



Outage Improvement Advisory Team Meeting

1. **Q:** *With all the poverty that the pandemic has caused, and at the same time people have lost power multiple of times, and MLGW raising the prices on the power, it would be a great idea to make everyone pay half of their electric bills every month for the same amount of time the pandemic messed up people jobs during 2020 2021 and MLGW match the other half of the bills.*

A: The sources of our revenue come from customers. It would be fiscally impossible. MLGW could not match the other half of the bills. Among utility rates, MLGW has the second lowest rates. (Dana); JT added: I've spent 35 years in the private utility sector. When a private utility seeks a rate setting, the Public Service Commission does not consider affordability when setting rates.

2. **Q:** *Require certified arborist to supervise all tree trimming done by MLGW. Current trimming practices endanger health of trees and make them more likely to become hazardous and cause property damage or personal injury in future.*

A: We have employees who are arborists. We have a tree management policy for many years. MLGW does not currently have an arborist on staff. Keith May was an arborist and retired in August 2021. Policy can be found at <https://www.mlgw.com/images/content/files/pdf/lineclearancepolicy.pdf>

3. **STATEMENT:** *Not a question...just unacceptable!*
4. **STATEMENT:** *The food drive after the storm was a bit ridiculous. People were on the news saying they lost everything in their freezer when the power went out. I'm assuming they didn't go outside because it was freezing outside and there was no rhyme or reason to let food in the freezer spoil. They also didn't make any effort to save their food. I personally had a freezer full of breast milk (that cannot be replaced) and it was perfectly fine in a cooler on the porch for 6 days. This also makes me think they have enough money to have excess food and are not eating paycheck to paycheck because they have so much food, they feel the need to freeze it. I understand the need for some sort of community apology, or community moral boost by providing food but I feel that could be done in a more effective way, maybe a service weekend and donation to the food bank, not sure not my department. The storm wasn't MLGW's fault by any means and y'all did a great job. I'll get off my soap box now.*
5. *Please fix the MLGW app. I'm from Michigan and DTE in Detroit has an awesome App for power outages. Please check out DTE's App. You simply put in*

your address, and it gives information for your address. MLGW only has a grid, and you can't tell anything from the grid. With the DTE App there is no need to login to an account for information. Their notification system is much better too. With MLGW I didn't get a text for two days until after my power was back on. I just lost power again on Sunday night and never got a text.

A: During Storm Landon, we did have problems with texting. We are making improvements on our texting app, and we can certainly look at DTE's app.

6. **Q:** *Contract with electricians for reasonable repair prices to be able to complete repairs INCLUDING repairs to a resident's connection to the MLGW wires when you are in the area to reconnect people. And perhaps customers could pay for the repairs in installments.*

A: There are liability issues on that. We can have a list (of electricians) available.

7. **Q:** *Is there an appeal if MLGW declines to help trim trees? They say "no danger" --- yet limbs are directly above the lines?*

A: We need to look at that on a case-by-case basis. If there is a situation, you can call us, and we can look at it again.

8. **Q:** *Did the fact that call center staff were working from home and not being effectively monitored impact response time?*

A: A small percentage of the call center did work remotely during Storm Landon. We have the same alerts. The response time was 19 seconds for emergency calls. It does not have a negative impact. It helps us.

9. **Q:** *Have you considered creating a relay with 3-1-1 app to report broken poles, streetlights, and other outages? Many people call them anyway. A simple email relay of these calls to your staff could alleviate the many hours on-hold time that all MLGW customers must endure.*

A: We can investigate that. For now, it's use the outage hotline. (Look at U of M overflow call center.)

10. **Q:** *2022 Power Outage (Ice Storm) for my individual home due to a limb hitting my power box after the Feb. 6th Ice Storm (38106). I called MLGW regarding my outage and the technician said I would have to have it repaired.*

A: No notes on 10.

11. **Q:** *We are having nearly constant problems with power flickering or going on and off intermittently in the American Way/ Perkins area. This is causing numerous problems for my wife and son, who use internet for school. My wife has had tests in her online college program interrupted every other day and online lectures go down when the power flickers even for a split-second. Why is this suddenly a problem? I can't imagine that usage is this high or that there are so-called grid problems.*

A: Reliability and Power Quality Department can research issues like this. At times, it means having someone inspect and walk the line. There may be a tree limb that is on the line. If it is an underground line issue, it takes more time to repair. When customers have situations like this, we want to know about them.

12. **Q:** *Several homes had power on my block. Others were off for a couple of weeks. Why?*

A: Even in one neighborhood, the power can come from different directions. Your neighbors are fed from different power sources (or transformers) than from yours. It depends on how the area was developed. Some customers are out. Some customers are on.

13. **Q:** *Why are the outages out East taken care of before outages in South Memphis?*

A: It is how the electrical system evolved. It evolved from west to east. It went from overhead power lines to backyard property lines to underground electrical lines. When MLGW makes electrical outage repairs, we are not tied to a particular neighborhood. We repair circuits first. In the eastern portion of Shelby County, developers paid to install power lines underground – not MLGW.

14. **Q:** *Regarding MLGW's five-year improvement plan for electrical – when did the plan start? How much has been achieved so far?*

A: The plan went into effect January, 2020. MLGW had planned to have 30 to 35% completed. As of this date, only 13% has been achieved.