

-----Original Message-----

From: Frank J. Lawrence [<mailto:franklawrence@statebarwatch.org>]  
Sent: Tuesday, August 12, 2008 10:21 AM  
To: MPSCEDOCKETS  
Subject: Fw: Case No. U15605 (Detroit Edison)

Below is an e-mail that I sent (yesterday) to the PSC. Since sending it, there has been a development:

Today, I received a call from DTE, which was in response to a message that I had left last week with the department within DTE that handles service interruption credits. I was advised that "upon further review" of my file, a credit will be granted.

The interesting thing about this development - and the thing I think the PSC should be aware of - is that I was told that the initial denial of my credit request was because I failed to report the power outage. That is significant, because as I noted in yesterday's e-mail, the 800 number established by DTE was not working.

I wonder how many other people received a credit denial for similar reasons. Clearly, if I had not called DTE to pursue this matter a second time, the credit would have never been issued.

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From: "Frank J. Lawrence" <[franklawrence@statebarwatch.org](mailto:franklawrence@statebarwatch.org)>  
To: <[mpscedockets@michigan.gov](mailto:mpscedockets@michigan.gov)>  
Sent: Monday, August 11, 2008 12:54 PM  
Subject: Case No. U15605 (Detroit Edison)

On July 31, 2008, Detroit Edison sent me a notice that stated my request for a waiver had been denied. I had requested a service interruption credit after my home's power had been interrupted for roughly seven days, due to the June power outage in my area.

On Friday, I was told by your office that the PSC provided DTE a waiver, which relieved it of its obligation to provide me a service credit. An article in today's Detroit Free Press entitled "State says lessons didn't stick for utilities after outages in 2003" caused me to take a second look at whether DTE really deserved the waiver it received for the June 2008 outages. I have concluded, in my humble opinion, it did not.

I cannot comment on the technical aspect of whether DTE failed to maintain its distribution adequately, as I am not an engineer. But I can say that DTE was not able to receive and respond to customer calls. The toll-free number that DTE set up did not work. As such, we were unable to report our outage, and we simply hoped that others in my neighborhood were able to get through. Also, there was a downed power line on my corner (Adams and Westview), that appeared to be on the ground for a few days. It may not have been a live wire, given that it was connected to a utility pole that was down itself. Nevertheless, the downed line made people in the neighborhood feel nervous.

I urge the PSC to review today's Free Press article and the public comments that follow it (in the on-line version). Among other things, it suggests that DTE's expanded use of contract workers accounts for the substandard service. I think the PSC should investigate that allegation.

I do not believe that DTE deserves the waiver that was provided to it. I ask that the PSC reevaluate its position. Thank you for your time.

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