

WHAT WE LEARNED FROM THE JULY 7 STORM.

LOOKING BACK.

It was the worst storm in the 88-year history of Detroit Edison. When the 70 mile-an-hour winds, rain and lightning stopped, more than one in three of our customers was without power. And all of us had learned some unforgettable lessons.

Among the most vivid lessons is the most obvious: Nature at its worst is more than a match for man at his best. Quite simply, when a storm can rip trees apart like inconsequential twigs, power lines are going to go down. Lots of them.

Detroit Edison people can tell you first-hand how destructive this weather front was. Over 5,000 of them worked up to 16-hour days repairing the damage and restoring power. Over a thousand employees who usually work in offices were out guarding power lines to warn people away. Dozens of retirees came in to help with the task. Within 12 hours, we were arranging to get help from other utilities. Crews from Ohio, Indiana, Illinois and Ontario helped with restoration efforts.

During the week, we handled more than 175,000 outage-related phone calls from customers.

When the power went out, many of us learned about how many things electricity does for us. And tragically, we were also reminded of its hazards.

LOOKING AHEAD.

If any good came of this storm, it told us how important it is to continue our aggressive programs to speed restoration, improve communication with customers, minimize the impact of damage and prevent the damage in the first place.

In the third year of a six-year, \$1.3-billion program aimed at putting us among the most reliable companies in the nation, we're speeding up our tree-trimming, maintenance and reliability construction cycles.

We're building new substations and adding hundreds of new circuits to improve the reliability of our system.

We're training more people on our computerized storm outage analysis system every day. And while NO electrical network could have handled the massive destruction of the July 7 storm, under anything approaching "normal" storm conditions, our outage analysis system can save precious hours and days in restoring power. Because it allows us to localize trouble spots, even down to specific pieces of equipment, like transformers, instead of going out and searching for them.

We're even working on technology that will allow us to turn off power to downed lines remotely.

By the end of the year, we also will have a whole new computerized phone system. One that will work with more speed, and more lines. So customers can get through to report outages more easily and more quickly.

Like you, we hope we never see another storm like this one. But because we learn a little more every time out, if something like this does come again, maybe it will disrupt your life a little bit less. And things will be back to normal a little bit sooner.

**Detroit
Edison**

A good part of your life.