

**Kemp Mill Civic Association**

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February 1, 2011

Almost needless to say, we were extremely disappointed with Pepco during this past storm. It is discouraging that a year of intense focus on Pepco's operations did not improve its functioning at all.

Virtually the entire Kemp Mill neighborhood lost power on Wednesday night, along with much of Montgomery County. Despite its claims of improvements in customer service, Pepco failed to follow its own procedures:

- 1) The Website was down for most of the day on Friday when a significant fraction of the neighborhood was still without power.
- 2) Phone calls were useful only for reporting outages, which Pepco knew about already. And the phone system was not working for at least a portion of Thursday night. Pepco provided no estimated restoration times, and no information about the status of crew assignment, even when that information might have been available on the Website, if it had been working.
- 3) Pepco did not provide return calls, despite promises to 'call you back when power is restored.' I'm still waiting for my call, as are my friends.
- 4) If downed lines are its first priority, as the Website states, why did downed lines close Lambertton Drive and other streets in Kemp Mill remain blocked for many, many hours, with no crews in sight? Caution tape is not an acceptable response to downed power lines, especially in areas with no streetlights (no power = no streetlights) and many pedestrians. If the problem was communication/coordination with the agencies charged with clearing the streets to give crews

access, that is another instance where Pepco failed to make needed plans.

It is evident that Pepco cannot do even the modest things it promised in terms of communication and emergency response. Over the past year, despite a miserable record of unreliability, Pepco's stock value continues to rise, its earnings are strong and its Chairman's compensation is in the seven figure range. Obviously, the actions the County Council and State legislature have taken to date have not had any impact. We urge you to explore more meaningful

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ways of altering Pepco's procedures.

We urge you to consider giving Pepco financial incentives for reliable service delivery and financial penalties for poor performance. Unless its inaction and poor planning have stronger impact on its bottom line, all the commissions and hearings in the world will not alter Pepco's performance, as it has sadly demonstrated. Alternatively, we request that the State or County explore the possibility of granting the operation of the power lines to a utility company willing to take the necessary steps to improve power reliability and customer relations.

On behalf of the entire Kemp Mill Civic Association, I look forward to meaningful changes that will ensure that our utility delivers electricity more reliably and communicates more effectively when the inevitable outages happen.

Rebekah Rasooly

President, KMCA