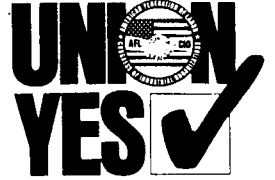




Exhibit C

CURTIS V. GATES, BUSINESS MANAGER

601 N. Larch • Lansing, MI 48912 • Phone (517) 482-3131 • Fax (517) 482-9562



9-21-03

IBEW LU 352

Commissioners
Lansing Board of Water & Light
Lansing Michigan

Dear Commissioners:

Last year when we came to an agreement on using the Customer Choice program in the City of Lansing, your group indicated interest in expanding the inspecting by LBWL to include the CSO project.

IBEW LU 352 would like to give you a short presentation as to why expanding the inspection would benefit both LBWL customers and save LBWL expenditures now and in the future.

We will give a presentation describing problems that have been brought to our attention, including the following:

- ❖ Main repairs where a contractor damaged LBWL water main and attempted to repair using a band repair instead of replacing the length of main,
- ❖ Customer plumbing that was plugged completely by sand and grit.
- ❖ Examples of contractors entering customer houses to take apart LBWL water meters.
- ❖ A customer who was left hooked to an abandoned water main and was without water for two weeks.
- ❖ Water outages without proper notification

Part of our presentation will include a current inspector who will describe what is seen in the field on a day-to-day basis.



9-21-03

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CSO

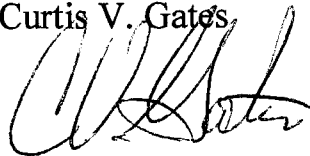
It's frustrating for LBWL employees to be called out on repair work that is caused by CSO contractors. The contractors have very little compassion for our customers. The contractor tells the customers that problems such as sand and grit are LBWL related problems and not caused them. We are happy to make the repairs but the LBWL is being blamed routinely.

IBEW LU 352 has concerns that the contractor or city is not compensating the LBWL for the times that LBWL employees are called out to make repairs. Many of the repairs are completed on overtime hours. These repairs cost the Water Utility a lot of money. Money we think the contractor should be responsible for. We believe that a mechanism has been established to recover money for repairs that LBWL employees must make. We cannot verify that any payments are actually taking place.

We feel that it is in the best interest of the LBWL and its customers that LBWL inspectors inspect work being done on LBWL water mains. The inspectors could be paid for through the CSO contracts, which would cover them through the construction season, and the cross contamination program, mandated through the DEQ, state of Michigan, would pay, again through the owner, for the rest of the inspector's time.

Please consider expanding the inspector program to assure quality service to LBWL customers.

Curtis V. Gates

A handwritten signature in black ink, appearing to read 'Curtis V. Gates', written over the printed name.

Business Manager