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M.P.S.C.

JUL 23 2008

Service Quality Division



Cereal City Snacks Inc.

9840 Bellevue Road • Battle Creek, MI 49014 • (269) 965-7887

CONSUMER POWER;

CONCERNING YOUR LACK OF SERVICE DURING THIS SERIES OF STORMS:

I WAS TOLD LAST YEAR AND THE YEAR BEFORE THE TREES IN THIS AREA DID NOT WARRANT TRIMMING. TWICE CONSUMERS HAS COME OUT AND CUT 2-3 FOOT OFF OF TWO DIFFERENT TREES BECAUSE THEY CAUGHT FIRE. THEY CAUGHT FIRE FROM THE POWER LINES ARCHING ON THE TREES.

THIS YEAR I'VE BEEN TOLD THERE ISN'T MONEY IN THE BUDGET BUT THEY MIGHT GET THE TREES ON MY DRIVE DONE WHEN A BIGGER JOB IS DONE CLOSE BY.

THIS IS NOT THE FIRST TIME WE HAVE LOST POWER BUT THE RESPONSE IS TERRIBLE I HAVE THROWN \$1500.-\$2000. WORTH OF FROZEN FOOD AWAY IN MY BUSINESS. ! HAVE TO RUN 2 GENERATORS AT \$80. PER DAY. I HAVE ONE PHONE LINE AND NO OFFICE EQUIPMENT ABLE TO RUN ON LOW POWER. I WAS TOLD BY CONSUMERS THAT THIS IS WHY I HAVE INSURANCE.

SORRY, I TRY VERY HARD TO GIVE SERVICE TO MY CUSTOMERS. SERVICE IS SOMETHING YOU HAVE FORGOTTEN. MY BUSINESS HAS COMPETITION BUT YOU DON'T KNOW WHAT THAT IS EITHER. WE LOST POWER ON A SAT NIGHT AT 12:30 AND DIDN'T GET IT BACK TILL WEND



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AFTERNOON. WE NOT ONLY HAVE A BUSINESS WITH NO POWER BUT WE ALSO HAVE A HOUSE ON THE NEXT PROPERTY AND WE HAVE AN 86 YEAR OLD MOTHER WHO HAS HEART FAILURE.

I WILL BE COMPLAINING TO THE REGULATORY COMMISSION AND ANY ONE ELSE THAT WILL LISTEN AND I HOPE EVERYONE ELSE THAT IS TIRED OF THE LACK OF SERVICE WILL COMPLAIN TOO.

WE PAY THE BILLS SO LETS GET SOME SERVICE..

MIKE RAHN

CEREAL CITY SNACKS, INC