



Bay City Electric Light & Power

Monday, May 20, 2024

Subject: Open Apology Letter to our Valued Customers

We at Bay City Electric Light & Power deeply regret the inconvenience and disappointment caused by the recent outages affecting our customers. For that, we apologize.

We deeply value our customers and aim to provide the highest standards of service. Unfortunately, we recently encountered several situations that did not align with our commitment to excellence.

We understand the impact these incidents may have had on you and assure you that resolving these matters and regaining your trust are our top priorities. We are actively taking these steps and others to prevent similar occurrences in the future:

- We have an outside electrical engineering firm working with staff to investigate the root cause of the outages.
- We are in the final stages of completing a thorough inspection of all equipment located in the substation that powers your residence.
- We are wrapping up negotiations to acquire services that will allow us to send isolated mass notifications (Email/Text) to customers affected by an outage or other issue. In addition, customers will be able to “subscribe” to an outage to receive a text containing a link to a page that will allow them to track the current outage.
- We are addressing the capacity of our phone system so that customers don’t receive a busy signal when attempting to call in to report an outage at the same time other customers do.
- We are in the early stages of engineering upgrades to the 26th Street Substation to improve the main feed.

Thank you for your patience and for allowing us to improve and serve you better in the future.

Respectfully,

Adam Webster
Electric Director
Bay City Electric Light & Power