

From: Bret Scott <bscott@cityofpleasantridge.org>
Sent: Wednesday, March 15, 2023 11:25 AM
To: Gregory Humphries <GHumphries@house.mi.gov>
Cc: Rep. Helena Scott (District 7) <HelenaScott@house.mi.gov>; Rep. Joey Andrews (District 38) <JoeyAndrews@house.mi.gov>; Rep. Pauline Wendzel (District 39) <PaulineWendzel@house.mi.gov>
Subject: Questions to DTE and Consumers Energy from hearing

Hi, Greg-

Thanks much for inviting me to the Energy, Communications and Technology committee meeting today. It was very interesting to hear the difference in approach between DTE and Consumers Energy in communicating their response to the recent electrical outages.

Pleasant Ridge is not serviced by Consumers Energy for electrical service, and it's unfortunate that DTE did not provide the same level of detail that CE gave during this session, about their operations during the most recent outages. While both companies pointed to unusual weather patterns, CE helped us to understand what actions they took, and where things didn't work as hoped. DTE did not provide this detail. Moreover, it has been difficult for Pleasant Ridge to receive general statistics on the quality of service received by DTE, and what steps are being taken to improve service over time.

With this in mind and from this meeting, there are a few questions that I'll pass to you on behalf of the Pleasant Ridge community, that I'd ask be included in any questions you collect for DTE and CE:

Can every city covered by DTE and CE be provided regular reports on the quality of service for each city? It makes sense that these reports should be easy for DTE to generate if it is measuring its uptime goal of 99.9% (CE did not mention their uptime goal). And, if this can be provided to highlight any problem areas within each city whose uptimes are less than goal uptime and outside of typical uptimes for each city. (Note that I typed this before hearing of the MPSC reporting website going live March 24, and so this request should be very easy to provide now)

Can every city be provided a report that describes what improvements are planned within the Distribution Grid Plan (and comparable CE plan) are planned for each city? This may exist within the 600-page plan but to my knowledge has not been provided to the communities.

Specific to DTE and related to the above, can they describe what automation improvements are planned for the cities to help reduce the duration of outages? From this meeting, my understanding is that the automation will allow for DTE (and possibly CE) to switch and re-route power around downed lines and bring many houses back online faster.

Also specific to DTE, our residents lost ability to contact DTE or report outages during the last two storms, because the system was apparently overwhelmed. What is DTE doing to improve its ability to be reached by its customers?

Also specific to DTE, is it possible for DTE to inform the cities how many households are without power within each city when area-wide outages occur, and a summary of what actions are underway? This helps us to understand whether we should stand up emergency centers if it appears that an outage is going to last, and we're one of the pockets that has lingering outage.

These questions go to the fact that our residents want to understand how the system is performing, and have a poor opinion of DTE because when the system fails, it fails very badly. There's a general sense that the failures are getting worse, with longer duration and with more difficulty reaching DTE to report issues. The short term issues associated with their performance will also lead to long-term problems in moving people to electric vehicles and home appliances, if their confidence is low about grid performance. This came up during our City Commission meeting last night. I'll note that Pleasant Ridge was quoted \$2M per street by DTE to bury our power lines, with additional costs associated with moving the lines from the back of yard to front of yard, and with no real certainty that this step would result in improved uptime (outages in PR can be caused by downed lines outside of PR).

Imagine a scenario where Oakland and Wayne Counties, both birth places of modern transportation, are last to move forward with climate change initiatives because residents and businesses are not confident of our electrical grid. And imagine a scenario where the costs to individuals and businesses due to electrical outages continue to rise far beyond the remedies prescribed by the MPSC. This is where we are without change.

Thanks again for the opportunity to participate in the process, and I'm happy to provide more information and comment if helpful.

Best regards,

Bret

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