Notice
Gourley Township
Menominee County Michigan

In April 2025, a snow storm knocked out power to the township, including the high-speed fiber optic panel, for several days. The fiber optic panel has backup batteries, but the power outage was longer than the battery ratings and, because cell phone service may not available to residents during extended power outages, some Gourley Township residents were without 911 capability for several hours until Michigan Broadband could come out and hook up a temporary generator.

Gourley Township elected officials contacted the Michigan Public Service Commission (MPSC) and lodged a complaint. The complaint stated that there is a potential design flaw in the conversion from copper phone lines to voice over IP using the fiber optic lines. Michigan Broadband responded to the complaint with a temporary solution as well as a permanent solution as follows:

Temporary Solution: Residents of Gourley Township have the option to call the Michigan Broadband office in Carney [(906) 639-5000] and request to go back to the copper telephone lines.

- First, check to see if your old copper telephone line is still hooked up by taking your analog telephone and plugging it into the old phone cord coming out of the wall. (An analog telephone does not require external electrical power to function. It draws its power from the copper telephone line coming into your house.) If you hear a dial tone, try to make a phone call and see if it goes through.
- Alternately, call Michigan Broadband at (906) 639-5000 and ask if your old copper telephone line is still in service. If not, you may request that your old copper phone line be re-installed.
- Once confirmed that the old copper telephone line is installed, you may use it to make calls including contacting 911 in an emergency when no other method of dialing 911 is available. Connect your analog telephone into the old phone cord coming out of the wall, verify a dial tone, and then make the call to 911.

Permanent Solution: Michigan Broadband will install a redundant power supply loop from the local panel located on County Road 551 back to the main Carney office. If a power outage occurs in Gourley Township, the generator located at the Carney office will turn on to keep services available.

The Gourley Township Board and Fire Chief strongly urge you to take steps to protect your family from long power outages in the area that hinder your ability to contact 911 for assistance by implementing the Temporary Solution outlined above.