



Cambridge Electric Light Company
2421 Cranberry Highway
Wareham, Massachusetts 02571
Telephone (617) 291-0950

December 11, 1984

Mr. Robert W. Healy
City Manager
City of Cambridge
Cambridge, MA 02139

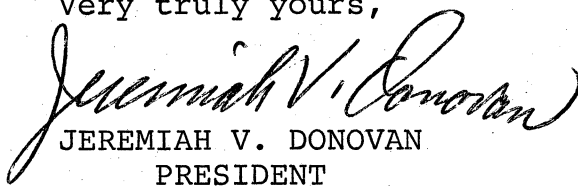
Dear Mr. Healy:

This is in reply to your letter of November 28, 1984, and the accompanying Emergency Service Order from the Cambridge City Council.

Our procedures provide all of our customers with emergency service twenty-four hours per day, seven days a week. We have a full-time trouble person continuously on duty to respond to any emergency restoration of service call. Should the problem require it, both overhead and underground crews are available on a call basis and can quickly be at the location of the emergency. Any trouble call received on our 1-800-642-7070 number, reflecting a service interruption, is immediately dispatched to our trouble person in the field.

We recognize our responsibility to our customers to provide restoration of electric service promptly and efficiently. We feel our present system accomplishes that.

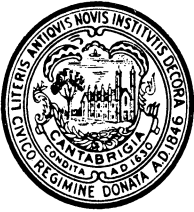
Very truly yours,


JEREMIAH V. DONOVAN
PRESIDENT

JVD:nlf

1-800-642-7070

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DEC 13 9 26 AM '84
OFFICE OF THE
CITY MANAGER



CITY OF CAMBRIDGE

CAMBRIDGE, MASSACHUSETTS 02139
Tel. 498-9011

EXECUTIVE DEPARTMENT
ROBERT W. HEALY
City Manager

December 17, 1984

To the Honorable, the City Council:

With respect to City Council Order No. 12 of October 29, 1984, enclosed please find copy of a communication from Jeremiah V. Donovan, President of ComElectric, relative to emergency service twenty-four hours per day, seven days per week.

Very truly yours,

Robert W. Healy
City Manager

RWH/mbf
Enc.

S- 795

Re: enclosed comm. from ComElectric regarding emergency service for consumers.

In City Council,

December 17, 1984

12/17/84

Placed
on
File