

Detroit Edison promises better service

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January to study planned circuit improvements. The city's franchise with Detroit Edison is up for renewal in February.

Edison plans to install a new computer system in its telephone center which, hopefully, will lower the time needed to restore service after an outage, said Maurice Vermeulen, an Edison manager, in a recent letter to Vagnotz.

The utility also plans to install a computerized voice response unit by March.

The phone system which now can handle only 2,000 calls an hour will then be able to respond to 35,000-40,000 calls.

Edison will have 350 people on hand through each day to answer customer calls. When all lines are tied up, calls are placed on a computerized message line where calls are answered on a first-come, first-served basis.

"If you stay on the line, you will eventually talk to a person," Hofrichter said.

Photos of seniors will be taken

The Oakland Livingston Human Service Agency photographer will be at the Farmington Senior Center, 28600 11 Mile Road, Farmington Hills, Friday, Dec. 20, from 11 a.m. to 1 p.m.

The photos will go on ID cards to be used by seniors in the OLSHA discount program. In addition to the pictures, the cards show name, address, birth date, Social Security number and signature.

Call the Farmington Senior Center at 478-9147 for more information.

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Ever Get Somebody Totally Wasted?
TAKE THE RISK
CALL A CAB
TAKE A STAND
FRIENDS DON'T LET FRIENDS DRIVE DRUNK

But Edison officials admitted that on a normal day, calls taken during the lunch hour are enough to tie up all available phone lines.

JOE MANNINO, an employee of Romano's Inc. on 14 Mile Road and a committee member, suggested a business-to-business phone line. At the September meeting, he said that he lost power 20 times in the last year, resulting in \$30,000 in food spoilage.

Councilwoman Nancy Bates asked Edison officials for assurance that people with special needs not be

hampered by outages.

At the September meeting, Charise Fulton, a Country Club Circle resident, complained that she can't get "priority service" from Edison for her young son who has a heart defect and depends on a machine.

Edison officials said that priority service is provided for locations with life support machines but not necessarily for locations where people have life-threatening diseases.

When in doubt about how soon power will be restored, those with medical problems should go to a hos-

pital, officials said.

"With a child, it's a fine line," Bates said.

Vagnotz said that a list containing the names of people with special needs should be given to the city as well as the police and fire departments.

Edison's goal is to relieve police and fire from guarding downed wires within four hours of notification and within two hours during a non-storm situation.

FIRE CHIEF Rich Marinucci told Edison that on Nov. 1 he and a

dispatcher tried for a half hour to notify Edison that they needed to disconnect power from a house where there had been a fire.

"Lines were either busy or we were placed on hold," Marinucci said.

Although the situation wasn't life-threatening, Marinucci said that he was still concerned, although happy that Edison was interested in investigating the situation.

"They're sincere about trying to help us out," Marinucci said after the meeting.

Among other plans, Edison also

wants to extend the 120,000-volt line from 12 Mile and Drake to 11 Mile and Inkster.

Edison wants to reduce to four years, their present seven-year rotation on line clearance.

Bates also criticized Edison's method of tree trimming. "You either kill it or make it so ugly, you don't want it in the yard," she said.

Edison blames the city itself for sometimes planting the wrong type of trees which grow too tall, too quickly. Edison officials said that they cannot guarantee a tree's appearance after trimming.

Names women really trust.

Mushtak Abbou, MD
Brian D. Adelman, MD
Ebrahim Babaooff, MD
Firooz Banooni, MD
Danny S. Benjamin, MD
Joseph Berenholz, MD
Michael L. Berke, MD
Allen Berlin, MD
Jay M. Berman, MD
Donald R. Blitz, MD
Abraham Blumer, MD
Robin A. Blumer, MD
David M. Cantor, MD
Martin H. Daitch, MD
Francis D. Darling, DO
Robert L. Dock, DO
Allan S. Emery, MD
Ebrahim Fayazi, MD
Richard Fields, MD

Richard H. Goldfine, MD
Milton H. Goldrath, MD
Alan D. Goldsmith, MD
Michael H. Gotlib, MD
Gregory L. Goyert, MD
Annette S. Greenstein, MD
Allen L. Hayes, MD
Leon A. Hochman, MD
Maurine Horowitz, MD
Jacob Kalo, MD
Michael C. Kent, DO
Roger M. Kushner, DO
James E. Labes, MD
Leslie G. Lafer, DO
Alan C. Lakin, MD
Edward M. Lichten, MD
David I. Lipschutz, MD
Andrew S. Markowitz, MD
Jerry B. Markowitz, DO

Richard Menczer, MD
Ira H. Mickelson, MD
Milton L. Nathanson, MD
Jeffrey G. Obron, MD
Larry B. Prussack, MD
Richard I. Reid, MD
Michael S. Salesin, MD
Alvin M. Schoenberger, MD
David B. Schwartz, MD
Alfred I. Sherman, MD
Eugene A. Snider, MD
Bertram J. Spiwak, MD
Leonard B. Sudakin, MD
Lester J. Voutsos, MD
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Mark Werner, MD
Debra Wright, MD
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