their comments went on record. I have a letter that I'm going to give you from Eileen and Bob Houston who live at 2219 Hilltop Drive. And they address issues, they have property up north in addition to living here. Their meters by Great Lakes Energy -- they're new meters and they report electrical usage on a monthly basis, they report power outages. And they want to know if you have explored this type of technology and, if not, why not, and what does it take for a Board of Water & Light to get that kind of meter, because obviously who was out and who wasn't was a huge information problem. Thank you.

Oh, the other question was from someone, were all available assets brought to bear or put to good use during the ice storm?

MR. LARK: Thank you. You might want to leave that with the reporter.

MR. STOJIC: Sue Way followed by Ken Fletcher.

SUE WAY

MS. SUE WAY: Hello. I'm Sue Way. I live at 2905 Webster, and I've lived in the Delta Mills area for 30 years. My home was twelve days without power, heat or water. My story may be unusual because I'm not one of the reported Board of Water & Light statistics from the press stating that all of our clients were connected by New Year's Eve. I do believe my story can make a positive difference in the procedures adopted by the BWL.

I first contacted BWL on Saturday, December 21st, when my power went out. When I still did not have power by Monday, December 23rd, after the neighborhood had gotten back their power, my son Matthew checked the line and saw that the power line running from the utility pole at the corner of our yard -- I live behind another house -- was -- the power line from the utility pole at the corner of my yard was down going from the street -- going to the street level. Sorry. I got myself a little confused here saying this. The connection from our house to the first utility

pole at the corner of our yard was intact. During the next ten days, I contacted by phone and e-mail to BWL approximately six times with no positive results getting my power reconnected. The people answering the phone were making a decision on what service I needed but were not sufficiently trained for this job. I say this statement because I repeatedly told the Board of Water & Light representative that the line from my house to the pole at the edge of my yard was intact but the other line was not going to the road. I suspected and later had it confirmed that the BWL representatives had coded my house as one of the problem with -- had a problem with the connection at the house level, and I did not. Each person I talked to did not understand the situation until on the twelfth day when someone in a higher administration was contacted by a friend of my brother's and convinced the Board of Water & Light that I only needed a, quote, "reconnect."

During the interactions with the BWL, I was asked -- I asked when I would get my downed line repaired. The responses I received from them ranged from, "You'll be connected by Christmas." "We are servicing large groups of homes first, so you will be last." "Everyone should be connected by New Year's Eve night, and we hope to get to you soon." The BWL representatives did not understand the needs of people living in Delta Township. When I told the

representative that I did not have power or water, she said, "Why don't you have water?" And I replied, "Because I have a pump." I should have clarified "an electrical pump that brings the water from the well into my house." Even the supervisor did not understand that part.

MR. STOJIC: Three minutes, ma'am.

MS. SUE WAY: I told the representatives that I understood the need for servicing large groups of people and asked if the Board of Water & Light had considered giving priority to homes that did not have water. Feelings of hopelessness grew as day after day passed and we still had no power. I felt like Board of Water & Light did not know we even existed. Then Sunday after Christmas, my son came home and saw that the utility trucks leaving town, they were going down 69. Consumers Energy had finished their repairs, but the BWL did not ask for help when 40 percent of their clients affected by the ice storm, were affected by the ice storm. I don't know if extra help was not quickly brought in due to money, pride or ignorance --

MR. STOJIC: Ma'am, ma'am --

MS. SUE WAY: -- to the magnitude of the problem.

MR. STOJIC: -- if you can wrap up, please?

MS. SUE WAY: I'm sorry. I was twelve days without power. I feel like I deserve half a minute for each day I was without power. Okay? And I'm sorry. I tried to

pare this down, but I could not.

I believe that I still would not have power if I had not gotten help from my brother's friend who knew someone who worked for the water section of the Board of Water & Light, and this friend contacted someone from the electrical part of BWL and convinced them that the connection issue was BWL's responsibility and not the homeowner's. The hookup on Thursday, January 2nd, took approximately 20 minutes. And I thank you, Shane, for your efficient response. He was the person who did this, and I was able to talk to him on the phone. I had a very heartwarming vacation surviving -- trying to survive what I named the 12 Days of Hopelessness. I would like to thank my friends, neighbors and family who let us get water each day, shower, do laundry, gave us dry wood, because we'd run out, provided us with a generator, two days of heat and electricity to watch the Rose Bowl parade, gave us an extension cord for nine days and especially to my son for keeping the house fireplace burning.

And an addendum, the plans that you have in place with the BWL service that you handed out tonight will be good only if they're well implemented. Thank you. Sorry.

MR. KEN FLETCHER: Go ahead. You were going to announce the next name?

MR. STOJIC: Ken Fletcher.

KEN FLETCHER

MR. KEN FLETCHER: I am Ken Fletcher, the Delta Township Supervisor. I live at 8613 Doe Pass. I was also without power for seven of the days that the outage was going on. There's just a couple points I wanted to make, but the folks here are doing a good job of sharing you all their experiences and everything.

There's just one -- in an official capacity, it would have been very helpful if BWL had a point person who was identified to reach out to the local units of government to be the main source of back and forth communication. That was a very huge problem, because nobody from BWL reached out to us and we tried to reach out and it took awhile to connect with somebody and to get a contact. And then we didn't necessarily always have the same contact, and then getting information, you know, to them and sharing information was very problematic. Conversely the Consumers Energy immediately established a point person with us in an official capacity, reached out to us, let us know who they were and started sharing information and set up a channel of communication back to them, and that person was working, too, out of the emergency operations center in Eaton County for awhile. So that's definitely something that needs to be done in every storm. There needs to be an official contact with the units of government so that we can help.

And part of the issue, too, was that, you know, this lack of communication and some of the problems was is how we were passing on misinformation to our residents. I know we were funneling to you guys power outages where lines were down. At some point we were told, you know, you didn't need to hear that. You knew where all the outages were. You knew where all the lines were down. So we funneled that information back to our residents that they didn't need to share that. Then days down the road we found out you guys really didn't know some of these lines and you didn't know some of the neighborhoods that were without power. So having that point of contact would have made all the difference.

The other point I wanted to make is that we really do need to look at as you review things, this really needs to be turned into a true regional power system. If the numbers that was presented this evening where 70 percent of the customers live outside the city of Lansing, it really needs to be looked into how do you get representation from those customers on the board. And I'm not saying just an advisory role or just some type of citizens -- you know, a panel. It has to be true representation on the Board of Water & Light. I understand it was originally owned by Lansing, but it's gone well beyond Lansing now, and those who live outside the city needs real representation on the

board. So I think the governing structure really needs to be reviewed and updated as well.

And I also wanted to -- there was one more point that I want -- oh, I definitely want to make a point, too, about the rate increases. You know, it's been mentioned in this meeting and I know I mentioned it before, you know, when there's immediately -- there was discussion of there needed to be a rate increase to pay for payment in lieu of taxes that's going to the city of Lansing. Our residents don't want to pay for the money that's going into the Lansing budget. We have a power station from the Board of Water & Light in our community. You own land in our community, and you're not doing a payment in lieu of taxes to us. We have to provide police and fire and roads, all the things that government must provide to service that plant, and we're not receiving that. Yet when there's talk that our residents are going to have their rates increased in order to make up for the money that's going to the city of Lansing, that's just not right. Our residents don't want to pay that.

And on the area of communication, we were a little concerned, too, that, you know, during the crisis there was really a lack of communication. Yet the very January 2nd, first thing in the morning we got a phone call letting us know that water rates would be increased by nine percent,

and that's on top of year after year after year of double digit rate increases. And I think that that needs to be taken a look at. I know water isn't impacted by, you know, what we're discussing here in terms of the -- you know, the power problems as in the outages. But to -- you know, it was kind of rubbing salt in a wound when we had such trouble communicating yet you guys found our phone number on January 2nd at 9:00 o'clock to tell us that our rates have been increased by nine percent. So you need to review that rate increase. It's way too high. We can't agree to have paid for it, so you need to go back and come up with another rate for us. But you need to go forward having representation on the board, I think, will help make sure that those rates are fair.

MR. STOJIC: All right. Thank you.

MR. KEN FLETCHER: Thanks.

MR. STOJIC: Thanks.

(Audience applause)

MR. STOJIC: And we are getting some very good ideas here. I appreciate your thoughts. We do have a lot of folks to go through so I'm going to insist from now on that you try to keep your comments to three minutes. The next speaker will be Patricia Shepard.

MS. PATRICIA SHEPARD: I forfeit my time.

MR. STOJIC: Okay. Alan -- I'll spell your last

name. It looks like it'd be B-a-i-i-d. He'll be followed by Susan Fox.

ALAN BAIID

MR. ALAN BAIID: My name again is Alan Baiid. My wife and I, Kathy, live at 2805 Grangar Drive. We live in the southeast quadrant of Delta Township. We reference we've been a customer of electricity only for 26 years.

During the last 30, 45 days, we were out of power for four days during the wind storm and during the last ice storm we were out for six-and-a-half days. The issues have been raised I think brought very well. But for 25 percent not having power for the last 45 days, I would ask that the board to be able to answer your phones or currently to have software to be able to -- that we could contact and report our outage by phone or by tablet, that you be able to have an updated web site that shows outages of the areas that know they're out, that you will have more contractors to be able to brought in to work on the power outages, you'll be able to work with local electrical contractors to be able to insert masts like we've heard here tonight and that you also work in the social media in a much better frame. I've seen in the last two weeks a tremendous stride done in these areas.

But I think the other point has been raised just recently by the supervisor is that I am tired of being a

resident in Delta Township and the profits from the Board of Water & Light going to city of Lansing without representation. That is archaic. I feel like I'm back in the 1700's. I think that the profits should go to CSR's, to customer service reps, to more linemen, to trucks and equipment, to tree trimming, to plant upgrade and to software. I would desperately ask the board and the board members, the commissioners, to show courage and wisdom finally and to include customers for the municipalities of Delta Township, the city of East Lansing and Meridian Township by minimum. We need to have that representation. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Thank you. Susan Fox followed by Amy Lyman.

SUSAN FOX

MS. SUSAN FOX: Thank you. I only have just a couple comments to make. We were out without power for ten days, and we didn't see any action in our neighborhood until that tenth day. We had lines down in the street. We had lines over mailboxes. And we had somebody come out and put cones down so that nobody could run into these. Well, you come down a hill into our subdivision. If you're not familiar and it's at night, you're going to see that --

you're not going to see the lines that are down. We had a truck run into them. We -- my husband helped get the guy off the lines. He didn't know that they weren't live or anything. But nobody came to our neighborhood. Nobody came to our neighborhood until I called December 31st in the morning and said, "Hey, look, we do not have power." One of my neighbors was told that we were signed off. Somebody signed us off, said we had power. We live in between Lansing Road and Old Lansing Road. They did have power on Lansing Road, but nobody looked at our subdivision. If you looked on into our subdivision off of Old Lansing Road, you would have seen the lines down. Nobody saw those lines down. No one came in our neighborhood. It took all day for them to finally get somebody in there. My husband and I left our home about 7:00 o'clock -- no. Excuse me -- 4:00 o'clock in the afternoon, and there were people there working on the lines finally. So when we got back about 7:00, 8:00 o'clock at night, we did have electricity finally. We ran on a generator for ten days, and we had to have that generator because we have also a pump to get water, to have heat, to save our food, to save our house from pipes bursting. And we just want to know why nobody even, you know, checked the downed lines? Why nobody came to our neighborhood to make sure that we had power when they said we did? Nobody cared about us. And we're just a

little neighborhood so, you know, that must be why nobody cared. Thank you. Oh, my address is 4907 Northlane.

(Audience applause)

MR. STOJIC: Amy followed by Doug Baur.

AMY LYMAN

MS. AMY LYMAN: Good evening, everyone. I'm kind of sad because I thought we had the record for the longest power. We got power back 11 hours -- or 11 days and 11 hours in so the 12 hours -- or the 12 day. You got us.

AUDIENCE MEMBER: Sorry.

MS. AMY LYMAN: So -- anyway so we were only out for 11 days. We were hopeful on the 23rd when we found the orange ticket that said, "Hey, you guys need to fix this line." We're like, okay, great. We know an electrician that just happens to live in our neighborhood. We're at 4126 MarMoor. So we happened to be friends with an electrician. "We're so sorry to bother you on Christmas. We know that you're busy." Okay. We're a good neighbor. Comes over, helps us. The next day, the 24th, we call. We got our conduit replaced, we called and they said, "Okay. Great." So we're thinking, yay, we're going to get our power back. The service reps didn't know anything but really how could they, because it appears people at much higher levels didn't really know anything anyways.

(Audience laughter)

MS. AMY LYMAN: So clearly there was no plan in place, and it's just inexcusable. It's -- it's just inexcusable for any other job. I went to the website today and did just a little bit of research on the city of Lansing Hazard Mitigation Plan, which happened to be revised in August of 2013. And I know this is Delta Township and we clearly from this room have a different makeup than the city of Lansing. But Lansing is more integrated than many other areas of the state. Very diverse, language, culturally. Median income \$35,000; 65 percent earned less than \$50,000 in 2009. There was another -- the population -- excuse me. The population impact when something happens hazardous. People with disabilities or chronic illnesses as well as those with low income, low English proficiency are likely to feel the effects of winter storms more than others and may not receive warnings in time to make preparations, they may not be able to get to a hotel or stay with friends or family in an extended power outage. Wow. It took me like ten minutes to find that information, and it was a Google search. So if I were in a position of power, I would think that -- I know I would look out for those people first and have a plan in place.

You know, I saw the pictures on Facebook of you and your family in New York. They were lovely. You looked like you're having a fantastic time. I'm not sure what

exactly prompted you to get back and get back to your people, but, you know, I don't know you, sir, so I'm not going to attack your character. The pictures were lovely. I'm sure that discussions are interesting now about social media or interesting in your household.

Anyway I don't have any problem with people earning a lot of money. I just question what exactly you do do. Because you were put into place, you were elected or appointed six years ago, and an ice storm in Michigan in December is not unreasonable. In October of 1997 we had an ice storm that knocked out 45,000 customers and which happened to get back up the same day. I'm not sure exactly how that happened. But I remember that day because I worked in the news medium, and we did a newscast by generator in the parking lot at WILX. So I remember that because I had a t-shirt that said "I survived the ice storm of 1997." So I happen to remember that, and I've seen people comment on that that, you know, you've made the comment -- I've listened to you twice now. I was at city council on the 29th -- or 30th -- excuse me -- and I listened to your apology, and 40 percent of your customers, that is a whole lot of people. I mean, I'm wondering how anyone thought with the 15 crews or so we had on the ground that we would be able to get them back in --

MR. STOJIC: Three minutes.

MS. AMY LYMAN: -- okay. You'd be able to get them -- 11 days, 11 hours that was how long we were out. I'm going to take the same liberty as maybe just one more minute as the same lady. Okay? You said maybe that was a bad call. I'm just wondering how with 40,000 customers you can get on a plane and go enjoy that time with your family. How could you jump ship? You jumped ship. You left your people. It's inexcusable. Thank you.

(Audience applause)

MR. STOJIC: Doug Baur followed by Paul Gauthier.

DOUG BAUR

MR. DOUG BAUR: Doug Baur, 426 Chanticleer Trail. I bought my house in '01, 2001, and nearly every year since then we have had a power outage in that area. Could you get a chance sometime to look into that -- find out why we lose power every year? Also I've got a son that lives down on off of South Pennsylvania in the Homewood Street area that would appreciate having some tree trimmers in that neighborhood, please. Thank you very much.

MR. STOJIC: Thank you.

MR. DOUG BAUR: And I was only without power for one day. Thank you. I appreciate it. Some of my neighbors were without power for nine days in the same neighborhood.

MR. STOJIC: All right. Thank you. Thank you. Paul Gauthier followed by Keith Tait.

PAUL GAUTHIER

MR. PAUL GAUTHIER: I'm Paul Gauthier. I live at 5004 River Ridge. I have a -- I'll just take one minute. I would just like to know how many Board of Water & Light employees were there in -- six years ago versus today? And it's basically follow the money. Is the board trying to save money to give to Lansing by cutting back on virtually everything but employees in general? Thank you.

MR. STOJIC: Thank you. Keith Tait followed by George Fox.

KEITH TAIT

MR. KEITH TAIT: My name is Keith Tate. I live at 423 Bronco Way in Delta Township. I spent 30 years as a insurance agency owner in Phoenix, Arizona having grown up in St. Johns and, after I got out of the Vietnam war, I found myself out there. It's easy for me to make a comparison between a utility company collecting monthly charges for turning our lights on and the insurance industry that collects money for you to have protection in case you need it.

When my claim happened, I had got a check for over \$9,000 from my insurance company which is payable to me and my contractor. Within hours of reporting my claim, I had received a call from my claims adjuster who put me in touch with -- she's from Lenawee County -- who put me in touch

with a restoration company that's located in Livonia. And she sent an electrical contractor to put the mast back up on my house, and they were all here at my house within -- I don't know -- 15 hours or probably of what this happened. My point is the insurance companies, the insurance industry, they collect money -- they've been around for years doing this same thing. As a common statement today is "this is not their first rodeo." They've been down this road. They know that these catastrophic situations are going to happen. It's only a matter of when. It's not unusual.

I tell you this information to give you an idea of how they function. They're ready to bring in people wherever they have to come from. We call -- they were always assigned to a CAT team, catastrophic team. I think you've already acknowledged that you didn't have a comprehensive plan. It's pretty obvious.

As far as you going to New York, I'm not really bothered with that. What I'm bothered with is that you didn't have the plan in place. And I think that's what most people are upset with is you didn't have the plan in place. I don't think anybody should be criticized for celebrating a major holiday like Christmas with their family.

The second point I'd like to make, my closing remark, your public relations person from what I read in the State Journal did a major disservice to your company, Board

of Water & Light. And how did he do that? It looks like the order of the speakers was a stacked deck. It was all people that were apparently in favor of people on your board and you, Mr. Lark, and on and on and on. And I don't think that's -- I just don't think that went over well. It didn't go over well with me especially since my son is in a high level public relations job with the Arizona Department of Transportation. So quite frankly I was -- I didn't want to even share that situation with him. But so thank you for being here tonight.

MR. LARK: Thank you.

MR. STOJIC: George Fox followed by Kelly Rossman-McKinney.

GEORGE FOX

MR. GEORGE FOX: I really feel sorry for a lot of you people. How many were without power 12 days? Twelve days and a half? How many had to get a private electric company to finally hook you up? You're looking at a guy. So you people that were out with power three, four days; that was a piece of cake. Try 12. I got my power back on Thursday at 3:00 o'clock by Sparky Electric in Grand Ledge. And as soon as those electricians left, two big units of the Board of Water & Light and a service truck pulled up. But they did -- they did tell me this. The electrician said when they left, "George, have those board

members" -- when they called that they were coming when they were fixing it up. When they left, the board pulls up and the guy walked up and he says, "What's the problem?" I said, "Well, right there." But he said, "Before you guys leave, tighten that service wire coming from that transformer pole in my back yard." The guy says to me, "Why in the heck didn't they hook your power up to that pole?" I got two poles going through my yard, transformer here on Willow -- I live, by the way, at 4343 West Willow. That's way out in the country across the road from St. Gerard and MarMoor. That's where I live.

(Audience laughter)

MR. GEORGE FOX: Gentlemen, all my neighbors, everybody out on Willow Street had power. St. Gerard's was lit up like a holy church, and I got to look at that.

So I don't want to take a lot of time, but, gentlemen, at 4:00 o'clock in the morning I heard a heck of a bang, and I looked out in the yard. And I went out on the porch -- any of you awake at 4:00 o'clock that morning? It sounded like a war. Well, one of those bombs hit my service, and it was laying on the ground. That was Saturday at 4:00 in the morning -- Sunday morning. Okay. I didn't know what to do. I called the board. "Well, you got to have your service hooked up before we come." That was Sunday. Monday noon I had Spark Electric with two young

electricians. They put a new pole -- they went to the Board of Water & Light and got a new meter -- that was required -- and they started to leave. And I said, "Gentlemen, those wires are laying right there. Hook them up." "\$500 fine if we touch them." Is that true? Private electric companies could not hook up that power. Is that true?

MR. LARK: We're not here to answer questions but, yes, it is true.

MR. GEORGE FOX: All right. Well, it's true. Okay. So finally I went Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday, Monday. And I think I'm a rational person. I was going paranoid. So I called Sparky Electric back, went New Year's Day. Now, I'm telling you, ladies and gentlemen, everybody in my neighborhood's got power. I'm a lone angel. Everybody -- you couldn't name a -- I think I was the last one standing west of Waverly Road.

AUDIENCE MEMBER: Not the only one.

AUDIENCE MEMBER: No; no.

MR. GEORGE FOX: After 12 days.

MR. STOJIC: Three minutes, Mr. Fox.

MR. GEORGE FOX: All right. I'm done. But quickly, thank God for your service ladies in Consumers. Amy called me at noon. How about this? They're calling me wanting to know if I have service. She says, "George -- Mr.

Fox, they'll be out this afternoon." That was the 1st day of January. Called my neighbor. I was living with my daughter. He says, well -- I said, "Go and see if I got footprints in the snow." No footprints. Sat- -- then I called Sparky. He came back and they hooked me up, and then the board came in and finished the job.

MR. STOJIC: Thank you, Mr. Fox.

MR. GEORGE FOX: I could write a book.

MR. STOJIC: Kelly Rossman-McKinney followed by Ed Wilkins.

KELLY ROSSMAN-MCKINNEY

MS. KELLY ROSSMAN-MCKINNEY: My name is Kelly Rossman-McKinney. I live at 1820 Canyon Trail. I live in a subdivision called Canyon Hills. I feel like a slacker because I was only out for seven days. I apologize for that. Our neighborhood was completely surrounded by neighbors that had power on the east, north, west and south. And with all due respect to the tree trimming comments and the lines, every line, every single line in our subdivision is buried. So I think most of the folks in my neighborhood did exactly what I did. We listened to what your reports to the media were which is, "We know there are outages. Don't call us with an outage. Call us if you have a downed line." Well, there wasn't a downed line anywhere near us, so no one called until my neighbor finally went to the office and was

told we wouldn't have power for quite awhile initially.

And part of the challenge you know is what we were initially told and led to believe. I am a certified crisis communicator. The very worst thing you can do in a crisis is to create an expectation that you cannot meet. One of the smartest things Consumers did was to under promise and over deliver. So as a result of that, you really broke trust with your customers and continued to break it for several days every step of the way. From a communications standpoint, you were digging -- and when I say "you" I don't mean you personally, I mean the Board of Water & Light -- was digging a bigger and bigger and bigger hole. You have a great deal of work to do to rebuild our trust. You have to concentrate on rebuilding our trust by doing the right things; listening to your critics and not debating, not debating. We get that it was historic. We get it. But in my 30-plus years as a crisis communicator, I have never, ever seen an organization so poorly prepared for a crisis. There was not even the most basic communication. In a day and age where social media takes nothing but someone sitting on a phone and tweeting, which is what dozens of us were doing around the community to make sure we had information, the lack, the vacuum of information created even more challenges for you.

So this, your rebuilding of trust, is not an

ordinary public relations strategy, and I appreciate that you've hired a communications team. Martin Waymire is an excellent firm. But because this is not an ordinary public relations strategy, you are in serious reputation damage control and restoration. That means that when you spend money to do things like a full page ad in the Lansing State Journal and the City Pulse, many of us read that and are resentful because you're spending ratepayer money to apologize to us. Stop it. Stop.

(Audience applause)

MS. KELLY ROSSMAN-MCKINNEY: Don't. And I appreciate that you're doing your best to communicate now, but communicate with sincerity. And the paid messaging actually undermines and assaults our sense of sensibilities. So I urge you to get to the very basics. No more paid advertising unless you're paying for it out of your own pocket, in which case we'd really appreciate that. Thank you very much.

(Audience applause)

MR. STOJIC: Ed Wilkins followed by Jeannine Benedict.

MS. JEANNINE BENEDICT: I'm going to pass, Jeannine Benedict.

MR. STOJIC: Ed Wilkins?

AUDIENCE MEMBER: He left.

MR. STOJIC: Geoffrey Blair followed by Walter Pike.

GEOFFREY BLAIR

MR. GEOFFREY BLAIR: Geoffrey Blair, 903 North Waverly. 2:00 a.m. December 22nd, 2013 to 10:00 a.m. December 30th, 2013, to channel my inner Roosevelt, eight-and-a-half days will live in infamy in my family. But my story goes even further than that. I won't even talk about the eight days without power. I want to talk about the poor customer service we received during that eight days and subsequently.

On December 30th I couldn't take anymore. I went down to the Board of Water & Light substation at Washington as well as people who wanted to voice our concerns. There was a very nice lady who was a nice representative, said we were on the list, they're aware of our outage. Couldn't tell us whether there was going to be a crew in our neighborhood or not, but she was comforting. We had a major limb across our power line. I informed the lady about that. She assured me that that would be gone by January 2nd. January 2nd came and went, still tree there. Friday on the 3rd, we called. Couldn't get the same lady and got her voice mail, left a voice message. January 6th my wife called. Spoke with an operator who in a very short tone of voice told her that the Board of Water & Light was aware of

our situation and there was no need to call again. Two more days go by. January 8th we called, couldn't get through. So on a lark -- no pun intended -- we called the billing line, "Hello Board of Water & Light we pay our bill." We got through. And you know what we were told? "We have no idea what list you're talking about." Really? So either we have a bunch of left hands that don't know what the right hand are doing or we got a very incompetent administrative staff at Board of Water & Light. You be the judge.

Like the previous speaker, I really appreciate the apologies and the apology tour here, but a lot of this is shutting the barn door after the horse has left your barn and is running the Kentucky Derby. I'm just so -- and we were one of these people who couldn't leave our house because we had pets and other things we have to take care of. We just can't get up and leave and go to a hotel.

But in closing, I just want to say, you know, Mr. Lark, I don't want to seem like a negative man, sir, that I'm coming down on you particularly. But everyone here remembers the news headlines, CNN, MSNBC, Fox News whatnot following Katrina with Mr. Brown and the Bush Administration and how much guff they took following that and his good luck Brownie moment. Mr. Lark, this is your good luck Brownie moment.

MR. STOJIC: Connie Garner followed by Bob Cavin.

CONNIE GARNER-DUNN

MS. CONNIE GARNER-DUNN: Connie Garner-Dunn and I live at 2046 Webster Road. We were fortunate. We got our power back Christmas Eve day and, throughout the open house that we traditionally have had for year after year after year, simply wasn't possible. And my question is, not only did we lose power then, but last weekend we lost power again. And we, too, were one of those where everybody across the street had power, everyone behind us was completely black for the same amount of time. But when we lost power again at 7:30 in the evening and I called, and I got the message, "You will have your power back at 10:00," we laughed. And sure enough, 4:00 o'clock the next morning the power came back on. But, again, it's just like another power outage after the first one was when does it stop and why do the people across the street have the power and our side of the street never keeps the power? I'm beginning to think I live on the wrong side of the track or something.

MR. STOJIC: Bob Cavin followed by John Sarafin.

BOB CAVIN

MR. BOB CAVIN: Good evening. My name is Bob Cavin. I live at 905 Opaline Drive here in Delta Township. My question is, we were out of power for four days and we also were out of power at my employer which is here in Delta Township for ten days. And we could not get any

communication as far as when our power would be restored, especially my employer. I work on a part-time basis for one of the local hotels, and that was a safe haven for most people. Well, on December 25th when I was working there the Delta Township Fire Marshall came and explained that because we were partially powered -- we had some power but our heat and majority of the lights were out -- we had to evacuate our guests. So those guests had to be walked to other area hotels which, by the way, they were out of power also or they were full. We were advised that folks had to go as far as Coldwater, Michigan, some even out of Michigan to even stay in hotels. There was none available within a 50 to almost 100 mile radius. So it created a tremendous problem for not only my employer, I lost pay due to not being able to work, my family -- we lost a lot of food and our home. We had to uproot -- I had to uproot my family and go to the Detroit area where my wife and I are from.

I just had a question as far as the crews. I saw who was working. They weren't Board of Water & Light employees. The majority were out-of-state. They were Consumers Energy employees. And my question was, I work in a capacity with veterans that are highly skilled. Not one of them -- I tried to get them in the Board of Water & Light as a job develop. I could not get one hired. And these men and women have a lot of skills that could be utilized by the

Board of Water & Light. So I just want you guys to consider when you see a veteran, especially a homeless vet who served his country and proudly served but yet they can't find employment, I think that's a real issue especially when they were trained. Like we have a lot of naval personnel that, you know, were boiler operators, they knew how to use -- work in these -- in the plants, but they were not given the time or day. So I just urge you all, look at those type of individuals as potential employees. I have a lot of customer service background. I would be happy to help whatever capacity I could do. But it was really a PR nightmare that we were urging people to go to hotels, but yet those hotels weren't available including my employer.

So I just would like to leave that comment. You know, I thank you all for this time tonight. I just think we could work more closely with not only here at Delta Township, all municipalities but especially businesses. We lost a lot of money, and I don't know if we'll be able to recoup that. But hopefully we can create some kind of outage plans for the future. Thank you. Have a nice evening.

MR. LARK: Thank you.

MR. STOJIC: John Sarafin followed by Ruth Reynolds.

JOHN SARAFIN

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MR. JOHN SARAFIN: Good evening. Thank you for being here. My name is John Sarafin, the address 1122 North Waverly and 7511 Echo Lane. I've got more than 40 years' experience in the electric utility industry, so there are some comments I'd like to make here today. I think it comes as no surprise that the tree trimming stuff you had was poor. A personal example I've had of that is I've had your tree trimming supervisor out when you discussed trimming trees on my property getting the limbs away from the primary. When the tree trimming crew came out to do the actual trimming, they actually trimmed the wires that were close to the service drop lines that come to the house. And that's kind of unheard of to hear trees trimmed from service lines, especially when they're not even touching the limbs to begin with. So your tree trimming act has got to be improved enormously.

Secondly, the poor public communication that came on behalf of the Board of Water & Light was absolutely terrible. Should have been giving some safety warnings, should have been giving just some -- something that says you were doing the best that you could to stay away from downed power lines. Mr. Lark, unfortunately when you came on TV, you were saying and you seemed to want to make the point that 40 -- or excuse me -- you said 80 percent of all of the Board of Water & Light's lines were down. And the

suggestion or the implication was is that, while it may have taken 100 years to build the Board of Water & Light, now 40 percent of everything, 40 percent of the poles fell down, 40 percent of the transformers fell down, 40 percent of the wires ripped themselves up from the ground, you have 40 years worth of work to rebuild, and that did not play well with me because that is not the case. Like the other gentleman earlier recommended, just tell it like it is. If you don't know, you don't know.

I want to address one other thing. Now there's probably a real push on to raise the rates to see what can be done to recover some of the cost that it took to put this stuff back together. There is no reason that the Board of Water & Light's rates should be as close as even 70 percent of the other two major utilities in Michigan, Detroit Edison and Consumers Energy. The Board of Water & Light does not pay taxes. If any of us were in business and we didn't have to pay taxes, we'd have a 25 percent advantage right out of the starting blocks. Secondly, what other people do not know is that the Board of Water & Light has a confined area that they serve. And an example I'd like to use -- but this is not exactly true -- is that the Board of Water & Light will have two customers to pay for every one pole that exists. Detroit Edison on the other hand will have one customer to pay for two poles that exist. So their

amortization on what they have to contend with is much, much easier to maintain. Secondly, you folks build to hurricane standards similar to what they do in Florida. Detroit Edison and Consumers Energy does not. You folks should be in absolutely great position to not have this kind of problem occur. So I'd like to address that end of financial business from a different point.

Last, Mr. Lark -- not last but, Mr. Lark, you were faulted for leaving town when all this stuff happened --

MR. STOJIC: Three minutes, sir.

MR. JOHN SARAFIN: Okay. I don't see a problem with that personally. There's nothing you could personally done, but you did need to have the people in position that could make the decisions that needed to be made. Thank you.

MR. STOJIC: Ruth Reynolds followed by Judd Herzer.

RUTH REYNOLDS

MS. RUTH REYNOLDS: I'm Ruth Reynolds. I've lived in Delta Township for 18 years. I have a master's degree in social work, and I have an additional degree in planning policy administration. And I worked in Kalamazoo when the Mental Health Facilities went down, and it was very much different than I saw connections in this town when there was this crisis. In Kalamazoo they had systems set up prior to having this sort of a situation. They had connections with

hospitals, hotels, churches, community centers and schools. Those people who were let out of the hospitals on the street by our governor had places to go, and they were -- they were given food, they were given additional funding, they were given homes, all of these connections. And so it's not only the electricity, it's those of us who were in our homes.

I was in my home for ten days, and I'm a cardiac patient. And the street doesn't get plowed for three or four days, and it's probably four or five foot high. I couldn't have gotten my car out if I wanted to. I lived for eight of those days in 40 degree temperature, and I don't want to do that again.

But what I -- basically what I want to convey to you is that, not only is it the electricity and the power lines and those sorts of things, it's also the other things that you need to work with, other aspects in the community so that if people are in their homes with no power, no food, no electricity, you know, you're liable if people die. And, you know, it's -- there's a lot of liability there, and I -- I just wonder how many people actually were too ill to be treated, you know. If you don't have a phone, even if you have a cell phone it goes down, you can't charge it. You can't get your car out, you don't have heat, you don't have food. After a few days, you can't get food, you die. So I think that from my perspective of seeing something like that

work very well in a community that was well prepared, you might want to look at some of those things.

MR. LARK: Thank you.

MR. STOJIC: Judd Herzer followed by Carrie and Jason Miller.

JUDD HERZER

MR. JUDD HERZER: Good evening. I am Representative Abed's -- Theresa Abed's legislative assistant Judd Herzer, and I am here to relay a message from her since she's unable to be here tonight. She greatly regrets that she could not make it, but she is at the state of the state address where Governor Snyder is currently outlining his plan for Michigan. It is a mandatory obligation that she as your state rep be there in attendance.

Representative Abed did attend the first BWL hearing and also has heard from many constituents about their concerns which center around poor communication, inadequate plans and underestimating the magnitude of the problem. Representative Abed believes the review must be thorough, so that in the future a similar crisis will be handled more effectively. Representative Abed has organized a meeting bringing together local government officials to discuss our current emergency preparedness plans and where there might be areas we can improve or gaps to look at in

addressing the needs of our residents during a crisis.

The recent crisis is a good opportunity to reexamine our own plans and to look at ways we can improve. Since Delta Township relies on BWL, Rep Abed feels it is critical that BWL engages the Delta Township community in a review of the BWL response to the December ice storm and find a long term solution to having Delta Township represented in a meaningful way so that the voices of the residents are heard. We look forward to working with BWL and Delta Township residents in a manner that will help this process. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Carrie and Jason Miller followed by Jeanne Halsey.

CARRIE MILLER

MS. CARRIE MILLER: Hello. I'm Carrie Miller, and this is my husband Jason Miller. We were without power for 12 days. I do have a question. While Consumers Power was preparing for this ice storm three days in advance by contracting out other journeyman/linemen from other states and other cities, what were you doing to prepare for this storm? Because obviously you were not.

Our neighbors to the east and west and north of us had power restored on the 28th, four days prior to us. We

were told by a couple of trucks that were parked across the street that evening that we would -- they promised to have us power by midnight, the 29th. That did not happen. My husband made numerous calls to Board of Water & Light. 14 calls were ignored or disconnected. On January 1st at about 9:15 in the morning, I made a call to Carol Woods. I'm sure everybody knows who she is. My husband called WILX. Within one hour of both those calls, we had a Board of Water & Light show up at our door. He knocked on our door and said, "Is this the Miller residence?" My husband said, "Yes, it is." He said, "Sir, I'm really sorry. I can get you power within a matter of minutes." My husband put on his coat, followed the man outside where the man from Board of Water & Light took a long yellow plastic pole, reached up to a transformer and flipped a switch. He said, "All it took was a flip of switch." Voila, eight remaining houses on 6940 Richard Road finally had power restored.

I am a sole provider of a family of four right now. I have almost \$1,000 worth of receipts to fuel a generator that took us three days to find. We couldn't even find a hotel to stay in. Our house was 36 degrees. I have two little boys. On top of all that, then I'm told we would be compensated \$5 a day. \$5 a day?

I'm from a podunk little town northeast of Traverse City called Central Lake. We were never without

power for more than three days. And I lived in Midland in 1978 during the biggest blizzard there ever was in Michigan. I don't know if any of you remember. I was only 8 years old, but I remember. We were without power for maybe four days. I moved to the state capitol a year ago to experience power -- without power for 12 days and to not even have our calls answered, disconnected.

I envy you for being with your family on Christmas, because we didn't have one. And that's all I have to say. I did write you a personal letter and I addressed it to your customer service. I hope you got it. If you didn't, I have a copy right here with the receipts. And I am asking that I be compensated for that \$1,000 that's in our -- and that's not the food I lost in my fridge or freezer. My insurance company is taking care of that. Then on top of the insult, I got my Board of Water & Light bill today, \$20 less than it was last month. I was without power for 12 days, and my bill is only \$20 less? I shouldn't have even received a bill. My bill should have reflected the service I got, which was zero.

AUDIENCE MEMBER: Mine was more.

MS. CARRIE MILLER: My neighbor's was more, too. My neighbor's was \$80 more.

AUDIENCE MEMBER: Yes. I always pay the same amount and usually it's under that and it was over.

AUDIENCE MEMBER: Yeah, mine was twice what it should be, and I didn't have it for 10 days.

MS. CARRIER MILLER: I think your apology was -- your apology was great. But if it was truly genuine and truly heartfelt -- I'm a country girl and your word means everything. So if your apology was truly genuine and heartfelt, you will compensate the people that did save their receipts.

MR. STOJIC: Thank you, ma'am.

(Audience applause)

MR. STOJIC: Jeanne Halsey followed by Jeanne Wright.

JEANNE HALSEY

MS. JEANNE HALSEY: I'm Jeanne Halsey and I live at 531 Winifred Avenue in Delta Township. And I've been -- I've lived here for 60 years. I have never been without power this long. I was out for 12 days. I'm a widow. I called the board, the line -- power line down number I was told to call. I'd call, and I would get "box is full," "box is full." I finally over the course of several days talked to a woman and told her my power outage, that I had lines down right outside the back door of my home. I was afraid to go out the back door. And then nothing happened. I then called later, talked to a man, and he said, "Is your mast up?" And I said, "Yeah, my mast is up." And that's all he

said. He didn't say to me, "You should have an electrician check that because we cannot reconnect power until it's done." And so that even took two or three days more for me to get connected. I was fortunate enough to have friends and family here to stay with. Our Christmas was very different and -- but I just think the communications are crappy. And we -- we don't know. Maybe men wouldn't know that you should have a electrician. But then I had to find an electrician, he had to order parts. The day that he fixed my mast there were power men around waiting to hook me up, and they said, "On that orange card, call that connect line." I did that. He called me and said, "I will be finished within a half an hour" -- this was on the 1st -- and I called and said, "He will -- my electrical service is fixed." And they said, "Okay. You have a chit in." I stayed at my friend's thinking it'll take that long to get my house warm. I went there the next day at 6:00 a.m. I still had no power. And so I called again, not very nice this time, and the woman said, "Well, we have a chit to do you." I said, "I better be at the top of the list because I've called you too many times." And so I think communications are crappy.

MR. STOJIC: Jeanne Wright followed by Mayada Shafie. Jeanne Wright? I hope I get this one right, Mayada Shafie (pronouncing)?

MAYADA SHAFIE

MS. MAYADA SHAFIE: Yeah, my name is Mayada Shafie. I live on 436 Dutch Hill Drive. You know, I'm not going to talk about my situation. I consider myself lucky.

I am a person that monitor and follow corporations. And I know Board of Water & Light two years ago or one year ago or something changed the corporate structure somehow, and I think they have a CEO, my understanding. And according to some of the media that reported that he makes a million or something around that number. I am not sure. I'm just -- you know, of course, I didn't focus specifically on Board of Water & Light but of course corporation in general. I spent almost 25 years studying corporations. And everything I heard tonight fit the bill exactly, which is the corporations usually they have a mind of their own completely separate from the mass, because the mass is a number how you make profit from. The margin of profit has to be certain level. And I didn't call, you know, because I know because they are not -- Comcast, they come put a line and they say they are coming to bury it. They never came to bury it and every day I have a problem with, you know, the TV.

So and the right hand doesn't know what the left hand doing in typical corporations. And if you notice, you know, I'm not going to be what they call the poor baby

syndrome or poor me. I will not personalize. You have to look at the structure, the way the structure, where it's going.

And the Representative Abed, I guess, I know Theresa Abed, she is following the education and the same thing with education. In other words, privatization, privatization. And the corporation, of course, what they do how did -- how the CEO will go into that number. He or sh- -- no, there is no "she," actually, only he -- by wages, labor. And, of course, through the wages and labor, it means do more, get less. And it is continuous. And if you look at the scene nationally, and of course now it's influenced globally, this is where we are going. It means take everything and give it to the private sector and hire a CEO and whoever.

I wonder after I heard what I heard what you guys were doing? I don't know, you know. I am -- I work in public service with the state. And if I -- every single minute if I am -- if -- you know, I can't believe it. Of course, I'm very ethical as far as my work is concerned. But I ask myself what they were doing? What is going on here? And all with me, you know, there is a process. Yesterday on the news they said -- they put about the -- raising the -- look, in this cold weather, now they are raising the rate on our heating and they are raising of

course --

MR. STOJIC: Three minutes, ma'am.

MS. MAYADA SHAFIE: -- the --

MR. STOJIC: Three minutes.

MS. MAYADA SHAFIE: I'm done. But basically I want to tell you how we got here. And, you know, as people, I really would like to tell you, you better do something about it. And instead of coming and we -- you know, here in my situation, my situation, no, we need to look at the totality of the situation and organize as people and as a community and see how we can start things from down up.

MR. STOJIC: Thank you. Joan Cooper followed by Clifford Lewis.

JOAN COOPER

MS. JOAN COOPER: Joan Cooper, 8240 West St. Joe, Lansing, on the corner of Marketplace and St. Joe. I've lived there 34 years. I was without power for six-and-a-half days.

I guess first very quickly the stoplight at St. Joe and Marketplace, it was a dark corner, because there were no lights there at all and people were not observing the four-way stop. I tried calling the sheriff's department. They said they couldn't do anything about it. I tried calling the Eaton County Road Commission, they said they -- I said, "You need barrels with lights, you need a

manual four-way Stop sign because people are speeding through that intersection." It was very dangerous. I missed it. My driveway is 65 feet from there so -- in the future for ma- -- you know, priority for major intersections, if you can't put the electricity on, cooperate with the road commission and with the sheriffs to get four-way Stop signs and barrels so we can see the intersection and so people aren't speeding through.

The other thing, as an older person, it caused some problems for me. I had no water also, a well, no water, no cooking, no heat. My brother lives in East Lansing, and he said, "Well, go to a hotel." I was -- I didn't know what to do. I don't communicate easily with computers, so I have problems with the social media. I didn't know what steps to take. I found out gradually, you know, people that immediately had their pipes drained. I worried the whole time that my pipes were going to freeze, and so I said I can't leave. My next-door neighbor, God moment, had an extra small generator that he said, "You can use this." It was 1100 watts. I could put one lamp on it and a small space heater. And so the area where I slept -- I slept in an armchair. I put my two big dogs on the couch next to me, wrapped them in blankets. I slept in my knit hat, my down coat, my boots, two blankets, a down comforter. But I had to get up every two-and-a-half to three hours to

put gas in the generator. I had to find the generator gas. I didn't know what to do. I worried about the pipes. I worried about everything, and I didn't know what to do. Found out afterwards I could have maybe filled the bathtubs with water and had some water that way. I had to go to Lansing with gallon jugs to bring water back to my house. Kennels were all full up, so I couldn't put my dogs in a kennel.

And I'm just wondering, when you're older, when you live alone, when you don't know what to do, it makes it very hard. And I've tried to be patient. I didn't fuss. I called in every day to put my name back on the list. I understand that, if you didn't do that, it sometimes wiped you out as being still without power. But as an older person -- maybe this is something that the township could be doing -- nobody checked on me except my next-door neighbor and then my brother started to calling me every day. And I didn't know what to do. I didn't know what steps to take. Maybe if you could send us through the mail a list of things that we should do if there is a power outage, you know, things like filling your bathtub if you know there's going to be a storm. Things like, you know, what steps can we take, draining the pipes. As it turned out my pipe, my interior temperature never went down below 38 degrees, so the pipes didn't freeze. But I was scared stiff that my

pipes would burst and then I'd have all that. So --

MR. STOJIC: Thank you, ma'am.

MS. JOAN COOPER: Thank you.

MR. STOJIC: Thank you.

(Audience applause)

MR. STOJIC: Clifford Lewis followed by Charlie Jennett. Clifford Lewis? Charlie Jennett.

CHARLIE JENNETT

MR. CHARLIE JENNETT: I'm Charlie Jennett. My wife and I live at 120 Kenway Drive, that's in the Homestead Acres subdivision west of Waverly High School between Michigan Avenue and St. Joe. And we were without power for ten days.

And I have a request that I hope you folks will take seriously. Take a very, very critical look at your power grid network out there. I do not understand why we're sitting there in the dark for ten days and part of our subdivision has got power. Now, we live on Kenway Drive. The south side of Michigan Avenue west of the grade school did not have power, north end of Green Meadows didn't, part of Chanticleer didn't have power, most of Kenway Drive and part of Farmstead. And we sat there for ten days. Within two or three days and in some cases within a day, north side of Michigan Avenue they had power. I was what in the heck is going on here? I mean, have we got a Rube Goldberg

system out there? Why you get power in some areas and not in others? I didn't -- the main line is ours, and I looked a lot around the subdivision looking for your trucks and finding out what's wrong. I didn't see anything wrong with the main lines going up and down there. One night, I think the second night of the power outage, there was a guy from the board out there 10:00 o'clock at night looking over the network. Yes, there were a few houses that had their service disconnected, but the rest of the system I don't know why it wasn't energized. And I hope that's something you will look at. And apparently from what I heard tonight, we weren't the only ones sitting out there in a hole of darkness surrounded by lights. I mean, this is ridiculous. I really hope you folks will seriously look at this and find out what -- what went wrong and what it takes to fix it. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Richard and Krystal Phillis? Bill and Veronica Long? Those are the last of the cards that I have. If there's anybody else that wants to make a comment at this time that didn't fill out a card, now is your opportunity to do so. Come on right up. If you could give the court reporter your name and address, please?

JOHN LINDAUER

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MR. JOHN LINDAUER: John Lindauer, 2505 Sugar Tree Trail here in Lansing, Delta Township.

I think we're all frustrated, but we also have to take responsibility. We have to take responsibility. As a Delta Township resident, I want responsibility and accountability not only from you but for myself. I knew this day would happen, and that's why I took the steps and I think we should look at that. I was without power one full day, but I wasn't. Ten seconds. I purchased in advance a generator system after two events that happened here in Delta Township. One was the power outage that hit the eastern coast of the United States outside of your control, but also there was a tornado in the early 2000's that went through and actually damaged the facility here in Delta Township. That was a call to warning to me that I needed to be prepared and understand. We can't just look at everyone and expect them to take on it. So I took the willingness.

But what I found really interesting for the board's standpoint and I think you're addressing it is that we need a plan. We need management that is responsible in a board. I don't want to go forward without representation.

I also feel that the board should have had a plan in place. A corporation, whatever size, should have had a backup plan. And that may not have solved the problems, it may not have cut down the time, but we need to look at it.

No one is suggesting -- and I enjoyed the individual, about the second person in, I thought was very educational who had experiences. We should look at a couple of things. Best practices. Best practices in the utility industry. And our journey, not our goal -- our journey is to always be the best provider of customer service, the best employer for utilities and to the environment. And it's a journey. It's not a goal. You'll never get it. No goal. Because we're not going to be there. We're always going to have to change with times. So that's what we need to do.

And we need to take a few other steps. These people are saying tree limbs. Okay. I understand. Maybe we can bury, do things. But how many of us can get up a service to do our own trimming? It isn't the responsibility to have a tree in your yard and it's on a utility easement. It's your property. Chop it. And I don't believe the board has a problem with a utility service company coming in and removing trees that might do danger. We need to take some responsibility, too.

And so Board, constituents, we all need to work together. Let's not bitch, bitch, bitch. Let's find solutions. And very few of us had solutions. But that's what we need, best practices and be the model of the nation --

MR. STOJIC: Thank you.

MR. JOHN LINDAUER: -- and show -- thank you.

MR. STOJIC: Thank you. Are there any other comments at this time? If not, General Manager Mr. Lark would like to say some concluding remarks.

MR. LARK: Everyone, I'd like to just begin by saying thank you all for being here, which is really the way I began a couple of hours ago. This has been very, very helpful to us. We've learned some very important questions and concerns that you have, all of which will be addressed in a report that we're going to put out about a month from today. I think it's important that we at the BWL be what one of the gentleman said, the best provider of customer services for everybody in our area. And I hope -- I know that we've learned a lot. I want to thank you for sharing with us today, very important to us. And we will move forward and work as hard as we can to be exactly that, your best provider of customer services. But thank you very much for today. We know there were difficult times. I apologize for them. We apologize for them. And we want to be, as I said, a great utility provider. And hopefully after tonight we've learned that we can become better. So thank you very much.

(Proceedings concluded at 8:59 p.m.)

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LANSING BOARD OF WATER & LIGHT
COMM. FORUM

January 17, 2014

Prepared by



depos@networkreporting.com
Phone: 800.632.2720
Fax: 800.968.8653
www.networkreporting.com

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STATE OF MICHIGAN
LANSING BOARD OF WATER & LIGHT
COMMUNITY FORUM

REO Town Depot
1201 South Washington Avenue, Lansing, Michigan

Friday, January 17, 2014, 7:00 p.m.

LANSING BOARD OF WATER & LIGHT MEMBERS:

J. Peter Lark, General Manager
Dave Bolan, Executive Director of Electric Transmission and
Distribution
Susan Devon, Assistant General Manager
Dennis M. Louney, First Ward
George Stojic, Executive Director of Strategic Planning and
Development

Also Present:

Lansing Board of Water & Light Board Commissioners:

Anthony Mullen, At-Large
Sandy Zerkle, Fourth Ward

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Lansing, Michigan

Friday, January 17, 2014 - 7:04 p.m.

MR. LARK: Good evening, everybody. Thank you very much for coming today. My name is Peter Lark and I am the general manager of the Lansing Board of Water & Light. Welcome to our Depot.

I am here today to apologize to you, our customers, for our inability to restore power more quickly and provide you with basic information on the outages that you experienced and for not taking steps to make the outage more bearable.

AUDIENCE MEMBER: Vain and shallow.

AUDIENCE MEMBER: Second that.

MR. LARK: I am sorry for the hardship you experienced because of the BWL's restoration effort. We did not meet our customers' needs and we did not meet our own standards. We've been asked many good questions by our customers and others regarding the conduct of our restoration process. Please know we have many questions of our own; questions like why it took so long for power to be restored to all of our customers or why was the BWL not able to provide restoration estimates to you, our customers, that were both accurate and easily accessible. Many, many questions arose because of contradictory and information that was inaccurate circulating during the outage including

some that came directly from the BWL. We regret being the source of inaccurate information. And frankly and candidly, tonight at this time we do not have all the answers.

The answers will only come from a thorough review of how we handle this historic and this painful outage. That's why we are completing detailed technical evaluations of our communications process and something that we call our outage management system. That's so that we can identify with precision a critical eye and objectively exactly what went wrong, what went right and how we can improve in the future. I know everyone in this room agrees that we can and we must improve. By mid-February we pledge to provide to you a full, complete and accurate report. We will make our final report available directly to you. Now, if you have not yet filled out and filed with us a card, please do so even if it's not to speak. Please do so, so we can be certain to send the final report to you that will answer all of your questions and will answer our questions, too. And we'll send them to you either digitally via e-mail or by plain old U.S. mail.

Now, we have identified a number of systems that needed improvement so this will not happen in the future. We've announced a number of changes, and you can learn more about those on our web site at lbwl.com. So tonight we want to hear from you, our customers, about your experiences,

about your recommendations. We want to hear from you on ways that we might be able to improve and on ways that we will improve. We want to regain your trust in the BWL. I pledge to you that we will listen and we will do better. Once again, we know that we did not meet the needs of our customers, and for that I sincerely apologize and assure you that we will do better in the future.

Now, we have at least two of our commissioners here, our board chairs here and one of our other commissioners as well. Tony Mullen is one and Sandy Zerkle is two; they're both raising their hands. If I like you to -- they're raising their hand in the back. I don't see any others. If I do throughout the night, I will let you know they are here.

At any rate, tonight, this evening, we have the senior management team of the BWL with us. The assistant general manager will raise her hand. Her name is Susan Devon. She's here and -- well, Dave Bolan seated to her right who is in charge of our transmission distribution system, and Mr. Stojic who's our director of strategic planning. And he is not only be -- well, he is the director of strategic planning but he is also in charge of helping prepare and collating everything we need for our comprehensive report that we are going to release to you in the middle of February. And also Mr. Stojic will actually

control and chair tonight's meeting.

So again thank you all for being here. I know it's a cold night, but I think together we can make a positive difference in the BWL and for purposes of -- the first thing we've got to do is hear from you. And if you don't know it, this is the third meeting of the number of meetings, but the third meeting we've had to begin this inquiry to determine how we will be a better BWL for all of our customers.

So without further ado then, I don't know how we've done on the microphone system?

MR. STOJIC: We have them up now.

MR. LARK: Now it's operating. So Mr. Stojic will begin.

MR. STOJIC: Thank you for coming out this evening. As General Manager Peter Lark has indicated, we're here to listen to you tonight.

AUDIENCE MEMBER: It's not working.

(Problem with microphones)

MR. STOJIC: Sorry for that. Our apologies. As General Manager Peter Lark has indicated, we're here to listen to you today.

AUDIENCE MEMBER: Back up or something. You are all muffled.

MR. STOJIC: Okay. Let's try this. Is this any

better?

AUDIENCE MEMBER: No.

MR. STOJIC: All right. So let's try this without the mikes.

(Audience applause)

MR. STOJIC: All right. As Mr. Lark has indicated, we're here to listen to you tonight. We want to hear your thoughts, your questions, your recommendations, the things that we need to do to regain your confidence and your trust. It's very important to us. We won't be answering questions today, however, we'll answer all your questions in that final report, the final report when we're done.

Now, if you would like to add to that, if you want to speak, fill out these cards if you'd like to speak. If you want to comment and not speak, there's a space on there for that as well. Just indicate that you don't want to speak if you prefer not to do that. There's a third way you can contact us. You can e-mail me directly, and my e-mail address is grs@lbwl.com. I'd be happy to take your e-mail at any time. In the meantime, when I call your name, please come up to the microphone, up to the podium. Give your name and address to the reporter. And we're asking that you keep your comments to three minutes. We do have a timer available so that you can see how much time you have

remaining. All of the comments that you give us, the questions and recommendations, will be forwarded into our report, so know that we're going to address all of those. Okay?

Now, the first person -- are we ready?

MR. LARK: Well, let's see. One, two, three -- one, two, three -- one, two, three -- one, two, three.

(Audience applause)

MR. LARK: Thank you. Okay. George, let's call the first person.

MR. STOJIC: First person will be Mary Ann Prince.

MARY ANN PRINCE

MS. MARY ANN PRINCE: Good evening. Can you hear me? My name is Mary Ann Prince. I live at 2116 Ferrol Street, Lansing. My power went off at 6:15 a.m. on December the 22nd, and it did not come back on until approximately 2:45 on December, the 30th. That's nine days and eight nights. And my house got very, very cold. And I'm eternally grateful for a relative out of town just want to say.

But I'd like to know, I hear your apologies, I read the paper which you've said, Mr. Lark, and I like to know why I should believe you? You know, if another ice storm hit, is it going to be back to square one like we had this time around or is it going to be better? Are we going

to have more men on the line? Are we going to have -- you going to bring in people from other parts of the state, DTE or Consumers Energy? Or do we have to just freeze out in our houses? I was lucky because I could go somewhere, but I had a lot of friends and a lot of people I know that had no place to go and stayed home and did the best they could with what they had, which wasn't very much. So we're fortunate. We're fortunate you didn't have a lot of seniors or older people injured or even dying. You know, we were lucky this time, I guess. I don't think I was lucky when it got down to 20-some degrees in my house. But anyway I don't know why I should believe you. So that's what I'm looking for.

Thank you.

MR. LARK: Thank you.

MR. STOJIC: Jody Pettinger followed by Semone and Robert Howes.

JODY PETTINGER

MS. JODY PETTINGER: Good evening. I'm glad that we got here tonight. I'm Jody Pettinger, 5719 Pheasant Avenue, Lansing.

I would like to know why we are not more prepared for things like this? I was under the impression that you guys were even discussing on a national level responses to EMP attacks, you know, when we get our communications knocked out and we can't get gas, we can't get groceries,

all the electronics are out and people are going to start acting like animals after.

I was out of electricity for eight days. I'm disabled. I couldn't use any of my medical equipment. I don't have that many friends, and I have some animals so I had to stay in the city. I couldn't afford to buy a generator. And then when I heard what people were spending on gas for their generator, that floored me. If I had a generator, I wouldn't have been able to afford the gas anyway. And just on my street, I know three disabled people and there's a lot of elderly on my street, too. And we borrowed electrical cords and shovels and shared some things, and we looked out for a few people, but we don't know everybody in our neighborhood. And then after three days electricity came on on some side streets and out on the main roads, and they left my street and two side streets with no electricity for five more days. So every time I looked out the window at night waiting for my streetlights to come on, everybody else was going on with life. And we were just completely flabbergasted that you have not put anything together for a simple ice storm when I was thinking you guys will have something together for even an attack. And I'm just mortified that you -- and we're the owners and we can't even get anybody to answer the phone.

Today I went to BWL to ask them where this meeting

was, and the rude lady at the window said, "I don't know what you're talking about." And I said, "You know, the third meeting for us to discuss the ice storms?" And she said, "Well, I don't keep up on that kind of thing." I said, "Excuse me. This is your company that's having the meeting." And it wasn't a real nice go-around after that. But I never did find out where the meeting was. So of course we had to search and we found it. But that's -- it's just ongoing. There's no end to the incompetence and that's what scares me. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Semone and Robert Howes followed by Jerry Smith.

MS. SEMONE HOWES: We filled out the card for the report -- copy of the report as you stated.

MR. STOJIC: Okay.

MS. SEMONE HOWES: I will yield my, our times to Commissioner Graves -- former Commissioner Joseph Graves.

MR. STOJIC: Okay. Jerry Smith?

AUDIENCE MEMBER: I have a question of you, sir. I had my hand raised then you didn't come back to me. I filled out the comments, but I do want to speak.

MR. STOJIC: That's fine. If you gave the card -- yeah, if you gave a card to one of these folks and I have

it, yes.

AUDIENCE MEMBER: Oh, that'd be fine.

MR. STOJIC: By all means, I'll call your name.

AUDIENCE MEMBER: Okay. Thanks.

MR. STOJIC: Jerry Smith? Jeff Barker followed by Steve Dougan.

JEFF BARKER

MR. JEFF BARKER: Yeah, I'm Jeff Barker. I've been to the board meetings before, and I just want to say thank you for doing some work at Meijer's whereas before the storm.

But your ATM machine doesn't work at the billing office, and I recommend immediately Michigan State Credit Union have a new machine.

Two, I got billed for almost \$200 for this power thing that we had, and because your billing people did other work. And I showed your office that and they helped me out as far as taking that away. So I think other people got that, too. And due -- to have power out and then have a bill that's \$200 that you didn't -- shouldn't have, it hurts. But I just want to say thank you for doing some work out there at Meijer's. Thanks.

MR. LARK: Thank you.

MR. STOJIC: Steve Dougan followed by Flo Baerren.

STEVE DOUGAN

MR. STEVE DOUGAN: Thank you, members of the board. My name is Steve Dougan. I live at 2455 Pine Tree Road in Holt, Michigan. I own a property at 4208 Alpha Street. It's a six-unit apartment building.

I had a new tenant come into the apartment building this week. He called the Board of Water & Light to turn the electric service on in his name. He was on hold for one hour. I don't know how you go on hold for an hour to call up and say, "I want the electric bill."

At the same time, I want to return to you -- I'm going to save a loop for the Post Office. This is return to sender mail. That's a bill for a gentleman by the name of Carl Nichols. I don't think Carl Nichols exists. That's the bill for 4208 Alpha Street, Apartment 6. On December 19 I sent this letter -- which I'll give you another copy -- to your accounts receivable people indicating that I think Carl Nichols does not exist. The tenant for 4208 Alpha Street in that time has been Andre Chaney. He has moved out. Here is a copy of Mr. Chaney's lease for that apartment, here is a copy of his landlord/tenant judgment in the 54A District Court, here is junk mail to Andre Chaney, Andre Chaney, Andre Chaney. I think Mr. Chaney has a large receivable to you for his property, for his rental at 2722 Forest Road in Lansing from which he was also evicted. But part of what I'm saying -- and I don't know what the amount of that bill

is -- the last bill I did return unopened. This bill I'm returning to you as you can see unopened. Obviously you have the right to open it. When you have a large receivable for a person that I don't even think exists on the face of this planet, all these people are paying the freight to cover that. So I don't know what your process is to figure out that you got the right tenant at the right time, but I assure you that that receivable belongs to Mr. Chaney, and I don't think Carl Nichols exists. Thank you very much.

MR. STOJIC: Flo Baerren followed by Jim Anderson.

FLO BAERREN

MS. FLO BAERREN: I'm Flo Baerren. I live at 607 South Dexter Drive. I was without power for eight days. I'm retired.

My two cats and I lived in a motel outside of Lansing because there was no room for us at the inns in Lansing. We did that for six nights. I ate in restaurants. I traveled to Lansing frequently to check on my home. I ran up bills which are now hard to pay. I am giving you a copy of my hotel bill so that you can see what part of my expense story is. I cannot get back those eight days which included Christmas. I cannot get back what was lost, so I must move forward. But before I do, I have some questions.

My questions are these. Mr. Lark, you had this job for six years. Why did you not consider an emergency

plan for what you termed a catastrophic storm? Surely you have lived in Michigan long enough to know that we get bad storms. With climate change, we have seen major storms in other parts of the country; Katrina, Sandy, tornados, floods, fires. Could you not have anticipated a major storm and were to develop a plan for a catastrophic event, a worst case scenario plan?

When the outage was followed by the snow storm, I was not alone in being very nervous that we would once again lose power. The trust we once had is now gone. Mr. Lark, why did you not review the communication system and determine that it was inadequate and antiquated in the face of a catastrophic storm? Could you not have reviewed the communication system for a worst case scenario? As you move forward to improve communication, please remember that there are people who get their news from TV and the radio. Radio communication was nonexistent during the ice storm, and part of the planning for a power outage as everyone knows always includes having a battery operated radio available to get communication. Elderly people may not have had computers or cell phones, and they can't access TV if they have lost power. Mr. Lark, how can you not know how many line workers you employ? It's another failure. Mr. Lark, how could you turn this catastrophic event and then leave town? That was incredibly poor judgment. And finally, Mr. Lark, the most

offensive thing that you said through all of this is that you were in New York, and I quote, "Being with my wife and son during the holidays is extremely important to me," end quote. You are not the only person to whom being with family during the holiday was important. There were 40,000 customers plus their families to whom the holidays were important. Your comment was arrogant and insensitive.

(Audience applause)

MR. LARK: Thank you. Thank you.

MR. STOJIC: Jim Anderson followed by Bradley Vauter.

JIM ANDERSON

MR. JIM ANDERSON: Jim Anderson, 968 Roxburgh, East Lansing, Glencairn neighborhood which distinguished itself by on the seventh day of the outage having a demonstration of about 150 people at Glencairn School because most of the neighborhood was out.

I hope -- I really hope I am the only person in this room, maybe in this community who has been through two ice -- Christmas ice storms in the last two years. I was in an ice storm in Little Rock, Arkansas last Christmas. Knocked out power for most of central Arkansas. I learned a lot visiting my son going through that outage. And what I learned there, two very valuable things. One, Entergy which is a six-state utility which has Arkansas pow- -- which does

Arkansas power, has a very expensive -- a very extensive, highly developed communication system for emergencies and that they used it. I also learned that we will take what we have to take when the weather is bad. We will cope. But what we can't cope with is the miscommunication that we experienced with you.

At all times during that ice storm in Little Rock, we knew -- my sons and I knew what was going on. We knew when the power was due to come back to his house, and it came back more or less as promised, actually a few hours early. If they -- why -- why are you such lygerts (phonetic) when a year ago here was Entergy with I don't think a particularly expensive system of communication. I went on their website late this afternoon and just printed out a couple of pages from their outage text alerts or from their outage map. It changed while I was watching. Apparently there's some kind of outage in central Arkansas. It went from two triangles to six.

I've got to move, because I'm short of time. The third point, put this system underground. One of the things that was the saving grace for those of us who have some affiliation with MSU, I could go to MSU and work. MSU was virtually unscathed by this storm at least in central campus, because for the last 70 years they've been working systematically to put the system underground. I beg you to

develop a plan for putting more crucial parts of this system underground including maybe your own headquarters which apparently went out early in the breakdown.

One thing I did the second -- I've been in town 47 years. The first thing we did -- I shouldn't say the first thing, but within two years we put all utilities underground. We've never regretted that.

One last quick comment, if you please. This is a question. I will be convening a meeting this Sunday at my church, Edgewood in East Lansing, just a storm stories gathering. And we will meet quite emphatically in the fireplace room just in case the power goes out on us. But I would like to ask you, it seems to me there are ways that churches can be of help in situations like this. Edgewood wasn't out of power. We had a few families staying there. Trinity, if anybody's involved with it, apparently did wonderful, wonderful work for people in this community. So I urge you to involve us even if it's something simple that we could do. We could help you with like sending out teams with some training from you to check out power lines, check out where branches are laying on lines and so on.

Thank you for the extra few seconds. But I hope you will follow up with us on potential involvement of churches. Thanks.

MR. LARK: I will. Thank you.

(Audience applause)

MR. STOJIC: Bradley Vauter followed by Kathi Raffone.

BRADLEY VAUTER

MR. BRADLEY VAUTER: Good evening, everybody, commissioners and management of the Board of Water & Light. My name is Brad Vauter. I live 1805 Drexel in Lansing.

I was out 'til Thursday afternoon. It certainly lost its charm after about Monday or Tuesday. But nonetheless we were able to stay in my own home, and you could see your breath. It was sort of cool. It was like camping. But I do have several comments and concerns.

And I am -- particularly have been troubled and so my response is mainly to those who say, "Well, let's look at the big picture, let's look at the long picture, let's not just judge what's happened with the ice storm." And so I took up that challenge even though I think it's only magicians and abusers who say, "Don't talk about what's happening now; ignore the man behind the curtain."

If we look at the long picture, I still don't think it's a pretty one. I think the top management now in its first week on the job was able to fire people right in the first week. Didn't need studies; just fired them. That cost the ratepayers about one and a half million dollars to settle up on those claims of payments and such. Then since

that time, we've had about four increases in rates over the six-year period, and there's four more slated if you look at the financial details given to the commissioners. This one that's just temporarily in abeyance notwithstanding, and these increases have been above the rate of inflation, in times of recession and on top of the fact that we have a fuel surcharge built into our bill that covers fuel costs, so lest you think these increases are for fuel. Third, we've got a manager who has been great at increasing his own salary over 30 percent not counting deferred comp and other compensations above and beyond his increase when he first started. But the workers that everybody applauds aren't afforded that same luxury. The workers maybe get a three percent increase every year or every other year and are asked to pay more in their health care costs. So we have a manager who has been great at raising his salary, not so great at helping the actual workers that everybody seems to have applauded. That's a legacy that we've got if we look at the long term.

I also think we've had management that has sort of fibbed to us or at least shaded the truth a little bit in terms of there's something called lying by omission. And I think when you say, "Gee, we were affected, too," I don't really think you were affected in the same way. I also think the co-plant that was first proposed, everybody lauds

the new power plant that finally went up but that new power plant wasn't the brain child of management. That had to be amended by people pushing back like the Michigan Environment Council and Lansing can do better. Those folks are what really made a change in the plant that we see now. So it wasn't the management at the time.

Finally -- or not finally -- fifth, we've been shrinking the gap between what we pay at BWL which is cheaper than some of the public utilities under MPSC control or oversight -- I wouldn't say control -- but that amount has been shrinking regularly. And if you do the projections, it's easy to see that pretty soon we will not have the cost advantage at the Board of Water & Light. Rather DTE asks for a rate decrease, folks. That's not what's in the cards for BWL. Thank you.

MR. LARK: Thank you.

(Audience applause)

MR. STOJIC: Kathi Raffone.

KATHI RAFFONE

MS. KATHI RAFFONE: I was going to write notes, but my glasses were also a casualty of stumbling around in the dark for 11 days and, even during the daytime, there wasn't enough light to do anything. And I noticed in today's paper the plan that you have and it said that priority for repairs and apparently individual houses are

last, which explains why I was the very last. And when they finally got around to doing it, it was a simple little transformer thing on the pole, and it took like 10 minutes. And I was 11 days. + And the first three days I didn't even know what was happening, because I was the only one in the neighborhood. I look outside, and everybody else had -- that it was because of that thing. No TV, no nothing, no radio. Didn't know what was happening.

Okay. I realize what's done is done. But here's the thing that you don't get; you still do not get. We have a sense of justice which is not being met. And I do not think you are sincere because, number one, everything you have done since this disaster has made you look worse, not better.

(Audience applause)

MS. KATHI RAFFONE: And that apology, I might have believed the apology, too, Peter Lark, if it was in your handwriting and you paid for that \$2,000 full page ad out of your pocket. We have suffered and I'm talking suffered. You don't have a clue what it's like --

AUDIENCE MEMBER: That's true.

MS. KATHI RAFFONE: -- to have your life turned upside down. You might as well say two weeks. And you know that medical science has proven that eight hours of stress does to your mind and body the same as an hour in a war

zone. And I lived with that for 11 days. And I also am disabled, and I have now have experienced the worst relapse that I have had in my condition that I've been fighting for nine years because my life was turned upside down and I have not seen one shred of real remorse. I hear you say, "I made a mistake. I apologize. Let's move on." Well, honey, we're not moving on until we recover, and I want you to hurt. I'm sorry. I want you to hurt like we hurt. I want you to feel what it was like --

(Audience applause)

MS. KATHI RAFFONE: -- to have to throw out everything in your refrigerator and you don't get food stamps anymore and you can't go replace it. I want you to feel what we felt.

AUDIENCE MEMBER: I'll second that.

(Audience applause)

MR. STOJIC: Carl -- I'm going to spell the last name -- C-a-l-i-l-l-e followed by Gary Andrews.

CARL CALILLE

MR. CARL CALILLE: Good evening. My name is Carl Calille, and I reside at 306 Harriet Avenue. As a Board of Water & Light electric customer, my expectations are to receive safe, reliable, reasonably priced electricity, electricity that I cannot receive from any other practical resources.

The response by the BWL was inadequate in its emergency plan, communication plan and tracking ability. Customer confidence has been compromised. The scope of the storm should not have inhibited furthering a successful plan if working properly. This is a direct failure of the BWL General Manager Peter Lark. To add more insult, Peter Lark admitted not knowing the extent of the outage before leaving on vacation. Mr. Lark exercised poor judgment as it was apparent Sunday morning how severe the storm was.

I was out -- I was without electricity for only three days. I spent the first two of those three days clearing trees from the road, neighbors' yards, driveways, back doors just so people could get out of their homes and cars could travel on our roadway. My neighbors across the street and the next street over were out of power for eight hours even though the Board of Water & Light were on that street for -- on Tuesday afternoon, Tuesday evening. As a matter of fact, my neighbor across the street's power came on, I saw her flood lights come on -- she wasn't home -- and after I got my power back Tuesday night, she remained without power. And I talked to people in that neighborhood on that street, and they did not receive any information on when they were going to receive restoration until a day and a half before they did get power. Again poor communication; should never have happened that way. Why was the advanced

technology not in place prior to this ice storm?

You know, this is something you probably haven't heard too much about, but, you know, resources of the Board of Water & Light are used for a lot of community purposes. You hear a lot of accolades for your involvement with the Chili Cookoff, you help decorate the state Christmas tree, decorate -- install just this year decorative street lighting with built-in speakers to play music through downtown Lansing, Christmas wreaths. These are all great things for the community, but, you know, you give a false impression when you do these things that you have your house in order. This is the icing on the cake, but your cake wasn't able to support that icing.

I think you really have to look closely at what you're spending your resources on. I certainly don't want to see my rates increased based on the expenditures to get yourself where you should have already been while doing these other things. You know, the state just came up with a billion dollar surplus. You know, I think -- you know, I used to work for the city of Lansing. I retired from the city of Lansing. And the city of Lansing along with the Board of Water & Light, you know, trim and decorate the state Christmas tree, and I don't understand why the state's not doing that for themselves. You know, it may be a small thing, but again people see you guys engage in that thing

and they feel like, you know, they're safe with the services you provide. And you failed miserably during this storm.

I do also want to just comment quickly, you know, in your notes you're adding trim trimming. I want you to really look closely at Wright Tree Trimming Service. They --

(Audience applause)

MR. CARL CALILLE: They were in my neighborhood two years ago, September of 2012, and trimmed all the trees in our neighborhood, and we had terrible amount of limbs that came down and lines come down just two years after all these trees had been trimmed.

And as a personal story -- and I'll just take a couple seconds. As a personal story, I actually took a photograph of the Wright workers in my back yard. They had a lot of employees; two of them were working really hard on the trees, the others were pretty much standing around waiting for limbs to come down so they can take to the truck. And while they're waiting, you know, they relieved themselves in my backyard. I got the picture of the one guy sitting on my fence using it as a rocking chair. I'd like to show that to you if anybody's interested in seeing it. I've got that on my phone.

MR. STOJIC: Thank you. Thank you.

MR. CARL CALILLE: I've saved it on my phone for

two years. But I would seriously look at this Wright Service. You know, they got brand new trucks. They look really good on the street, but I don't know if you're really getting your bang for your buck.

I guess that I do want to quickly just thank the field workers. They did do a good job. I just think they could have been better led. Also, you know, I brought with me two newspapers that had your apology. I'm not sure if this (indicating) was necessary. This is on posterboard, color. I mean, I don't know if you expected me to take this home and frame it, but I'm going to leave this here, and so you can recycle it. I don't need that. Thank you.

(Audience applause)

MR. STOJIC: Gary Andrews followed by Linda Carter.

GARY ANDREWS

MR. GARY ANDREWS: Gary Andrews from Cedarbrook. I was without power for 8 days, 21 hours and 39 minutes exactly.

On Sunday morning I went out and checked out the neighborhood and found a primary down on Dexter and one branch down on the secondary in my neighborhood. I went in and I called the Board of Water & Light, and I actually got to speak to a real human being at 9:40 Sunday morning. After that I got disconnected every time I tried to call.

Day after Christmas some people from the board showed up and looked around and took off and then, on the 29th, the crews arrived. And after they arrived it only took them 15 minutes to make the fix. I was out for 8 days, 21 hours and 39 minutes.

I think you have done us a major disservice because 40,000, quote, "customers" is about 100,000 people. It's about 100,000 people were impacted by this. There were 80,000 refugees in this community, people who fled their homes. There were only four people left on my block; three of them had generators and one of them had a fireplace. And thanks to the animals in foreign countries and my Boy Scout polar bear training and my be prepared kit, I was able to camp out in my home for that amount of time. 80,000 refugees; 80,000 refugees. 100,000 people impacted, and you, and you (indicating) take off.

As far as I am concerned, you are an insult. You don't deserve one cent of our money. I think that if this board -- if this board had the druthers, they should dock you \$10,000 a day for every day that people were without power.

(Audience applause)

MR. GARY ANDREWS: As far as I'm concerned -- there's two maxims that apply to this. One, only fools believe that the foxes -- and here's the million dollars

worth of foxes -- can do justice. And, two, and this is milleniums old and there's centuries of case law that says, when the captain abandons the ship, even if the crew saves the ship, that captain has absolutely no right whatsoever to resume command. I think you should leave. Why don't you retire?

(Audience applause)

MR. GARY ANDREWS: Take your bailout and get the hell out of town. I also noticed that all of the big hot dogs at the Board of Water & Light that came here to this charade that was held here awhile back were all out of town or in control of our Hometown power company, and they were all Consumers customers. Well, sir, I am more than a customer. I am an owner. I'm an owner. And most of these people here are owners.

MS. JUDY FOX: You know something? You're really upsetting me.

MR. GARY ANDREWS: Well, tough shit.

MS. JUDY FOX: I'd like to say -- that's right.

MR. STOJIC: Please -- please -- please --

MS. JUDY FOX: But I'd like to stay at the whole meeting, and I'm really quite, quite --

MR. GARY ANDREWS: I will leave.

MR. STOJIC: Your three minutes is up. Please --

MR. GARY ANDREWS: You know how I feel about you,

sir (obscene gesture given).

MS. JUDY FOX: Get out. Yeah, well, you're very rude.

MR. GARY ANDREWS: I am rude.

(Very animated audience)

MR. STOJIC: Please, please, please. Let's settle down here, please. We have some more speakers that would like to speak, so let's -- let's go through this list, please. Linda Carter is next followed by Joseph Jones.

LINDA CARTER

MS. LINDA CARTER: Hello. My name is Linda Carter, and my brother Joseph Graves is going to speak on my behalf.

JOSEPH GRAVES, JR.

MR. JOSEPH GRAVES, JR.: Good evening. I have some editorials here that I wrote in '06 and I brought copies for every commissioner, and I'd appreciate it if you'd make sure that the commissioners receive their copy and this is a copy for management.

Again thank you for the opportunity to speak tonight. For those of you that don't know, I had the opportunity to serve as a Board of Water & Light commissioner on two separate occasions; that is, I did two terms as a commissioner on the Board of Water & Light appointed by two different mayors, confirmed by two separate

city councils. So I know the board very well, and I hold it very dear to my heart. And as a commissioner, it was my responsibility to maintain the integrity and the quality of the board.

The repeated statements of regret, the continued publications of "I'm sorry," the pretention that bears much to be learned through internal and external reviews is simply a diversion.

(Audience applause)

MR. JOSEPH GRAVES, JR.: We already know 80 percent of what those reviews will conclude. It's not a mystery. I think we pretty much understand that. The pertinent issue before us is simply this: It is time for the Board of Water & Light leadership change.

(Audience applause)

MR. JOSEPH GRAVES, JR.: Consider this: The Board of Water & Light's brand has been severely damaged. Customer confidence is now lost. What has been considered a shining star in our city for many, many years is now a fading light. Politics has been infused into leadership decisions putting the consumers at risk for higher rates. The CEO leaving Lansing for the Big Apple or New York City early at the beginning of this crisis is simply managerial incompetence.

(Audience applause)

MR. JOSEPH GRAVES, JR.: When you damage the Board of Water & Light's brand, when you lose customer confidence, it's the commissioners' responsibility to protect the assets, the brand and the integrity of the Board of Water & Light. I certainly hope that the commissioners will take their charge seriously without the benefit of political influence. It's the commissioners' responsibility to address this issue and I hope they do that forthwith.

I can also share this with you, and I'll step down. I was here when Peter was hired. I was here with the prior CEO was here Mr. Novick. I can tell you from working with Mr. Novick that no operational harm was done during his tenure, no crisis of this kind happened under his tenure yet he was forced out because of political influence.

MR. STOJIC: Thank you, Mr. Graves. If you could wrap it up here? If you want to leave something with us as we go more and more extensive --

MR. JOSEPH GRAVES, JR.: I -- I've -- I've -- no, I --

MR. STOJIC: I will be happy to take it.

MR. JOSEPH GRAVES, JR.: I have wrapped it up.

MR. STOJIC: If you'd like to provide something later on, that'd be fine, --

MR. JOSEPH GRAVES, JR.: No.

MR. STOJIC: -- but we have a large stack here

that we have to get through, so --

MR. JOSEPH GRAVES, JR.: I understand, George, and I'm sitting down now. Thank you for the opportunity to speak.

(Audience applause)

MR. STOJIC: Barbara Ann Jones followed by Donovan Brittain.

JOSEPH JONES

MR. JOSEPH JONES: My name is Joe Jones, and I live at 1419 Fair Oaks in East Lansing.

Unfortunately we are not represented on the board as you well know, and that's not the reason for my being here tonight, though. I spent seven years in engineering school, but I am not a transmission or generation engineer. But I graduated in engineering area of mechanical and spent a lot of years trying to understand and how to work with preventive situations.

And I leave you with this: If it's worth anything -- and I'm sure you've heard this from many people -- you can't trim trees every four or five years and hope you're going to be okay. I can tell you -- I own property up north, and I can tell when it's fall because I see the cherry pickers out. Now, it may be less expensive to trim trees every four years until you have a problem in which case it may no longer be.

The next point I would simply leave you with is that, in speaking with people who have had reason to talk to crews -- and by the way, your crews have got to be the hardest working, working most awful conditions that one could ever hope for.

(Audience applause)

MR. JOSEPH JONES: So if anybody thinks -- I hope at least that anybody here tonight is doing anything other than applaud the people you've had working off the ground and on the ground, please understand that's not the case.

And anyway from what we could hear, you had only started this journey with about five crews, and then I heard there were 100,000 customers of whom 40,000 were out. If you do the math as an engineer and you say, "Oh, my God, it's July." And please understand I'm not criticizing your crews. What can they do with that large outage that they have to deal with? And, yes, I mean, you can't probably afford to have thousands of people sitting by, but you've got to have a plan and there's got to be a plan so you can call at an expense for people to come in from other areas. They do that at other places that I'm familiar with.

And I would just leave you -- and I know this has been belabored a bit, but I had about 600 people working for me as I near determined. And the last thing I would have ever done was been off the job when they were on the job.

Okay? I may not be a lineman and I may not know how to do the things I hope your lineman know how to do, but, my God, don't be out of town when the ship is burning. That is just fundamental. And I do not know how your poor line folks can look themselves in the eye and say, "I work for that Joe." I'm sorry. It's nothing personal, but I don't think this should go on. And you should be replaced, and I am sorry.

(Audience applause)

MR. STOJIC: Donovan Brittain followed by Christopher West.

DONOVAN BRITTAIN

MR. DONOVAN BRITTAIN: Donovan Brittain, home address 2114 Grant Street. So just want to jump into it with basic solutions, and hopefully I can come back and cover some other things.

We were for pow- -- we were out of power for ten days. I think with this crisis comes definitely opportunities and chances to improve everything that's currently been damaged or restructure the company as needed. But I think we definitely need to have a risk oversight committee.

If you take a look at Duke Energy, that is something that they have in case a hurricane hits the coastal area of the United States. They spring into action with a backup and support plan of what they're going to do

if anyone is out of power, if there's a flood along with the hurricane that damages property and power lines. Duke Energy is very efficient in this manner, and they've dealt with it year after year. Each year during hurricane season they'll go nationally on CNBC and they go over their plan of what will happen if anything hits, and that's a very proactive approach to that situation.

I think we need to also have a review of the board of directors or the commissioners that are involved with the Board of Water & Light. We need to make sure everyone's qualified, everyone understands their responsibilities.

I quite -- I just don't understand why the commissioners need reserved parking outside here of this building. I think we need to remove that, because this is a community where anyone should be allowed to park there regardless of their affiliation with the BWL. I'm a customer. I have a right to park there or down the street. Because you work here directly doesn't mean or you're affiliated in some way, shape or form. You know, reserved parking shouldn't be a privilege that's offered to in that situation, I should say.

Post major events I think we definitely need to have some type of rule in place of 72 hours all managers and executives should be on hand evaluating the impact of the storm and the impact on the community. All hands on deck,

no leaving town, no vacation approved for 72 hours until a plan is put into place and reacting on that plan.

I think we also need to increase community awareness. We need to get in the school system and talk to the kids. We need to talk to the community as a whole. When I was a kid growing up, the big push was having smoke detectors in your home because, if you didn't have one and the house would catch on fire, more times than not you probably would not survive. When I would go home and talk to my mom about it, what would she do? She would then go out and buy a smoke detector. So we need to really get -- get on the -- develop some grass roots programs that we can really push up through these communities to help everyone. Because again if this happens again, what happens if we have the same amount of people impacted but more than 75 percent of those people now are better prepared to deal with it?

We need to also develop some type of cohesive relationship with larger cities and try to uncover how they deal with these situations more or less.

Evaluation of management, we need to also take a look at the resources that we have currently in the community. And then last but not least, I do want to take time out to say that your workers in general that were out there on the lines did a great job. They were very -- you know, they were proactive as they could be in trying to

solve the problem.

My personal take on this is that, you know, if I stand alone, so be it. I can deal with that. I do accept your apology. But with that accepting of the apology, I have to turn it right back on you and say, please take action, please make changes, I'll definitely follow you very close. When the power went out, I did have a generator, was able to do some little things here and there. But there was no greater impact than seeing my kids cheer and jump up and down when those ten trucks rolled up ready to turn the power on and ready to go to action. And when those guys rolled up, we were very happy to see that. So thank you, guys.

MR. LARK: Thank you.

MR. STOJIC: Christopher West.

CHRISTOPHER WEST

MR. CHRISTOPHER WEST: Christopher West, 1700 Mary Avenue, Lansing.

First of all, I'd like to thank everyone for having the opportunity to make remarks. Secondly, I'd like to thank the line crews who sacrificed their holiday to ensure that we had power as quickly as they could provide it.

I was without power for almost nine full days. The first six days due to a combination of circumstances, I stayed in my home. I was camping out with my propane

lantern and propane stove heated by my fireplace, and my pipes kept warm by a kerosene heater whose stench I can still smell in my house. For the six days -- first six days, I had nowhere to go. All my friends and acquaintances also didn't have power. After that I spent three days with a friend in Dewitt, a Consumers Energy customer who got power back three days before I did even though Consumers had a larger number of outages statewide.

My mood swung first to hope after the power went out, because the day after a board employee came by in a bucket truck and she very carefully disconnected the power lines and secured them, so I knew that the board knew where the outage was in my neighborhood. I think the board also should have known the three houses down the street from me and all the way down to Martin Luther King Boulevard, they had power and never had an outage. But everyone west of me did not.

My mood swung from hope to depression when I spent my Christmas day huddled in front of a fireplace by myself, because my wife was house sitting for a friend who had dogs and also, oh, yeah, no power.

My mood then went to despair as -- because every day as I came home from work I was hopeful that I would see the bucket trucks up my street and the streetlights on, and every day I was disappointed.

The three words I want to use to describe the situation are egregious, unacceptable and incompetent. The lack of a plan to deal with an ice storm that was forecast three days in advance was egregious. Crews were not called in until after the fact even though a quarter inch of ice accumulation or more was the forecast. The communications between the board and the public was unacceptable. The statements we heard in the press, the things we saw on TV had no relation to reality. The number of outages went up and down and up and down with every report. Finally the only way I can express my feeling about the management of the board is incompetence. I'll leave it at that.

Now, I do have two constructive proposals. First, the city of Lansing has an ordinance you must clear your sidewalk of snow within a certain period of time or you will be billed. Why does the board not have a policy, if there are trees on private property overhanging the board's lines, that those owners are not billed for the trimming or made to do the trimming themselves at their own expense? And, secondly, if the board really wants to restore confidence, what they would do is make a bulk purchase of generators and sell them to the public at cost and have the installation done by board employees for free. Then I would think that, yeah, I'm confident that I will have power in the future because now I am not. Thank you.

MR. STOJIC: Thank you.

MR. CHRISTOPHER WEST: Oh, one more thing. Mr. Lark, Harry Truman was famous for having a sign on his desk. Do you know what that sign said? "The buck stops here."

(Audience applause)

MR. STOJIC: Claudia Masner, it looks like M-a-s-n-e-r, followed by Lori Willett.

CLAUDIA MISNER

MS. CLAUDIA MISNER: You guys don't look like you're having much fun up there. I'm Claudia Misner. I live at 5900 Pheasant Avenue on the south end of Lansing.

I was without power for eight days. It ruined my furnace. After that, my water pipes froze.

So I'm not going to say anything bad about the management or anything. This was an overwhelming experience for everyone here. It was overwhelming. You guys were unprepared for it. That's obvious to everyone here. The workers that were out on the streets, your workers, I applaud them. They worked as hard as they could. They were sitting in their trucks drinking coffee at Quality Dairy trying to keep awake. And I seen them do it. They were wonderful, and they worked hard.

What I'm worried about is we got three more months of winter, and I don't want to see our Lansing area be unprepared in the future for this. There is -- there's just

no excuse for being -- I was actually afraid, and I'm still shaken by the whole event. The customer service was very, very bad. They just disappeared.

I have relatives in Europe and they actually want to know -- and they weren't being rude or anything, but they said, "Why do you guys still have all your power lines up in the air like that? We got rid of those years ago. What happened over there?"

(Audience applause)

MS. CLAUDIA MISNER: And, you know, and it's true. I mean, it's true. We've fallen behind somehow. We have access to it. We just -- you guys just built this beautiful facility, so the money was there. But we forgot about what happens when it leaves the plant. Do you know what I'm saying? And even people in Europe looked at this across the ocean and said, "What were you thinking?"

So, you know, what are we going to do in the future if this happens again? I mean, is Bernero going to be contacted? Where was the mayor? Why didn't Bernero call Governor Snyder? Where was Governor Snyder? We could have had access. There's military bunkers -- maybe unbeknownst to some of you, there's heaters and there's gas and there's water and there's generators and there's all kinds of neat little things that are in our military little bunkers that you don't know where they are. But we could have had access

to stuff.

Our shelters were full. We have closed down schools with generators in them. We could have opened them. We had churches like the man said earlier. We didn't contact them. Nobody collaborated. Nobody had any access.

I just -- yeah, the strategic planning is a very important thing, so I'd like to see that. And I'd like to see the collaboration of the mayor and the governor and the people that are our leaders, and they weren't here. And we spent Christmas in the dark, and I spent New Year's in the dark. And a lot of my friends did and a lot of my relatives did, and it was scary. Thank you.

MR. LARK: Thank you.

MR. STOJIC: Thanks for your comments. Lori Willett followed by Claude Beavers.

LORI WILLETT

MS. LORI WILLETT: I feel like we're at Board of Water & Light Anonymous where we all begin by saying, "Hi, my name is Lori and I was without power for eight days." I'm Lori Willet. I live at 2327 Alpha. I thank you for allowing us to speak tonight.

I've seen changes in the last couple of weeks in how the board communicates, and I appreciate those changes. However, we're here tonight to share our perspectives of what went wrong during the ice storm. I agree with all of

those who've had issues with not being able to get ahold of the board, no outage map, no regular or accurate updates. But my particular complaint has to do with the messages we received from Mr. Lark.

Mayor Marion Berry once said, "Outside of the killings, Washington has one of the lowest crime rates in the country." That makes just about as much sense to me as Mr. Lark referring to the power outages as an inconvenience. An inconvenience is driving down Capitol Avenue and hitting every other light because they're not timed. This was not an inconvenience. It's not an inconvenience to be without power and heat in December in Lansing even for one day. What we endured is not an inconvenience. We had no heat in December in Michigan, and it was an emergency. Mr. Lark, you insulted every community member with your comments.

(Audience applause)

MS. LORI WILLETT: What should have come out of your mouth from the start is a recognition that this was an emergency situation and that the Board of Water & Light recognized it as such, but that didn't happen. You continuously used the word "inconvenience" while boasting about how many customers actually did have power. How insulting. Do you think a hungry child in a classroom would be satisfied knowing that 94 percent of the class was fed at lunch? Do you think those on the Costa Concordia felt

better knowing that 94 percent of cruise ship passengers don't end up on a sinking ship?

I'm further insulted that you speak so passionately about how this was the worst service disaster that the board ever encountered. You also provided data proving that fact, and I get that. That seems reasonable to share. But if you knew how bad this was, that 40 percent of the board's customers didn't have power in December with no heat, what exactly were you thinking by getting on a plane and going to New York? How could you enjoy a holiday with your family when the rest of us were left in the cold and dark? And if you didn't think what you were doing was wrong, why did you hide it? Why didn't --

AUDIENCE MEMBER: Try to find out why.

MS. LORI WILLETT: I don't need help. Why did the council not even know where you were?

What you fail to recognize is that we hold all of you accountable for your actions during this. This isn't a private business. Each Board of Water & Light employee is accountable to the citizens of Lansing. And, Mr. Lark, you set the example. Show us that you have learned from this and that you'll do it differently next time. Thank you.

(Audience applause)

MR. STOJIC: Claude Beavers. Claude Beavers followed by Dana Perrien.

CLAUDE BEAVERS

MR. CLAUDE BEAVERS: First I want to say that I come to these kinds of meetings to speak my mind and to learn from other people, and I appreciate those of you who are here this evening speaking. And I would have enjoyed much better were the acoustics or the audio in this place -- I said last time I was here to Zerkle this is not a good place for a meeting. Please consider some other place so that we can all be heard and we can all listen what others are saying.

I want to read to you from the memo dated January 2nd by Commissioner Dave Price and Cynthia Ward send to Sandra Zerkle. It said, second paragraph:

"Of a primary interest in requesting the special meeting was to provide a timely and focused opportunity for the board of commissioners to begin to address our customers' concerns relative to the BWL's restoring efforts following the ice storm."

This was put out for the meeting that was held here on the, I believe, 2nd of January in which we had roughly 30 people who were employees of the Board of Water & Light speaking. I got to tell you, I'm an old guy. I go to bed early or at least I try to, because I have to get up early and I have to get up during the night sometimes. I didn't have a -- I don't have a radio program, but I think

giving privilege to workers and to this guy named Tim Barton I guess his name is or Barron maybe is an insult. It was an insult that night, I am still insulted.

I feel like I have been mistreated by the mayor, by the emergency management system, by the Board of Water & Light and by the board of the Board of Water & Light and certainly, Mr. Lark, by you. I think it is insulting to be treated this way.

All the public relations that have come out since the ice storm have been, I think, a bunch of baloney. I don't know if I can believe everything I read in the paper, but I have read that, as soon as you were hired, Mr. Lark, you got rid of the three top managers of the company. That looks in retrospect like a big mistake to me. I can't believe that you have been here that long and have done almost nothing to have been prepared for this ice storm. This is Michigan. This is not Miami. This is not New Orleans. This is Michigan. We get ice and snow and we get storms here.

I'm also surprised that you were talking about a new power plant that would be operated by 70 percent coal fuel. Now, if you're such a hotshot in this whole thing about utility management, it seems to me that it was good that we had a citizens group that said, "No. That ain't gonna go. That's not the way we're going to do this."

What I'm leading to is that I think it's time for you to go, whether you resign or whether the board gets rid of you, I don't much care.

(Audience applause)

MR. CLAUDE BEAVERS: I feel that perhaps it's the old Peter principle, you've risen to the level of your incompetency. I have one suggestion other than your leaving. I believe it's important that the Board of Water & Light, the city, the emergency management system find a way to help those most in need during these kind of situations. I believe those most in need are the least able to sustain themselves during these kinds of situation. I think they can least afford this kind of situation, and I believe that that's where your priority should go. Thank you.

MR. STOJIC: Thank you.

MR. LARK: Thank you.

MR. STOJIC: Dana Perrien followed by Kathy Tobe.

DANA PERRIEN

MS. DANA PERRIEN: Dana Perrien, 1012 Poxson Avenue. I've heard words like inconvenienced, discomfort. I had a live power line in my yard for 10 days, branches laying on top of it. And for 10 days the only way in and out of my house was to walk over that power line and then climb through the branches to get through the front door. And over top of all of that was a 25 foot long, eight inch

thick branch waiting to come down. And for 10 days I reported it to the Board of Water & Light and for 10 days I was told I wasn't a priority because I had power, and I was told I was lucky I had power.

I find it odd to say the least that the people who don't understand that a live power line on the ground is more dangerous than an un-live power line are the people who work for Board of Water & Light. When they finally came out on January 1st to cut the tree branch down, pretty much wherever the logs and the sticks landed, that's where they left them. And when I got home at 7:00 o'clock at night in the dark, I had an obstacle course trying to get around logs that were snow covered and branches sticking up, and then I found out they cut the power to my house. I had power for 10 days, they turned it off and said that I had to repair the mast. The mast was pulled off the front of the house. It was not bent. It was not broken. The brackets were still on it, and it literally took two screws to put it back on my house. They cut it off.

Two-and-a-half days without power when the temperatures were -4 one night, -10 the following night because they didn't want to put in two screws. And the only reason it was turned on after two-and-a-half days was because Ms. Carol Wood kept calling Board of Water & Light and myself until the power was turned on.

Inconvenience? You risked my life for 13 days. That's not an inconvenience. And then when I read in the paper that your solution is to offer \$25 credit to people who were without power for five days, --

AUDIENCE MEMBER: Bravo.

MS. DANA PERRIEN: -- that's a slap in the face. I don't know how to put it any other way.

(Audience applause)

MS. DANA PERRIEN: When I read in the paper comments by Mr. Lark that say, "I feel like I should have been able to go to New York because I had a crack team on the ground and because we did everything we could," let's review that, please.

AUDIENCE MEMBER: Thank you.

MS. DANA PERRIEN: You didn't cut tree limbs. I still have the door hanger that was put on my house November 14th, and then nobody came back and cut those limbs. It's still sitting on my desk. So you didn't cut limbs, you turned an ice storm into a catastrophe that you were in no way prepared for even though you had three days' warning. I'm not trying to be rude but, if you think that's the best your company can do, there needs to be a lot more changes than just hiring a couple linesmen and a social media person.

(Audience applause)

MS. DANA PERRIEN: You talk about ruining customer satisfaction? I can't have faith in you. Why would I after you risked my life for 13 days?

My question to you is, what are you going to do different? Because we're going to get more ice storms. And let's be honest, this wasn't a catastrophic ice storm. It was an ice storm. It became catastrophic because I can take you anywhere in the Board of Water & Light service area and show you one tree limb after another overhanging these power lines that have been more than five years. I can show you sections that are completely invisible because of the overhanging bushes.

MR. LARK: Thank you.

MS. DANA PERRIEN: What's being done about that?

MR. STOJIC: Thank you.

(Audience applause)

MR. STOJIC: Kathy Tobe followed by Judy Fox.

KATHY TOBE

MS. KATHY TOBE: Kathy Tobe, 4030 Clayborn. I live in the Churchill Downs area. I'm the former president of Churchill Downs Community Association and currently the president of the Lansing Neighborhood Council.

AUDIENCE MEMBER: Speak up.

MS. KATHY TOBE: Okay. I am not here to tell you everything you did wrong. I think you have heard it from

many people many times, so I'm not going to reiterate that. I'm here for one reason, accountability. That's all I'm here for.

You have acknowledged some deficiencies, and I do appreciate that, and I'm going to hold you accountable. I'm going to -- when all the emotions die down and people's memories fade, I'm going to still be here.

AUDIENCE MEMBER: Me, too.

MS. KATHY TOBE: And I'm going to hold you accountable to this, that you follow through on each and every one of these things that you said you were going to do. I think it's very important for the neighborhoods that that happens. As a matter of fact, I am going to form a neighborhood coalition of neighborhood leaders that will hold you accountable, that want to see three months what have you done, six months what have you done, a year, however long it takes so that this does not happen again. We really want you to work with us, with the neighborhoods, the churches. There's many resources out there that you can work with and we want to be there with you. So like I say, I'll be here in three months, I'll be here in six, I'll be here in a year, two years. I've been here for over 30 years so I'll continue to be here. Thank you.

MR. LARK: Thank you.

MR. STOJIC: Judy Fox followed by Jeri Permoda.

JUDY FOX

MS. JUDY FOX: First and foremost, I want to thank you, Mr. Lark, for all you do. You have a company, the employees have such good morale and that -- that is attributed to you and your team. And the people, my goodness, this is -- this was just such a terrible ice storm. Such a terrible. I just don't know how really that all the power was restored as soon as it was, and I even have an electrician in the family that he certainly was surprised, too. I think you're doing everything you can to make it better.

The tree people were there a couple of days this week and you have said there hasn't been the trimming for maybe the last couple three years, but I know it's going to be better. I have all the confidence in the world and, you know, to sit there and have people say to you that you should resign, I really think that that is such an insult to you.

AUDIENCE MEMBER: Yes, it was.

MS. JUDY FOX: Yes. And I want to tell you, too, --

MR. STOJIC: Please let her speak.

MS. JUDY FOX: -- you must have had a good real raising by your parents to be able to -- this is just a lot of stress -- a lot of a stress for a professional person.

AUDIENCE MEMBER: Awwwww. Awwww.

MR. STOJIC: Please. Please. Please. Will you please respect the speaker?

AUDIENCE MEMBER: No. She didn't respect --

AUDIENCE MEMBER: She interrupted --

MS. JUDY FOX: I'm sorry. But I would say the same thing if you were up there.

MR. STOJIC: Please. Let's give each speaker an opportunity.

MS. JUDY FOX: I just -- I waited all week to come here and be able to say, gosh, way to go, because I say I do know a lot of positive about the Board of Water & Light, and I know it's going to be continuing under your watch. And I apologize for people that were so rude as to mention that you would resign. Because we -- many of us are thinking the same as I am. You're doing fine. You're doing fine. Your whole team, you're working on making things better, you're learning from it. But, my gosh, a storm like this, the ice, that much of it? And I say congratulations. You keep up the good work, because a lot of us are behind you.

MR. LARK: Thank you.

AUDIENCE MEMBER: Bullshit.

AUDIENCE MEMBER: Yes.

MR. STOJIC: Judy Permoda (sic) followed by Carl Tielking.

JERI PERMODA

MS. JERI PERMODA: Hi. My name is Jeri Permoda. I reside -- I live at 526 Denver in Lansing. I'm a lifelong resident of Lansing. I born and raised in the house I live in and I have -- I love my city. But I have noticed since that Wright Tree Service has taken over the forestry work on our trees, that you can drive anywhere in Lansing and see the limbs that have over -- that overhang. They just -- all they did was go through and butcher our trees, they cut holes in them. I go out and ask, "What about this big old line that's hanging over?" "Well, we're only doing what we're contracted to do." I know I stated this at the city council meeting, too. And I would really like to know just what they were contracted to do. Because I truly believe that the reason that we have not seen a power outage to the extent that we did this time was because the maintenance on the forestry was performed properly, where here in the last six years it has not been done. And, you know, we get ice storms. We get one, at least once a year. Usually it's New Year's Eve. It is. I mean, seriously. We get our share of ice. But the reason that I think it was so extensive this time was because of the poor job that Wright Tree Service did. That is really --

(Audience applause)

MS. JERI PERMODA: That has really grinded my

goat. I'm also a former Girl Scout. I'm also an Army veteran. So I like the preparedness. I like to be prepared. And I see where Lansing as far as trimming our trees just totally failed in that preparation. I think if the preparation would have been done -- I'm not saying the outages, that we wouldn't have had some, it would not have been to this magnitude. I truly believe that, and my neighbors believe it. And when I talk to them, they still totally believe that. So I would really, really like to see what they were contracted to do and why they were allowed to still have these big branches go over our power lines.

AUDIENCE MEMBER: Are they still there?

MS. JERI PERMODA: They are still there. It scares the heck out of me, because we had this much and then you can drive by and we have -- you know, the wind has been howling really bad this winter, too, and I think of the trees that have already been weakened, the branches that have already been weakened. And then, you know, with the wind and everything, how many more are going to come down? I still hear some branches falling but it's not to the extent it was at the ice storm, but it still bothers me. So I would really like to see that happen. And I do take it very serious.

And, oh -- and then I don't know who is responsible for planting the trees underneath the power

lines, but we -- you know, we do plant them underneath the power lines. And if it is the board that does it -- I think it's the city. I'm not sure -- but they should go for the small little flowering trees and not the big maples and oaks and ones that grow into the lines or plant them on the other side of the street.

AUDIENCE MEMBER: Or bury the wires.

MS. JERI PERMODA: Well, you know, that's an expense. That's an expense. But we've had these -- we have had these wires. And I know I'm going to go -- oh, I still got time -- that are -- we've had the trees that go under our wires, but we had done the maintenance -- proper maintenance on them. And if -- you know, I heard at the city council meeting that, "Well, people don't want you butchering their trees." Well, we didn't get a choice growing up. They came and they butchered our trees and told us that, "We have to do that for your safety." It'd be nice to hear that again instead of, you know, "This is what we're contracted to do."

MR. STOJIC: Thank you.

MR. LARK: Thank you.

MS. JERI PERMODA: Thank you very much.

(Audience applause)

MR. STOJIC: Carl Tielking followed by Joe Graves if he's still here.

CARL TIELKING

MR. CARL TIELKING: Carl Tielking. I live at 1205 West Hillsdale.

Sir, I'm a strategic planner myself in the military. I've had to be able to help with Desert Storm/Desert Shield. I'm a veteran. I can tell you right now I don't want to focus on bawling you out, because everyone else is going to do that for me. I don't have to worry about that. So I'll skip that and let someone else handle that.

My point is I'm about a solution. I said it when I was up to city council meeting, I know how to be able to handle emergency communication, and your response was absolutely hideous in the fact that it was not fast enough, it was not appropriate enough for the situation at the time. I state this because I have thousands -- literally thousands of ideas on how to be able to change things such as an information traffic manager that can be able to sit and be the person that's going to handle information flow in and out of your offices from your line crews, from us as customers and from social media. Also an outgoing manager. You can -- ask radio stations since we're not going to have television, we're not going to have phones, we're not going to have any other thing that's powered. You have to have radio since they have their own assisted power there. They

can do a broadcast information such as downed line information and how to report it, they can be able to talk about how your damaged equipment can be reported, they can talk about cooling stations, they can talk about heating stations, overnight shelters, food, water, whatever is necessary to be able to make us more comfortable during this problem which is a crisis. Problems that are very numerous it goes all over the board.

Also I just didn't want to point just to you because there was so many other agencies, the city, you know, mayor, the governor, all those people also need to get involved.

I also want to talk about this outage map people have been talking about. You know, people put in their address with a zip code, it will give them from a big, wide map down to a small 10 or 12 street map right around their location. They should be able to have check boxes such as downed wires, damaged equipment, injury, home damage, vehicle damage, you know, that way fire and police department can be able to assist you in being able to handle whatever emergency's at their location. That's an interactive map where people can be able to give you feedback instantly, on the dot, boom, go. I know of several cities who've got this kind of thing. I'm more than willing to help to show you what I'm talking about. I have some

computer skills to show you myself.

I have many other areas. That I can be able to sit there and say without power, if we don't happen to have a community center within half a mile of our house to be a central information point to get to you the information you need and then at that point can go to get us information we need and also as a gathering place for information sharing and community resources of the community people that have the backgrounds, the knowledge, the backbone and the brawn to be able to help in any emergency. Community involvement with our Hometown utility is necessary, required. There's been way too many areas that are way, way too deficient, negligent and absolutely insulting. I won't go any further than that. But I do mean, you need to ask Mr. McDaniel to have me as part of your citizen review team. Thank you.

MR. STOJIC: Cheryl and Terry Huff.

CHERYL HUFF

MS. CHERYL HUFF: Hi. We are Cheryl and Terry Huff. We live at 828 Brad Street in Lansing. We were without power for 10 days.

Because they didn't check our fuse on the pole on South Washington on the primary, the Board of Water & Light kept telling our neighborhood that we had power when we didn't have power, because they didn't check. I had to go to your service center on December 31st. The people running

the service center were from collection department. They were told to tell us we would have power by that evening by midnight. They told me that. I said, "You know what? This is smoke and mirrors. I work for the state. I know how this goes. Please get me a manger." I had a manager come out. His name was Brock. He was a wonderful gentleman, very compassionate. He said, "We checked your lines. You have power." I said, "Just a minute." I called my husband at home who's running the generator that we borrowed for the tenth day. He said, "No, we don't have power." I said, "We don't have power." He said, "I'll send a truck out." I said, "Is it going now?" He said, "Yes." That was at -- I got home at 9:30 a.m. The truck didn't come down the street until quarter to 12:00. Brock gave me his personal phone number, because I said, "If I e-mail the Board of Water & Light are they -- is anybody going to answer?" And he said, "I'll give you my phone number." He did. The truck pulled in next door to check our mast; we didn't have a problem. The Board of Water & Light truck went down the street and, believe me, I work at the Unemployment Agency. I am all for the worker. Every time they said these people are working 16 hours, I'm thinking I hope they make a million bucks. The truck went down the street -- we live on a dead end street. Talked to my neighbor, was coming back up the street. My husband asked me to go outside because he was

busy at the time, and I went out there and I flagged them down. They sped up like they were going to run over me.

AUDIENCE MEMBER: Oh, my God.

MS. CHERYL HUFF: I -- I -- I -- the driver finally stopped, rolled down his window, and I said, "Are you here to help us?" And he said, "Lady, if you don't get out of our way we're not going to help you. That's what we're here for." They went down the street, took them less than 10 minutes --

MR. TERRY HUFF: To go up in the bucket, put a new fuse on the primary.

MS. CHERYL HUFF: And then yesterday pure panic when my husband calls me at work going, "We don't have power." I'm going, "Oh, my God, no."

(Audience applause)

MS. CHERYL HUFF: I said, "Did you" -- he said, "I called both Board of Water & Light numbers. They're busy." I said, "E-mail them." He said, "I can't. We don't have power." I'm scared. Thanks.

MR. STOJIC: Ryan Sebolt followed by David Dubuc.

RYAN SEBOLT

MR. RYAN SEBOLT: I am Ryan Sebolt. I live at 1800 West Ottawa. I'm sure you can feel the frustration in the room. You felt it coming from me, you feel it coming from these people, and it's probably because this entire

deal has kind of become a circus.

I sat through the city council presentation and the two-part presentation to the board of commissioners. I heard Mr. Lark and his managers promise how much things were going to be different in all the abilities they already had. And then on Wednesday the test actually came when they had over 6,000 customers without power, and it took the media to point out that no map ever went up for a post-restoration map to come up. There was a simple pdf that the media then turned into a joke about Board of Water & Light's inability to deliver on their promises.

Going back to that second part of the commissioner presentation, that evening, this Tuesday evening, I was not surprised at Mr. Serkaian's admission that in two years on the job he had not put together an emergency communication plan. That was pretty evident. But what I was surprised at is that he still has a job.

AUDIENCE MEMBER: Right.

AUDIENCE MEMBER: Exactly.

(Audience applause)

MR. RYAN SEBOLT: For two years with no emergency communication plan, that's dangerous. You are a utility. People's literal lives and deaths hang on your ability to communicate with us in a time of crisis.

At that presentation, Commissioner Ward herself

pointed out that there were inconsistencies with what Serkaian's press releases said as to what we know the actual sequence of events were. That's again dangerous, and it's bad for your customers. And that's why our confidence has been shaken in you.

Mr. Serkaian admitted through his testimony inadvertently that his communications plan was reactive rather than proactive. He admitted inadvertently that his press conferences were designed to improve BWL's image, not to give actual information to customers. He still failed to recognize that the information that he was putting out was useless and void of all context. The intersections that we had didn't really mean anything. What is the intersection of Martin Luther King and 496? Was that me? Turned out it wasn't me, but I live close to there. It was hard for anybody to tell who exactly those referred to.

And so my question now is on this part, we've hired a PR firm, Board of Water & Light has, to handle emergency communications. As far as I know, Mr. Serkaian is supposed to be your communications person who is handling that. So as a ratepayer, why am I now paying two people to do the same job that one person has clearly demonstrated he's capable of doing?

(Audience applause)

MR. STOJIC: David Dubuc.

DAVID DUBUC

MR. DAVID DUBUC: My name is Dave Dubuc. I live at 2508 York Road, Lansing, Michigan. I made a few notes prior to tonight's meeting, but I took a lot of stuff that's already in here so I'm not --

AUDIENCE MEMBER: Start your time.

MR. DAVID DUBUC: -- going to go through this and save you all, and I can't talk that fast. Judy, you may want to block your ears.

MS. JUDY FOX: Say that again? Say that again.

MR. DAVID DUBUC: You may want to block your ears.

MS. JUDY FOX: Oh, I got it.

MR. DAVID DUBUC: I'm going to -- it's complimentary. You know, when I was up here watching you when the Huffs were up here talking and her reaction when the power went out and you gave this "ha ha" kind of response, it was enough to piss me off. I mean, it was totally inappropriate. I don't even know if you were aware that you did what you did. It was the most emotion you've showed throughout this whole thing. I've been sitting right in front watching you just about the whole time. Was your response to her (indicating) like "no big deal, lady." Yeah, that's what it looked like to me --

AUDIENCE MEMBER: It was.

MR. DAVID DUBUC: -- sitting over there. Other

people, too, huh? Yeah. Insensitive.

A couple of things that I want to bring up, because most of the points have been made already. One was that \$1.2 billion power plan that you said was the best option and the gas powered building was not a viable option.

The other thing -- because obviously the building next door speaks for itself. The other thing was you talked about from the get-go the optimal number of crews were on the job. And you talked about that and talked about it every day in the paper, optimal number of crews which was five and that you couldn't have more because you'd have to take one person away from each of those crews which never made sense to me. Because I would think that, if someone who was trained to deal with high voltage and electricity, whether they're in Michigan or Pennsylvania or Florida or whatever state they were in, would have those same skills, because that's a very specialized skill set. And lineworkers are lineworkers and the electricity is the same in all the different states and all the different communities within the state. But yet that was the optimal number until long after you said loud and clear in the paper. And finally I don't know what it was, something got your attention and you started to put crews out there.

You know, I would love to know the financial assets of the board. Because I would think, you know,

utility has been there for 100-plus years, makes a profit every year, must have some money in the bank. And the ideas that were talked about repeatedly, putting power lines underground. Michigan State's got it. And I'm from the east coast. I came out here in the late 70's, and I just loved it because I'm from a state that gets a lot of ice storms. We've had two-inch ice storms and this was nothing in comparison, yet we never had two weeks of power outages. So for me personally, I think you've given us your best shot, and it's been running. And I don't think you deserve more opportunities to manage the Board of Water & Light.

(Audience applause)

MR. STOJIC: Liz, you're the reason I'm going to spell your last name, O-w-c-z-a-r-z-a-k, followed by Byron Jolly.

LIZ OWCZAZAK

MS. LIZ OWCZAZAK: Good evening. I have just three simple quick comments. I'm perhaps a drop in a sea of customers here who I did not personally lose power during the ice storm and the following storm. I live over on Pennsy- -- off Pennsylvania near the hospital south of Mt. Hope.

My comments have to do with I cannot see why this -- the power is still -- our infrastructure for this capitol city for the great state of Michigan is still

sitting on wires, on poles. Way back when electricity was invented and they first started running telegraph wires on poles, Indians who wanted to attack the community simply went and cut the power off the poles. Very simple.

AUDIENCE MEMBER: That's right.

MS. LIZ OWCZAZAK: When 9/11 happened, it was supposed to be a wake-up call for our infrastructure --

AUDIENCE MEMBER: That's right.

MS. LIZ OWCZAZAK: -- to find a way to protect the citizens of this country.

AUDIENCE MEMBER: That's right.

AUDIENCE MEMBER: Damn right.

MS. LIZ OWCZAZAK: It's now how many years? 13 years since 9/11. Get the power off the poles. Get it in the ground.

AUDIENCE MEMBER: Yes.

MS. LIS OWCZAZAK: One comment. My second comment has to do with Wright Tree Service. I did not have any experience with them. I'm new to Lansing. However, I did encounter Wright Tree Service down in Jackson. They outright lied to me, went around and tried to avoid when I was home when they were cutting trees so that they could do what they promised they weren't going to do as far as taking care of my trees on my property. I have no respect for them. Every time I see their trucks, I just want to spit.

AUDIENCE MEMBER: Yes; yes.

MS. LIZ OWCZAZAK: My third comment has to do with a recommendation. People did not have a map where they could find out what was going on. Lansing Community College has a GIS program. They also have a scholarship program where tech companies can come in and say, "Here, I'm going to provide a scholarship for a student to do a certain job when they got done with their degree and come in and help me out with a technical career." The GIS program is in Lansing Community College. GIS makes maps. They do maps online. I think it would be a good thing if Board of Water & Light could look into finding a way to help students out with a scholarship, help the customers out with a map that makes sense, is easy to use and does what you need it to do. Thank you.

(Audience applause)

AUDIENCE MEMBER: Good for you. Thank you.

MR. STOJIC: Byron Jolly followed by Kathy Taskey. Byron Jolly? Kathy Taskey?

KATHY TASKEY

MS. KATHY TASKEY: Hello. My name is Kathy Taskey, and I'm an employee employed in an association downtown Lansing, and I live on Capitol in Old Town. And I've heard some horrific stories from individuals, and mine are not that horrific other than there's some businesses in

this community that lost out on some very significant income.

AUDIENCE MEMBER: Right.

MS. KATHY TASKEY: I used to be the president of the Chamber of Commerce in Otsego County and, if it didn't snow between Christmas and New Year's, we were dead and those businesses may not survive. I also work for a business that is experiencing over \$200,000 worth of damage to their basement on a newly renovated project because of the power outage.

I'm not here -- I think that this is just one piece of the Board of Water & Light that has problems. I think the infrastructure of the Board of Water & Light has problems.

AUDIENCE MEMBER: Yes.

MS. KATHY TASKEY: I am a career banker. We have to have a disaster recovery plan. Our regulators make us have a disaster recovery plan. We have to test it annually. If we don't pass, we have to do it again. I find it hard to believe that this entity wasn't required to have a disaster recovery plan.

(Audience applause)

MS. KATHY TASKEY: I find it hard to believe that it was never tested, and I find it even more appalling that the board of commissioners who actually are in charge did

not require testing of such plan.

(Audience applause)

MS. KATHY TASKEY: I would really like to know if this REO plant since it's new has a disaster recovery plan. I'd like to know who's responsible for the oversight of that testing, and I would like to see the test results.

I was surprised to hear that, Mr. Lark, you've been employed at the Board of Water & Light for six years. Because if you have been employed for six years, you're ineffective. And you know what? It doesn't make a difference if you're ineffective whether you're in New York or not. I don't think it would have made a difference if you were here or there.

I want my basement back. I want the people in Old Town that lost business to have that recovered. I don't think you're capable of handling some of the problems. And then I think quite frankly, if I was on the board of commissioners for the Board of Water & Light, I would be here. I would have been at every single meeting, every commissioner trying to save my ass.

(Audience applause)

MR. STOJIC: Jana Nicol. Jana Nicol? William Paddock followed by Matt Martin.

WILLIAM PADDOCK

MR. WILLIAM PADDOCK: Hi. My name is William

Paddock. I live at 402 North Fairview Avenue in Lansing on the east side near Frandor.

I am a communitarian. I thrive on community. I appreciate this opportunity to participate. I've lived in Lansing for 30 years partly because we own our power and water. That's important to me. I love that we've all survived by relying on ourselves and each other. Yes, huge stress. This has been a major event for our community. Seismic. These things can shake us, but they don't have to break us. You have seen and heard the angst of people and the vitriol has arisen. Please -- as hard as it may seem, please channel the energy you've received from this community not into feelings of self-defense, guilt or shame, but rather into a call across your organization for compassionate community relations.

I got a letter I wouldn't like to show you right now in the last 10 days that didn't feel good on top of everything else. Compassionate community relations. Mr. Lark, take up your leadership responsibility. I left out the word "remaining" leadership. I think you have leadership responsibility here. Please foster among all your employees but especially among those who interact with the public, who write the letters and speak on the phone, a sense of the importance of compassionate, transparent communication. Let us know whatever is known in as friendly

a way as possible. We all know things -- we all know the things we've gone through. Let Board of Water & Light feel like a friend. Help us feel like we're in this together. I've got a few seconds left. I'd like to add a couple of things that I wanted to say.

Please maybe we can combine the disruption of the sewer separation or could have along the way with electric line burial, transformer burial. We're tearing up our streets anyway, this is our town, we own the whole thing, let's do it right. Let's make the capitol city the way it should be. I think this is an opportunity that's been missed. Maybe we can still do it. There's still sewer separation going on; right? Let's look into this. Save our trees. I mean, it's the tree city. It's an arbor city. Let's keep that.

And then the last thing is, maybe it sounds a little funny but, if we do end up supporting generators for people for emergency situations, maybe even regionally placed across the city, maybe it won't be necessary if we do the burial. But I'd like to see us foster natural gas generators in the homes in general so that we're not buying gasoline so that it's an automatic kick over so that we have natural gas already coming buried, let our emergency electric come back that way and then not having to be worried about pouring gasoline and all the rest.

This community survived because we come together. We looked out for each other. I thank God I had a little fireplace. My power was out, yes, you know, but I survived, and I looked for people that I could offer to come into my living room. Now, that's not much.

MR. STOJIC: Thank you.

MR. WILLIAM PADDOCK: Thank you.

(Audience applause)

MR. STOJIC: Matt Martin followed by George Grof.

MATT MARTIN

MR. MATT MARTIN: Good evening. My name is Matt Martin. I live on Pleasant Grove Road, 4219. My intention was not actually to speak and, if you look at the bottom of my card, sir, it'll actually say "I wish not to speak." But seeing as how you announced my name to speak, I'll go ahead and do so.

I, too, as some of you, am a 22-year veteran from the military. I was without power 13 days. I felt like I lived in a third world country. And trust me, sir, I can tell by both you and Mr. Lark's demeanor probably neither of you have been in the military, have been in foreign countries. That the way I felt. I went through three to four different friends' house not to wear out my welcome because I had no power -- 13 days. That is unacceptable. And as that gentleman said, when the captain abandons ship,

you have no right to resume power. And I'm sorry to have to say this, sir, I've been under many commands of generals and admirals, you, sir, Mr. Lark, should resign. I'm sorry I had to tell you that. That's the way I feel. Thank you for letting me speak.

(Audience applause)

MR. STOJIC: George Grof?

GEORGE GROF

MR. GEORGE GROF: My name is George. I live in Heights Avenue, 2227. We had a power outage on Saturday evening around 11:20 before Christmas there. I called the board immediately to tell them the streetlights were out and that the transformer in back of one house behind us was arcing. I tried again several times later, was unable to get through to the board, so I called 911. 911 said, "We're not taking any calls for downed power in backyards. It's only for the front yards or in the street, the road right of way." I thought we paid for 911 as a community that is supposed to handle all emergencies. Obviously it was unacceptable.

For Christmas dinner we had smokies cooked on our fireplace with spaghetti O's cooked on a cookie sheet. Wonderful. I have a generator, and I supplied power to three people in my neighborhood. I burned 51 gallons of gas. I expect to be paid for the gas during that period.

Period. No questions, or I'll see you in court.

(Audience applause)

MR. GEORGE GROF: Along with that -- along with that I am very disturbed by the fact that the board seems to have had some difficulties in making some hard decisions in the past one being Lansing power distribution goes without 70-some percent to outlying communities. So why don't we have a board that is made up folks from East Lansing, Delta Township, all the other areas around here, the counties, very similar to what Detroit is pushing out for their water system, Wayne, Oakland and Macomb Counties. We have Ingham, Eaton and Clinton Counties. They're supposed to be on here and have responsible people that are going to have the guts enough to make things toe the line and not whitewash it.

In addition to that, if you're incapable of doing that, I will certainly ask -- and we have enough support I believe -- to write the governor and ask for a financial manager to take over. We need someone who's got enough guts to put the hard decisions down for everyone, not just somebody to go take a vacation or whatever they want to do. This is serious business.

We were without power -- my one neighbor, his house nearly burnt down because they turned the power on. The board was told on Wednesday, Christmas Day, that there were four houses down just beyond me that had no power, the

mast was laying on the ground. They turned the power back on. They came to trim the trees. The guy that came to trim the trees noticed the basement; there was smoke coming out of the basement. We had four fire trucks there on the Saturday after New Year's -- or Christmas -- excuse me -- and the fence was arcing. The power lines were laying across because they have dogs and they have chain link fences and they were arcing on that fence. The captain and I of the fire department, we walked backyards and we put the caution tape around so people wouldn't go back there. Why do we have to take these kind of commands in order to get something done? This was so poorly handled, and I'm looking right at both of you people up there. I'm done.

(Audience applause)

MR. STOJIC: Ken Orlich. Ken Orlich?

AUDIENCE MEMBER: He left.

AUDIENCE MEMBER: He did leave.

MR. STOJIC: He left? That concludes the cards I have. If somebody else --

MS. BARBARA ANN JONES: You have a card from me but you never called. I was the third person in this room.

MR. STOJIC: I don't have the card in this stack. I'm sorry.

BARBARA ANN JONES

MS. BARBARA ANN JONES: Barbara Ann Jones. The

lady in the spotted shirt picked it up. I was in here at 6:30.

MR. STOJIC: I'm sorry. I don't have the card with me.

AUDIENCE MEMBER: Go ahead and --

MR. STOJIC: But we've got time. We've got time. Please go ahead.

MS. BARBARA ANN JONES: I have a bad knee that didn't get helped by hauling wood to the fireplace. I was going to make comments about people who took vacations when there were children in Lansing without light who probably were frightened. I was a second grade teacher. There were children who probably didn't have Christmas tree lights. They couldn't see Rockefeller Center, they couldn't do a lot of things. But that's -- I guess that's kind of just an afterthought, low blow for other people that have already stated their case.

I know storms are random, they're not expected. But a preemptive maintenance and intelligent planning ahead of time takes care of a lot of problems. We've already heard that.

I really did object -- I object to someone who stands in front of the -- and I wasn't going to speak about tonight, but you guys gave me a lot ammunition. I was here at 6:30. This (indicating) lady was here, there was some

other people here. Ten to 7:00 some people walked in to give cards. I was here, there were five other people here. I filled my card out. Why wasn't I given a card when I walked in the door in the order I walked in and the interest I showed?

AUDIENCE MEMBER: Right.

MS. BARBARA ANN JONES: I stood here and listened to a man read an apology from a pre-written sheet instead of standing up there and looking me in the eye and saying that he was sorry on his own. He had to read from a script. I listened to microphones that didn't work. When I was in charge of meetings, I went a half an hour, 45 minutes early. Even though I was the boss of the meeting, I got my hands dirty. I made sure everything worked before I got up there. This is an embarrassment. This doesn't give me confidence in how you can handle things from now on. I'm watching someone who doesn't start a timer. I'm sorry. But the timer wasn't started for quite a few people. These are simple jobs, and I expect you to give me power.

I live in East Lansing. I looked out my back yard at 2:30 in the morning because I was reading and it happened to be when the power went off. People on Wolf Court behind me had lights. There was a yard light on just off -- across my back yard. They're Consumers Energy. Four days before I got energy the north side of my street was all lit up with

Christmas lights. We waited four more days for our south side of our street. I really -- these things are minor compared with people who have health problems, as I said, the children who had Christmas taken away from them. You're only a kid once. You only get a few Christmases. You don't want to spend them in terror in a shelter because your parents are upset. You don't know the ultimate long-range damage you people have done by not being prepared.

We own property up north. It's a small operation, but they go out and trim all the time. The most we've ever lost power up north, and it's pretty far north, is like maybe a day or two, and they're in communication with us. They call us. My brother's out between Bath and Dewitt on a dirt road. Consumer's Energy called him and said, "We got your call. We'll be out in an hour." Well, it was more like an hour and 45 minutes, but he didn't care because he had power like six days before I did. I was without power for 10 days in East Lansing. I didn't know I didn't have a person on the board. I didn't know I wasn't represented on the board and that -- I hold East Lansing responsible for that. I called them and I said, "You lean on the Board of Water & Light. I have no voice." But I'm going to be darn sure I hope that we get Consumers Energy on our block and not Board of Water & Light.

(Audience applause)

MR. STOJIC: In the event I did not receive cards from folks that wanted to speak or if anybody else would like to speak now that hasn't had a chance, now is your opportunity. Okay. Thank you.

AUDIENCE MEMBER: I just have one comment. As a thank you, I think that maybe we could all get free admission to the (inaudible) this summer, a really fun event. I think that would be a nice thing.

MR. STOJIC: If you could wait one minute, Mr. Lark has some concluding remarks he'd like to make.

MR. LARK: First of all, I'd like to thank everybody who's taken their time to come out here to this public forum and our other public forums that we've had either through the podium -- coming up to the podium or by dropping us off something in writing today. I can tell you this has been an important learning experience. I've learned a lot myself from this meeting, from friends, from other contacts that I have. But I can tell you that these community meetings have given myself, my staff, members of the board and all of the people who had to live through this very much to think about. We've heard and recorded all of your comments. So all of your comments have been listened to, and we intend to review them, we intend to consider them. And as -- and I will say I pledge to you we will provide a report to you, a final report based on our

internal review as soon as it is complete, which should be sometime next month. In fact, what we're shooting for is the middle of February.

AUDIENCE MEMBER: The fox is investigating the henhouse.

AUDIENCE MEMBER: Don't rush it.

AUDIENCE MEMBER: Wait a minute. Mr. Lark, you keep saying you're going to give us a report. On what?

MR. LARK: Well, I was thinking that you asked a lot of good questions tonight, you presented a lot of good ideas, there are a lot of good solutions to all the things that went wrong. And I said we've heard and recorded your comments and we would like to give -- we wish to give you and we will give you -- if you give us a card, we will give you a report. And we are very happy to have heard all of your remarks today, and we plan to act on them. We know we have to make improvements. There's no doubt about that. We have to make improvements as to how we respond to major --

AUDIENCE MEMBER: It's not just you, Mr. Lark. It's not just you. It's -- it's --

AUDIENCE MEMBER: The whole system. The mayor and everybody that --

MR. LARK: Okay. Well, thank you.

AUDIENCE MEMBER: All that you need to consider is when you're going to leave.

MR. LARK: Okay. I --

AUDIENCE MEMBER: That's the only thing you need to consider is when you're going to get out of Dodge, sir.

MR. LARK: All right. Well, thank you all. But I can tell you that we intend to hold ourselves to the highest standards --

AUDIENCE MEMBER: Oh, bullshit.

MR. LARK: -- and we know you will hold us to them as well. So goodnight and thank you for coming tonight.

(Proceedings concluded at 9:15 p.m.)

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