

BOARD OF WATER AND LIGHT
1201 S. Washington Ave. – REO Town Headquarters Depot
Lansing, Michigan
January 7, 2014 – 5:30 p.m.

SPECIAL BOARD MEETING AGENDA

- 1. Roll Call**
- 2. Pledge of Allegiance**
- 3. 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.
- 4. Commissioners' Remarks**
 - a. Review of Action after Recovery Memo (See Attached Memo)
- 5. Administration's Comments**
- 6. Public Comments**
Members of the public are welcome to speak to the Board on any Board of Water and Light subject.
- 7. Adjournment**

To: Sandra Zerkle, Chair

BWL Board of Commissioners

General Manager J. Peter Lark

Cc: Corporate Secretary M. Denise Griffin

From: Commissioner David Price and Commissioner Cynthia Ward

Date: January 2, 2014

RE: Action after Recovery

As you are aware, pursuant to BWL's Rules of Procedure, we requested a Special Meeting of the Board of Commissioners. That meeting has been scheduled for Tuesday, January 7, 2014. Public notice of that meeting, in accordance with our rules, will follow.

Our primary interest in requesting the Special Meeting was to provide a timely and focused opportunity for the Board of Commissioners to begin to address our customers' concerns relative to the BWL's restoration efforts following the ice storm. We heard from many customers during the Mayor's Press Conference on Saturday, December 28, 2013, and during the Lansing City Council's Special Meeting on Monday, December 30, 2013. Those forums afforded the Board opportunities to listen to the questions and concerns of our customers. While we would have preferred for there not to be a need for such forums, we appreciated every single person who came out to ask questions, express criticisms, share concerns, and applaud the efforts of the line men and women. We understand that we will continue to hear from customers in the weeks and months to come. However, we believe we must take action now. That is why we have requested this Special Meeting.

We request the full Board of Commissioners to consider the following as outcomes from the Special Meeting:

- 1) As the governing board for the BWL, we will acknowledge the hard work of the line workers and all BWL employees, who remained focused, in the face of many distractions, on the task of restoring power to our customers. We also acknowledge the families of the BWL employees who worked around the clock and sacrificed spending their holidays with their loved ones. Further, we also thank the City of Lansing employees and mutual aid workers who assisted during this time.
- 2) We will request that General Manager Lark establish two independent review teams: one for the outage response itself and one for the communications response. We will further ask that Mr. Lark consider a process that will allow for the review teams' work to be completed by March 31, 2014.

- 3) Many Commissioners were individually contacted during the restoration period by concerned customers; several of us have our own questions. We will ask Board Chair Zerkle to designate a point person on the Board of Commissioners to serve as the repository of all the questions and concerns received by individual Commissioners so that all questions and concerns can be included and compiled in a single document to be reviewed by the Commissioners, General Manager Lark, and the review teams.
- 4) General Manager Lark has publicly stated that the BWL will consider a possible credit to offer customers. We will request that General Manager Lark identify and present to the Board of Commissioners the parameters for such credit.
- 5) It was acknowledged that the BWL does not have a crisis communication plan. We will ask that an interim crisis communication plan is developed for the BWL subject to revision once the communications response review team completes its work.
- 6) The Board of Commissioners does not have an emergency or crisis communication plan. We will request that Board Chair Zerkle appoint an ad hoc committee to develop a Commissioners' emergency/ crisis communication plan.

There are other matters that certainly require attention, but we believe this is an appropriate starting point for this initial meeting. We expect other Commissioners will have other matters or concerns that will be included for discussion during the Special Meeting.

Thank you.