## Edison from page 1A

had a phone answering system that either didn't provide human contact, provided recorded "ex-cuses" or even misled them as to when power would be restored, and displayed an attitude that was "unacceptable."

"There is a perceived lack of concern (by Edison)," said Hillis Daputy Fire Chief Pete Baldwin. "Since 1991 (when Edison promised to improve service), we continue to experience problems with service even when there is no storm."

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Answers not offered

Many residents said they expected problems from the storms, which generated winds of 60-80 mph that bixed down power lines from July 13-16, but they wanted and did not receive honest an swers about the outages.

"When we call, please be honest, don't fabricate," said Shirley Answers not oliered
Many residents said they expected problems from the storms,
which generated winds of 60-80
mph that blew down power lines
from July 13-16, but they wanted
and did not receive honest answers about the outages.
"When we call please he hon-

Allen of Franklin, whose husband depends on an electrically powered passive breathing old. "We can take it."

And although Edison President Anthony F. Earley Jr. said the company has spent some \$780 million in infrastructure improvements since 1991, many were not seeing any improvement from them.

them.

Al Simmons of Royal Oak said
Edison crows in from Indiana and
Kentucky during the 100-degree
days told him some of the equip-

out power, Edison had said. But many residents questioned why power went out during normal weather.

weather.
"We moved here recently from Columbus, Ohio," said Geneva Houston of Farmington Hills. "We've also lived in St. Louis and some smaller citles and we've never experienced anything like this."

Hills City Manager Bill Costick read a letter from a Hills resident who had lived in LaFayette, Ind., Lee Angeles and Chiesgo and had acen more outages in the last two years in Farmington Hills then in the other cities combined over his 53 years.

Like the Third World

Like the Third World
Gwenn McKenn of Bloomfield
Hills said she'd had power
outages "on stormy days, rainy
days and sunny days."
"This a like living in the Third
World," abe said, adding that she
had lived in Senegal, Africs, and
had not experienced as much

tomers.

There were suggestions that the company should provide contingencies for keeping food cold, such as dry lee, provide better security from fallen lines and old poles, compensate businesses and residents for lost power when it was the company's fault or even a financial penalty to the company

If its actions or inaction result in

power outage.

State Rep. Jan Dolan, R-Farmington Hills, said that the area's growth and the increased uses of power, on such items as air conditioning, are something Edison must recognize and adjust to.

Beyond complaints, residents had many suggestions. Most said the company's automated telephone system must be improved so that they can get accurate, updated information on the extent of any outage and the best estimate Businessmen said not only were Edison's actions costing them, as in the case of meat mar-ket owner Ed Pisher of Birming-ham, but had information about the restoration also cost them

money.

"We have generators on reserve," said Greg Carpy of Liaison
Systems in Livonia, "But when
they told us power would be back
in four hours, we didn't order
them." dated information on the extent of any outage and the best estimate of when service will be returned. Many suggested that the com-pany must invest more money in equipment and personnel while not passing that cost along to cus-

they told us power would be nack in four hours, we didn't order them."

Carry said when power was not restored, his company had to go to great expense to get generators from Grand Repids.

Residents with medical prob-lems and others who waited out the outage in air-conditioned bo-tel rooms also complained of the

'Edison does care'

But Earley, who attended the hearing along with several Edison officials, said the company cares

about its customers and takes the

about its customers and takes the criticism soriously.

"Because of the extreme heat and because we had storms over several days, we had to revise restoration estimates," Early said.

That left himpression that Detroit Edison didn't care. That couldn't be further from the truth.

Crews worked 16-hour shifts or more in Oodegree heat to try and restore power, he said, edding that the manpany hrought in crews from five states and would have had more except that power outages in Cleveland and Akron, Ohio, had required extra crews as well.

Ohle, had required extra crews as well.

Strand said the PSC will complie the information and come up with a plan to "get some of the bugs out of this system."

Monday, a Farmington Hills citizens' committee that was begun after the 1991 power outage will hear public comments beginning at 7:30 p.m. in city council chambers.



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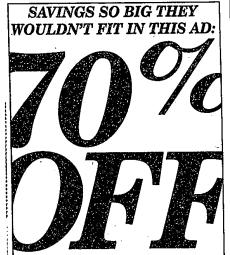
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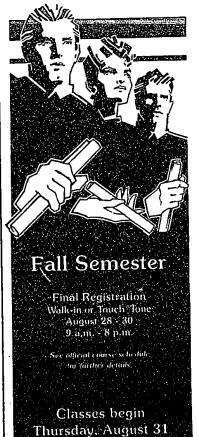
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