

A REGULAR MEETING

Of The

TRAVERSE CITY LIGHT AND POWER BOARD

Will Be Held On

TUESDAY, June 12, 2012

At

5:15 p.m.

In The

COMMISSION CHAMBERS
(2nd floor, Governmental Center)
400 Boardman Avenue

Traverse City Light and Power will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting, to individuals with disabilities at the meeting/hearing upon notice to Traverse City Light and Power. Individuals with disabilities requiring auxiliary aids or services should contact the Light and Power Department by writing or calling the following.

Stephanie Tvardek
Administrative Assistant
1131 Hastings Street
Traverse City, MI 49686
(231) 932-4543

Traverse City Light and Power
1131 Hastings Street
Traverse City, MI 49686
(231) 922-4940

Posting Date: 6-8-12
4:00 p.m.

AGENDA

Pledge of Allegiance

1. Roll Call

Recognition of Linda Johnson

2. Consent Calendar

The purpose of the consent calendar is to expedite business by grouping non-controversial items together to be dealt with by one Board motion without discussion. Any member of the Board, staff or the public may ask that any item on the consent calendar be removed therefrom and placed elsewhere on the agenda for full discussion. Such requests will be automatically respected. If an item is not removed from the consent calendar, the action noted in parentheses on the agenda is approved by a single Board action adopting the consent calendar.

- a. Consideration of approving minutes of the Executive Director Review Ad Hoc Committee Meeting and the Regular Meeting of May 22, 2012. (Approval recommended)
- b. Consideration of approving the 2012-13 Insurance Renewal. (Arends) (Approval recommended)

Items removed from the Consent Calendar

- a.
- b.

3. Old Business

- a. Consideration of the Bargaining Unit Agreement. (Possible closed session) (Rice)
- b. Consideration of authorizing a Purchase Order for the LED Overhead Roadway Lighting Project. (Olney)

4. New Business

- a. Discussion of 2012 Customer Survey. (Wheaton)

5. Appointments

None.

6. Reports and Communications

- a. From Legal Counsel.

1. Verbal update re: street vacation for Munson Hospital expansion (lawsuit).
(Doren)
- b. From Staff.
1. Verbal update re: Bay Street Project. (Rice)
 2. Verbal update re: BW-22 customer communications. (Wheaton)
 3. Announcement of All L&P Employee meeting scheduled for June 28, 2012.
(Rice)
- c. From Board.

7. Public Comment

/st

**TRAVERSE CITY
LIGHT AND POWER BOARD**

Minutes

Executive Director Review Ad Hoc Committee

Held at 5:15 p.m., County Training Room, Governmental Center
Tuesday, May 22, 2012

Committee Members -

Present: Mike Coco, Pat McGuire, John Taylor

Absent: None

Others: Mary Grover, Stephanie Tvardek

The meeting was called to order at 4:35 p.m.

- 1. Consideration of making a recommendation to the full Board of Traverse City Light and Power to retain the services of Mary Grover, Public Sector Facilitator, to facilitate the evaluation of the Executive Director.**

Committee members engaged in roundtable discussion with Mary Grover. It was the consensus of the committee to make the above recommendation to the Board.

- 2. Public Comment**

No one from the public commented.

There being no objection, Chairman McGuire declared the meeting adjourned at 5:08 p.m.

/st

Patrick McGuire, Chairman
LIGHT AND POWER BOARD

**TRAVERSE CITY
LIGHT AND POWER BOARD**

Minutes of Regular Meeting
Held at 5:15 p.m., Commission Chambers, Governmental Center
Tuesday, May 22, 2012

Board Members -

Present: Barbara Budros, Jim Carruthers, Mike Coco, John Snodgrass, Bob Spence,
John Taylor, Patrick McGuire

Ex Officio Member -

Present: R. Ben Bifoss

Others: Ed Rice, W. Peter Doren, Tim Arends, Stephanie Tvardek, Glen Dine, Jim
Cooper, Jessica Wheaton, Tom Olney

The meeting was called to order at 5:15 p.m. by Chairman McGuire.

Chairman McGuire recognized Mike Coco for his service as Board Chairman.

Chairman McGuire recommended two amendments to the agenda:

Moved by Carruthers, seconded by Coco, that the Board amend the agenda of the meeting of May 22, 2012 to add an item under "New Business" to consider the recommendation of the Executive Director Review Ad Hoc Committee.

CARRIED unanimously.

Moved by Carruthers, seconded by Taylor, that the Board amend the agenda of the meeting of May 22, 2012 to add an item under "Reports and Communications" regarding the proposed joint board meeting of TCLP and Cherryland.

CARRIED unanimously.

Item 2 on the Agenda being Consent Calendar

None.

Items removed from the Consent Calendar

None.

Item 3 on the Agenda being Old Business

None.

Item 4 on the Agenda being New Business

4(a) Consideration of approving minutes of the Regular Meeting of May 8, 2012.

Moved by Coco, seconded by Carruthers, that the minutes of the Regular Meeting of May 8 2012, be approved.

CARRIED unanimously.

- 4(b).** Consideration of approving proposed Traverse Bay Economic Development Corporation Management and Operations Audit Request for Qualifications.

The following individuals addressed the Board:

Pat McGuire, Chairman
Doug Luciani, President & CEO, Traverse Bay Economic Development Corporation/Traverse City Chamber of Commerce
R. Ben Bifoss, City Manager

Moved by Carruthers, seconded by Taylor, that the Board approves the Management and Operations Audit Request for Qualifications, with a proposed contract with the selected contractor to be submitted to the Board for its approval in the future.

The following individuals from the Public addressed the Board:

Rick Buckhalter, 932 Kelley Street, Ratepayer

CARRIED unanimously.

- 4(c).** Consideration of authorizing a Site Preparation Contract for the East Hammond Substation Property.

The following individuals addressed the Board:

Ed Rice, Executive Director
Glen Dine, Chief Engineer
W. Peter Doren, General Counsel

W. Peter Doren joined the meeting at 5:36 p.m.

Moved by Coco, seconded by Taylor, that the Light and Power Board authorize the Chairman and Secretary to execute a Site Preparation Contract Agreement with Elmer's Crane and Dozer, Inc., in the amount of \$400,000.00, for property site preparation for the East Hammond Substation Project, subject to approval as to substance by the Executive Director and approval as to form by Counsel; and further authorize the Executive Director to administer amendments and change orders that are in the best interests of the Light and Power Department.

The following individuals from the Public addressed the Board:

Rick Buckhalter, 932 Kelley Street, Ratepayer

Roll call:

Yes – Budros, Carruthers, McGuire, Spence, Taylor, Coco

No – Snodgrass

CARRIED.

- 4(d).** Pine Street Overhead to Underground Distribution Conversion project authorization.

The following individuals addressed the Board:

Glen Dine, Chief Engineer

R. Ben Bifoss, City Manager
W. Peter Doren, General Counsel
Ed Rice, Executive Director
Tim Arends, Controller

Moved by Coco, seconded by Budros, that the Light and Power Board authorize staff to proceed with the Pine Street Overhead to Underground Conversion Project and seek the necessary Board approvals for expenditures.

The following individuals from the Public addressed the Board:

Rick Buckhalter, 932 Kelley Street, Ratepayer

Coco withdrew his motion with the support of Budros.

Motion tabled until the next Regular Board Meeting.

4(e) Consideration of the recommendation of the Executive Director Review Ad Hoc Committee.

The following individuals addressed the Board:

Pat McGuire, Chairman
R. Ben Bifoss, City Manager
W. Peter Doren, General Counsel

Moved by Carruthers, seconded by Coco, that the Light and Power Board approves retaining the services of Mary Grover, a public sector facilitator, to facilitate the evaluation of the Executive Director for a fee not to exceed one-thousand dollars (\$1,000.00).

Roll call:

Yes – Budros, Carruthers, McGuire, Spence, Taylor, Coco

No – Snodgrass

CARRIED.

R. Ben Bifoss departed the meeting at 6:49 p.m.

Item 5 on the Agenda being Appointments

None.

Item 6 on the Agenda being Reports and Communications

A. From Legal Counsel.

None.

B. From Staff.

1. Jim Cooper presented the annual Energy Optimization report.
2. Jessica Wheaton spoke re: the 7&4 broadcast from the M-72 wind turbine. scheduled for 5:00 a.m. tomorrow, Wednesday, May 23, 2012.

C. From Board.

1. *Discussed as New Business item 4(e).*
2. Pat McGuire spoke re: the proposed joint board meeting of TCLP and Cherryland Electric Cooperative.
3. John Snodgrass spoke re: the power purchase item removed from the last Regular Board Meeting agenda.
4. Mike Coco spoke re: the BW-22 Project.
5. John Taylor requested an update re: Community Solar.

Item 7 on the Agenda being Public Comment


No one from the public commented.

There being no objection, Chairman McGuire declared the meeting adjourned at 7:13 p.m.

/st

Edward E. Rice, Secretary
LIGHT AND POWER BOARD



To: Light and Power Board
From: Tim Arends, Controller 
Date: June 8, 2012
Subject: 2012-13 Insurance Renewal

The Michigan Municipal League (MML) has submitted its proposal for liability and property insurance for fiscal year 2012-13 in the amount of \$63,392. Attached is an Executive Overview from MML describing their company, the insurance process, and a list of benefits of pooling with MML.

The insurance cost for L&P had decreased over each of the past five years. This year there is a modest increase.

2007-08 - \$120,698
2008-09 - \$102,605
2009-10 - \$ 75,564
2010-11 - \$ 69,781
2011-12 - \$ 61,214
2012-13 - \$ 63,392

This item is on the consent calendar as it is deemed non-controversial. Staff recommends that the Board accept this proposal and authorize payment to MML for the 2012-13 property & liability insurance premium. Approval of this item on the consent calendar means you agree with staff recommendation.

If removed from the consent calendar it should be placed as a New Business item. If after Board discussion you agree with staff's recommendation the following motion would be appropriate:

MOVED BY _____, SECONDED BY _____,

THAT THE LIGHT AND POWER BOARD APPROVE PAYMENT TO THE MICHIGAN MUNICIPAL LEAGUE LIABILITY AND PROPERTY POOL IN THE AMOUNT OF \$63,392 FOR FISCAL YEAR 2012-13 LIABILITY AND PROPERTY INSURANCE.



michigan municipal league

liability and property pool

May 23, 2012

Mr. Timothy Arends, Controller
Traverse City Light & Power

Re: Traverse City Light and Power Renewal Premium for 2012-2013.

Your renewal premium represents an increase of approximately 3.56% or \$2,178.

Line of Coverage	2011/2012 Premium	2012/2013 Premium	2011/2012 Deductible	2012/2013 Deductible
General Liability	\$8,977	\$12,218	\$0	\$0
Errors & Omissions	\$19,843	\$21,721	\$0	\$0
Property	\$19,795	\$17,968	\$5,000	\$5,000
Inland Marine – Mobile Station	\$301	\$273	\$1,000	\$1,000
Excess Liability 1 mm x1 mm	\$5,932	\$5,410	N/A	N/A
Excess Liability 3 mm x 2 mm	\$6,366	\$5,802		
Total	\$61,214	\$63,392		

The Michigan Municipal League Liability and Property Pool appreciate your 27 years of membership and we are committed to providing you with the best comprehensive coverage and service.

Sincerely,

Connie M. Monson
MML Account Executive



michigan municipal league

Liability & Property Pool

Proposal For The City of Traverse City

Presented By:

Connie M. Monson
Meadowbrook® Insurance Group, Service Provider
877-370-8892

May 23, 2012

Table of Contents

EXECUTIVE OVERVIEW	3
OUR MISSION	3
INTRODUCTION	4
WHAT YOU CAN EXPECT OF US	4
YOUR POOL INSURES MORE THAN . . .	4
COST AND COVERAGE SUMMARY	5
YOUR TEAM OF EXPERTS	6
BENEFITS OF POOLING WITH THE MML	7
THE CITY OF TRAVERSE CITY HAS . . .	8
INCREASED LIABILITY LIMITS	8
HIGHLIGHTS OF COVERAGES PROVIDED	9
WHO IS INSURED?	9
GENERAL LIABILITY	9
GENERAL LIABILITY EXCLUSIONS . . .	9
PUBLIC OFFICIALS LIABILITY COVERAGE	10
PUBLIC OFFICIALS LIABILITY EXCLUSIONS	10
PERSONAL INJURY & ADVERTISING / BROADCASTERS LIABILITY COVERAGE	10
POLICE PROFESSIONAL LIABILITY COVERAGE	10
PROPERTY COVERAGE	11
PROPERTY EXCLUSIONS	11
COMPREHENSIVE CRIME COVERAGE	12
AUTOMOBILE COVERAGE HIGHLIGHTS	12
WHAT IS COVERED?	12
AUTO COVERAGES PROVIDED	12
POOL RISK MANAGEMENT SERVICES	13
MEMBER EDUCATION	13
ONLINE SERVICES	13
MEMBERSHIP RESPONSIBILITIES	14
REFERENCES - YOUR PEERS ARE MEMBERS	

This proposal is intended to be only a summary of coverages and services. For specific details on coverage terms and conditions, please refer to the Michigan Municipal League Liability and Property Pool coverage document.

Executive Overview

The Michigan Municipal League Liability and Property Pool is administered by the Risk Management staff of the Michigan Municipal League, and serviced by Meadowbrook Insurance Group. Since 1982, the Pool has been a stable source of comprehensive municipal insurance and risk management services. It is financially secure and positioned for long-term stability.

The **City of Traverse City** has been a Pool member since **July 1, 1985**.

The League administrative staff and the dedicated Pool staff at Meadowbrook Insurance Group are municipal insurance experts. Municipal risk management is our only business, and we're proud of it!

The Pool provides insurance coverage designed specifically for Michigan municipal exposures, combined with a package of loss control programs, claims administration, legal defense and membership services that you won't find anywhere else in Michigan.

This quotation is based on the limits of coverage requested by the **City of Traverse City**. Higher limits may be available, subject to underwriting review by Pool Management. Please submit requests for higher limits in writing to your Account Executive. Your request will be considered by Pool Management.

The insurance and related services described more fully in this proposal are being offered to the **City of Traverse City** for an annual premium of **\$315,968**.

Traverse City Light & Power for an annual premium of **\$63,392**.

Total combined annual premium \$379,360.

* **OPTIONAL QUOTE: Sewer & Drain Backup Liability**
\$18,218 additional premium for \$100,000 annual aggregate sublimit.

We encourage you to compare the Pool with our competition. Compare us based on price, coverage, service, financial security, experience and commitment to municipal risk management. When you do, the advantages of Pool membership become clear.

Thank you for being a Pool member. We look forward to servicing your risk management program for many years to come.

Our Mission

To be a long-term, stable, cost-effective risk management alternative for members of the Michigan Municipal League Liability and Property Pool.

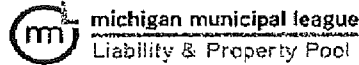
Introduction

What You Can Expect Of Us

- ✓ A commitment to learn, understand and respond to your insurance needs;
- ✓ Continuous planning and innovation in product development and service delivery;
- ✓ Products that meet your needs in terms of price, coverage and service;
- ✓ Prompt, accurate, and courteous response to your questions, problems and claims; and
- ✓ Knowledgeable and professional staff serving your needs consistently and with integrity.

Your Pool Insures More Than . . .

- | | |
|--------------------------------|------------------------------------|
| ✓ 400 Public Entity Members | ✓ 197 Law Enforcement Agencies |
| ✓ 17,685 Employees | ✓ 22 Electric Utilities |
| ✓ 2,550 Elected Officials | ✓ 26 Municipal Marinas |
| ✓ 110 Fire Departments | ✓ 4,340 Miles of Streets/Roads |
| ✓ 7,200 Vehicles | ✓ \$3.1 Billion of Property Values |
| ✓ 200 Water Service Operations | ✓ 175 Sewer Operations |



Coverage and Cost Summary City Of Traverse City

Effective 07-01-2012 to 07-01-2013

Coverages	Limit of Liability	Aggregate Limit	Per Occurrence Deductible
Municipal General Liability (Coverage A)	\$5,000,000	N/A	\$0
Sewer Back-Up Sublimit	No Coverage	N/A	N/A
Personal Injury Liability (Coverage B)	\$5,000,000	N/A	\$0
Medical Payments (Coverage C)	\$10,000	N/A	N/A
Public Officials Liability (Coverage D)	\$5,000,000	N/A	\$0
Law Enforcement Liability (Coverages A, B, and D)	\$5,000,000	N/A	\$0
Employee Benefit Liability	\$1,000,000	\$1,000,000	\$0
Fire Legal Liability	\$100,000	N/A	N/A
Dam Liability	No Coverage	N/A	N/A
Marina Operator Liability	No Coverage	N/A	N/A
Additional Interest	\$5,000,000	N/A	\$0
Automobile Liability (Coverages A and B)	\$5,000,000	N/A	\$0

<u># Vehicles</u>	<u>Comp</u>	<u>Coll</u>
129	\$500	\$1,000

Agreed Amount, if applicable 5 Vehicles for a total of \$2,606,808

Coverages A, B, and D are provided with a combined single limit of liability. The most the Pool will pay for any one occurrence is \$5,000,000 regardless of the number of coverages involved in the occurrence.

Property

Property - Blanket Basis	\$132,148,337	N/A	\$5,000
Boiler and Machinery	Included	N/A	\$5,000
Building(s)	Included	N/A	\$5,000
Cemetery Property - up to \$500 per headstone	# Plots: 25,000	N/A	\$500
Contents	Included	N/A	\$5,000
Property in the Open	Included	N/A	\$5,000
Protection & Preservation	Included	N/A	N/A
Property - Limited Replacement Cost, if applicable	\$0	N/A	\$0
Accounts Receivable	\$100,000	N/A	\$1,000
Consequential Damage	\$100,000	N/A	N/A
Contractor's Equipment	\$3,100,000	N/A	\$1,000
Debris Removal - the lesser of 25% of physical damage loss or	\$5,000,000	\$5,000,000	N/A
Demolition & Increased Costs of Construction Limit	\$100,000	N/A	N/A
Earthquake	\$2,000,000	\$2,000,000	\$5,000
Electronic Data Processing Equip	\$650,000	N/A	\$1,000



michigan municipal league
Liability & Property Pool

Coverage and Cost Summary City Of Traverse City

Effective 07-01-2012 to 07-01-2013

Coverages	Limit of Liability	Aggregate Limit	Per Occurrence Deductible
Expediting Expense	\$100,000	N/A	N/A
Extra Expense	\$400,000	N/A	N/A
Fine Arts	\$1,050,000	N/A	\$1,000
Fire Department Boats	\$89,000	N/A	\$1,000
Fire Equipment	\$1,644,000	N/A	\$1,000
Flood (Except for Members located in Flood Zone A, AO, AH, A1-A999, AE, or AR)	\$1,000,000	\$1,000,000	\$5,000
Loss of Income	\$100,000	N/A	N/A
Loss of Rents	\$100,000	N/A	N/A
Mobile Station (Light & Power)	\$375,708	N/A	\$1,000
Ornamental Trees, Shrubs, Plants or Lawn	\$5,000	\$10,000	\$1,000
Personal Effects & Property of Others	\$500	\$2,500	\$1,000
Valuable Papers	\$125,000	N/A	\$1,000
Voting Equipment	\$119,885	N/A	\$1,000
Zoo Train Floater	\$110,408	N/A	\$1,000
Comprehensive Crime Coverage			
Employee Dishonesty Blanket/Faithful Performance	\$100,000	N/A	N/A
Depositors Forgery	\$100,000	N/A	N/A
Money and Securities Inside	\$100,000	N/A	N/A
Money and Securities Outside	\$100,000	N/A	N/A
Money Orders and Counterfeit Paper	\$100,000	N/A	N/A
Bonds			
Bond #: A Treasurer	\$250,000	N/A	N/A
Bond #: B Deputy Treasurer	\$100,000	N/A	N/A
Bond #: C Cashier Clerk #1	\$100,000	N/A	N/A
Bond #: D Cashier Clerk #2	\$100,000	N/A	N/A
Bond #: E Cashier Clerk #3	\$100,000	N/A	N/A

Only one deductible applies to claims involving two or more property coverages.

The Michigan Municipal League Liability and Property Pool is pleased to offer all coverages and services described in this proposal for an annual premium of \$379,360.

Benefits of Pooling with the MML

- ✓ Proven long-term availability and stability
- ✓ Broad coverage document written specifically for Michigan municipalities
- ✓ Services tailored to unique needs of Michigan municipalities
- ✓ Member assets controlled by an elected Board of municipal officials
- ✓ Equitable rating based on Pool experience in Michigan
- ✓ Aggressive defense strategy – positive impact on case law
- ✓ Professional, dedicated, and experienced local management, oversight and service
- ✓ Decisions made and problems resolved by a group of your peers
- ✓ Investment income and underwriting surplus used to benefit members
- ✓ Lower expenses through tax-exempt and non-profit status
- ✓ Special loss avoidance training sessions including:
 - ✓ Safety aspects of emergency vehicle operations
 - ✓ Accident investigation for supervisors
 - ✓ Confined spaces training

The advantages of pooling can be summarized by:

Service + Control + Value

The City of Traverse City Has . . .

- ✓ 132,148,337 total values for real and personal property (including TCLP)
- ✓ 28 Law Enforcement Officers
- ✓ 129 Vehicles
- ✓ 5 Fire/Rescue Vehicles with Agreed Values

Increased Liability Limits

We cannot guarantee the adequacy of any limit of liability. Due to the following factors, it may be prudent to consider higher limits:

- ✓ Increased jury awards in your jurisdiction
- ✓ Increased litigation trends
- ✓ Protection of tax base against judgments in excess of your policy limits

Highlights of Coverages Provided

Who Is Insured?

The Pool member entity, elected and appointed officials, employees and authorized volunteers, and any person officially appointed to a Board or Commission

General Liability

In addition to standard liability coverages (bodily injury, property damage, products and completed operations) the Pool provides coverages that municipalities need on an occurrence basis with no aggregate liability limits:

- ✓ Liability resulting from mutual aid agreements
- ✓ Premises medical payments
- ✓ Host liquor liability
- ✓ Fire legal liability for real property
- ✓ Watercraft liability, owned less than 26' and non-owned less than 50'
- ✓ Ambulance and EMT malpractice
- ✓ Special events **excluding** -
 - Fireworks
 - Liquor Liability
 - Mechanical Amusement Rides
- ✓ Athletic participation liability
- ✓ Employee benefit liability
- ✓ Cemetery operations coverage
- ✓ Pollution coverage for Hazardous Response Teams
- ✓ Marina Operators coverage available
- ✓ Up to \$10 million in liability limits available

General Liability Exclusions . . .

The following is a partial list of general liability coverage exclusions. Consult the coverage document for the complete listing:

- ✓ Pollution (except for Hazmat operations).
- ✓ Nuclear energy / nuclear material hazards
- ✓ Aircraft Liability
- ✓ Breach of contract
- ✓ Failure of dams
- ✓ Backup of Sewers and Drains (exception – \$100,000 Annual Aggregate Sublimit for Sewer and Drain Liability)
- ✓ Criminal activity / Intentional acts with knowledge of wrongdoing
- ✓ Medical malpractice for doctors and physicians
- ✓ Contractual Liability
- ✓ Failure to supply utilities
- ✓ Expected or intended injury
- ✓ Electromagnetic radiation

Public Officials Liability Coverage

"Wrongful Acts", including intentional acts, defined as any actual or alleged error, misstatement, act of omission, neglect or breach of duty including:

- ✓ Neglect of duty
- ✓ Zoning defense and land use litigation
- ✓ Malfeasance
- ✓ Violation of civil rights
- ✓ Discrimination
- ✓ Employment practices
- ✓ Misfeasance
- ✓ Cable TV broadcasting

Public Officials Liability Exclusions

The following is a partial list of public officials' liability coverage exclusions. Consult the coverage document for the complete listing:

- ✓ Pollution and Nuclear Energy
- ✓ Fraud, dishonesty, intentional and criminal acts
- ✓ Failure to purchase coverage or adequate coverage
- ✓ Return of governmental grants or subsidies
- ✓ Intentional acts with knowledge of wrongdoing
- ✓ Eminent domain / takings
- ✓ Illegal profit
- ✓ Labor union actions
- ✓ ERISA violations
- ✓ Backup of Sewers and Drains

Personal Injury & Advertising / Broadcasters Liability Coverage

- ✓ Mental anguish and stress
- ✓ Libel, slander or defamation of character; violation of an individual's right of privacy
- ✓ Proactive services for non-monetary damage claims

Police Professional Liability Coverage

Police Professional Liability coverage is contained within the General Liability and Public Official Liability Coverage Parts

- ✓ Discrimination
- ✓ Violation of civil rights
- ✓ Jail operations
- ✓ False arrest, detention or imprisonment, or malicious prosecution
- ✓ Wrongful entry or eviction or other invasion of the right of private occupancy
- ✓ Assault or battery
- ✓ Improper service of suit
- ✓ Coverage assumes officers act with intent

Property Coverage

In addition to covering buildings, contents and personal property, the Pool provides:

- ✓ Blanket coverage – All member-owned property insured (unless specifically excluded)
- ✓ Coverage based on ownership rather than on a “schedule on file” avoids coverage gaps due to errors or oversight
- ✓ Property of others in custody of the Member for which the Member has an obligation to provide coverage
- ✓ Boiler & Machinery coverage, including Boiler certification inspections
- ✓ Replacement Cost or Actual Cash Value available
- ✓ Fungal Pathogens (Mold) Limited Coverage
- ✓ Demolition/increased cost of construction
- ✓ No coinsurance
- ✓ Valuable papers
- ✓ Loss of Rents
- ✓ Property in the open
- ✓ Extra expense
- ✓ Expediting expense

Property Exclusions

The following is a partial list of property coverage exclusions. Consult the coverage document for the complete listing:

- ✓ Nuclear reaction/ contamination
- ✓ War
- ✓ Cyber Risk
- ✓ Fungal Pathogens (Mold) excess of sub-limit
- ✓ Failure to supply utilities
- ✓ Transmission Lines and Poles
- ✓ Dishonest acts
- ✓ Acts of Terrorism
- ✓ Wear and tear
- ✓ Computer failures/ viruses

Only one deductible applies to claims involving two or more property coverages.

Comprehensive Crime Coverage

- ✓ Employee Dishonesty/ Faithful Performance of Duty coverage provided on a blanket basis
- ✓ Loss Inside the Premises
- ✓ Loss Outside the Premises
- ✓ Money Orders/ Counterfeit Currency
- ✓ Depositors Forgery
- ✓ Up to \$500,000 limits available
- ✓ Peak Season, Obligee, Official Bond and Oath, Position Fidelity Bond endorsements available

Automobile Coverage Highlights

What Is Covered?

Coverage is afforded while operating land motor vehicles, trailers or semi-trailers designed for travel on public roads.

Auto Coverages Provided

- ✓ Michigan No-Fault Coverage, includes mini-tort coverage for no extra charge
- ✓ Excess protection for use of personal automobile for municipal business
- ✓ Uninsured motorist for municipally owned vehicles
- ✓ Underinsured motorists
- ✓ Non-owned and hired auto
- ✓ Comprehensive - actual cash value basis
- ✓ Collision - actual cash value basis
- ✓ Volunteer firefighter auto accident liability coverage
- ✓ Agreed value coverage for emergency vehicles is available

Pool Risk Management Services

- ✓ Review and service of all municipal insurance matters
- ✓ Public entity experts address various liability issues
- ✓ Aggressive, member-oriented defense strategy
- ✓ Former police officials address law enforcement risks
- ✓ Physical inspection by municipal loss control engineers
- ✓ Training video library available to members
- ✓ Law enforcement risk control programs (LEAF and LERC)
- ✓ Property appraisal services available

Member Education

- ✓ Land use litigation awareness programs
- ✓ Sidewalk liability reduction programs
- ✓ Sexual harassment awareness training
- ✓ Hiring and employment practices
- ✓ Confined spaces entry training
- ✓ Barricading safety training
- ✓ Blood borne pathogens
- ✓ Liability issues for fire and EMS
- ✓ Occupational health concerns
- ✓ Back injury prevention

Online Services

www.mmi.org (click on the *Insurance* button) – offers Pool members an outstanding resource for municipal risk management information and self-help tools in one attractive, simple-to-navigate location. File a claim on line. Download your renewal application. Request a loss control service visit. E-mail us a question. Other services available online include:

- ✓ Publications, including Risk Management Newsletter
- ✓ Loss Control Tools, including: Tip Sheets (PERC\$) & Law Enforcement Newsletter
- ✓ MML Pool Financial Statements
- ✓ Board of Director action items
- ✓ General Policies
- ✓ Coverage Document
- ✓ Frequently Asked Questions
- ✓ Staff and Director Profiles

In order to access the *Members Only* section of the Pool website, you need a Password and User ID, which you can get by calling Jennifer Orr (MML staff) at (734) 669-6341

Membership Responsibilities

Membership in the Michigan Municipal League Liability and Property Pool provides numerous benefits. Likewise, individual members have certain responsibilities to the other members, which are detailed in the Intergovernmental Contract. The following is a summary of the membership responsibilities. Please refer to the Intergovernmental Contract, Articles 5 and 6, for more information.

- ✓ If a Member intends to leave the Pool, the Member must send a written notice to the Pool at least 60 days prior to its next renewal date.
- ✓ A Member must pay its premium when due. The Pool must give each member 20 days written notice of intent to terminate membership for nonpayment of premium. Payment of premium before the 20 days notice is effective will entitle the Member to reinstatement.
- ✓ Members must maintain membership or associate membership status in the Michigan Municipal League.
- ✓ A Member will allow attorneys employed by the Pool to represent the Member in defense of any claim made against the Member within the scope of coverage provided by the Pool. A Member will cooperate with the assigned attorneys, claims adjusters, service company or other agents of the Pool relating to the defense of claims for which the Pool is providing coverage.
- ✓ A Member will follow loss reduction and prevention measures established by the Pool.
- ✓ A Member will report to the Pool as promptly as possible all incidents that the Member reasonably believes may result in a claim against the Member.

Your Peers are Members

"Thank you for the time that you spent helping Grand Rapids Township with insurance issues in the past several years. It has been so easy to work with you and the other offices of the League. I look forward to working with you again. Thanks."

**Janice K. Hulbert, Clerk
Grand Rapids Charter Township**

"I enjoy the relationship I have with you and the individuals that serve us and appreciate the education in risk management that you all continue to offer. I am a better manager with the MML Liability & Property Pool as part of my team..."

**Denise M. Parisian, Village Manager
Village of Dimondale**

"...We have been a member of both programs (the Liability & Property Pool and the Workers' Compensation Fund) for a number of years and have always enjoyed excellent services and coverage.

Because of the poor economic conditions, we felt that it was necessary to at least look at alternative insurance products. After careful review, I found that the Pool and Fund products were superior, many times exceeding coverage provided by other traditional carriers. It would be easy to decide to be insured with a lower cost alternative. However, in the end, the cost of claims handling and uninsured coverage would far exceed any short-term savings.

...we have always received very quality services."

**Kevin M. Welch, City Manager
City of Tecumseh**

"On behalf of the City of Ionia, I would like to thank you and the Pool for continuing to provide the City, and all Pool members, with quality insurance and risk management services. The City continues to be a proud member and subscriber of the Pool's services and programs.

During the course of my municipal career I have had the opportunity to be exposed to a full range of the services that the Pool offers. I have also been involved in major losses and found that the Pool was prompt and fair in responding to the community's needs.

... Again, thank you for the quality services that you and the Pool provide."

**Jason Eppler, City Manager
City of Ionia**



Communication to the Board of Directors

DATE: JUNE 8, 2012
FROM: EDWARD E. RICE, EXECUTIVE DIRECTOR
SUBJECT: CLOSED SESSION – COLLECTIVE BARGAINING

A handwritten signature in black ink, appearing to read "EER", is positioned to the right of the "FROM:" line.

Pursuant to the Open Meeting Act, I recommend the Light & Power Board enter into closed session. A roll call vote is required with four affirmative votes.

The following recommended motion would be appropriate to do so:

MOVED BY _____, SECONDED BY _____,

**THAT THE LIGHT & POWER BOARD ENTER INTO CLOSED SESSION TO CONSIDER
THE NEGOTIATION OF A COLLECTIVE BARGAINING AGREEMENT FOR THE
TRAVERSE CITY LIGHT & POWER DEPARTMENT BARGAINING UNIT.**



**TRAVERSE CITY
LIGHT & POWER**

To: Light & Power Board
From: Thomas Olney, Operations Manager
Date: June 4, 2012
Subject: LED Overhead Roadway Lighting Project

Traverse City Light and Power proposes to replace 225 High Pressure Sodium Streetlights with GE LED Cobra Head type fixtures at various locations in Traverse City. Bids were received as follows:

Vendor	Fixture	Price
RESCO	GE Evolve LED Roadway Light	\$103,185.00
CHAMPION, INC.*	GE Evolve LED Roadway Light	\$109,015.00
ELUS COMPANY	GE Evolve LED Roadway Light	\$125,925.00

*The bid received from Champion, Inc. did not meet the bid specifications.

Staff recommends awarding the purchase of 225 GE LED Cobra Head type fixtures to the low bidder, RESCO, for the total price of \$103,185.00.

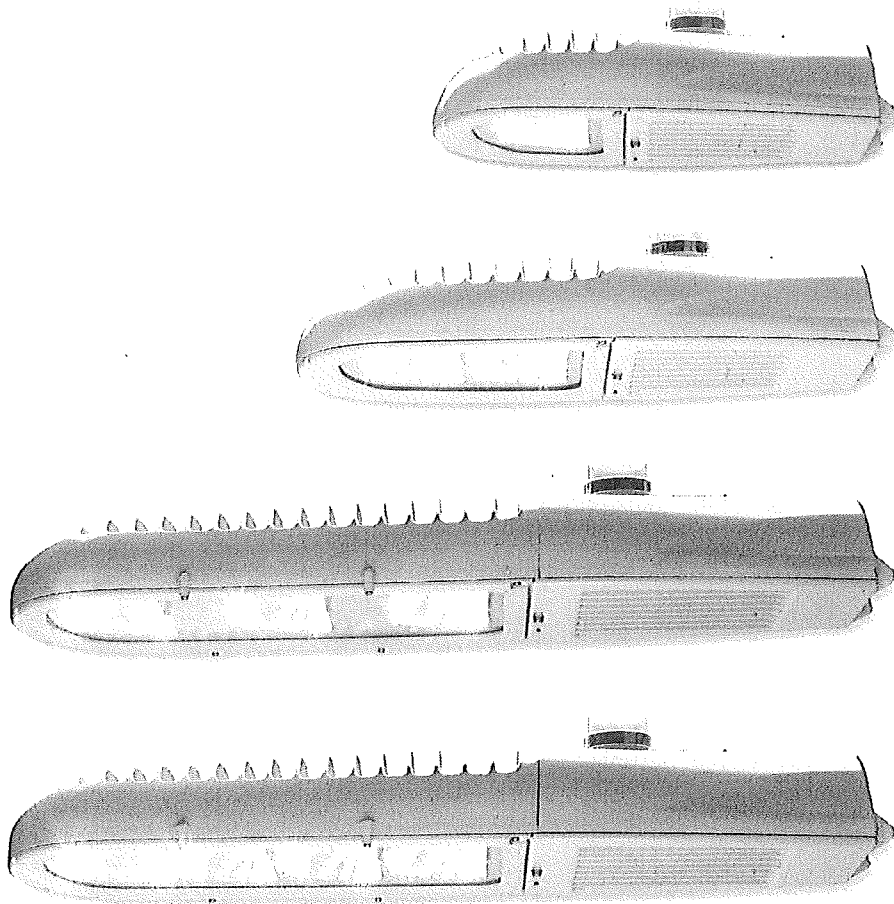
If the Board is in agreement, the following motion is recommended:

**MOVED BY _____, SECONDED BY _____,
THE BOARD AUTHORIZE THE EXECUTIVE DIRECTOR TO ISSUE A PURCHASE
ORDER TO RESCO FOR THE PURCHASE OF 225 LED COBRA HEAD TYPE
FIXTURES, IN THE AMOUNT OF \$103,185.00.**

GE
Lighting Solutions

Evolve™ LED Roadway Lighting

Scalable Cobrahead (ERS1, ERS2, ERS3 & ERS4)



imagination at work

Product Features

From local to major roadways, the GE Evolve™ LED Roadway Scalable Cobrahead fixtures are changing the way you light your lanes. Preserving the aesthetic look of traditional roadway Cobrahead fixtures, GE balances the technical needs of a sophisticated LED system with the functional demands of an outdoor fixture facing extreme weather hazards. GE's advanced LED optical design offers hundreds of photometric options to meet your precise lighting requirements, while delivering reduced glare and improved light control. The refined thermal management system incorporates a sleek and robust heat sink directly into the fixture to ensure maximum heat transfer and long LED life.

The GE Evolve LED Roadway Scalable Cobrahead offers more than 11 years of reliable service life to significantly reduce maintenance frequency and expense, based on a 50,000 hour life and 12 hours of operation per day. This efficient fixture can yield up to a 50-percent reduction in system energy compared with standard HID systems, depending on roadway applications, and can also be paired with programmable dimming options for even greater savings and control.

Applications

- Designed to meet recommended luminance and illuminance requirements for local to major roadway / street classifications.

Housing

- Die cast aluminum housing.
- A modern design preserving the aesthetic look of traditional roadway Cobrahead fixtures incorporates the heat sink directly into the unit ensuring maximum heat transfer and long LED life.
- Meets 2G vibration per C136.31-2010 For 3G rating contact manufacturer.
- Power door assembly with removable retention latch.



LED & Optical Assembly

- Structured LED array for optimized roadway photometric distribution.
- Evolve light engine consisting of scalable reflective technology designed to optimize application efficiency and minimize glare.
- Reverse facing light engine options available.
- Utilizes high brightness LEDs, 70 CRI at 4000K & 5700K typical.
- LM-79 tests and reports are performed in accordance with IESNA standards.

Lumen Maintenance

- System rating is L85 at 50,000 hours. Contact manufacturer for Lxx rating (Lumen Depreciation) beyond 50,000 hours.

Ratings

- /  listed, suitable for wet locations per UL 1598.
- IP65 rated optical enclosure per ANSI C136.25-2009.
- Temperature rated at -40° to 50°C (-40° to 45°C for ERS4 347-480V fixtures).
- Upward Light Output Ratio (ULOR) = 0.
- RoHS compliant.

Mounting

- Slipfitter with +/- 5 degree of adjustment for leveling.
- Integral die cast mounting pipe stop feature.
- Wildlife intrusion protection at mounting pipe entry.
- Adjustable for 1.25 in. or 2 in. mounting pipe.

Finish

- Corrosion resistant polyester powder painted, minimum 2.0 mil. thickness.
- Standard colors: Black and Gray.
- RAL & custom colors available.

Electrical

- 120-277 volt and 347-480 volt available.
- System power factor is >90% and THD <20%.*
- Class "A" audible sound rating.
- Integral surge protection:
 - For 120-277VAC per IEEE/ANSI C62.41.-1991, 6kV/3kA Location Category B3 (120 Events).
 - Optional high capability surge protection per IEEE/ANSI C62.41.2-2002.
 - Rating 1 - 10kV/5kA Location Category (120 events).
 - Rating 2 - 6kV/3kA Location Category C-Low (5000 events).
- EMI: Title 47 CFR Part 15 Class A.
- Photo electric sensors (PE) available for all voltages.


** System power factor and THD is tested and specified at 120V input and maximum load conditions.*

Warranty

- 5-year limited system warranty standard.



**TRAVERSE CITY
LIGHT & POWER**

To: Light & Power Board
From: Jessica Wheaton 
Date: June 6, 2012
Subject: 2012 Customer Survey

Traverse City Light & Power (TCL&P) plans to conduct its bi-annual customer satisfaction survey this summer. Attached is the draft survey for your review. TCL&P is working with Northwestern Michigan College (NMC) Research Services to develop and implement the survey. All questions have been professionally reviewed and formatted by NMC. The purpose of the survey is to determine the views and opinions of TCL&P customers on services received and to find out the best ways to reach customers with the information and new services they want. Similar surveys have taken place approximately every two years since before 2000. The 2007 and 2009 surveys can be viewed on the TCL&P website under "About L&P."

A telephone survey will be conducted with a statistically significant random sample of TCL&P residential and commercial customers. A 95% confidence level, with a +/- 5% margin of error, will be used for this survey. The customer list is still being finalized, so the actual number of customers that will be surveyed is unknown. In 2009, the final sample included 564 respondents, with 338 residential customers and 225 commercial customers, for an overall margin of error of +/- 4%.

A majority of the questions asked are tracking questions, meaning TCL&P has asked these questions in past surveys and are able to track/compare the answers. As with every survey there are a few topical questions added concerning new technologies or areas of local current interest. This year some questions have been added regarding social media, generation and energy efficiency.

The survey is scheduled to begin towards the end of June to bypass the busy summer months and avoid the election season. The final survey results should be completed by August and will be presented to the board.

Traverse City Light and Power: Customer Survey 2012

Version: 6/8/12

Introduction

2. Overall, how satisfied are you with the services provided by Traverse City Light & Power?

- Very satisfied
- Satisfied
- Undecided
- Dissatisfied
- Very dissatisfied

3. Are you a residential or commercial customer? (Do Not Read)

- Residential
- Commercial

Now I will be asking you to evaluate a number of characteristics of service offered by Traverse City Light and Power. First you will indicate how important the characteristic is to you, and then you will rate Traverse City Light and Power on that characteristic.

Providing electricity at low cost.

4. How *important* would you say this characteristic is to you?

- Very Important
- Somewhat Important
- Undecided
- Somewhat Unimportant
- Very Unimportant

5. How would you *rate* Traverse City Light and Power on providing electricity at low cost?

- Excellent
- Above Average
- Average
- Below Average
- Poor
- Don't Know (do not read)

Providing reliable electric service with fewer outages and surges.

6. How *important* would you say this characteristic is to you?

- Very Important
- Somewhat Important
- Undecided
- Somewhat Unimportant
- Very Unimportant

7. How would you rate Traverse City Light and Power on providing reliable electric service?

- Excellent
- Above Average
- Average
- Below Average
- Poor
- Don't Know (do not read)

Responsiveness to restoring power after outages.

8. How important would you say this characteristic is to you?

- Very Important
- Somewhat Important
- Undecided
- Somewhat Unimportant
- Very Unimportant

9. How would you rate Traverse City Light and Power on responsiveness to restoring power after outages?

- Excellent
- Above Average
- Average
- Below Average
- Poor
- Don't Know (do not read)

Providing grants to local non-profit organizations to improve community and natural resources, or to conduct energy-related educational programs.

10. How important would you say this characteristic is to you?

- Very Important
- Somewhat Important
- Undecided
- Somewhat Unimportant
- Very Unimportant

11. How would you rate Traverse City Light and Power on providing grants to local non-profit organizations to improve community and natural resources, or to conduct energy-related educational programs?

- Excellent
- Above Average
- Average
- Below Average
- Poor
- Don't Know (do not read)

12. If you have had contact with a Traverse City Light and Power customer service representative within the past year, either on the phone, in person or by email, how satisfied were you with the outcome of this most recent contact?

- Very Satisfied (go to Q15)
- Satisfied (go to Q15)
- Undecided (go to Q15)
- Dissatisfied (go to Q13)
- Very Dissatisfied (go to Q13)
- Did not have contact (go to Q15)

13. What is the primary reason you were dissatisfied? (choose only one)

- Length of time between request and response
- Problem/request was not resolved at all
- Unfriendly or discourteous employees
- Other (Do Not Read)

Please specify:

14. Would you like to be contacted by a Traverse City Light and Power representative?

- Yes
- No

Name and number:

15. If you have had contact with a Traverse City Light and Power field representative (meter reader, lineman, or tree trimmer) within the past year, how satisfied were you with the outcome of this most recent contact?

- Very Satisfied (go to Q19)
- Satisfied (go to Q19)
- Undecided (go to Q19)
- Dissatisfied (go to Q16)
- Very Dissatisfied (go to Q16)
- Did not have contact (go to Q19)

16. With what type of field representative did you have contact?

- Meter reader
- Lineman
- Tree Trimmer
- Other (Do Not Read)

Other, please specify.

17. What is the primary reason you were dissatisfied? (choose only one)

- Length of time between request and response
- Problem/request not resolved at all
- Unfriendly or discourteous employees
- Other (Do Not Read)

Please specify.

18. Would you like to be contacted by a Traverse City Light and Power representative?

- Yes
- No

Name and number:

19. Have you seen or heard any promotions about Traverse City Light and Power within the last year?

	Yes	No	Uncertain (Do Not Read)
... on television?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... on the radio?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... in the newspaper?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20. What is your primary source of local news? (choose only one)

- Newspaper
- Television
- Radio
- Facebook
- Twitter
- Blogs
- Other (Do Not Read)

Please specify:

21. Which local newspapers or magazines do you read on a regular basis? (Choose all that apply; Do Not Read)

Do you read the paper version or electronic version most often?

	Paper	Electronic	Both equally
Traverse City Record Eagle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Northern Express	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traverse City Business News	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GT Women's Magazine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NM3 (Northern Mi Men's Magazine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traverse (the Magazine)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GT Insider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Do Not Read)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please specify:

Do Not Read

Do not read local newspaper or magazine at all

22. Which television channel do you watch most often? (Choose only one; Do Not Read)

- 7&4 (NBC)
- 9&10 (CBS)
- 29&8 (ABC)
- FOX 33
- Do not watch TV regularly or at all
- Other or Cable TV (specify channel)

Other or Specific cable channel:

23. Do you watch either of the following local public access television stations?

- UpNorth TV - Channel 97 (analog) or 992 (digital)
- Government TV - Channel 99 (analog) or 994 (digital)
- Do not watch local public access television stations (Go to Q25)
- Other (Do Not Read)

Please specify:

24. What type of programming do you watch on Public Access television? (Choose all that apply)

- TCL&P Board Meetings*
- City Commission Meetings*
- County Commission Meetings*
- Other (Do Not Read)*

Please specify

25. What time of day do you usually watch television? (Choose only one)

- Morning*
- Afternoon*
- Evening*
- Throughout the day*
- Weekends only*
- Other (Do Not Read)*

Please specify.

26. Which radio station do you listen to most often? (Choose only one; Do Not Read)

- WTCM -AM (580)*
- WTCM-FM (103.5)*
- WCCW-FM (Oldies 107.5)*
- WCCW-AM (1310-Sports)*
- WJLM-AM (1110 AM--Talk)*
- The Breeze (WJZQ 92.9 FM)*
- WKLT Double-Rock (97.5/98.9 FM)*
- The Zone (95.5 FM)*
- You-FM (formerly WSRT-FM 106.7 FM)*
- WLDR-FM Sunny 102 (101.9)*
- WLJN-FM (89.9 FM & 1400 AM)*
- WIAAA-FM (88.7 Interlochen) Music*
- WIPR-FM (91.5) Interlochen News*
- WNMC (90.7 FM)*
- The Bear (98.1 FM)*
- 106 KHQ (105.9 FM)*
- The Fox (WCFX - 94.3, WDFX - 92.5 FM)*
- Lite 96 (96.3 FM)*
- Do not listen to the radio at all*
- Other*

Please specify:

27. What time of day do you usually listen to the radio? (Choose only one)

- Morning*
- Afternoon*
- Evening*
- Throughout the day*
- Weekends only*
- Other (Do Not Read)*

Please specify.

28. Which web site do you visit most often? (Choose only one; Do Not Read)

- www.google.com
- www.amazon.com
- www.msnbc.com
- www.ebay.com
- www.yahoo.com
- www.charter.net
- www.foxnews.com
- www.record-eagle.com
- www.upnorthlive.com (TV 7&4)
- www.9and10news.com
- www.facebook.com
- www.twitter.com
- www.youtube.com
- Do not regularly visit websites or don't visit them at all
- Other

Please specify (hyphens and underscore marks are important):

29. What is the best way for Traverse City Light and Power to successfully communicate information to you? (choose only one)

- Television
- Record Eagle (newspaper)
- Bill Insert
- Direct Mail, separate from your bill
- Radio
- E-Mail
- Outdoor advertising/Billboard
- Facebook
- Twitter
- E-newsletter
- Website
- Other (Do Not Read)

Please specify:

30. Which social media sources do you use? (Choose all that apply)

- Facebook
- Twitter
- You Tube Blogs
- Don't Use
- Other (Do Not Read)

Please specify:

31. Of those, which do you use most often?

- Facebook
- Twitter
- You Tube
- Other (Do Not Read)

If other, please specify:

32. How often do you read Traverse City Light and Power bill inserts?

- Always (go to Q34)
- Often (go to Q34)
- Occasionally (go to Q34)
- Never (go to Q33)

33. What is the primary reason you do not read bill inserts? (Do Not Read)

- Not interested
- No time
- Not useful
- Other

Please specify:

34. Have you visited the Traverse City Light and Power website?

- Yes
- No (go to Q37)

35. How often do you visit the website?

- Daily
- Weekly
- Monthly
- Other (Do Not Read)

Please specify:

36. For what purpose do you visit the TCL&P website?

- Bill Payment
- Board information
- News Updates
- Electric rate information
- Other (Do Not Read)

37. How would you rate your interest level in each of the following types of information that could be made available on the website?

	<i>Very Interested</i>	<i>Somewhat interested</i>	<i>Not at all interested</i>
Information on Traverse City Light and Power Projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on Rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online reporting of service problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on Energy News and Issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on Renewable Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on ways to improve energy efficiency in my home or business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Is there any *other* type of information you would like to have included on the website? Please specify:

38. How interested would you be in Traverse City Light and Power offering the following additional services?

	<i>Very Interested</i>	<i>Somewhat Interested</i>	<i>Not at all interested</i>
Cable Television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Internet Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there other services you would like Traverse City Light and Power to offer? Please specify:

39. Over 10% of your electricity now comes from renewable resources like wind. Because the wind only blows part time, TCL&P needs to buy additional full-time, or 24-hour a day, generation. This can come from generating plants downstate, small plants built locally, or a combination of both sources. Would you prefer that TCL&P buy power from plants downstate, build small plants locally
- Generating plants downstate
 - Small plants built locally
 - None of the above (Do Not Read)

40. TCL&P will be building a small solar generating facility soon. Would you be willing to pay:
- | | Yes | No (if No, Skip to Q41) |
|--|--------------------------|--------------------------|
| ...\$5 more a month to have 100 kWhrs of your electricity come from the sun? | <input type="checkbox"/> | <input type="checkbox"/> |
| ...\$7.50 more a month? | <input type="checkbox"/> | <input type="checkbox"/> |
| ...\$10 more a month? | <input type="checkbox"/> | <input type="checkbox"/> |

41. In addition to providing electricity, are you aware of any way in which Traverse City Light and Power contributes to the community? (Do not read - choose all that apply)
- Tree planting/seedlings
 - Christmas tree drop-off/disposal
 - Christmas tree lights Downtown
 - Cherry Festival
 - T.A.R.T. Trail
 - Support of community projects
 - I can't recall/don't know
 - Other

Please specify:

42. Traverse City Light and Power is a municipal electric utility, owned by the citizens of Traverse City. Do you think it is a benefit to Traverse City and its citizens to have a municipal electric utility provider?
- Yes
 - No
 - Uncertain/Don't Know (Do Not Read)

43. Are you aware that Light and Power: (RESIDENTIAL CUSTOMERS ONLY)

	Yes	No
Has an energy efficiency program which provides rebates for recycling older refrigerators?	<input type="checkbox"/>	<input type="checkbox"/>
Has incentives for buying energy efficient appliances?	<input type="checkbox"/>	<input type="checkbox"/>
Offers free compact fluorescent light bulbs at least once a year?	<input type="checkbox"/>	<input type="checkbox"/>

44. Are you aware that Light and Power has an energy efficiency program which provides incentives for installing more energy efficient lighting and motors at your business? (COMMERCIAL CUSTOMERS ONLY)
- Yes
 - No

45. Have you participated in the energy efficiency program? (BOTH)

- Yes
- No

46. What incentives (or what energy efficiency improvements) have you taken advantage of? (BOTH)

47. Why not? (BOTH)

- Too expensive
- Didn't know about it
- Need more information
- Don't care
- Do not like CFL light bulbs
- Other (Do Not Read)

Please specify:

48. Have you needed to get special financing to implement energy efficiency upgrades? (COMMERCIAL CUSTOMERS ONLY)

- Yes
- No

49. Would the availability of financing enable your business to expand or complete larger projects? (COMMERCIAL CUSTOMERS ONLY)

- Yes
- No
- Uncertain

50. How long have you been a Traverse City Light and Power customer?

- Less than 1 year
- 1-5 years
- 6-10 years
- Over 10 years

51. To ensure that we talk to a representative sample of Light and Power customers, can you tell me what year you were born?

That completes our survey.

Thank you very much for giving us your feedback. Have a great day!

Do not ask:

52. General comments that the respondent had. If "none" leave blank.

53. Gender (Do Not Ask)

- Male
- Female

54. Area Code

- 231
- 616
- 517
- 248
- 989
- 810
- 313
- 586
- All other area codes

55. Phone number (no area code -- 7 digit only, no dash)

56. Customer ID

57. Location

58. Customer Type


- P
- C

59. Call Date

60. Caller Initials



**TRAVERSE CITY
LIGHT & POWER**

To: Light & Power Board
From: Jessica Wheaton 
Date: June 6, 2012
Subject: Distribution Circuit Rehabilitation Project – Customer Communications

At the May 22 board meeting, Board Member Coco requested an update regarding the customer communication process that would occur for the Distribution Circuit Rehabilitation Project. The following is a list of notifications that have or will take place:

- A news release was distributed to all media outlets on May 31 announcing the project.
- Letters were mailed on May 31 to all customers that will be affected.
- The project is listed on TCL&P's website under the "Projects" section. This section will be updated periodically as the project progresses.
- Customers will be notified via door hanger as the project moves closer to their property.
- If a customer's electrical service needs to be interrupted due to the project, a TCL&P representative will personally notify each customer.
- TCL&P has requested to provide a project update to the Traverse Heights Neighborhood at the next association meeting.