RECENT POWER FAILURE

- Tuesday, January 16, 2:02a.m we all lost power. The electrical power remained off for 42 hours. It was restored Wednesday January 17 at about 8:00p.m. Here is what happened. A very large, old tree in the yard of a private home at the east end of Exmoor fell (it was covered with ice from the ice storm) and knocked down a telephone pole that had electrical, cable, and telephone lines attached to it. The result was a twisted tangle of wires covering the forest floor near the southwest corner of Huron Chase property (but on the other side of Mallett’s Creek from us). Naturally, this disaster caused disruption in service not only to all of us but also to much of Ann Arbor Hills (particularly to homes in the eastern part).

  - The HC view to emergency response networks was as follows: to separate “primary” from “secondary” sources. Secondary sources were telephone help lines where the folks staffing them are well-meaning but may have varying levels of information at varying levels of accuracy; they may become tired and out of sorts (it is no doubt a thankless job); and, they may be new as extras in the emergency situation and may only be able to respond with scripted answers. They are, however, a natural first resort as they are easy to deal with from one’s own living room or cell phone. We heard from many of you who had contacted such networks and it was remarkable how seldom the information coming from various encounters with these sources tallied with one another.

  - Thus, beyond these networks we also employed strategies to contact “primary” sources. Bill and Sandy drove around Ann Arbor Hills to study the location of trucks from various services and Bill talked with a Comcast field worker on early Tuesday afternoon. The worker was very helpful and was able to explain or show to Bill
    - what had happened
    - the direct evidence of the fragmented phone pole
    - the new pole that had been ordered immediately and was already lying in Exmoor
    - the general strategy for recovery.

  - This specific field information was helpful not only in understanding the difficulty of recovery but also was useful when another “primary” source was tapped…by anonymous “angels” leading to those who had substantial muscle in ensuring that the recovery was executed effectively and swiftly with reports back upon completion. Thus, two full teams and a supervisor were dispatched to the foot of Exmoor and the electrical recovery was complete by 8:00p.m. Wednesday instead of by the 6:00p.m. Thursday (or later) date being given out over the phone network.
It remained of course to restore the cable and that restoration (of lesser importance than the electrical restoration) was in place by Friday afternoon, January 19 (although a few trucks and yellow police lines remained around the fallen and cut trees). A similar approach was employed but without exerting as much muscle as was done in the electrical effort. Folks called in; Bill talked to a field worker Tuesday and then went to the Comcast central office on Washtenaw on Thursday afternoon after it appeared that some of our phone calls might not be being recorded in a way to optimize response.

Many at Huron Chase were so helpful in this nasty situation.

- All of us at Huron Chase, and indeed others in the broader Ann Arbor Hills area, owe an extra special thank you to Carolyn and Tom Conlin—their efforts have gone beyond the ordinary and have produced extraordinary results.
- Bill and Sandy Arlinghaus spent time and effort tracking down field crews to monitor progress; Bill continued by talking to crews and face-to-face with folks in offices while Sandy called all homes in Huron Chase to see that folks were OK. (Bill and Sandy stayed in their home throughout to keep their computers warm, to be available to HC residents on the phone, and to drive around the neighborhood extra times in the face of the many necessary evacuations of residents.)
- Many others helped in so many ways. Here are a few we know about and there are no doubt many others (to whom we also give great thanks): Bernie and Ricky Agranoff, Cerene and Theo Tangalakis, Cozy Grabb, John and Marnee Devine, Patty and Howard Dubin, Ellen and Sam Offen, Andy Nolan, and Mona Goldman.

For the future:

- Please remember to have at least one old-fashioned phone that you can plug directly into the wall; phones that are portable lose power.
- Consider sharing your cell phone number with your neighborhood watch block captain, to be used only in nasty situations such as this one.
- Then of course there are broader ideas to prevent future events (most of us remember that after a similar nasty event just a few years ago we pushed to get underground wiring and that DTE reponded (to us and others) by spending 300,000 dollars on a new cable system for the larger area). That new system has been effective in stopping routine problems associated with running wires through the woods.
  - At Huron Chase, we have been systematically removing our dead trees over the past couple of years in order to avoid disaster (among other reasons) associated with electrical wires. The tree that fell was not one of ours. Prior to this event, we had made a request to the Environmental folks in City Hall to consider the problem of legislation and enforcement associated with folks on private property in relation to unremoved dead trees that might cause subsequent damage on adjacent properties. There has, to date, been no response on this topic. Follow-up will come from HC on this topic.
  - As you also recall, we had pressed as well, for underground wiring to come from the new mall. Following this latest event we have suggestions again for underground wiring, again for a wireless network for HC, and also for some sort of big generator. The Board will follow up, again.

- Huron Chase is composed of a wonderful group of people and we all pulled together to get through this nasty situation. Thank you All!

AROUND THE CHASE...

- Please remember to scoop when walking your dog (on a leash, please, as per the city leash law). All front yards are “your” yards as they are common property so please treat all with the same care you would afford “your own” yard. Encourage others, from outside, to do the same as well.
- Pedestrians and cars share Boulder Drive. Thus, each has an extra obligation to be considerate of the other. Pedestrians who walk pets or exercise in the early morning or the evening should seriously consider wearing light-colored, reflective clothing. Car drivers must, likewise, watch carefully for pedestrians and be certain to drive slowly on Boulder (which has a posted speed limit of 15 m.p.h.); the boulevarded entry gives ample time to slow down before turning north or south on the interior drive. Also, pedestrians, please consider using only the northern portion of the boulevarded section as a pedestrian walkway; it’s easier for cars to see pedestrians when they are leaving HC than it is when they are entering HC and also focusing on Parkway traffic.

PRESS BOX

Newsletter: Please feel free to contact Board members for full access to archives of the Board including full minutes, attachments, and other documents that may come to the attention of the Board. This newsletter is to be treated as private correspondence, for residents of Huron Chase only. There is a Huron Chase e-mail database; please send an e-mail note to sarhaus@umich.edu if you wish to be added to that database.

Archives: http://www-personal.umich.edu/~sarhaus/hc/

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NEIGHBORHOOD WATCH NETWORK Trained and background-checked block captains.
Regional Assignment Pattern:
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Ricky Agranoff, 1942 Boulder. MmeRice@aol.com 971-7364 -- Assignment: 1921-1948 Boulder, west side of Boulder.
Al Zamberlan, 1925 Boulder. azamberlan@comcast.net 973-1386 – Assignment: 1921-1948 Boulder, east side of Boulder.
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