

Anatomy of a Crisis

Lansing's Historic Power Outage

December, 2013

Kelly Rossman-McKinney

CEO and Principal

John Truscott


President and Principal



DAY ONE

Saturday, December 21st
Midnight





WHEN THE LIGHTS WENT OUT

NEWS /
Local News



Almost 35,000 without power in Lansing Sunday night

Officials declined to speculate about whether the nearly 35,000 Lansing Board of Water and Light customers without power Sunday will have it restored by Christmas.

Dec. 22, 2013

NEWS /
Local News



Power outages across mid-Michigan could last until Christmas or beyond

As the day dragged on, the numbers kept growing. Twenty thousand without power. Then 50,000 and then 80,000.

Even hours after a winter storm stopped drenching mid-

Michigan in ice, heavy tree limbs continued to break and take power lines down with them across the region.

Dec. 22, 2013

NEWS /
Local News

Ice storms knock out power to 312,000 in Michigan

Winter has arrived in Michigan with an icy blast, sending freezing rain across a wide section of the Lower Peninsula and knocking out electrical service to at least 312,000 homes and businesses.

Dec. 22, 2013

NEWS /
Local News



New scale pinpoints ice storm danger

A half-inch of ice from a storm may not seem like much, but if the storm's winds are strong enough, it could cause 'catastrophic' damage and devastation, according to a new ice storm scale that's being used this winter by several

National Weather Service

Dec. 21, 2013

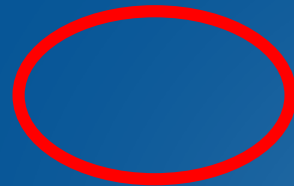
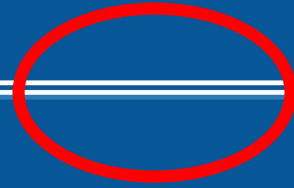
NEWS /
Local News

Ice, snow, suspected tornadoes frustrate holiday travel across the US

A storm with a 2,000-mile footprint threatened to frustrate Christmas travelers from Texas to Nova Scotia with a little of everything Mother Nature has to offer, from freezing rain, ice and snow to flooding, thunderstorms and at least one tornado in the S

Dec. 21, 2013





DAY TWO

Sunday, December 22nd



FEATURED: Green & White Michigander Photo galleries Videos Transforming Lansing

Find what you are looking for ...

SEARCH

Power outages across mid-Michigan could last until Christmas or beyond

More than 412,000 homes without power statewide

Dec. 22, 2013 | 0 Comments

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PURCHASE IMAGE

1 of 52

Robert Killips | Lansing State Journal

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- 2 Football recruit Craig Evans switches loyalty from Wisconsin to MSU
- 3 Owosso-area man admits putting friend's body in Dumpster after overdose
- 4 BWL review team member does millions in business with utility
- 5 MSU football analysis: Spartans losing key players but have quality depth to fill holes

Written by Louise Knott Ahern

LANSING — As the day dragged on, the numbers kept growing.

FILED UNDER

Twenty thousand without power. Then 50,000 and then 80,000.

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DAY THREE

Monday, December 23rd



Power out, car damaged by falling limb 'part of living here'

Dec. 23, 2013 | 0 Comments

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This piece of tree limb pierced the windshield of Terry Brock's car early Sunday after he and his wife arrived in East Lansing to spend the week with his parents. / Courtesy photo

Written by Steven R. Reed

EAST LANSING His holiday vacation unraveling incrementally, Terry

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FAQs: BWL answers questions about power outage

Dec. 23, 2013 2:14 PM | 0 Comments

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A crew from Grand haven Power and Light Company is in Lansing to help out the Board of Water and Light with power outages. This crew was working on Macon Avenue in Lansing. Photo taken 12/23/2013 by Greg DeRuiter/LSJ / Greg DeRuiter | Lansing State Journal

Written by
Steven R. Reed

CORRECTION: An earlier version of this story incorrectly reported the number of hours a BWL crew can work in a single shift.

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Lansing BWL @BWLCComm · Dec 23

BWL anticipates that a substantial portion of customers will have power restored by Christmas Day.

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RETWEETS FAVORITES

26

11



5:01 PM - 23 Dec 2013 · Details

Reply to @BWLCComm



Tom Hirsbrunner @tshirsbrunner · Dec 23

@BWLCComm A substantial portion? Please be less specific and more vague in your public relations. Drowning us in endless detail doesn't help.

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Atul Afre @AAfre · Dec 23

@BWLCComm thanks! would be nice if we can search by address or zip codes to find the status.

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J @Mr8ighty9ine · Dec 23

@BWLCComm @LSJNews lies...

Expand

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Lisa Stafford @lisaestafford · Dec 23

@BWLCComm Waiting....

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Marv @marv3mania · Dec 23

@BWLCComm @LSJNews What about power lines? There are still lines blocking my driveway.

Expand

[← Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)





Bette Avila @BetteAvila · Dec 23

@BWLComm we've still got several wires hanging in our backyard and draped over our house. :/

Details

[↩ Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)



keesa v @keesav · Dec 23

@BWLComm I hope Glasgow drive off of waverly/Morris drive is part of the analysis for Christmas Day!

Details

[↩ Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)



J @Mr8ighty9ine · Dec 23

@BWLComm ain't fix my power yet but I did get the bill in tha mail today.. Haha

Details

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Caleb Burzan @BurzAnimal · Dec 23

@BWLComm thank you. Ppl need to stop hating. It isn't BWL fault the powers out. I'm sure they'd rather be home for the holidays too.

Details

[↩ Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)



Nate Moore @rallyupmichigan · Dec 23

@BWLComm 5 crews for 400-500 downed lines? More employees to get the job done would be a better move than vague deadlines.

Details

[↩ Reply](#) [↻ Retweet](#) [★ Favorite](#) [⋮ More](#)



Micho Rutare @MichoRutare · Dec 23

@BWLComm if you restore power to Colonial Village, we will make it worth your while...

Details

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SpartanAlum @MrsW101495 · Dec 23

@BWLComm I am in IN, my parents in Lansing, still no power. Houses 3 blks south of them have it. We would like a projected "on" date. Thanks

Details

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Candice Wilmore @candicew48 · Dec 24

@BWLComm What a great present THAT would be! :)

Details

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DAY FOUR

Tuesday, December 24th



Lansing State Journal

A GANNETT COMPANY

TUESDAY, DECEMBER 24, 2013

KNOWING SINCE 1855

WWW.LSJ.COM

PAGE 1C
FORD HOUSE
LIGHT DISPLAY
IS MAGNIFICENT



SPORTS, PAGE 1B

STRONG CLASS

Big Ten crown gives MSU's recruiting a lift.

ICY BATTLE



Dave Dora, a lineman from Grand Haven Board of Light and Power, works on connecting fallen wires Monday morning in Lansing. GREG DERUITER/LANSING STATE JOURNAL

Crews fight elements to restore power to thousands of residents

By Matthew Miller and Steven R. Reed
mmiller@lsj.com, sre@lsj.com



FORECAST: WINDY, COLD AND SNOWY

Temperatures are expected to be in the lower teens today. Snow is likely on Christmas, with temper-

Ice storm, broken windshield add drama to vacation

By Steven R. Reed
sreed@lsj.com





John Shaski

Downed power line on Stoneleigh Drive across from Forrest View Elementary School, 3118 Stoneleigh Drive.

Like · Comment · December 24, 2013 at 11:15am



Lansing Board of Water & Light Thank you, this has been reported in our system and will get a crew out as soon as we can. We are still working on our lines down, your patience is appreciated. We are working hard to get power restored as quickly and safely as possible. We are down to about 13,600 customers without power. We will continue to work to restore power throughout the day today and we hope to have most customers up by Wednesday.

December 24, 2013 at 11:52am · Like



Write a comment...



Amy Monroe Garcia

Downed power line on Wilson between Young and Alfred. North Lansing off Grand River east of Waverly

Like · Comment · December 24, 2013 at 11:12am



Lansing Board of Water & Light Thank you, this has been reported in our system and will get a crew out as soon as we can. We are still working on our lines down, your patience is appreciated. We are working hard to get power restored as quickly and safely as possible. We are down to about 13,600 customers without power. We will continue to work to restore power throughout the day today and we hope to have most customers up by Wednesday.

December 24, 2013 at 12:10pm · Like



Write a comment...



Margaret Freel

Power lines down on Stoney Point Dr. in Lansing, 48917. Have tried to call the number repeatedly with no answer. 1527 Smokedrift lane has a very large blown-up transformer! All power is out on Smokedrift lane and Stoney Point Dr.! Please confirm that this has been reported??

Like · Comment · December 24, 2013 at 9:05am near Okemos, MI



Lansing Board of Water & Light Thank you. This was reported last night and is in the system to be repaired.

December 24, 2013 at 9:46am · Like · 1



Margaret Freel Thank you!!

December 24, 2013 at 9:49am · Like



Write a comment...



Jennifer Gregg Smith

God bless the crews that are working around the clock to restore power. I'm lifting you all up in prayer and say thanks to you all!

Like · Comment · December 24, 2013 at 8:29am near Lansing, MI



2 people like this.



Write a comment...



Kyrie Elliott

THANK YOU to your staff who is working tirelessly in this bitter cold trying to restore power to as many people as quickly as possible. I got power back last night (and my mom/her neighborhood got power Sunday night). We appreciate your hard work and know you are doing everything you can in the conditions.

Like · Comment · December 24, 2013 at 7:47am



3 people like this.



Write a comment...



DAY FIVE

Wednesday, December 25th



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WED



RIDING HIGH PAGE 1B

MSU looks to regain focus after basking in glory.

THE GIFT OF JOY

An unexpected song lifts spirits at Christmas

PAGE 1C



CREWS TOIL, BUT 52,600 STILL WITHOUT POWER





Julie Johnston

For Lansing folks, please be aware that criminals are taking advantage of people being away from their homes during this power outage. Many houses on my street, including my own, were broken into and robbed yesterday.

Like · Comment · December 25, 2013 at 7:47am

 3 people like this.



Leslie Arnell I'm so sorry this happened to you-I've had several break ins since living in Lansing-it's incredibly violating. What neighborhood do you live in?

December 25, 2013 at 8:27am · Like



Julie Johnston The neighborhood East of Waverly and North of holmes

December 25, 2013 at 8:28am · Like



James Whitworth hope they catch the rat bastards

December 25, 2013 at 9:11am · Like



Write a comment...

DAY SIX

Thursday, December 26th



Lansing State Journal

A GANNETT COMPANY

THURSDAY, DECEMBER 12, 2013

THE POWER OF KNOWING SINCE 1855

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MICHIGANDER, PAGE 1C

GET OUT AND ABOUT

ROSE BOWL COLLECTIBLE POSTERS START TODAY, 8B



ICE STORM AFTERMATH

Utility crews hard at work on holiday

But nearly 31,000 still without power in area

By Scott Davis
sedavis@lsj.com

Utility crews braved snow Wednesday to continue efforts to restore power, but as the day wound down, thousands of mid-Michigan residents didn't get

the one Christmas gift they hoped for — electricity.

As of 9 p.m. Wednesday, 30,750 homes and businesses in the region were without power following last weekend's storm, according to area utilities — a drop from the 43,360 reported

at noon.

Lansing Board of Water & Light and Consumers Energy officials said Wednesday they were keeping a close eye on expected high winds and further snowfall in the area, which could hamper their efforts.

BWL serves much of the Lansing area, and Consumers Energy serves much of mid-Michigan.

About an inch of snow fell Wednesday, and the National Weather Service was predicting an overnight snowfall of 2 more inches, with wind gusts of 15 mph or 20 mph.

"We're worried about the (snow) and the high winds fore-

ONLINE EXTRA

» Full storm coverage at
<http://lsj.com/icestorm>

casted later today," BWL spokesman Steve Serkaian said, adding it might lead to further outages.

Meanwhile, in the wake of a

See **STORM**, Page 2A



City Mayor Will Dornier



Robyn Null

It's funny, the longer this power outage goes, the more likes this page gets.

Like · Comment · December 26, 2013 at 3:10pm



Jessica Kate Bermejo

Please provide an update to your customers.
Tree on line on W. Barnes and no power to the street.

Like · Comment · December 26, 2013 at 3:41pm via BlackBerry

Angela Bowers likes this.



Write a comment...



Cheri Smith

I have tried to contract bwl by phone and I don't get a busy signal, it just disconnects. I am trying to report a downed wire next to my house that goes to the house next door, the house is empty do doubt anyone has reported it. 700 Jessop, 48910

Like · Comment · December 26, 2013 at 3:37pm



Alan Prather

No update since 5am? Really? Instead of raising our rates, maybe you could just fire your PR/communications person?

Like · Comment · December 26, 2013 at 3:36pm near East Lansing, MI

2 people like this.



Candice Wilmore The citizens of Lansing should really start some action after this. Just read:

Anyone heard about the Groesbeck area? We've been without power since... [See More](#)

December 26, 2013 at 3:56pm · Like · 2



Write a comment...





Ashley Carmelle

Lerner way in Lansing has not had power restoration and there is no way for me to report this seeing as the lines are busy and no voicemail set up

Like · Comment · December 26, 2013 at 4:04pm via mobile



Kate Katje

PLEASE GET US CURRENT UPDATES ON POWER RESTORATION! If it's going to be DAYS longer, it will really help us to make plans. PLEASE get information to us!

Like · Comment · December 26, 2013 at 4:04pm

3 people like this.



Write a comment...



Garland L Otis

I live on 4137 wood creek I'm not sure if bwl even knows that we are without lights since its only a few homes with out every body has lights around us but no one my street have lights. I think this ridiculous. I hope were next

Like · Comment · December 26, 2013 at 3:54pm

2 people like this.



Candice Wilmore Same with my daughter; only a few homes in her neighborhood are out, including her. Wishing you the best SOON!!

December 26, 2013 at 4:14pm · Like



Write a comment...



Tracy Fleming

Please post another update stating where crews are working. Your customer service line has not been working all day.

Like · Comment · December 26, 2013 at 3:51pm near Mount Pleasant, MI

3 people like this.



Write a comment...



Sue Gollach Cadwell

Line down on the 600 block of N Deerfield with not response.

Like · Comment · December 26, 2013 at 3:41pm

DAY SEVEN

Friday, December 27th





**GARDNER OUT
U-M QB TO
MISS BOWL**
PAGE 1B



WHAT'S ON, 1C

TOP FLICKS

Critic selects 2013's best movies

BULLOUGH SUSPENSION

Blemish stains storybook season



**GRAHAM
COUCH**

Sports
Columnist
gcouch@lsj.com

Loss of leader creates large void for MSU defense

EAST LANSING — Michigan State's football team has lost its voice, and maybe its soul, its long-awaited Rose Bowl moment dealt a story line that's sure to engulf the rest of its trip to Pasadena.

"Max Bullough has been suspended for the remainder of the season for a violation of team rules," coach Mark Dantonio said in a statement, released less than two

hours after the Spartans landed in Los Angeles on Christmas night, minus their two-time captain and middle linebacker.

The remainder of the season — an odd choice of words — is, of course, only the Rose Bowl.

"This is more than a distraction or a blow to MSU's chances on Jan. 1 against Stanford — and it is both. It's a thwack to the gut of the Spar-

tans' tidy and feel-good narrative, and a heart-sinking twist to the legacy of one of the great characters in MSU football history.

The irony is Bullough is exactly the rare sort of leader to haul the Spartans out of such a predicament. And, stunningly, he's the cause of it.

As of Thursday night, we still know nothing of what happened. No details were shared by Dantonio or

ROSE BOWL 2014

Bullough's career in photos at LSJ.com

Bullough's teammates Thursday afternoon in Pasadena. No further comment is the party line.

Good luck with that. Until there is a reason, this is the story of the next five days — what happened, why it happened, how on earth Bullough

See **BULLOUGH**, Page 2A

WARMUP MAY BRING ADDITIONAL POWER PROBLEMS



Downed power lines, fallen trees, and broken branches still plague Kivon Brown's neighborhood near Grace Street and Genessee in Lansing Township after last weekend's ice storm. MATTHEW DAE SMITH | FOR THE LANSING STATE JOURNAL

15,540 remain without power in mid-Michigan

By Paul Henderson
phghenderson@lsj.com

lines as ice melts.

"This is an issue we often see with



Cory Bean repairs a line Thursday in East Lansing. AL GOLDIS/AP

COUNCIL TO DISCUSS

'We're desperate. Somebody needs to do something.'

By Steven R. Reed
sreed@lsj.com

LANSING TWP. — Increasingly desperate for power and warmth, Dave Behnke's cold, wet, icy week had him in tears Thursday in the neighborhood he calls "the forgotten zone."


"Everybody apologizes, everybody's



 **wilxTV** @wilxTV Dec 27
Michigan Public Service Commission to Investigate Utility Companies Following Widespread Outages: Reviews such ... bit.ly/1jRL6bF
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 **Fake Lansing BWL** @LansingBWL Dec 27
@wilxTV BACK OFF! WE GOT THIS!
Hide conversation ← Reply ↻ Retweet ★ Favorite *** More

4 FAVORITES




11:47 PM - 27 Dec 2013 · Details


Reply to @LansingBWL @wilxTV

 **Fake Lansing BWL** @LansingBWL Dec 27
Here's a live map of where power has been restored in the area.
pic.twitter.com/Kb20ghZTVB




Expand ← Reply ↻ Retweet ★ Favorite *** More

 **Fake Lansing BWL** @LansingBWL Dec 27
If you're still without power, it'd help our crews to identify you if you flick your lights on & off real fast as they drive by. Thanks!
Expand ← Reply ↻ Retweet ★ Favorite *** More

 **Fake Lansing BWL** @LansingBWL Dec 27
As of 10:45 p.m. Friday, Dec. 27, there are between 17 & 300,000 customers without power in our service area. Seriously, we have no idea
Expand ← Reply ↻ Retweet ★ Favorite *** More

 **Lansing BWL** @BWLComm Dec 27
UPDATE: Line crews are working today to restore power along circuits in areas reflected by the following street... fb.me/15FBZd79y
Expand ← Reply ↻ Retweet ★ Favorite *** More

 **Lansing BWL** @BWLComm Dec 27
As of 5 a.m. Friday, Dec. 27, there are approximately 2,600 customers without power in the Lansing Board of Water...
fb.me/6ATPa0eAA
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Blog Posts For The Week Of December 15, 2013 Through December 21, 2013

Lansing Power Outage Crisis A Full-Fledged Fiasco

By Zachary Gorchow
Editor

Posted: December, 27 2013 11:28 AM



When everyone in the Lansing area finally gets power back – and it will eventually come back, right? – the Lansing Board of Water and Light had better get ready for some serious blowback about its (mis)handling of efforts to restore power to the thousands of residents and businesses left in the dark from Saturday's ice storm.

BWL, as it is known locally, provides electricity to Lansing, East Lansing, Delta Township on Lansing's western border and some other suburban communities. It is tied to Lansing's city government with its board of commissioners appointed by Lansing's mayor and confirmed by the city council. Like other municipally owned utilities, it is not subject to oversight and regulations from Michigan's Public Service Commission, which has that responsibility for utilities like DTE and Consumers Energy.

"Somebody should take a look at this."

Those were the words of one high-ranking government staffer who lives in East Lansing and like thousands of others in the area is going on DAY SIX without power. The folks at BWL should realize this person is but one of many people with great influence in state government who, like those who live in the area without connections in the government, is alarmed at how the ice storm has overwhelmed BWL in all respects: power restoration, customer service and communications.

DAY EIGHT

Saturday, December 28th



Lansing State Journal

A GANNETT COMPANY

SATURDAY, FEBRUARY 28, 2013

THE POWER OF KNOWING SINCE 1855

WWW.LSJ.COM



ROSE BOWL 2014

BULLOUGH HARD TO REPLACE

But MSU has depth with Elsworth (41), Harris (45), 1B



INSIDE TODAY: BENNIE FOWLER POSTER, PAGE 4B | MORE ONLINE: VISIT WWW.GREENANDWHITE.COM FOR COMPLETE MSU ROSE BOWL COVERAGE

'WE HAVE HEARD LOUD AND CLEAR'

BWL promises to review its handling of the ice storm cleanup



Electrician Dave Crowl of Lansing's F.D. Hayes Electric removes an old electrical service mast from a home on Friday in Lansing. BWL says customers are responsible for repairs to their masts. MATTHEW DAE SMITH/FOR THE LANSING STATE JOURNAL

CONTROVERSIAL LAW

Gov. signs campaign finance measure

Limits doubled, issue ad donors protected

By Paul Egan
Gannett Michigan

In a move sure to become an issue in the 2014 election, Gov. Rick Snyder said Friday he had signed a controversial bill doubling campaign donor limits and protecting the secrecy of "issue ad" donors.

The bill includes a provision designed to thwart efforts by Secretary of State Ruth Johnson to reveal who pays for issue ads that have become increasingly influential in Michigan political campaigns.

But Snyder said in a statement it will "bring an unprecedented level of transparency and openness to the state's political system."



Rick Snyder

Senate Minority Leader Gretchen Whitmer, D-East Lansing, said Snyder's description of Senate Bill 661, which now is Public Act 252 of 2013, is laugh-



Homeowner coping, but says ‘a week is too long’

By Steven R. Reed

srreed@lsj.com

When the ice storm knocked out power Saturday night to Wanda Derochowski's house, the special education teacher didn't think she still would be freezing in the dark a week later.

Derochowski, 51, had the Christmas holiday week off from Chippewa Middle School in Okemos. She planned to stay busy around her Poxson Park home in south Lansing, preparing for guests and the

Christmas dinner she would serve.

Derochowski was sure power would be restored by Tuesday. When it wasn't, she adjusted her expectations to be more in line with Board of Water & Light projections — most power would be restored by the end of Christmas Day.

Two days after Christmas, cold reality has replaced optimism.

“Based (on) what they said, there's only supposed to be a thousand people without

See POWERLESS, Page 2A





Fake Lansing BWL @LansingBWL

Dec 28

Anyone know if Justine Sacco is back in the US yet? We have a possible job opening up soon.

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Fake Lansing BWL @LansingBWL

Dec 28

If your power is out but a neighbor's is working, a lengthy extension cord is a great way to create electrical equality for all! #BWLTips

Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL

Dec 28

HEY! Your water is still working, isn't it!?! Yet nobody's going "Great job on the water, BWL!" Assholes!

Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL

Dec 28

Do you people have ANY idea how hard it is to manage one of these electricity things? You know, the wires and stuff? REALLY HARD!

Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL

Dec 28

Check out our new logo unveiled at this afternoon's press conference: pic.twitter.com/LCR5QI91Wa



* Light not guaranteed to come from electrical sources

Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL

Dec 28

How to determine if your power is still out:

- 1) Go to lbwl.com
- 2) If your screen is blank, your power is still out.

#BWLtips

Expand Retweeted Favorite More



Lansing BWL @BWLComm

Dec 28

As of 8 p.m. Saturday, December 28, BWL outages have grown to 4,500 customers due to line problems caused by... fb.me/3fSL9agZK

Expand Reply Retweet Favorite More



Lansing BWL @BWLComm

Dec 28

Here's a summary of BWL General Manager Peter Lark's comments made at today's news conference with Lansing Mayor... fb.me/6nnhTQx0S

Expand Reply Retweet Favorite More



Lansing BWL @BWLComm

Dec 28

UPDATE - 1 PM SAT., DEC. 28

With assistance from other utilities and contractors, the BWL will have 18 line crews... fb.me/25xgnwZB3

Expand Reply Retweet Favorite More



Lansing BWL @BWLComm

Dec 28

As of 11 a.m. Saturday, Dec. 28, there are approximately 3,000 customers without power in the Lansing Board of... fb.me/1czJdU8Zr

Expand Reply Retweet Favorite More

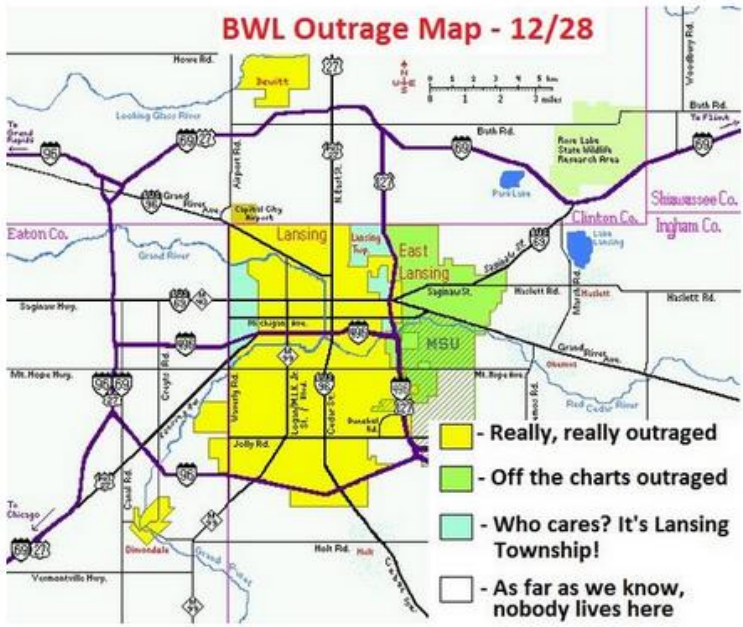




Fake Lansing BWL @LansingBWL

Dec 28

You asked, we listened! Here's an up to date "outrage map" for the BWL service area! pic.twitter.com/NnNn0rnGjK



43 RETWEETS

19 FAVORITES



10:42 AM - 28 Dec 2013 - Details

Flag media

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Reply to @LansingBWL



Kelly Rossman @rossmanmckinney

Dec 28

@LansingBWL: You asked, we listened! Here's an up to date "outrage map" for the BWL service area! pic.twitter.com/j2fVSQyh1W HILARIOUS!

[View photo](#)

[Reply](#) [Retweet](#) [Favorite](#) [More](#)



Alan MacVean @ScottishCaveman

Dec 28

@rossmanmckinney @LansingBWL Not seeing or hearing a great deal of concern nor haste from BWL, guess the ultimate "power" lies un- used !

[Expand](#)

[Reply](#) [Retweet](#) [Favorite](#) [More](#)



Fake Lansing BWL @LansingBWL

Dec 28

We apologize for the lack of an outage map available to our customers. We had no idea the "internet" was so popular these days.

[Expand](#)

[Reply](#) [Retweet](#) [Favorite](#) [More](#)



Fake Lansing BWL @LansingBWL

Dec 28

Oh wait, you want your power back on NOW because your house is freezing?! We had no idea! So glad you called to tell us!

[#UnoriginalCustomer](#)

[Expand](#)

[Reply](#) [Retweet](#) [Favorite](#) [More](#)



Fake Lansing BWL @LansingBWL

Dec 28

As of 8am on Saturday, there are approximately 1,100 people still without power and 832,000 angry voicemails on our machine.

[Expand](#)

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Ellen E. Jones

Thanks Steve Serkaian for keeping us updated on BWL's progress by posting intersections where work is occurring. I got power yesterday and am grateful to the crews who are working long hours in cold, icy conditions. Thank you for all of your outreach to customers. It is appreciated.

Like · Comment · December 26, 2013 at 8:10am near East Lansing, MI

DAY NINE

Sunday, December 29th



Lansing State Journal

A GANNETT COMPANY

SUNDAY, DE

THE POWER OF KNOWING SINCE 1855

WWW.LSJ.COM



ROSE BOWL 2014

REACHING HIGHER

With Rose Bowl achieved, MSU's next goal is national title

SHILIQUE CALHOUN POSTER, 3D

VISIT WWW.GREENANDWHITE.COM
FOR COMPLETE MSU ROSE BOWL COVERAGE

POWER OUTAGES CONTINUE, A FULL WEEK LATER

Angry residents have a message for BWL

Customers demand action, information as public utility vows more crews

By Lindsay VanHulle
lvanhulle@lsj.com

Bowing to pressure, Lansing's public utility Saturday said it will bring in more line crews to help restore power to thousands still in the dark a week after a devastating ice storm.

For some residents, the decision by Lansing Board of Water & Light is too little, too late — welcome news they say should have happened days ago. They say it doesn't make up for what they call a lack of communication from BWL about where and when power will be restored.

On Saturday, angry and frustrated residents rallied outside an East Lansing elementary school and showed up at a news conference with reporters, shouting questions and demanding answers about how much longer they'll have to live in cold and darkened houses, on



Matt Oney holds a sign asking when his two-week-old baby can come home. ROBERT KILLIPS/LSJ

They uncover frozen pipes in homes across mid-Michigan

By Scott Davis
sedavis@lsj.com

Many Lansing-area residents who lost power and worried about freezing water pipes likely thought they were out of the woods Saturday as temperatures climbed into the 40s.

But a local plumber said many residents found out the hard way that thawing temperatures is exactly when they should be the most worried about broken pipes.

"My phone is ringing off the hook," Mike Malone, owner of Miles Plumbing and Heating in Dimondale, said Saturday. "The ice is melting and I've got a lot of guys going around trying to fix a lot of broken pipes."

Malone was among dozens of Lansing-area plumbers and electricians who have been busy — and often working overtime — to deal with a flood of calls related to last weekend's storm.

TR

"It seems they don't care about us at

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Matt Oney holds a sign asking when his two-week-old baby can come home. ROBERT KILLIPS/LSJ

“It seems they don’t care about us at all. We hear you loud and clear (they say). Then do something about it.”

MATTHEW ONEY

Thaw uncov
frozen pipes
homes acros
mid-Michig

By Scott Davis

sedavis@lsj.com

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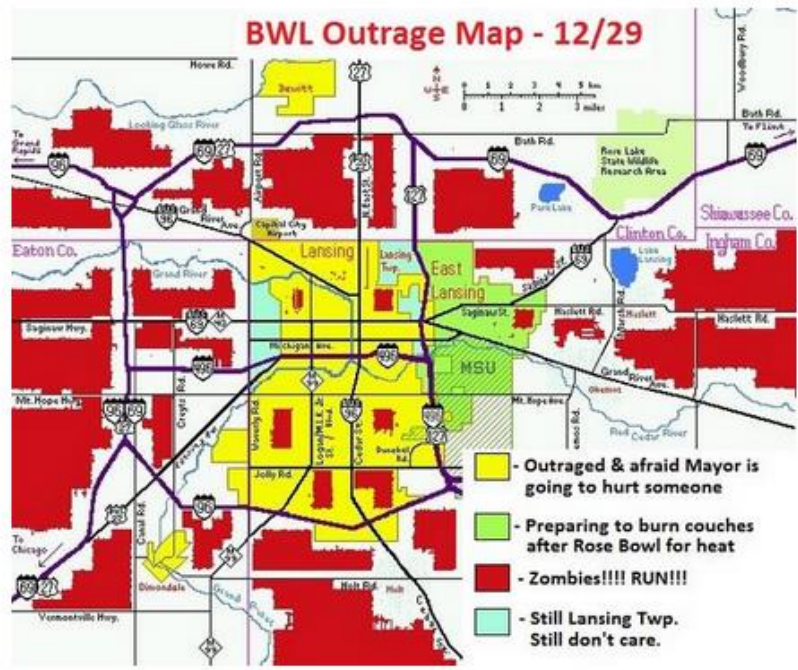
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on Saturday began
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pipes.



Fake Lansing BWL @LansingBWL

Dec 29

Take a look at our updated BWL "Outrage Map" for the latest information in your community! pic.twitter.com/UCmDP00ombi



30 RETWEETS

10 FAVORITES



6:35 PM - 29 Dec 2013 · Details

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Reply to @LansingBWL



Ariniko @Ariniko

Dec 29

So happy there aren't Zombies where I'm at! @LansingBWL

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Candice Wilmore @candicew48

Dec 29

@LansingBWL The part about Lansing Township is no joke. Most outages there not even on list!!

Expand

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Fake Lansing BWL @LansingBWL

Dec 29

If your power's now been out for a week, you've earned a Pioneer Spirit Award! Get yours here: bit.ly/1ce5kC5
pic.twitter.com/JC6bAdDe8



11 RETWEETS

2 FAVORITES



10:20 AM - 29 Dec 2013 · Details

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Reply to @LansingBWL



Amanda Malkowski @AmandaWILX

Dec 30

@LansingBWL congrats to all!

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[Reply](#) [Retweet](#) [Favorite](#) [More](#)



Fake Lansing BWL @LansingBWL

Dec 29

UPDATE: As of 9:00am, BWL outages have grown to 6,800 due to line problems caused by... uhhh... renegade squirrels or something.

Expand

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Lansing BWL @BWLComm

Dec 29

The Lansing Board of Water & Light is adding a third customer walk-in center in East Lansing at the Hannah... fb.me/UtWLA141

Expand

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Lansing BWL @BWLComm

Dec 29

As of 5 p.m. Sunday, December 29, the Lansing Board of Water & Light has 3,193 customers remaining without power....

fb.me/1Qbpxjmr

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Lansing BWL @BWLComm

Dec 29

Mayor Bernero Orders Door-to-Door Welfare Checks in Dark Areas

(LANSING) – With overnight temperatures expected...

fb.me/TaynU7IP

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Lansing BWL @BWLComm

Dec 29

Beginning tomorrow, Monday, Dec. 30, the Lansing Board of Water & Light will open two customer walk-in centers... fb.me/2OpIZwApo

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Lansing BWL @BWLComm

Dec 29

The BWL Meter Department has expanded hours to accommodate electrical contractors and customers who need... fb.me/1USAtDfLC

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Lansing BWL @BWLComm

Dec 29

As of 8 a.m. Sunday, December 29, the BWL has 3,292 customers outages, down from 4,500 outages Saturday night...

fb.me/3f4WVKGNc

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DAY TEN

Monday, December 30th



Lansing State Journal

A GANNETT COMPANY

MONDAY, DECEMBER 30, 2013

THE POWER OF KNOWING SINCE 1855

www.lsj.com

PAGE 1C



LOSE THAT FAT

Forget the scale and focus on these 5 things that work

ON THE HOT SEAT

PAGE 2B

Lions' coach Jim Schwartz says he wants to stay



ROSE BOWL 2014 | PASADENA, CALIF.

Airport turns Green & White

3,600 Spartan fans crowd 13 charter flights for their dream trip to the 100th Rose Bowl

By Kathleen Lavey
klavey@lsj.com

Surrounded by a tide of fellow travelers wearing their green and white Spartan best, the Wheeler family posed for a Rose Bowl sendoff photo Sunday morning at Lansing's Capital Region International Airport.

Like much of the crowd, Deb

and Bob Wheeler of Brighton and their 12-year-old daughter, Jacqueline, were beyond excited to be getting on a plane bound for California.

"It's a huge deal," said Deb Wheeler, who truly couldn't stop smiling when talking about the big game Jan. 1 in Pasadena, Calif. "I attended State shortly after the other Rose Bowl!" in 1988. She's also an MSU season

BOWL COVERAGE

» MSU's defensive coaches work well together. **Page 1B**
» Denicos Allen poster. **Page 6B**

ticket holder.

In addition to regularly scheduled flights, the Lansing airport bulged with passengers on 13 charter flights filled with Rose Bowl revelers from kids to senior citizens.

About 3,600 people were ex-

See **AIRPORT**, Page 2A



Spartan fans going to the Rose Bowl wait at airport security before going to their gates Sunday.

ROBERT KILLIPS/LSJ

3,193 BWL CUSTOMERS POWERLESS FOR 8TH DAY

BWL LISTS 330 STREETS STILL WITHOUT POWER





Kelly Rossman @rossmanmckinney

Dec 30

There are many highly qualified communications professionals in our community. Maybe @BWLComm and the city of Lansing could use the talent.

Expand

← Reply ↻ Retweet ★ Favorite ... More



Julie Powers @JPowers155

Dec 30

@rossmanmckinney @BWLComm But they've "got it covered" Kelly. We need to get back in our binders. #BWLOutage

🗨 Hide conversation

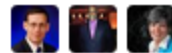
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2

RETWEETS

2

FAVORITES



10:44 PM - 30 Dec 2013 · Details

Reply to @JPowers155 @rossmanmckinney @BWLComm



The Real Dwayne Gill @DwayneLGill

Dec 30

@JPowers155 @rossmanmckinney @BWLComm Funny! These jokes write themselves!

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Fake Lansing BWL @LansingBWL Dec 30
 We're committed to updating our computer system to better serve our customers. Anyone have a Windows 95 Upgrade disk we can borrow?
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 UPDATE: As of 8pm, the number of houses without power has dropped to ... Oh who cares. Nobody believes anything we're saying anyway
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 We're looking forward to providing updates at tonight's City Council mtg! (we're really not but my boss told me to tweet that)
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 Soooo... Would now be a good time to tell you about the many exciting features of our new \$182 million headquarters?
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 To answer a frequently asked question, no, you cannot submit your next payment to us in the form of rotten meat or your dog's excrement.
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 UPDATE: As of 11:00am, there are now 1,100 BWL customers that have given up hope of ever getting their @#*&ing power back.
 Expand Reply Retweet Favorite More



Fake Lansing BWL @LansingBWL Dec 30
 Here's a photo of customers being welcomed at one of the BWL walk-in centers this morning! pic.twitter.com/6eJkcLH6ZG



14 RETWEETS 2 FAVORITES

10:05 AM - 30 Dec 2013 · Details Flag media
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Reply to @LansingBWL



Greg Falting @PintoLSB Dec 30
 @LansingBWL Not far from the truth. I was second in line in East Lansing. They brought a cop with them. After showing up late, of course.
 Expand Reply Retweet Favorite More

DAY ELEVEN

Tuesday, December 31st



Lansing State Journal

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TU... 1, 2013

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RESPECT

Graham Couch says Spartans have golden opportunity to join nation's elite football programs

PAGE 1B

ROSE PARADE

Get ready to watch the gala

PAGE 1C



ONLINE: PHOTO GALLERY, VIDEO AND MORE AT GREENANDWHITE.COM

CROWD SOUNDS OFF TO COUNCIL ABOUT BWL POWER OUTAGE

Residents demand city hold utility accountable

Bernero: BWL, Lark have my support

By Lindsay VanHulle
lvanhulle@lsj.com

Lansing Mayor Virg Bernero on Monday defended the embattled leader of the city's public utility, saying it's "wildly premature" to demand his resignation despite public calls for the same.

Bernero said he supports both the Lansing Board of Water & Light and its general manager, J. Peter Lark, for efforts to restore power after a Dec. 22 ice storm knocked out electricity and heat to at least an estimated 35,000 of its customers.

But that sentiment was rejected by dozens of city and suburban residents who filled a special Lansing City Council meeting and lambasted the utility's response in the aftermath of the ice storm — many in their ninth day without power or heat as temperatures plummeted into the teens.

Many were respectful, sharing stories about days in the



TR

DAY TWELVE

Wednesday, January 1st



Lansing State Journal

WEDNESDAY, JANUARY 1, 2014 THE POWER OF KNOWING SINCE 1855 WWW.LSJ.COM



SPARTANS FULFILL COACH'S PROPHECY WITH FIRST TRIP TO ROSE BOWL IN 26 YEARS

'YOU WILL BE



THE ONES'



22-PAGE SPECIAL ROSE BOWL SECTION INSIDE

NEW YEAR'S DAY COLLEGE BOWL SCHEDULE

GATOR BOWL NEBRASKA VS. GEORGIA NOON, ESPN2	HEART OF DALLAS BOWL UNLV VS. NORTH TEXAS NOON, ESPN	OUTBACK BOWL IOWA VS. LSU 1 P.M., ESPN	CAPITAL ONE BOWL WISCONSIN VS. CAROLINA 1 P.M., ABC	TOSTITOS FIESTA BOWL BAYLOR VS. UCF 8:30 P.M., ESPN
--	---	---	--	--

TODAY'S FORECAST High in the 30s, low near 10. **6°C**

Estimote	JA	Nation & World	JA	Horoscopes	2C	© 2014 Lansing State Journal	\$1.00 Retail
Local & State	JA	Sports	3B	Comics	3C	Lansing, MI Times: A Garrett	For home delivery
Opinion	4A	Business Today	3B	Recreation	4C	Newsprint	per copy
Deaths	5A, 6A	Life	3C	Puzzles	3C, 5C	Newsprint	per copy

WEDNESDAY
JANUARY 1,
2014
K1

Lansing State Journal LOCAL & STATE

3A

EDITOR: AL WILSON | METRO@LSJ.COM | 377-1154 | WWW.LSJ.COM

ICE STORM AFTERMATH

RELIEF, TEARS GREET LONG-AWAITED POWER

Number of BWL outages drops to 200 across area

By Louise Knott Ahem
lkahe@lsj.com

EAST LANSING — Relief arrived early to Vanessa Saunders' neighborhood. It was just before 9 a.m. when she and her three children looked out the expansive front window of their Beech Street home and saw two utility trucks parked a couple of houses down.

It was day 10 of their power outage adventure. She was growing tired of pizza deliveries and filling the generator, of sleeping on the couch and hauling her kids to the mall just for something to do.

But the sight of the trucks gave her a reason to hope.

Her oldest, five-year-old Lillian, drew a card thanking the utility workers for finally coming to save them. A neighbor brought coffee from McDonald's.

They watched. They waited. And the lights finally came on.

From south Lansing to Meridian Township, residents of the last, lingering enclaves of powerless Lansing Board of Water & Light neighborhoods crossed their fingers that the company would make good on its promise to restore power by New Year's Eve.

At 1 p.m., BWL reported the number of remaining outages had dropped from 650 to 550. By 7 p.m., it had dropped to 200. The company said

STILL WITHOUT ELECTRICITY?

You must report outages to BWL every day that you are without power. Representatives can provide information at two BWL locations that will be open today from 8:30 a.m. to 5 p.m.:
» 1232 Haco Dr.
» 1201 S. Washington Ave.

WARMING CENTERS

Only one warming center — Advent House Ministries on Martin Luther King Jr. Boulevard — remained open in Lansing on Tuesday evening, said Mike Tobin, acting chief of emergency management. It closes at 5 p.m. today.

A handful of people at Trinity Church, a 24-hour shelter, were moved into a hotel on Tuesday by the American Red Cross.

Anyone who needs help can call 211 to be connected with the



"I have electricity," a jubilant Judy Olson of East Lansing proclaimed, igniting this reaction after learning her electricity had been restored Tuesday morning. She had been staying at a neighbor's house for more than a week. MATTHEW DAE SMITH/FOR THE LSJ



PAST OUTAGES 1985 ice storm damage also caused massive



Lansing StateJournal @LSJNews

Jan 1

1985 ice storm damage also caused massive damage in Lansing area ow.ly/sc7M4

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Joe Manzella @JoeManzella

Jan 1

@LSJNews which, incidentally, is still being repaired. (cc @LansingBWL)

Hide conversation

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2

FAVORITES



6:56 PM - 1 Jan 2014 · Details



DAY THIRTEEN

Thursday, January 2nd



MICHIGAN STATE 24  STANFORD 20

ROSE BOWL CHAMPS



YEAR-END INTERVIEW

Schuette focused on providing solutions

AG: 2014 will be strong year for Republicans

By David Egger
Associated Press

With an eye toward re-election, Michigan Attorney General Bill Schuette starts his fourth year on the job looking to see what will help crime victims.

He will keep pushing recommendations to combat human trafficking, including legislation to treat teenage prostitutes

as victims instead of criminals. Schuette also hopes a partnership with federal prosecutors on an investigation of tainted steroids that killed 22 state residents bears fruit.

And he plans to oversee a new confidential tip line so students can alert authorities to threats of school violence and suicide.

The first-term attorney general touted the anti-sex traffick-

ing bills as proof Republicans and Democrats can work together. The bills could soon reach Gov. Rick Snyder's desk. "You can get things done, and you can provide solutions," he told The Associated Press in a recent year-end interview.

The Republican's emphasis on bipartisanship comes after a year in which his office took contentious positions on issues such as gay marriage and af-



Bill Schuette

firmative action that aggravated Democrats.

Schuette fought to uphold Michigan's 2004 amendment prohibiting gay marriage.

A trial is scheduled for February in federal court in Detroit after a lesbian couple challenged a state ban on adoption by unmarried couples.

He also is part of a case, Schuette v. Coalition to Defend

Affirmative Action, on which the U.S. Supreme Court is expected to rule by late June. He wants to keep intact a 2006 change to the state constitution prohibiting schools from considering race as a factor in admissions.

Schuette sees 2014 as a strong year for Republicans.

"The governor and I are in strong shape," he said. "You take nothing for granted. You got to earn it all the time. We need to solve problems and go forward."

IN BRIEF

Snow advisory for area

The Lansing area has barely recovered from last week's ice storm, but Mother Nature has it in her sights for more winter weather.

Mid-Michigan is expected to get four to five inches of snow through this afternoon, according to the National Weather Service. Snow came down steadily on New Year's Day and was expected to continue overnight, said meteorologist Jared Maples.

The winter weather advisory is in effect until 1 p.m. today. Snow could be thick at times, the weather service said, with visibility on roads dropping to less than a mile at times.

Several slide-off accidents were reported Wednesday on local roads.

Detroit, Flint police say homicides drop in 2013

DETROIT — Detroit and Flint police said killings are down in their struggling, post-industrial cities for the latest year.

As of New Year's Day, Detroit police reported 332 criminal homicides for 2013, compared with 384 last year.

Flint police said Wednesday that their city had 52 homicides in 2013, down from 67 in 2012.

Both cities have undergone decades of job and population loss, and both now operate under state financial oversight because of chronic municipal budget deficits. Detroit also is going through federal bankruptcy proceedings in the face of a long-term debt estimated at \$18 billion.

Police: Armed carjacker shot, killed in Detroit

REDFORD TWP. — Police in suburban Detroit said an officer fatally shot a carjacker who had wounded people during a robbery spree.

The Detroit News reported that police in the Wayne County's Redford Township said officers were investigating a series of carjackings when they spotted the armed suspect

ICE STORM AFTERMATH



Crews from Fox Power of Gladstone in the Upper Peninsula respond to a service call Wednesday at a home in East Lansing. The crews were helping out Lansing Board of Water & Light customers with problems caused by the ice storm. GREG DEWITT/LSJ

BWL: Last homes now getting power

Despite all-clear, several hundred still waiting it out

By Louise Knott Ahern
lkahern@lsj.com

a Board of Water & Light announcement that the company had restored power to the Lansing area.

Not in her home, she said. "It's a bold-faced lie," Clevenger said Wednesday



Retweeted by Lindsay VanHulle



Louise Knott Ahern @weezwrites · Jan 2

BREAKING: BWL GM Peter Lark vacationed in New York City during ice storm crisis. on.lsj.com/1hjmfeE

[Hide summary](#)

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LSJ Lansing StateJournal

BWL chief apologizes for leaving town in early days of outage crisis

The day after the Lansing area went dark under a blanket of ice, Lansing Board of Water & Light General Manager J. Peter Lark and his wife flew to New York City to see their son.



[View on web](#)

RETWEETS

9

FAVORITES

3



1:48 PM - 2 Jan 2014 · Details

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DAY FOURTEEN

Friday, January 3rd



ROSE BOWL CHAMPIONS RETURN



Spartans claim their place in football history

WELCOME BACK: Hundreds greet team in East Lansing, **Page 3A**
A NEW LEGACY: Spartans make their mark with win, **Page 1B**
GREAT EXPECTATIONS: MSU looks to capitalize on — and surpass — special season, **Page 1B**
COUCH: This year's success is just the beginning for MSU, **Page 1B**
INSIDE: Tony Lippett poster, **Page 6B**

FOR COMPLETE COVERAGE, VISIT WWW.GREENANDWHITE.COM

ICE STORM RESPONSE

'It wasn't the best decision'

BWL chief apologizes for leaving town in early days of outage crisis

By Kevin Grasha, Louise Knott Ahern, Ken R. Reed and Matthew Miller

The day after the Lansing area went dark under a blanket of ice, BWL Board Chair and General Manager J. Peter Lark and his wife flew to New York City to see their son.

They visited Rockefeller Center and attended Christmas Eve Mass at St. Patrick's Cathedral. He didn't return to Lansing until Christmas Day.

On Thursday, after the Lansing State Journal reported the trip, the embattled utility chief apologized as outrage erupted from BWL customers and some community leaders who said the trip was the final straw in a list of missteps by Lark following the Dec. 21-22 ice storm.

Lark said at a press conference Thursday afternoon that the trip was an "appearance" problem but deflected calls for him to resign.

"It was a mistake," Lark said. "It wasn't the best decision at the time."

Lansing Mayor Virg Bernero and BWL Board Chair Sandra Zerkle agreed the trip was a bad idea in hindsight but believe Lark deserves to keep his job.

"He felt that the managers had it under control when he left," said Zerkle, who knew Lark was going to New York City.

In retrospect, it was not a good decision, Zerkle said, "especially on the PR end."

She said she hasn't yet talked with the rest of the board about whether there might be other consequences. **See LARK, Page 2A**

ONLINE EXTRA

» For video and Lansing Mayor Virg Bernero's statement, visit www.lsj.com.
» For past and continuing coverage, visit www.lsj.com/icestorm.



STATE REVENUE RISES

Tax cut may be priority for GOP

Revenue tops fiscal agency's projections

By Paul Egan and Kathleen Gray
Gannett/Michigan

Michigan residents could be in line for an election-year tax cut, as the Senate Fiscal Agency estimates the state's revenue picture has brightened by close to \$1.3 billion over three years.

"I believe the House Republicans will look for tax cuts as we see signs our economy is improving," House Speaker Jase Bolger, R-Marshall, said in a recent interview.

Lawmakers return to the Capitol on Wednesday from Christmas break.

"We are talking about personal tax relief," said Bolger, who listed investment in early childhood development and improving Michigan roads as other top priorities.

Though there is plenty of room for differences of opinion on any specific plan, Democrats also are on board with the general idea.

"The highest priorities for our caucus are investing in education and restoring tax fairness by giving everyday people a tax break," said House Minority Leader Tim Greimel, D-Adrian Hills. Gov. Rick Snyder confirmed Thursday that he will deliver his fourth State of the State address on Jan. 16. His spokeswoman, Sara Wurfel, wouldn't comment directly on tax cuts, but said Snyder is "always open to and looking for ways that could best help Michiganders and build for the future" while maintaining fiscal responsibility.

Revenues for the 2012-13 fiscal year are projected to



DAY FIFTEEN

Saturday, January 4th



Lansing State Journal

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SATURDAY, JANUARY 17

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SPORTS, PAGE 1B

DAWSON RISING

COMING SUNDAY 22-PAGE MSU FOOTBALL SECTION

FEDERAL JOBLESS BENEFITS END

STRUGGLING TO SURVIVE



PREP HOOPS, 1B

OKEMOS
BOYS TOP
HASLETT

BOYS OKEMOS 68
HASLETT 41

GIRLS MASON 47
OWOSSO 17

ICE STORM RESPONSE

BWL board largely silent

Few willing to weigh
in on Lark's NYC trip

TR

DAY SIXTEEN

Sunday, January 5th



Lansing State Journal



A GANNETT COMPANY

SUBSCRIBERS
SAVE UP TO
\$238
IN THIS YEAR'S
PAPER

SUNDAY, JANUARY 5, 2014

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DREAM SEASON



COMMEMORATIVE 22-PAGE SPARTAN FOOTBALL SECTION INSIDE



CAN BWL'S J. PETER LARK WEATHER THE STORM?



Utility workers are hard at work last week trying to restore power to thousands in the Lansing area. ROBERT KILLIP/LANSING STATE JOURNAL

Utility chief faces challenge in regaining public trust

By Steven R. Reed
sreed@lsj.com

Barely six months ago, J. Peter Lark, general manager of the Lansing Board of Water & Light, was widely acknowledged as the visionary behind the progress of a plant that had just christened an environmentally friendly, gas-burning, \$182 million power plant.

Customers shook his hand. Members of Congress rushed to have their photos taken alongside Lark and against the background of BWL's red-brick REO Town plant. The environmental arm of the nationally

WHAT'S NEXT

The Lansing Board of Water & Light's Board of Commissioners will hold a special meeting at 5:30 p.m. Tuesday to review the utility's response to the power outage.

The meeting will be held at the REO Town Depot, 1201 S. Washington Ave., Lansing.

The board will ask BWL General Manager J. Peter Lark to establish two independent review teams to evaluate the outage response and communications with customers.

Calls growing for independent review of BWL's response

By Matthew Miller
mmiller@lsj.com

A list of public officials and private citizens is calling for an independent review of the Lansing Board of Water & Light's response to the Dec. 21-22 ice storm and the lingering power outage that followed it is growing longer.

That thousands of the utility's customers lingered for 9 days or more



Virg Bonomo



Dennis Louney



DAY SEVENTEEN

Monday, January 6th



DAY EIGHTEEN

Tuesday, January 7th



Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the Government for a redress of grievances.

— First Amendment to the U.S. Constitution



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Community
Conversations
Editor

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member.

Faster response to winter weather

The ice storm that ended 2013 seems to have provided a wakeup call that ramped up winter awareness in 2014. As the region dug out from 11 or more inches of snow, response from government was impressive.

The Dec. 21 ice storm prompted well earned citizen criticism on all levels. Every one knows utilities, especially the Lansing Board of Water & Light, struggled to restore power. BWL particularly struggled to communicate with its customers. Some complained that their local government officials were not as attentive during the emergency as they should have been. Others wondered why the governor didn't step in with offers of state help. Anger was prevalent.

Two weeks later, everyone seems to be on peak performance:

» Mayors Virg Bernero and Nathan Triplett declared a snow emergencies in Lansing and East Lansing on Sunday. Lansing also announced it would begin plowing local streets as major roads were completed, and alerted residents

Entire region was on
top of its game this time

OUR POINT IS...

Region's weather response improves.

that clearing all 440 miles of city roads will take multiple days. Several communities with snow shoveling ordinances suspended enforcement so residents could avoid working in the subzero wind chills forecast through tonight. Officials also were coordinating warming centers and overnight shelters, which went over capacity as homeless people sought temporary refuge.

» Ingham County, East Lansing and suburban township offices all announced closures by Sunday night, in addition to all area schools, giving parents maximum time to plan. By Monday afternoon they'd also canceled today's classes.

Michigan State University and Lansing Community College also canceled Monday classes.

» Gov. Rick Snyder activated a state emergency center and announced extra plows and state police on patrol. He also closed many state offices, including most in downtown Lansing, easing Monday rush hour complications for public service and emergency personnel.

» Private businesses reacted quickly to keep employees safe. General Motors canceled Sunday night's third shift and delayed the start of production on Monday. Dart Container canceled some production shifts. Meanwhile essential service providers such as hospitals enacted their winter storm plans to keep medical facilities well staffed.

» Countless good Samaritans checked on neighbors, helped with shoveling or plowing or pushing out stuck vehicles. And most people exercised good sense by staying off the roads.

An improved performance all around.

An LSJ editorial



Dennis M. Louney @DMLouney

Jan 7

While I value and appreciate LBWL employees and their opinions, this was not the purpose of holding this hearing.

Retweeted by City Pulse

Collapse

Reply Retweet Favorite More

24
RETWEETS

10
FAVORITES



7:44 PM - 7 Jan 2014 · Details

Reply to @DMLouney @CityPulse



Ann Holt @annholt

Jan 7

@DMLouney @LindsayVanHulle Glad somebody said this.

Expand

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bright-n-everyway @brightneveryway

Jan 7

@DMLouney ha ha

Expand

Reply Retweet Favorite More



Robin Miner-Swartz @RobinMSwartz

Jan 7

@DMLouney Exactly, Dennis. Thank you for saying that. Customers feel ignored and belittled by this meeting. Save the praise for a staff mtg.

Expand

Reply Retweet Favorite More



Josh Sidorowicz @JoshWILX

Jan 7

RT @DMLouney: While I value and appreciate LBWL employees and their opinions, this was not the purpose of holding this hearing.

from Lansing, MI

Reply Retweet Favorite More





Dan Ryan
@iamdanryan

Follow

BWL coins new unit of measurement: "a few", equal to 40,000 customers. Usage: "A few customers complained."
[#bwloutage](#)

6:14 PM - 7 Jan 2014

1 RETWEET 1 FAVORITE



Lansing Shots Fired
@LansingShotsFir

Follow

This [#LBWL](#) mtg is a complete dog and pony show. The board ought to be ashamed- no accountability to be found. [#bwloutage](#)

6:27 PM - 7 Jan 2014

4 RETWEETS 1 FAVORITE



Tim Schmitt
@urbanepanner

Follow

Did the MMEA guy really just say that Lark has done good work on Technology? With a straight face? After the chaos of this [#bwloutage](#)? Wow.

8:07 PM - 7 Jan 2014

1 RETWEET



lansingonline
@lansingonline

Follow

Watching online it looks like a meeting of the Peter Lark fan club, interrupted by ads w/out warning - bizarre
[#bwloutage](#)

6:28 PM - 7 Jan 2014



Gabriel Zawadzki
@GabrielZawadzki

Follow

Props to the first company to cut tonight's meeting footage into a "how not to respond to the public" training video [#bwloutage](#)

7:42 PM - 7 Jan 2014

4 RETWEETS 1 FAVORITE



Dennis M. Louney
@DMLouney

Follow

While I value and appreciate LBWL employees and their opinions, this was not the purpose of holding this hearing.

7:44 PM - 7 Jan 2014

24 RETWEETS 10 FAVORITES





City Pulse
@CityPulse

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Of 54 speakers, I counted 30 who identified as BWL employees, 2 former BWL commissioners and Tim Barron
[#bwloutage](#)

9:28 PM - 7 Jan 2014

13 RETWEETS



Julie Powers
@JPowers155

Follow

The word of the night "discomfort". The crisis consultants clearly wrote the taking points. [#BWLOutage](#)

6:44 PM - 7 Jan 2014

2 RETWEETS 1 FAVORITE



Joseph Duso
@Joeduso

Follow

This meeting is a joke. Another PR fail on the part of BWL. To many employee comments. We get it you love your boss! [#BWLoutage](#) @BWLComm

6:45 PM - 7 Jan 2014

3 RETWEETS 1 FAVORITE



Lansing Shots Fired
@LansingShotsFir

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[#LBWL](#) mtg taking a break - presumably to put paper in copy machine for more Lark poetry [#bwloutage](#)

7:05 PM - 7 Jan 2014



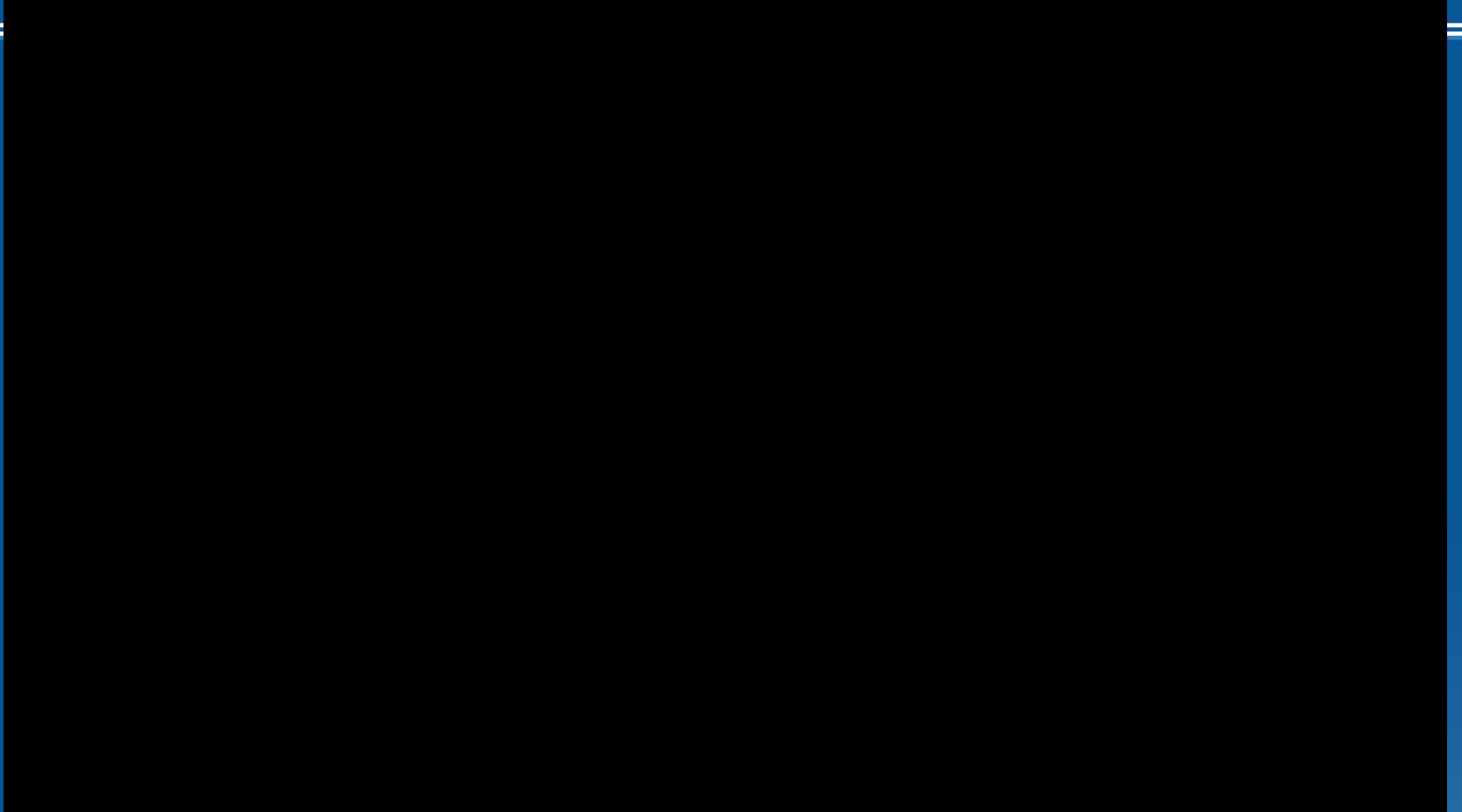
Robin Miner-Swartz
@RobinMSwartz

I thought that map was going to take a year to come into use. Lark now says next week. What changed?

[#bwloutage](#)

6:44 PM - 7 Jan 2014





**“You’ve gotta feed them,
or they’ll feed on you.”**

Bob Bowman

Former Michigan State Treasurer

CEO of Major League Baseball Advanced Media



The **best** defense... is a good offense.

- Build relationships ahead of time with media, key community members.
- Trust can go a long way in a crisis situation.



The 10 C's of Communications

1. Credibility
2. Context
3. Content
4. Clarity
5. Continuity
Consistency
6. Channels
7. Customer Benefits
8. Care, Compassion
and Concern
9. Capability of
Audience
10. Call to Action



1. Get all the facts



2. Put the facts into simple messages

3. Get ahead of the story



Memorize and embrace being an OAF:

- Own it
- Apologize for it
- Fix it

Crisis Preparation

1. Designate a spokesperson and a media contact now.
2. Establish a rapid response team and designate your rapid response team leader. PR & legal should always be on the team.
3. Establish an emergency conference call number or other emergency communications channel.
4. Develop an emergency call/text/email list.



Crisis Preparation

1. Develop a comprehensive media and local official contact list.
2. Identify other key audiences and how you will communicate with them.
3. Draft general talking points for communication with key publics.
4. Don't create an expectation you can't meet.

Crisis Management

- Notify and mobilize the rapid response team.
- Prepare and distribute a conference call agenda:
 - Who? What? When? Where? Why? How?
 - Who was involved?
 - Is anyone hurt?
 - What's the level of inconvenience – and for how long?

Hold a rapid response conference call

- Bring the team up to speed on the crisis
- Establish a desired outcome or outcomes
- Outline the initial response to the issue
- Assign specific tasks/assignments to individual rapid response team members
 - Writer- crystallize the message, collect and condense the facts
 - Media monitor (include digital media!)
 - Media contact
 - Crisis manager
 - Crisis communications manager
 - Legal review
- Determine how best to keep the rapid response team updated
- Make sure all parties have a consistent message



Tools, tactics and timing

- Prepare backgrounder
- If necessary, draft media release/statement/advisory
- Under promise, over deliver
- Hold media conference or roundtable and update as needed
- Post on Twitter, Facebook and Website
- Media monitoring (include digital media like Google Alerts, Facebook/Twitter/etc)
- Follow up with reporters as frequently as possible



Post-Crisis: Evaluation

- Step 1:
 - How prepared were we for the crisis?
 - How timely was our response?
 - Was media coverage balanced and accurate? How did we do on social media?
 - Was our message included in media coverage and on social media?

Post-Crisis: Evaluation

- How responsive and nimble was our rapid response team?
- Did rapid response team members deliver the message clearly and accurately?
- Step 2:
 - Update planning materials based on evaluation.

It Ain't Over 'Til It's Over

- Don't expect to bat 1,000.
- Monitor your coverage — including social media.
- Critique your own performance.
- Check your quotes for accuracy.
- Make corrections, if necessary.
- Commend accuracy.



BONUS HEADLINES

Tuesday, January 8th to January 19th



Lansing State Journal

A GANNETT

WEDNESDAY, JANUARY 8, 2014

THE POWER OF KNOWING SINCE 1855

MICHIGAN STATE 72   68 OHIO STATE

MSU SURVIVES

Spartans blow big lead, but top OSU in OT, Page 1B



BOARD OF COMMISSIONERS MEETING

BWL employees defend Lark

He says utility plans hires after ice storm outage

By Lindsay VanHulle
lvanhulle@lsj.com

Lansing's public utility will hire more line workers, dispatchers and a social media manager as it regroups after a late December ice storm darkened at least 35,000 customers for as many as 11 days, its general manager said Tuesday.

But to customers, the news — Lansing Board of Water & Light's direct response to complaints about how it handled the Dec. 21-22 ice storm and resulting outage

— fell flat. Employees turned out in droves to express support for embattled General Manager J. Peter Lark at a special meeting called by BWL's board.

Utility employees categorized residents' complaints — that BWL could not be reached to report outages, and that it failed to tell them when their power would be restored — as the views of a few, not the consensus of many. Criticism, they said, was "pointless and unwarranted" as they cited years of progress achieved under Lark's leadership.

Almost instantly, social media lit up with complaints about how the meeting, billed as a public hearing, was organized. Martin Waymire, a Lansing-based public relations firm BWL hired Monday to review a crisis communications plan it drafted, distanced itself from the front-loaded support by saying it had no role in planning the meeting.

Even BWL board Vice Chairman Dennis Louney took issue, tweeting from the podium: "While I value and appreciate LBWL employees and their opinions, this was not the purpose of holding this hearing."

BWL spokesman Steve Serkaian said



J. Peter Lark

employees were not given access to the public comment signup sheet ahead of time when asked about the steady stream of employees speaking early in the meeting.

Lark, himself under fire for traveling to New York City with his wife for Christmas in the days following the storm, reiterated public statements he made previously and expressed regret for customers' "difficulties" during the outage and for

See BWL, Page 2A

Lansing State Journal

A GANNETT COMPANY



THURSDAY, JANUARY 9, 2014

THE POWER OF KNOWING SINCE 1855

WWW.LSJ.COM



SPORTS, PAGE 1B

MIXED EMOTIONS

MSU victory over Ohio St. big, but also very frustrating

PREP BASKETBALL ROUNDUP, 5B

BOYS GRAND LEDGE 66 OKEMOS 60
GIRLS GRAND LEDGE 55 OKEMOS 44

WEATHER-RELATED TROUBLES PILE UP



POWER OUTAGE RESPONSE

Outside review of BWL ordered

Retired general tapped for independent probe

By Louise Knott Ahern
lkahern@lsj.com

Lansing State Journal

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FRIDAY, JANUARY 10, 2014

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WWW.LSJ.COM



SPORTS

BIG WIN

MSU women top Nebraska,
70-57, **PAGE 1B**

WHAT'S ON

MasterWorks

LSO enlists cello virtuoso for
winter concert, **Page 1C**

UTILITY BILLS

Estimated utility bills follow outage

BWL, Consumers basing some bills on last year's consumption

By Scott Davis
sedavis@lsj.com

After six days without power, Jennifer Earls received an unexpected shock when she opened her monthly utility bill recently.

The Lansing woman thought the \$161 charge from the Lansing Board of Water & Light was too high because an

outage knocked out her power for two days of that December billing cycle. It turned out BWL employees had estimated her bill following a Dec. 21-22 ice storm.

Earls was among many BWL and Consumers Energy customers who have received estimated bills for a full month of service in December even though many went without electricity and heat for

days.

"It feels as if we are kicked as we are already down," said Earls, 36.

BWL and Consumers officials say the bills are estimates for many customers because the storm disrupted efforts to get accurate meter readings that are obtained each month. When they can't get those readings, the utilities in some cases rely on estimates based largely on

INSIDE

» BWL cancels
planned rate
increase, **Page 2A**

usage for the same
month the previous
year.

BWL has about 95,800 electric customers in the Lansing area. Consumers has about 108,800 customers in Clinton, Eaton and Ingham counties — many of whom receive electricity and natural gas from the Jackson utility.

See **BILLS, Page 2A**

BWL RESPONSE REVIEW

McDaniel: BWL review will be done in the open

LANSING SCHOOL DISTRICT FACILITIES



Lansing State Journal



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SUNDAY, JANUARY 12, 2014

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MICHIGAN STATE 87   75 MINNESOTA

SPARTANS WIN IN OT



GOLDEN GLOBES AWARDS SHOWCASE HOLLYWOOD'S BEST, 1C

Lansing-made crossovers,
Caddies rack up big numbers,
honors as auto show rolls into Detroit



BWL STORM RESPONSE

Facts still hard to pin down on outage

Utility was unaware of scale of disruption

By Steven R. Reed and Matthew Miller
sreed@lsj.com; mrmiller@lsj.com

Twenty days after an ice storm that crippled the region, J. Peter Lark couldn't say how many line workers are em-

AHEAD



Lions aim for success with Jim Caldwell

FEDERAL BUDGET

Budget proposal good for Michigan

Many funding cuts restored in plan

By Todd Spangler
Gannett Michigan

WASHINGTON — After years of fractious and often dead-end debates over how to fund government, leaders in both parties in Congress reached an agreement over a \$1 trillion spending bill this week that looks good for Michigan.

The legislation — expected to be taken up in the days to come by the Republican-led U.S. House and then followed by the Democratic-led Senate — restores many of the cuts enacted through last year's automatic reductions, as well as earlier rollbacks that have left party leaders at deep odds.

INSIDE

» \$55M slated for

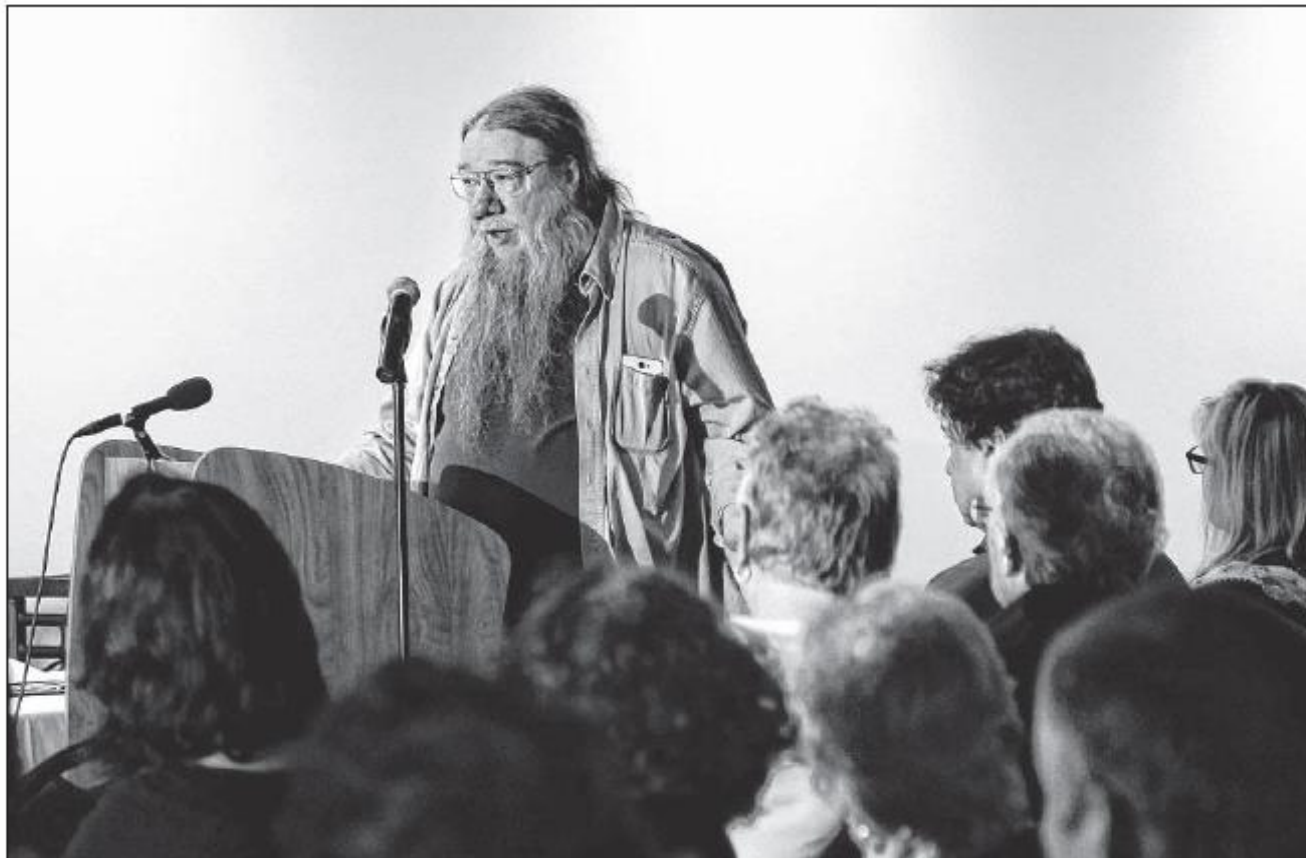


David Bolan, a member of the Board of Water & Light's outage management team, discusses the restoration of power to the utility's Board of Commissioners on Tuesday night. At right is BWL General Manager J. Peter Lark. GREG DERUITER/LSJ

LOUNEY: BWL BOARD DID NOT DO ENOUGH

By Lindsay VanHulle

of the whole meeting Tuesday, said their big- WHAT'S NEXT



Pat Wolf, president of the Tamarisk Neighborhood Association, speaks to BWL executives Wednesday at a Lansing Board of Water & Light community forum at Hannah Community Center. MATTHEW DAE SMITH/FOR THE LANSING STATE JOURNAL

BWL customers recount problems with response

By Scott Davis
sedavis@lsj.com

EAST LANSING — Helen Hagens wanted leaders of her utility to know the terror she experienced from a



IF YOU GO

BWL will hold two more community forums this week:

7 P.M. TODAY

» Delta Township administration building, 7710 W. Saginaw High



Lansing State Journal

A GANNETT COMPANY

TUESDAY, DECEMBER 14

THE POWER OF KNOWING SINCE 1855

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ROAD WARRIORS

Spartans hope to gain the intensity they show on the road against Indiana tonight at Breslin

SPORTS,
PAGE 1B



TODAY'S GAME

Indiana at MSU
» Where: Breslin Center
» When: 7 p.m.
» TV, radio: ESPN,
WJIM 1240-AM

CALORIE BURN » SHED 500 CALORIES A DAY AND LOSE A POUND A WEEK LIFE, PAGE 1C

DECEMBER POWER OUTAGE

Much of BWL review may be private

McDaniel: Operating under open meetings, public records laws would be 'burdensome'

By Steven R. Reed
sreed@lsj.com

Being subject to state open meeting and open records laws will create "constraints" that would be "really burdensome" to the community members reviewing the Lansing Board of

Water & Light's response to a December ice storm, team leader Mike McDaniel said Monday.

"I pledged to make this as open as possible, but it has to be a productive process as well," McDaniel, a retired brigadier general, said in an interview with the State Journal.

"You can't have your deliberative process subject to public scrutiny," he said. "To reach a final decision, you absolutely have to be able to have work sessions where we can develop our recommendations. ...

"Deliberation on our recommendations has to be considered part of the deliberative process."

As a result, McDaniel said he won't schedule any meetings

INSIDE

» Most BWL outside review team appointees have government backgrounds. **Page 2A**

until Lansing City Attorney Janene McIntyre advises him whether the team review process is subject to Michigan's Freedom of Information Act and Open Meetings Act.

City offices were closed

Monday for the Martin Luther King Jr. holiday. McIntyre could not be reached for comment.

McDaniel met with reporters on Jan. 9 after his appointment was announced by Mayor Virg Bernero.

"This is going to be extremely public," he said then of the review process.

See BWL, Page 2A

AGEMA CONTROVERSY

Snyder remarks



SATURDAY
JANUARY 18,
2014
K1

Lansing State Journal

LOCAL & STATE

A

EDITOR: AL WILSON | METRO@LSJ.COM | 377-1154 | WWW.LSJ.COM

ICE STORM POWER OUTAGES

BWL still hearing it from customers

Angry residents fill third meeting on power outages

By Louise Knott Ahern
lkaahern@lsj.com

For the third night in a row, Lansing Board of Water & Light officials got a public tongue-lashing from customers who were angry about how the utility handled widespread power outages following a late December ice storm.

More than 120 people filled the meeting room at BWL's REO

Town headquarters Friday night to voice concerns that are by now no secret to the embattled utility's leaders.

Thirty customers spoke during the two-hour meeting and criticized BWL for failing to plan properly for the storm, its inadequate phone system and for falling behind other utilities in letting customers know when their power would be restored.

Lansing resident Kathi Raf-

fone said even after weeks of public apologies by BWL officials, she doesn't believe the utility's management staff truly understands why people are so upset.

"Here's the thing you still don't get," said Raffone, who was without power for 11 days. "We have a sense of justice which is not being met. I do not think you are sincere, because everything you have done since

this disaster has made you look worse, not better. We have suffered. I don't think you have a clue what it is like to have your life turned upside down."

Friday's community forum in Lansing was the last of three organized by BWL officials in the wake of public scrutiny following the Dec. 21-22 storm that left at least 35,000 customers without power — some for as long as 12 days.

The first forum was Wednesday night in East Lansing, followed by a second Thursday

WHAT DO YOU THINK?

» If you were unable to attend any of the community forums but would like to provide comments to the Lansing Board of Water & Light, you can email your comments to grs@bwl.com

night in Delta Township.

The utility has been under fire for not only the length of some outages but also its poor communications with custom-

See BWL, Page 5A

IN BRIEF

Court officials issue warning on email scam

Court officials are warning against an email scam that asks recipients to appear in court, typically for illegal software use.

Officials said the scam has not yet been seen in Michigan. It has turned up in Georgia and Louisiana.

The State Court Administrative Office said in a statement that in some versions of



ICE STORM RESPONSE

Customers cut BWL no slack at forum

Utility taken to task for response to outage

By **Steven R. Reed**
sreed@lsj.com

DELTA TWP. — Peter Lark has heard the complaints and criticisms often since Christmas but seldom with more emotion and

resentment than was delivered Thursday night in a community forum staged by the Lansing Board of Water & Light, its general manager and his executive team.

Without exception, the 30-

plus speakers from the estimated 110 people who showed up were critical of the Lansing-owned municipal utility's response to the widespread power outage that followed a Dec. 21-22 ice storm or to Lark's leader-

ship of the restoration efforts or both.

BWL was faulted for poor planning, for misleading the public about the pace of restoration, for not being able to track affected homes and neighborhoods and for rudeness to customers — several of whom said they went without power for

12 days.

Lark was accused of exaggerating the challenges presented by the storm, of cutting back on line crews, of offering too small an adjustment in monthly bills of affected customers and for slipping away to

See BWL, Page 7A

IN BRIEF

Two of zoo's Amur tigers moving to South Dakota

Two Amur tigers are leaving Lansing, three years after they were born at Potter Park Zoo. Zoo officials said Kira and Savellii were being moved to Bramble Park Zoo in Watertown, S.D., on Thursday.

Amur tigers are solitary animals and do not remain in groups during their adult lives in the wild, zoo officials said.

"Kira and Savellii were selected to leave together because they have the strongest relationship of the three tigers and have the highest likelihood of being able to stay together," zookeeper Jan Brigham said in a statement. "But even they may eventually choose to be

"Just like the automobile industry came back, Detroit is going to come back. It's not only an important city but it's an iconic city."

VICE PRESIDENT JOE BIDEN

