



MINUTES OF THE BOARD OF COMMISSIONERS' MEETING

LANSING BOARD OF WATER AND LIGHT

JANUARY 28, 2014

The Board of Commissioners met at the BWL Headquarters-REO Town Depot located at 1201 S. Washington Ave., Lansing, MI, at 5:30 p.m. on Tuesday, January 28, 2014.

Chairperson Sandra Zerkle called the meeting to order at 5:30 p.m.

Present: Commissioners Margaret Bossenbery, Dennis M. Louney, Anthony McCloud, Tony Mullen, David Price, Tracy Thomas, Cynthia Ward and Sandra Zerkle.

Absent: Commissioner

The Corporate Secretary declared a quorum present.

Commissioner Ward led the Pledge of Allegiance.

APPROVAL OF MINUTES

Motion by Commissioner Bossenbery, seconded by Commissioner Price to approve the Regular Board Meeting minutes of November 19, 2013.

Action: Carried Unanimously

Motion by Commissioner McCloud, seconded by Commissioner Bossenbery to approve the Special Board Meeting minutes of January 7, 2014.

Action: Carried Unanimously

PUBLIC COMMENTS

MEMBERS OF THE PUBLIC ARE WELCOME TO SPEAK TO THE BOARD ON ANY AGENDA SUBJECT. ANYONE WISHING TO COMMENT ON ANY MATTER NOT ON THE AGENDA MAY DO SO IMMEDIATELY PRIOR TO ADJOURNMENT.

There was no Public Comment

COMMUNICATIONS

- a. Numerous Communications regarding Ice Storm/Power Outage Received and Placed on File
- b. Letter from E. Lansing City Council encouraging in support of an Independent Review Power Outage response action.

Received and Placed on File

- c. Regina Stout regarding of the regarding Ice Storm/Power Outage.

Received and Placed on File

- d. M. Theresa G. Pido regarding Ice Storm/Power Outage

Received and Placed on File

COMMITTEE REPORTS

COMMITTEE OF THE WHOLE

January 14, 2014

The Committee of the Whole of the Lansing Board of Water and Light met at the BWL Headquarters-REO Town Depot located at 1201 S. Washington Ave., Lansing, MI, at 5:30 p.m. on Tuesday, January 14, 2014.

Committee of the Whole Chair Dennis M. Louney called the meeting to order and asked the Corporate Secretary to call the roll.

Present: Commissioners Dennis M. Louney, Margaret Bossenbery, Anthony McCloud, Tony Mullen, Tracy Thomas, David Price, Cynthia Ward (Arrived at 6:30 p.m.) and Sandra Zerkle.

Absent: Commissioner Tracy Thomas

Public Comments

There was no Public Comment

Approval of Minutes

Motion by Commissioner Price, Seconded by Commissioner Bossenbery to approve the Committee of the Whole meeting minutes of October 8, 2013.

Action: Motion Carried

Board Chair Sandra Zerkle stated that at the next Executive Committee meeting there would be some discussion regarding Board representation on the Commission that the Mayor has put together to review the handling of the recent ice storm and outages.

Committee of the Whole (COW) Chair Dennis Louney stated that there has been some discussion regarding estimated bills and high prices. General Manager Lark has suggested waiving The BWL's policy on late fees until the February bills have been issued to balance things out. Waiving the late fees is a great move and proactive measure by the General Manager and the staff.

General Manager Lark stated that because estimated bills are based on past years, usage, and many people did not have power for a number of days, we have allowed those people to call into our customer service center and work out payment arrangements. Therefore, in addition to not having a late fee, we have made provisions where a percentage of their bill can be paid without a late fee assessment. Information regarding waiving the late fee for estimated bill payments can be found on our web site.

Rate Case Public Hearing

General Manager Lark stated with respect to the Rate Case Public Hearing scheduled for January 23rd, it has been cancelled due to all of the activity surrounding the recent power outage, and the follow-up work. Preparation for this public hearing could not take place and a cancellation notice will be posted in this week's edition of the City Pulse. The process for the Public Hearing will start again at a later date.

Catastrophic Storm Credit

General Manager Lark provided information on the Catastrophic Storm Credit. He stated that customers who were without power for 120 hours or more would be entitled to a \$25.00 credit. Mr. Lark respectfully requested that the Committee forward the proposed resolution approving a \$25.00 credit be forwarded to the full Board for consideration. This resolution also provides for an extra \$5.00 for each day over the 120 hours.

Motion by Commissioner Bossenbery, Seconded by Commissioner Price to forward the proposed resolution for the Storm Credit to the full Board for consideration.

Action: Motion Carried (6/0 vote)

Report on Outage Performance Review

COW Chair Louney asked General Manager Lark to address questions that were previously presented by Commissioners' Ward and Price before he presents testimony from his Administration. General Manager Lark stated that he believes most of questions will be addressed in the ensuring hour if they have not already been addressed.

General Manager Lark began his presentation by respectfully asking the Board to forward the resolution that provides a top to bottom review be undertaken by the staff of the BWL as well as providing community forums in East Lansing, Delta Township, and Lansing to listen to the communities concerns, to the full Board for consideration.

Motion by Commissioner Price, Seconded by Commissioner Zerkle to forward the proposed resolution for Community Forums to the full Board for consideration.

Action: Motion Carried (6/0 vote)

General Manager Lark introduced Dave Bolan, Director of Transmission and Distribution (T&D) for the Board of Water and Light.

Mr. Bolan, provided information along with a PowerPoint Presentation on:

- Impact of Preventive Maintenance
- Electric System Distribution Facilities
- BWL Electric System Restoration Plan
 - Crew Configurations
 - Restoration Process and Timeline
- Post Storm Analysis

General Manager Lark introduced Sue Devon, Assistant General Manager for the Board of Water and Light.

Ms. Devon reviewed her responsibilities as the Assistant General Manager. She stated that she is directly engaged in the restoration efforts. She is also responsible for information technology and customer service operations. Ms. Devon said that she is also responsible for

the implementation of the Outage Management System (OMS) and therefore is responsible for the problems encountered with that system during the outage. She spoke about the communication problems that made it extremely difficult to communicate accurate and timely to customers on the status of their individual outage situations. She spoke about the new Outage Management System (OMS) that went live in February of 2013. Since the implementation of the OMS storms and outages have successfully been managed with the system, but this storm was much more severe. The OMS did not perform to designed standards during the December Ice Storm and, combined with the failure of data from the BWL's 877 number resulted in conflicting information to staff and therefore our customers. That fix is now completed and the modeling feature is now working.

Ms. Devon stated that customers were also unhappy because an outage map was not provided for them to refer to for periodic updates during the storm restoration process. She stated that we have never had the capability to produce a map in the past, but have planned for that feature to be available for our new OMS system.

Regarding the customer complaints about the call center, the call center was overwhelmed by the storm. The volume of calls into our call center was greater than we have ever encountered here at the BWL. On a normal day, the BWL usually handles between 1,000 and 8,000 calls, but for this ice storm there were over 200,000 calls routed through our phone system in one day alone and likewise our email traffic was overwhelming. To assist with the large number of customer complaints there were four different walk-in centers opened to assist customers during the outage.

General Manager Lark introduced Steve Serkaian, Director of Communications for the Board of Water and Light.

Mr. Serkaian stated that he was responsible for all internal and external communications on behalf of the Board. He stated that he sent numerous updates to the Commissioners, the media and the public through social media. Those updates totaled nearly 40 over a 10 to 11 day period. Beginning at 6 a.m. on Sunday morning, December 22nd, and the last going out on New Year's Day, at 10 a.m. when we were able to declare that our entire service count has been restored. Mr. Serkaian stated there was also communication through the public media by having daily news conferences in the field and updates attempted to be responsive to media questions and customer concerns.

Mr. Serkaian stated that the BWL did learn from this outage and is currently undergoing a top to bottom review, but we are not waiting to implement changes.

Mr. Serkaian stated that he takes full responsibility and apologizes to the Board and to the public for not having a permanent crisis communications plan at hand. He said we now have a temporary one and we are working with a communications firm to create a permanent one. He said the BWL will examine the best practices across the utility industry and make sure we have a strong crisis communications plan protocol in place in the very near future to give guidance in the event that any crisis hits.

Mr. Serkaian stated that the BWL placed a letter of apology as a full page Ad in this past Sunday's Lansing State Journal. It is written in Mr. Lark's voice under his signature, it reiterates our deep sorrow for the hardships that we caused during the outage to our customers and it also indicates the kinds of things that we are doing now that as a result of

the outage has been implemented. This Advertisement will also be published in tomorrow's City Pulse, it has been prominently displayed on the BWL's website front page, and it is linked to Facebook and Twitter.

Commissioner Ward questioned when the social media efforts began. In response, Mr. Serkaian stated Twitter was in the very early morning Sunday the 22nd.

Commissioner Ward questioned Mr. Serkaian's process of how he receives information and how it is communicated and verified. In response, Mr. Serkaian stated he started receiving information by phone early Sunday morning and communicated by emails and text. He received information from whoever was on call at the BWL's BESOC facility.

COW Chair Louney stated that he recognizes that there were problems in getting accurate information, but we fell down on this. Chair Louney stated that this was unprecedented with the storm and we found our weaknesses and our cracks, but we did a poor job of communicating. He said that communication wise, he does not have any answers as to what we could have done to fix it, but believes that moving forward it will be fixed and is confident that we have the right team to do that.

Commissioner Ward requested a copy of the Interim Communication Plan.

Chair Zerkle read the following as a Report from the January 7th

Other

None

Excused Absence

Motion by Commissioner Zerkle, Seconded by Commissioner Mullen to excuse Commissioners Thomas from tonight's meeting.

Action: Motion Carried

Adjourn

On Motion by Commissioner McCloud, Seconded by Commissioner Price, the meeting adjourned at 7:25 p.m.

Respectfully Submitted
Dennis M. Louney, Chair
Committee of the Whole

Chair Zerkle presented a Board Meeting Report for the
Special Board Meeting held on January 7, 2014.



**LANSING BOARD OF WATER AND LIGHT
BOARD OF COMMISSIONERS
SPECIAL MEETING MINUTES
JANUARY 7, 2014**

The Board of Commissioners met at the BWL Headquarters-REO Town Depot located at 1201 S. Washington Ave., Lansing, MI, at 5:30 p.m. on Tuesday, January 7, 2014.

Meeting Purpose: Storm Outage

Chairperson Zerkle called the meeting to order at 5:30 p.m.

Present: Commissioners Margaret Bossenbery, Dennis M. Louney, Anthony McCloud, Tony Mullen, David Price, Tracy Thomas, Cynthia Ward and Sandra Zerkle.

Absent: None

The Secretary declared a quorum present.

Commissioner Mullen led the Pledge of Allegiance.

General Manager Lark made the following opening remarks.

"First of all, as I have previously expressed, I deeply regret the difficulties our customers endured during this recent outage. Moreover, I offer this Board and our customers my sincere regret for traveling to New York during the outage. I believe this storm should be viewed like any other or anything else in life, in some sort of context.

The BWL service territory was hit by an ice storm. One hundred percent of its territory was hit by an ice storm.

The other utility we are often compared with extends to the Mackinaw Bridge and to the west to Lake Michigan, to the east to Lake Huron. They suffered a large outage as well, but all of our system was impacted.

In fact, 40 percent of our lines were affected and went down. Anecdotally, from Public Service Commission staff, no utility in Michigan have ever lost that percentage of its facilities. It took us 138 years to build; it took Mother Nature eight hours to destroy forty percent of it.

This is something beyond Michigan's experience. I have looked about Michigan and the United States for comparisons, and when I did I found that Michigan's performance, the BWL's performance, was neither good or bad. It was typical.

I also want to do something that hasn't been done yet that I think is important. I want to profusely thank all of our BWL employees, the best in Lansing, and the best I've ever worked with, for their dedication to restoration efforts under what has to be and was the most difficult of all circumstances.

But, you know, after looking at this from a variety of points of view, it's clear to me that improvements are necessary because disasters, unfortunately, come with hard lessons; and we have learned from this. The actions we've taken are numerous.

First of all, the BWL has entered into retainer agreements with contractors that will immediately triple the number of line crews available in an emergency.

The BWL will immediately begin the process of hiring additional support staff so that those line crews can be properly guided, and by that, I mean dispatchers and the like. In addition, we will hire additional line workers. We have tripled the number of tree trimming crews presently working. I didn't say "we will triple," I'm telling you that today, on the ground, triple the tree trimmers are working. Also within the next week, the BWL will have an online outage map that customers can view. There were problems with what we call OMS, which is the Outage Management System. Those problems have been identified, and they've been addressed. Beginning now, immediately, as I sit here, and, actually, even last night, when the big storm was upon us, or even the night before, all customer outage and downed line calls should be made to (877) 295-5001. I say that because we did not feature that number prominently enough. That number was in our customer connections every month. That number is on our web site. The number is available, but so is our call center number. So we took many, many more calls to the call center, which is only comprised of 15 to 20 employees.

All of these things I've just told you will be discussed in greater detail following the public comment. But, in addition to that, we will explore alternative third-party answering services during catastrophic claims.

We have created a temporary crisis communications plan. In addition, we have retained a crisis communications firm to finalize and implement a permanent crisis communications plan. Also, that firm will provide additional communications assistance during a crisis.

The BWL today posted a newly-created position of Social Media Manager to develop and manage strategies to improve communications across all spectrums of social media.

Also, the BWL will give customers who suffered outages of over 120 hours a \$25 credit per the Michigan Public Service Commission Rules. In addition, customers who were out greater than 120 hours, for each 24-hour period beyond that time, they will receive an additional \$5. The details for this will be announced soon and will be on our web site.

The BWL is in the process of and will continue a top-to-bottom review of its outage response. That review will include input from three community forums, next Wednesday, Thursday, and Friday, for BWL customers at locations and times to be announced, and, most importantly, a report on this review will be completed and announced in mid February.

That virtually concludes my remarks. You will hear much more from those of us assembled at this table; but, before I turn it over to the Chair to take comments, I have to one more time just say thank you to all of the BWL employees because, while this community has heard very much about line crew and what a great job they've done, for every person who's a member of the line crew, there are several people behind them. For every line crew that has worked 18 hours, there's someone else that worked 18 hours; and I am again going to thank all those employees. They're certainly not all seated behind me, but I think some are. Again, I've had a couple of jobs in a couple of different places. If I count them up, it probably comes to four or five. I have never worked with better employees or employees more dedicated to restoring

every single customer at the BWL again under very, very difficult situations. So I say to them thank you.

This concludes my remarks, Madam Chair, and Members of the Commission.”

Chari Zerkle announced that there was an overflow room set up in the Lobby of the REO Headquarters. Chair Zerkle also expressed her apologies for discomfort and problems that many customers have experienced during the ice storm and power outage. She stated that she believes that every BWL employee’s sole purpose was to get the power back up no matter what it took.

PUBLIC COMMENT

CHAIR ZEKLE ANNOUNCED THAT MEMBERS OF THE PUBLIC ARE WELCOME TO SPEAK TO THE BOARD ON ANY AGENDA SUBJECT AND ANYONE WISHING TO COMMENT ON ANY MATTER NOT ON THE AGENDA MAY DO SO IMMEDIATELY PRIOR TO ADJOURNMENT.

The following individuals spoke in support of the Actions of one of the following: Board of Water and Light, Employees, the Administration:

Tim Barron, Radio/Media Host	Calvin Jones, BWL Employee
Ron Byrnes, Business Manager of IBEW Local 352	Jeff Schwartz, BWL Employee
Mike Flores, BWL Employee	Tom Dickinson, BWL Employee
Jane Schueller, BWL Employee	David Douglas, BWL Employee
Thomas Gray, BWL Employee	Sue Warren, BWL Employee
Rob Hodge, BWL Employee	Debi Allen, BWL Employee
Sean Looman, BWL Employee	Mark Matus, BWL Employee
Ray Moore, BWL Employee	Nick Burwell, BWL Employee
Jennifer Hamel, BWL Employee	Stephanie Laney, BWL Customer
Charles Green Jr., Customer	Jim Paparella, BWL Customer
Mark Williams, BWL Employee	Peter Kramer, Former BWL Commissioner
Daryl Hibbert, BWL Employee	Dallas Burdick, BWL Employee
Bob Perialas, BWL Employee	Gregg Hess, BWL Employee
Scott Hemelink, BWL Employee	Mike Collins, BWL Employee
Gennie Eva, BWL Employee	R. R. Peffley, BWL Employee
Brian Sebolt, BWL Employee	Alando Chappell, BWL Employee
Brandie Ekren, BWL Employee	Cheryl Bush, BWL Customer
Melvin Jones, Pastor of Union Church	Jim Weeks, Executive Director of MMEA
Tarcy Tolbert, BWL Employee	Justin Terry, Lansing Resident
Smiljana Lazic, BWL Employee	

The following individuals spoke in complaint of the Actions of one of the following: Board of Water and Light, Employees or the Administration:

Chuck Slammer, Lansing Resident	Claude Beavers, Lansing Resident
Mike Kieliszewski, BWL Customer	Cole Bouck, Lansing Resident
Alice Dreger, BWL Customer	Ryan Sebolot, BWL Customer
Wayne Whiting, Lansing Resident	

Councilmember Carol Wood spoke about the BWL Board members communicating with their constituency, the importance of the Board putting together an independent investigation and the resignation of General Manager Lark.

Julie Powers, BWL Customer thanked all of the BWL Staff for their hard work to get the power back on. She spoke about the ageing infrastructure and the overgrowth of trees.

Semone James-Howes spoke about the need for accountability and the need to review the communications process and the emergency management plan.

Ken Flether, Delta Township Manager, spoke about the lack of representation on the BWL's Board of Commissioners and the loss of trust among customers and the need for restoring trust, confidence and establishing structure so that surround communities can be heard.

Councilmember Jody Washington spoke about General Manager Lark's decision to take a vacation during this time and ask the Board discipline him for this incident only. She spoke about the many complaints that she heard regarding communication.

Jason Wilkes, spoke about sitting through hours of public comment regarding this matter and it was clear that mistakes were made and that there was a failure in communication. He spoke about the inclusion of surrounding entities in regard to the review that is taking place.

Jennifer Olson, questioned the criteria for claiming a State of Emergency. She also spoke about the lack of communication during this time.

Vice Chair Louney read the following communication in to the record from Former Executive Director of Operations Doug Wood:

"The attacks that I have seen serve no useful purpose unless an organization is poorly run. That is certainly not the case with the Board of Water and Light. The Board of Commissioners provides sound policy and guidance and are fully engaged with the Board of Water and Light operations and its customers. General Manager J. Peter Lark stays connected and engaged with the Board of Commissioners, his staff, and customers whether he is at work, at home, or on the road. The Board of Water and Light has been lifted to a higher level because of Mr. Lark's vision and leadership and certainly has my full endorsement as the best person to lead the Board of Water and Light into the future.

I'm very proud of this achievement of Mr. Lark and the Board of Water and Light and grateful to have been associated such a great organization.

Thank you for listening.

Douglas K. Wood

Commissioners' Remarks/ Administration's Comments

Review of Action after Recovery Memo (See Attached Memo)

To: Sandra Zerkle, Chair

BWL Board of Commissioners

General Manager J. Peter Lark

Cc: Corporate Secretary M. Denise Griffin

From: Commissioner David Price Commissioner and Commissioner Cynthia Ward

Date: January 2, 2014

RE: Action after Recovery

As you are aware, pursuant to BWL's Rules of Procedure, we requested a Special Meeting of the Board of Commissioners. That meeting has been scheduled for Tuesday, January 7, 2014. Public notice of that meeting, in accordance with our rules, will follow.

Our 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 restoration efforts following the ice storm. We heard from many customers during the Mayor's Press Conference on Saturday, December 28, 2013, and during the Lansing City Council's Special Meeting on Monday, December 30, 2013. Those forums afforded the Board opportunities to listen to the questions and concerns of our customers. While we would have preferred for there not to be a need for such forums, we appreciated every single person who came out to ask questions, express criticisms, share concerns, and applaud the efforts of the line men and women. We understand that we will continue to hear from customers in the weeks and months to come. However, we believe we must take action now. That is why we have requested this Special Meeting.

We request the full Board of Commissioners to consider the following as outcomes from the Special Meeting:

- 1) As the governing board for the BWL, we will acknowledge the hard work of the line workers and all BWL employees, who remained focused, in the face of many distractions, on the task of restoring power to our customers. We also acknowledge the families of the BWL employees who worked around the clock and sacrificed spending their holidays with their loved ones. Further, we also thank the City of Lansing employees and mutual aid workers who assisted during this time.
- 2) We will request that General Manager Lark establish two independent review teams: one for the outage response itself and one for the communications response. We will further ask that Mr. Lark consider a process that will allow for the review teams' work to be completed by March 31, 2014.
- 3) Many Commissioners were individually contacted during the restoration period by concerned customers; several of us have our own questions. We will ask Board Chair Zerkle to designate a point person on the Board of Commissioners to serve as the repository of all the questions and concerns received by individual Commissioners so that all questions and concerns can be included and compiled in a single document to be reviewed by the Commissioners, General Manager Lark, and the review teams.
- 4) General Manager Lark has publicly stated that the BWL will consider a possible credit to offer customers. We will request that General Manager Lark identify and present to the Board of Commissioners the parameters for such credit.
- 5) It was acknowledged that the BWL does not have a crisis communication plan. We will ask that an interim crisis communication plan is developed for the BWL subject to revision once the communications response review team completes its work.
- 6) The Board of Commissioners does not have an emergency or crisis communication plan.

We will request that Board Chair Zerkle appoint an ad hoc committee to develop a Commissioners' emergency/ crisis communication plan.

There are other matters that certainly require attention, but we believe this is an appropriate starting point for this initial meeting. We expect other Commissioners will have other matters or concerns that will be included for discussion during the Special Meeting.

Thank you.

Commissioner Ward acknowledge that the statement submitted by her and Commissioner Price was a suggestion for items to be addressed as a starting point and that this request was for the full Board to consider and that it is up to the full Board if they want to accept or consider the suggestions going forward. Commissioner Ward acknowledge that some of the concerns that were raised were addressed in Mr. Lark's opening statement and that she would defer until after the experts have spoken.

Vice Chair Louney stated that he would like to see some things outline but will not present them today. He said that he wait until the report came out in February.

George Stojic, Executive Director of Strategic Planning and Development provided an overview of electrical liability.

Dave Bolan, Director of Electric Transportation and Distribution provided information the proactive and preventative maintenance that the BWL did to possibly prevent a much larger outage. Mr. Bolan provided information on tree trimming and the standards that go along with that. He said this storm devastated the area and the plan is to get out there and get the trees cleaned up.

General Manager Lark stated that the number of tree trimming crews have been tripled as of yesterday.

Mr. Bolan, reviewed the flow of the Electric Utility Power System Diagram. He reviewed the breaker system process and what has to happen when there is an outage and the number of customers that are affected with each level of circuit that goes down.

Pat Hanes, Manager of Transmission reviewed what took place the night the storm hit as well as their actions as far as getting help from outside agencies. Mr. Hanes stated that the BWL never ran out of supplies as suggested by some.

After a lengthy discussion, General Manager Lark asked if the Board would be to continue this discussion at the Committee of the Whole meeting. In response, Commissioner Price stated that there has been a lot of information presented this evening and is impressed with the level of detail and understanding of the whole situation. He said that he would like to have additional discussion at next week's Committee of the Whole.

After some discussion on the preferred conclusion of the Special Board meeting, it was determined that there would be a continuation of tonight's discussion at the next week's COW meeting. ~

Public Comments

Members of the public are welcome to speak to the Board on any Board of Water and Light subject.

Julie Mulcallughe, Lansing Resident stated concerns with all of the problems that came from the ice storm and said that people are looking for accountability and transparency.

EXCUSED ABSENCE

None

ADJOURNMENT

On motion by Commissioner Price, seconded by Commissioner Ward, the meeting adjourned at 10:35 p.m.

M. Denise Griffin, Corporate Secretary

Official Minutes (Electronic) filed with Lansing City Clerk: January 30, 2014

MANAGER'S RECOMMENDATIONS

General Manager Lark respectfully asked that the following Resolutions be considered for approval.

RESOLUTION #2014-01-01

ELECTRIC CATASTROPHIC STORM OUTAGE CREDIT

WHEREAS, the ice storm that occurred on December 22 was unprecedented in modern Michigan history and affected 100% of the BWL service territory; and

WHEREAS, the ice storm created the largest, most wide spread damage to facilities the BWL has ever encountered; and

WHEREAS, the Michigan Public Service Commission defines a catastrophic outages, in part, as an event that results in an official state of emergency or an event resulting in an interruption for 10% or more of a utility's customers; and

WHEREAS, nearly 40,000 or 40% of BWL customers lost power for extended periods of days; and

WHEREAS, the extended outage and communications difficulties experienced by customers led to financial loss and frustration;

RESOLVED, that the Board adopt an Electric Catastrophic Storm Outage Credit for electric customers that experienced an outage from the December 22 storm.

FURTHER RESOLVE, that the Electric Catastrophic Storm Outage Credit will be \$25.00 for any customer who experienced an electric outage for more than 120 hours and an additional credit in the amount of \$5.00 per day thereafter until service was restored.

Motion by Commissioner Price, Seconded by Commissioner Ward to approve the Resolution for the Storm Outage Credit.

There was some discussion regarding the time line for filing the Storm Credit. General Manager Lark stated that there is no time line on filing for the credit; and to date there have been 1800 credit have been issued. There was also some discussion regarding rebates and the tracking of rebates if not used immediately. General Manager

Lark stated that he would do a follow up press release to accompany the other ways that they have communicated to the public to make sure that people are aware of the credit availability.

Action: Carried unanimously

RESOLUTION #2014-01-02

ELECTRIC STORM REVIEW – COMMUNITY FORUMS

WHEREAS, the ice storm that occurred on December 22 was unprecedented in modern Michigan history and affected 100% of the BWL service territory; and

WHEREAS, the ice storm created the largest, most wide spread damage to facilities the BWL has ever encountered; and

WHEREAS, the Michigan Public Service Commission defines a catastrophic outages, in part, as an event that results in an official state of emergency or an event resulting in an interruption for 10% or more of a utility's customers; and

WHEREAS, nearly 40,000 or 40% of BWL customers lost power for extended periods of days; and

WHEREAS, the extended outage, and, in particular, communications difficulties experienced by customers led to frustration and questions regarding the performance of the BWL during the restorations efforts; and

WHEREAS, as part of a top to bottom review of the BWL's response to the ice storm, the Board desires three community forums be scheduled for customers to attend in East Lansing, Delta Township, and Lansing to take input and listen to customer concerns,

RESOLVED that three Community Forums will be held at the following locations, dates, and times:

E. Lansing/Meridian Twp. Wednesday, Jan 15, 6 p.m. Hannah Community Center 819 Abbot Rd. E. Lansing, MI 48823	Delta Twp./Lansing Twp. Thursday, Jan. 16, 7 p.m. Delta Township Administration Bldg. 7710 W. Saginaw Hwy., Room A Lansing, MI 48917	Lansing Friday, Jan. 17, 7 p.m. REO Town Depot 1201 S. Washington Ave. Lansing, MI 48910
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General Manager Lark stated that to have the top to bottom review completed and released by mid-February.

Motion by Commissioner Bossenbery, Seconded by Commissioner Price to approve the Resolution for three Community Forums to take place.

Action: Carried unanimously

UNFINISHED BUSINESS

There was no Unfinished Business

NEW BUSINESS

There was no New Business

RESOLUTIONS

There was no Resolution under this section of the Agenda

MANAGER'S REMARKS

General Manager Lark spoke about outages that have occurred since the ice storm and use of social media and all media outlets to keep customers informed. He stated the PR Firms that the BWL is working with was very satisfied with the performance and thought well of how the BWL handled the recent outages. The outage map, the Outage Management System and the 877 system were all utilized effectively during the recent outages. General Manager Lark stated that the BWL has been receiving positive feedback.

General Manager Lark announced that the BWL received recognition from the MLK Commission for service to the community.

COMMISSIONERS' REMARKS

Commissioner Dennis Louney also reminded everyone that the next Committee of the Whole meeting will take place on February 18th as well. Commissioner Louney acknowledged and thanked General Manager Lark, his staff and the BWL employees for all of their efforts and hard work during and since the catastrophic ice storm. He stated that as a Board Commissioner we need to examine ways to improve over site and communication and would like a Resolution to be brought forward at the February Committee of the Whole meeting regarding live streaming or video tapping of all of the Board of Commissioner's meetings. He stated that transparency is essential for customers in moving forward and believes this is a step in that direction.

EXCUSED ABSENCE

Excused Absence

PUBLIC COMMENTS

ADJOURNMENT

On motion by Commissioner Price, seconded by Commissioner Ward the meeting adjourned at 5:56 p.m.

M. Denise Griffin, Corporate Secretary

Preliminary Minutes filed (electronically) with Lansing City Clerk: January 30, 2014
Final Approved Minutes filed (electronically) with Lansing City Clerk: April 1, 2014