



## MINUTES OF THE BOARD OF COMMISSIONERS' MEETING

### LANSING BOARD OF WATER AND LIGHT

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March 25, 2014

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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, March 25, 2014.

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

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

Absent: Commissioner Anthony McCloud

The Corporate Secretary declared a quorum present.

Commissioner Ward led the Pledge of Allegiance.

#### APPROVAL OF MINUTES

**Motion** by Commissioner Price, seconded by Commissioner Ward to approve the Regular Board Meeting minutes of January 28, 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

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#### COMMUNICATIONS

- a. Electronic Mail from Regina Stout, Re: Ice Storm Outage-Received and Placed on File
- b. Electronic Mail from Thaddeus Vance, Re: Parking Issues on South St.-Referred to Management and Received and Placed on File
- c. Letter from James Robertson, Re: Hannah Community Center Presentation-Received and Placed on File
- d. Letter from Bradley Vauter, Re: Stating Concerns with the Board of Commissioners-Received and Placed on File

- e. Electronic Mail from Meegan Holland of MLive Group Re: Appeal to FOIA Denial  
Referred to Management and Received and Placed on File
- f. Electronic Mail from Ryan Sebolt RE: City Charter Violation- Received and Placed on  
File
- g. Electronic Mail from the Sierra club RE: A meeting request- Received and Placed on  
File

## **COMMITTEE REPORTS**

### **COMMITTEE OF THE WHOLE**

**February 18, 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, February 18, 2014.

Committee of the Whole (COW) 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 (Arrived at 5:45 p.m.), Tracy Thomas, Cynthia Ward and Sandra Zerkle. (*Committee of the Whole Chair Dennis M. Louney stated for the record that Commissioner Price had a meeting with the Legislature and would be arriving late*)

Absent: None

#### **Public Comments**

Ryan Sebolt of Lansing spoke about concerns that he has with BWL's Management and the timing of the release of the Outage Report. He reminded the Board members that they are on the BWL's Board of Commissioners to serve the public. Mr. Sebolt spoke about violating the City Charter by not having an Emergency Communications Plan.

Marianne Prince of Lansing spoke about storms of the past (1968 & 1973) and said that it is tough to live without power however this storm proved that we can survive and is grateful that the storm proved that.

Lansing City Councilmember Carol Wood stated that she has questions about the report and requested that as the Commissioners review the presented report that actual numbers be presented or indicated instead of percentages. Councilmember Wood also requested that geographical information be provided when reviewing the report. She spoke about concerns regarding Wright Tree Services.

*COW Chair Dennis M. Louney wished fellow Commissioners Ward and Zerkle a happy Birthday for tomorrow, February 19<sup>th</sup>.*

COW Chair Dennis M. Louney informed the Commissioners that they have a copy of a calendar titled "Do 1 thing" that has incorporated helpful information in preparing for emergencies and/or disasters. He also suggested that if Commissioners had questions

regarding the draft outage report that they be presented or forwarded to General Manager Lark.

### **Approval of Minutes**

**Motion** by Commissioner Thomas, Seconded by Commissioner Ward to approve the Committee of the Whole meeting minutes of January 14, 2014.

**Action:** Motion Carried

### **Ice Storm Outage Report**

General Manager Lark invited the Commissioners to forward any questions regarding the outage report to him. General Manager Lark thanked everyone who assisted with putting this report together. He also thanked line workers and support staff for all of their work during the outage; he also thanked the customers for their patience during the restoration process.

General Manager Lark presented and reviewed the December 2013 Ice Outage Storm Report, including 54 actions the BWL has taken, is taking or will take to make the BWL a much stronger utility.

General Manager Lark began by stating that this was no small ice storm. The BWL had 37 circuits down and some of those circuits had to be repaired two and three times each and they were the city's major circuits, with the greatest number of customers on them. Many times after completing repairs on one circuit it would break down within an hour, or a day or two, and require additional repairs only to break down again. Roughly, there were 40,000 customers or 40% of customers without power. Never has any utility in Michigan lost 40% of its customers.

The BWL's system was brought back to full integrity by day ten, however some people whose masts needed repairing may have taken longer than ten days because they had to have work done by a private contractor before the BWL could hook power up.

General Manager Lark reviewed changes that are now in effect to help speed up the restoration process such as shortening the tree trimming cycle.

General Manager Lark stated that communication during the storm outage was a problem and the Outage Management System (OMS) did not properly work. The conductor cut part of the OMS system and the 877 interface with OMS were not working. Mr. Lark said they were aware of OMS problems but were waiting on documentation from the vendor to allow for a fix to take place. The failing of the interface crippled our ability to effectively communicate with ourselves and our customers.

Commissioner Ward inquired about the customer's experience due to not having the documentation process complete. Commissioner Ward stated that the report indicated that there was customer confusion and felt that was insulting because customers were only sharing their experiences. In response to Commissioner Ward's comments, General Manager Lark said there was no intent to suggest that the customers were confused for any reason except that we were not able to give them accurate information.

General Manager Lark said presently there are alarms on both the OMS and the 877 sides of the interface and the interface is fixed. We have worked with the vendor to make sure conductor cut modeling is fixed as well as the interface.

General Manager Lark stated that the other item of the communications failure was the lack of a crisis communications plan and we now have a temporary crisis communications plan in place that will be replaced by a very in-depth crisis communication plan in the near future. Other things that are being done include working with neighborhood groups and elected officials to make sure they are informed, providing mast repair company phone numbers on the BWL website and in addition, proposing a plan that would allow the BWL to pay for mast repairs and charge the customers a prorated amount over a year to allow the BWL to be paid back. In all, there are 54 different ideas contained in the Outage Report for enhancing the BWL to both quickly restore customers and communicate better within and outside the company.

General Manager Lark concluded by acknowledging the fact that the BWL provides some of life's most essential services including electricity, water, and steam heat to our customers. The BWL has provided these essential life services to our customers reliably for over 125 years. In fact, the recent unprecedented cold weather that has covered much of Michigan resulted in major water line freeze ups throughout the state. Unlike many other cities, the BWL has handled every frozen water service reported quickly and has ensured no customer remained out of water over night.

The outage report is going to be given to the Community Review Team (CRT) as well as the Michigan Public Service Commission (MPSC), and we are very anxious to see the responses to our review from the CRT and the MPSC. This has been a traumatic experience for our customers, community and the BWL itself. There is no doubt that we have learned important lessons and we have undertaken very important steps and comprehensive efforts so that we can improve our performance and continue to provide safe, reliable and affordable power to our customers in decades to come.

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

Sue Devon, Assistant General Manager, stated as discussed at a previous meeting there were two major problems that resulted in the conflicting information being given to our call center staff and ultimately to our customers. First, our new Outage Management System (OMS) did not perform to designed standards and second our outage management system failed to properly transfer outage information from our 877 call system into the outage management program. The result of the conflicting information and our inability to provide accurate restoration times, created deep frustration and anger among our customers. The findings of our internal review confirmed that most of the outage communication problems our customers encountered during the ice storm did in fact stem from those two problems. A related issue was identified in our review, and that was that our 877 system's voicemail limit that restricted the number of voicemail calls that we could have recorded caused another problems for us. The BWL's current outage management system went live in February 2013. Since then, we have successfully managed several storms and outages with that system, although those storms were much less severe than the December Ice Storm.

Commissioner Louney questioned why we discontinued the use of the previous system and asked if he could see the RFP for the new system as well as some the stress test to see why problems were not detected. There was a lengthy discussion regarding the OMS and questions regarding why it was in service although it was not fully functional. Ms. Devon said the system was put in place in February. The conductor cut function was functional, but later did not work during the outage. A fix was requested and successfully tested in October but was not fully operational at the time of the storm.

Ms. Devon discussed the problem encountered with our third-party vendor 877 automated outage phone system. This system is used to allow automated customer outage reporting which are transferred into the OMS system. The OMS call transfer interface tripped and call were not transferred. Customers continued to use that 877 number and we were not aware that it was not transferring into the OMS system. It was January 5<sup>th</sup> when we became aware of the problem. The interface between the 877 and the OMS has been fixed and alarms will soon be added. To address the call center and 877 issues there are quite a few changes being made. We are hiring three additional call center staff and these jobs have been posted and we are in the process of filling those positions. In addition, we have expanded the number of employees and secondary storm rolls to assist in the customer service area. We have implemented a system whereby we will forward all calls to the 877 system during an outage, so any calls that come into our 6006 number will go automatically over to the 877 number. Then our call center staff will be able to concentrate on responding to the redirected line down calls from 877, and they will be able to promptly answer all the voicemail that's in the 877 mailbox. We have also increased the voicemail box size to 8000 messages which is the maximum amount we are able to obtain from our 877 vendor. In addition, the 877 outage number will be aggressively advertised on our social media network, in our press releases and on our website. We entered into a contract with AT&T for text messaging ability; and we are also working with AT&T to increase the number of lines available to our call center that will more than double the number of lines we currently have.

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

Dave Bolan spoke about best practices and how we stacked up to best practices in our restoration process. The BWL storm restoration planning and process closely resembled the best practices as described by Distribution System Testing Application Research (D-star) in which a study is done by examining the practices, procedures and experiences of utilities during the major storm occurrences with the goal of understanding and conveying what went right and what went wrong during the storm restoration process.

Mr. Bolan stated under best practices:

The first steps of the restoration process is to restore critical customers, for example, hospitals, dispatch centers, police and fire, and public safety with down power lines. The BWL restored the power to the McLaren hospital on the first day after the ice storm on December 22<sup>nd</sup>.

The next step of the process is restoration of major primary circuits. The problem with OMS did not significantly affect the restoration process due to the BWL being able to track outages

restoration of the major circuits that had major breaker actions through the alarms and the Energy Management System (SCADA). Manuel Intervention and tracking by use of Excel Spreadsheets aided in the process of restoration of lateral circuits, service lines and reconnection request. Most circuits were restored within five days along with a significant number of customers. Best practices recommends that all areas involved in the storm restoration have lessons learned exercises to gather information on what went wrong and determine the changes that need to made to improve performance of the next storm restoration. The outcome of lessons learned exercises are included in the outage report.

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

Mr. Serkaian stated that a more proactive stance is being taken with the communications strategy both in advance of severe weather hitting and during an outage crisis. Advisories are being sent to an expanded list of local government officials and neighborhood associations. The BWL now has an interim crisis communications plan that provides a foundation upon which to develop a full and permanent crisis plan which is expected at the end of March and we have also hired a social media specialist.

Mr. Serkaian stated our vision moving forward is to step up our communications and let our customers know, first of all, that we care about them. We care about the job that we do and our core mission of providing a safe, reliable and affordable electricity, water and steam services to them.

Commissioner Louney stated that a lot of information has been provided and suggested an update for some time in the future. In response, General Manager Lark stated that he would present regular progress reports.

**Motion** by Commissioner Price, Seconded by Commissioner Zerkle to accept the Ice Storm Outage Report and to Receive and Placed it on File .

**Action:** Motion Carried

**Other**

None

**Excused Absence**

None

**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

**COMMITTEE OF THE WHOLE**  
**March 11, 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, March 11, 2014.

Committee of the Whole (COW) 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 and Sandra Zerkle.

Absent: None

**Public Comments**

None

**Approval of Minutes**

**Motion** by Commissioner Price, Seconded by Commissioner Bossebery to approve the Committee of the Whole meeting minutes of February 18, 2014.

**Action:** Motion Carried

*General Manager Lark respectfully requested to address a couple of items before starting with the listed agenda items.*

The first item is General Manager Lark informed the Board of Commissioners that the Board of Water & Light received an award for the REO Complex from the Associated General Contractors of America and this is the second major award that this REO facility has earned.

The next item Mr. Lark addressed is that the Board of Water & Light has won the Reliable Public Power Provider Award at the Diamond level. General Manager Lark thanked everyone at the company for working hard to win this award.

General Manager Lark also spoke about appearing before the CRT Review Team and stated that the Board of Water & Light did an exemplary job, in particular Lynn McKinsty. He also spoke about the amount of information that was requested from the CRT Team and thanked Susan Devon, Assistant General Manager for coordinating it all, as it was a herculean effort.

**Update on Haco**

General Manager Lark stated that the Board approved the renovations of the Haco Office complex as part of the FY14 Capital Budget. The facility has been mostly unoccupied since the REO Headquarters building was completed. This has provided the Board of Water & Light with an opportunity to move multiple operations out of the Penn/Hazel complex that is located in the floodplain. The building needs major renovations to bring it up to code and

improve operational efficiencies. The facility will be updated to similar conditions as the REO Headquarters.

Assistant General Manager Susan Devon provided an update on the Haco Facility. She stated that last September after issuing an RFP, Kramer Management was named as the Owners Representative for the renovations of the Haco facility. In turn, Kramer Management then helped the Board of Water & Light's Management put an RFP together for the architect; and we ended up with a local firm called Mayott. Work on the project began last November with project design and relocations of the remaining operations to temporary facilities in January. Demolition of the interior is scheduled to begin in April. The two-story building at Haco will be razed, as it is functionally obsolete, the space is not needed and would be very costly to renovate.

Ms. Devon reviewed the operations that will be moving from the Penn Hazel facility into the renovated Haco building as well as the operations that will remain there. Some of those operations include electric system integrity, the water lab, primary metering, safety and purchasing. Operations remaining there include the print shop, IT, the CARS group, meter readers, the call center. The customer service center will be in the very front of the renovated facility building.

#### **Wise Road Update**

Dick Peffley, Executive Director of Special Projects, provided an update on the Wise Road Water Facility. Mr. Peffley reminded everyone that the Wise Road Plant is one of two of the Board's water treatment facilities. It is located on the South side of Lansing and has a treatment capacity of 10 million gallons of water a day and services South Lansing and Delhi Township. On July 26, 2011, a delivery of sodium hypochlorite, more commonly known as liquid bleach, was inadvertently offloaded into the fluorocyclic acid tank, more commonly known as fluoride. As a result of the two chemicals mixing that formed a corrosive gas, equipment inside the plant was destroyed. We hired a local architectural and engineering firm to come in and assess the damage and start redesigning the replacement equipment. Mr. Peffley announced that all the equipment has been replaced and will be operational by the end of this month. The cost to do this was \$23 Million, which will be recovered through our insurance policy.

#### **Record Retention Policy**

Mike Collins, Manager of Enterprise Risk Management reviewed the Record Retention and Disposal Schedule in which the Board of Commissioners adopted in 2008.

#### **Lansing Board of Water and Light Procedures for Implementing Records Retention and Disposal Schedules**

On September 23, 2008 the Board of Commissioners amended the Records Retention Policy and adopted a new Records Retention and Disposal Schedule ("Retention Schedule" or "Schedule"), which also was approved by the State Administrative Board of Michigan on November 5, 2008.

These Record Retention and Disposal Schedules together supersede all other schedules previously approved by the Board of Commissioners unless specifically exempted by the



Board. These Schedules mandate minimum retention periods for records and authorize but do not require, the disposal of those records after the minimum retention period has expired.

Mr. Collins reviewed rules and procedures for retention of emails as they relate to corporate records, and transitory conversations.

### **FOIA Procedures**

Legal Counsel Brandie Ekren reviewed the FOIA Procedures. Ms. Ekren stated that she has been the FOIA Coordinator since 2009 and with the assistance of her paralegal, she prepares all request within the appropriate timeline. Providing that the FOIA information request is narrow enough the documents are gathered and then reviewed and if there are no applicable exemptions, the request is responded to either by granting the FOIA requested and submitting requested information or a communication is prepared with an explanation of denial. Ms. Ekren stated that she has been reviewing the FOIA policy and has come up with some recommended changes and will be presenting those suggestions to the Board of Commissioners in the future.

Ms. Ekren highlighted the importance of the Board of Water & Light being on the same page as the City of Lansing when it comes to FOIA.

### **Update on Outage Report**

General Manager Lark provided an update on the storm outage report recommendations. General Manager Lark spoke particularly about the outage map that has been put in place. General Manager Lark introduced Greg Hess, who reviewed and demonstrated how the newly implemented outage map works. General Manager Lark reviewed the response report. (See attached list below)

### **Other**

COW Chair Dennis Louney stated that we have made huge strides and it is impressive compared to where we were with the communications plan.

With confirmation from Communications Director Steve Serkaian, General Manager Lark stated that the final Crisis Communications Plan should be in place by the end of the end of March.

Board Chair Zerkle commended Lynn McKinstry and Dave Bolan who answered all of the questions that the CRT asked them.

COW Chair Dennis Louney stated that he would like to see dates added to the storm outage response updates. Mr. Louney also asked that questions that the Commissioners asked be forwarded to the CRT team. General Manager Lark in response stated said he would be happy to forward the transcription from the last.

**Excused Absence**

None

**Adjourn**

**On Motion** by Commissioner Price, Seconded by Commissioner Ward, the meeting adjourned at 7:55 p.m.

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

	<b><u>ACTIONS</u></b>	<b><u>FOLLOW-UP</u></b>
1.	The BWL will include its distribution plan in its annual table top tests designed to stress its emergency response and will use the results to continually improve its emergency plans	BWL has a draft distribution plan. After the plan has been updated and revised an annual table top review and drill will be performed for various outage levels.
2.	The BWL will consider implementing a set of triggers into its distribution plan.	This will be considered for the updates as part of the revisions to the distribution plan.
3.	The BWL will consolidate its Transmission and its Distribution emergency response plans into one document.	Once distribution plan has been updated and revised, discussions will begin on how to integrate into the Transmission Emergency Operations Plan.
4.	The BWL will investigate the benefit of collaborating with other Michigan utilities to track and estimate the impact of inclement weather.	This will likely start with other Municipal Utilities. Conference call took place on 3-6-2014 to start discussion on how to track using the MMEA. Continuing to explore further options with the APPA, Investor Owned Utilities, and Co-ops.
5.	Based on the BWL's experience with the impact of the ice storm, the BWL will make use of additional secondary role employees and these roles will be discussed in subsequent sections.	BWL has developed a list of positions that should be designated as either a Spotter or Assessor role. It will be determined by upper management if this should be a mandetory part of this position.

6.	<p>Most utilities have not found placing overhead lines underground to be cost effective. Instead reviewing maintenance practices and construction standards seems to be a more reasonable method for improving the resiliency of the BWL's distribution system. However, for those customers who want and are willing to pay for undergrounding existing services, the BWL will provide the service.</p>	<p>BWL can provide costing information for any customer that is interested in paying to have an underground line installed for their service.</p>
7.	<p>The BWL will strictly adhere to a 5 year trimming cycle and is in the process of modifying its tree trimming standards and procedures to remove all branches located above distribution lines and better protect its lines during a major storm.</p>	<p>A five year cycle has been incorporated into our tree trimming program. The BWL will try to resolve why a three year was included in the DSTAR best practices.</p>
8.	<p>The BWL will begin to use multiple tree trimming contractors and assign work to contractors based on past performance. The contractor with the best record of performance will get a larger portion of the work. Recently, the BWL temporarily increased the number of tree trimming crews under contract to eighteen.</p>	<p>The BWL is working to develop an agreement with Asplund for tree trimming services. In addition, plans are to evaluate NG Gilbert (Indiana) for this service. Once past performance is established the BWL will utilize that in their decision for future work.</p>
9.	<p>The BWL will publish the contact information for its supervisor responsible for trimming scheduling so customers can contact the Manager directly with questions or complaints regarding tree trimming procedures and workmanship.</p>	<p>This information has been published on the LBWL website and is included on the door notices utilized by the inspecting tree trimming crews.</p>
10.	<p>The BWL is in the process of carefully reviewing spotter duty during the ice storm and determining how many additional trained spotters would be needed to efficiently secure down lines and provide timely damage assessment during an event with the destructive impact of the ice storm. Based on this analysis, the BWL will survey its staff for additional personnel who would be suitable for spotter duty and train personnel for both spotter and damage assessment duty.</p>	<p>Spotter and assessor training is being revised to enhance the process and procedures. This revision will provide more training for reporting, spotting, and general overall assessments.</p>

11.	The BWL will also utilize retired line workers to perform damage assessments and serve as spotters.	We are working with Personnel World to set up a contract for retired qualified individuals. We will also send out a letter to them once the contract is set, a get a list of available retired workers for the next storm to serve as guides.
12.	The BWL will consider contracting with electric service firms for damage assessment services to supplement its own staff.	We are now in discussions with a firm called OSMOSE who provides storm assessment services. This company is used by several other local utilities such as Consumers Energy and we have met with OSMOSE to discuss their services. We will pursue using this service upon a thorough review and management approval.
13.	The BWL is developing common reporting forms and methods to be used by all spotters and damage assessors and will stress the importance of adhering to these during the annual training sessions.	As mentioned, the Assessors and Spotters program is being revised and the reporting tools and forms will be adressed in this enhanced revision. These changes will also be part of the annual training as well.
14.	The BWL will evaluate the use of damage predictive tools to determine if these tools could help in assessing possible damage earlier in a storm's approach.	*Note: Operations (Pat and Wayne?) are taking the lead on this and will involve IT as needed.
15.	The BWL will remind customers that lines marked with red and white tape are power lines and the tape indicates that the BWL is aware that the line is down. The BWL will publish this information on its website and Customer Connections newsletter.	Red and white tape reminder will be published in the next available Connections in April and placed inside the Outage Center on the BWL website to be launched by the end of March.

<p>16.</p>	<p>The BWL has expanded the number of utilities and non-utility electric service contractors with which it has mutual aid agreements or service contracts. The list is shown below. Existing Agreements• Michigan Municipal Electric Association (35 Municipal Utilities)• Consumers Energy New Agreements• American Public Power Association• Asplundh• Kent Power• Hydaker-Wheatlake• FEMA Mutual Aid (Upon a Declaration of a State of Emergency) Pending Agreements• DTE Energy (Under Negotiations)These agreements both increase the number of potential crew sources and provide geographical diversity as well. For example the APPA agreement would enable the BWL to bring crews in from a number of different states. In the event of a declaration of emergency, the FEMA agreement would allow the BWL to bring in crews from nearly anywhere in the United States.</p>	<p>The agreements we have in place are as follows: Michigan Municipal Electric Association (35 Municipal Utilities)• Consumers Energy New Agreements• American Public Power Association• Asplundh• Kent Power• Hydaker-Wheatlake• FEMA Mutual Aid (Upon a Declaration of a State of Emergency) Pending Agreements• Midwest Powerline, C.C. Power Pending Agreement are as follows: DTE Energy, Extreme Linework, Newkirk, NG Gilbert, J Ranck</p>
<p>17.</p>	<p>The BWL is in the process of hiring 3 additional line workers and an additional dispatcher to supplement its workforce and to help manage crews during the restoration process.</p>	<p>One lineworkers and two apprentices are in the process of being hired.  Applications have been received for another dispatcher.</p>
<p>18.</p>	<p>With the addition of 3 line workers, an additional dispatcher, more trained spotters, and the new mutual aid agreements the BWL has tripled the number of line crews that are available for immediate deployment and can be used safely and efficiently during a major outage event.</p>	<p>With the additional Lineworkers , contractor crews, plus added spotters and spotter support from OSMOSE our restoration capability will be greatly expanded.</p>

<p>19.</p>	<p>The BWL does update its critical and public safety lists periodically to ensure that it is up to date and complete. The BWL will share its overall restoration plans with local public officials so that they can be kept up to date on the BWL's restoration plans. If another catastrophic storm does occur, local officials will be better able to respond to citizen inquiries regarding the restoration progress.</p>	<p>Once completed, the restoration plan will be distributed to EOC as confidential documents.</p>
<p>20.</p>	<p>The BWL will review it's storm inventory based on the recent ice storm.</p>	<p>BWL's Purchasing &amp; Warehousing Department continually reviews the storm items that we keep in inventory, as well as, the specific quantities kept on-hand for storm restoration work and makes adjustments as necessary. We were able to procure and provide all the required materials during the recent ice storm without causing delay of restoration work. We are in constant communications with our primary line material suppliers to ensure that they have materials on hand as backup to our own warehouse's inventory.</p>
<p>21.</p>	<p>The BWL will investigate connecting its line truck laptops to its OMS system as a tool to assist crews with storm responses.</p>	<p>This is being looked into. There are several licensing and technical facets to this solution that need to be checked and BWL is looking into them as part of a total solution.</p>
<p>22.</p>	<p>The BWL has resolved the matters related to the OMS functionality. The conductor cuts are now operational and the OMS performs to design standards.</p>	<p>Patches to allow conductor cut functionality have been installed and testing is underway.</p>
<p>23.</p>	<p>To avoid this situation with other outage tools that may be employed in the future, the BWL will conduct annual stress tests of all its restoration tools including, but not limited to the OMS, outage call in number, Customer Service Center, and Communications plans.</p>	<p>The BWL recently conducted a stress test on several of its storm response systems, including the outage call in number and new outage map. This will be expanded to occur on an annual basis or to test large system changes, whichever is more often. These future tests will include a table top exercise involving all departments in storm response.</p>

24.	The BWL is moving forward with a project to implement smart grid and smart meter technology, which will allow it to identify individual customer outages. It will also develop a policy that will allow customers to “opt out” of smart meter use. c. customer communications:	The BWL has two Request For Proposals out aimed at smartgrid – one for a city-wide wireless network and the other for a specific Volt/Var project. Additionally, BWL is in the midst of rolling out a communications ring to its primary substations meant to support communications for smartgrid initiatives.
25.	The BWL is hiring additional call center staff.	
26.	The BWL has implemented a process to assure call forward to the 877 number occurs during large outages. This will allow CSR and supporting staff to concentrate on line down, voice mail and other communications mediums.	This process is in place right now and has been used more than once during recent outage events. The process is currently manual, however, the BWL continues to review and improve its call center technology and has plans in place so that this will happen automatically once technology upgrades are in place.
27.	The BWL will trigger the IVR in the 877 system to direct non-matched callers to voicemail during major outage events.	This process is in place.
28.	The BWL has reconfigured the Call Center to send messages in the voice mailbox to CSR’s automatically.	This is in place.
29.	The BWL is aggressively advertised the 877 number for outages including all available communications mediums, like magnets, social media, BWL Website, and other customer communications.	Completed. (Please let us know if we can assist with “other customer communications, such as developing flyers to hand out at the customer service window.)
30.	During a major outage, the BWL Call Center staff will focus their efforts on responding to email, texts, Facebook, Twitter, Nixle and voicemails left on the outage reporting system with the goal of responding to storm related inquiries in a timely fashion. The BWL has expanded the number of employees in secondary storm roles to assist with these customer service functions.	The process described here is in place. As part of its severe weather preparation process, BWL actively solicits a list of volunteers to assist these customer service functions.

31.	The BWL will ensure that the distribution plan weather forecasting and storm preparation function include employees who are directly or indirectly, through secondary roles, responsible for customer service. This, along with other changes, will assure that the BWL can respond to customer inquiries promptly.	A recommendation making mandatory participation in storm duty for designated positions will be included as part of our storm restoration plan, see Action Items 1-3 and 5 subject to management approval.
32.	The BWL is working with the 877 vendor to provide additional methods for customers to be identified or matched when calling in to report an outage. This will include using the last digits of an account number or social security number.	The BWL has worked with the 877 vendor and has a proposed solution for this. BWL has also been, from a higher level, reviewing its entire IVR call flow. These changes will both be submitted together so that the changes to the internal BWL phone system and our 877 vendor are thoroughly tested and happen in a coordinated effort.
33.	The interface between the 877 number and the OMS has been fixed and alarms will be added on each system to alert staff of any problems in the future.	Alarms for both sides are being tested for release into production but a date has not been set as of yet.
34.	The BWL has added text outage reporting to the 877 system to offer customers another method for reporting outages.	This is not in place as of yet, though BWL has released a PO and filled out the paperwork for the cellular carriers. It is a multi-step process and BWL is aggressively pursuing.
35.	The BWL is working on a method to provide quicker updating of customer data from BWL system to 877 system. This is intended to provide better matches of customers to service addresses.	BWL has worked out a tentative agreement with our 877 vendor to update them from our records four times as often (twice weekly) as well as being allowed to send daily updates during a storm or similarly large outage. This agreement should be ratified when the IVR changes are submitted and put into effect.
36.	The BWL is working to improve its ability to automatically call back customers and provide them with updated outage information.	Callback functionality from our OMS (the ability to have an automated attendant call back customers who called in an outage to let them know we show their power is back on) is in final testing and should be activated soon.



37.	<p>The BWL will continue its enhancements to its phone system. The enhancements will use newer technology to increase Internet bandwidth, increase available phone lines, and make the system fully redundant across the BWL private city-wide network. This upgrade will allow the system to dynamically increase the number of available lines to the call center during a large outage, using many of them to forward calls to the 877 vendor site which is designed for large volumes.</p>	<p>The BWL has entered into a contract with AT&amp;T for these communication lines and is aggressively pursuing their implementation. Additionally BWL has contracted with two other vendors to assist in configuring and implementing the call center and network technology to make full use of the increased capacity from the phone system.</p>
38.	<p>The BWL has increased the TFCC voice mailbox size to 8,000 messages and is in the process of contracting with another vendor to assist in responding to voice mailbox messages during a large outage.</p>	<p>The BWL now has a contract with a third party company to help take additional calls. BWL is in the process of working out the call flow process and technological implementation with this vendor. In addition, the Communications Department is directing after hour and weekend media calls to this third party company in order to be more responsive to reporter needs with the Communications staff member who is assigned to "on call" duty.</p>
39.	<p>The BWL is investigating a separate site created just for outage information (including outage maps). This will help ensure that the BWL's outage website will be available to customers in the event that a catastrophic outage disables the BWL's main website.</p>	<p>The BWL has created this site and is currently hosting its new outage map on it. The BWL is also in development on an outage framework for a stand-alone outage center that will incorporate the outage map product.</p>
40.	<p>Although the external email to Customer Service functioned normally during the storm, the BWL is investigating establishing a redundant external email system.</p>	<p>The BWL has set up the back-end infrastructure for this and is awaiting the new communications lines from AT&amp;T to bring this on operationally.</p>

41.	<p>The BWL has developed a temporary web-based outage map for its website. The BWL is also working with a local vendor for a permanent outage map linked directly to the BWL's OMS system. Phase I of the project covering functionality has been completed and development is underway. Phase I is expected to be completed soon.</p>	<p>The new BWL outage map has passed functional acceptance testing as well as stress testing. It is expected to be launched soon. In addition, an "Outage Center" – which will provide customers with one site containing information on emergency preparedness, FAQs and outage and restoration update information, will be launched soon on the front page of the BWL website.</p>
42.	<p>In Phase II of the project, the BWL plans to continue enhancements to all of its Information Systems that interact with customers. The next phase of the outage map product for BWL will include further interaction with our customers, allowing them to identify themselves to learn if our system shows them specifically out as well as possibly reporting an outage through the map system to our OMS system. Other enhancements and features are being evaluated.</p>	
43.	<p>In addition to using twitter and Facebook, the BWL is investigating the use of Nixle to communicate outage and other information to its customers. d. management of Storm response:</p>	
44.	<p>The BWL will work with customers and local officials to determine how to make local officials aware of seniors, customers with medical alerts, and other vulnerable populations during extended outages.</p>	
45.	<p>The BWL will be more proactive informing customers of where their responsibility for service ends, the service mast, and the BWL's begins.</p>	<p>This item will be included in the new Outage Center on the BWL website to be launched by the end of March.</p>

46.	<p>The BWL will maintain a list of qualified electricians who can repair service masts and the BWL will help customers finance the cost of mast repair by allowing customers to pay it off on their bill over a one year period without interest. A list of qualified electricians will appear on the BWL's website.</p>	<p>This item will be included in the new Outage Center on the BWL website to be launched by the end of March.</p>
47.	<p>During events like the ice storm, the BWL will work with local organizations to maintain warming centers in the winter and cooling centers in the summer for Lansing area residents.</p>	
48.	<p>As an integral part of the Lansing community, the BWL will work with other organizations to respond to crisis that may affect mid-Michigan in the future. The BWL is supporting work by The Power of We and others to help empower neighborhoods to react to any type of emergency. The BWL pledges to be a part of that coalition and play its part in protecting the Lansing community and to meet with neighborhood associations to explain the BWL storm response plans and listen to their concerns and questions. E. External communications:</p>	
49.	<p>Since ice storm outage restoration, the BWL's service territory has experienced a number of severe winter weather events, and four separate outage events ranging from 100 outages to 7,400 outages. In all of the severe weather events, the BWL has posted, on all communications channels, at least two days prior to the forecasted weather, warning customers about the impending storm and directing them to call the BWL "877" outage number if they lost power. The BWL has also continuously posted updates, cold weather safety tips, and City of Lansing updates.</p>	<p>Completed.</p>

50.	During the outages, the BWL has acknowledged the time the outage began, the number of outages, the cause of the outage, the geographic area of the outage that can be found on the outage map, the projected time of restoration, and full restoration all clear.	Completed.
51.	Communication improvements have been noted on Facebook and Twitter with positive comments by our customers.	Completed.
52.	The BWL has retained the communications firm of Martin Waymire to help develop a crisis communications plan based on an examination of best practices across the utility industry to make sure it has a strong crisis communications protocol in place in the very near future. Martin Waymire will also assist during emergencies if needed. In the meantime, the BWL has a working interim crisis communications plan.	This item will be completed by the end of March.
53.	The BWL has also hired a social media specialist, a newly created position. The social media specialist will help develop strategies on how to best communicate with our customers over all social media channels.	Completed.
54.	The BWL will provide information to state and local officials on a regular basis. During an event like the ice storm, it will assign a liaison to state and local officials to answer questions that they may have from their constituents.	Completed. All press release are now sent to an expanded local elected officials' list.

**Board of Water & Light & City of Lansing  
 Joint Committee of the Whole Meeting with the Lansing City Council  
 March 13, 2014**

The Board of Water & Light Board of Commissioners hosted a Joint Committee of the Whole meeting with the Lansing City Council on March 13, 2014.

The purpose of the Joint Committee of the Whole meeting was to present information and have dialogue on the following topics:

- The Power Outage

- The Catastrophic Storm Outage Credit
- Tree Trimming
- Commissioners interaction with their area of representation
- Crisis Management Training for Neighborhood Watch coordinators and Councilmembers

In addition, there was dialogue regarding:

- City Council's procedure for crisis communication and
- Coordination of a Medical priority list

Committee Report Presented by Board Chair Sandra.

### **MANAGER'S RECOMMENDATIONS**

There were no Manager's recommendations

### **UNFINISHED BUSINESS**

There was no Unfinished Business

### **NEW BUSINESS**

There was no New Business

### **RESOLUTIONS**

There was no Resolution

### **MANAGER'S REMARKS**

General Manager Lark provided information re:

- An Invitation from the Board of Water & Light's Inclusion & Equity Department to attend the Cesar Chavez Hispanic/Latino Fiesta on March 31, 2014 at the Depot from 11:00 a.m. to 1:00 p.m.
- A press release regarding the Board of Water & Light winning the RP3 (Diamond Level) Award this is bestowed by the American Public Power Association. This award is recognition for providing consumers with the highest degree of reliable and safe electric service. There are four key areas of criteria for this award and the Board of Water & Light scored 100%.
- The Recycle Rama is taking place from 9:00 a.m. to 2:00 p.m. on March 29<sup>th</sup> at the Ingham County Health Department's parking lot. This is an opportunity to safely dispose of unwanted items. In addition, Board of Water & Light residential electric customers can turn in older working dehumidifiers or room air conditioners and receive a \$25 rebate under the utility's Hometown Energy Savers program.

- The Board of Water & Light's press release regarding the newly implemented tree-trimming schedule.

### **COMMISSIONERS' REMARKS**

There were no Commissioners' Remarks

### **EXCUSED ABSENCE**

#### **Excused Absence**

**Motion** by Commissioner Price, Seconded by Commissioner Ward to excuse Commissioners McCloud and Thomas from tonight's meeting.

### **PUBLIC COMMENTS**

There was no Public Comments

### **ADJOURNMENT**

On motion by Commissioner Ward, seconded by Commissioner Price the meeting adjourned at 5:42 p.m.

**M. Denise Griffin, Corporate Secretary**

Preliminary Minutes filed (electronically) with Lansing City Clerk: March 8, 2014

Final Approved Minutes filed (electronically) with Lansing City Clerk: May 30, 2014