

5. When a large-scale outage occurs, the Emergency Communications Center has not been able to get prompt and accurate information on the timing of trouble crew response and, subsequently, the timing of power restoration. The City expressed its requirement that it get prompt and up-to-the-minute information on these matters to the duty Supervisor at the ECC.

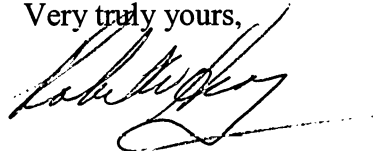
NSTAR personnel at the meeting included representatives of the Corporate office, the Westwood-based Customer Call Center, the Boston-based Control Center, and both the Aboveground and Underground Response organizations serving the City.

Only two issues were partially resolved in the meeting:

- A. NSTAR provided the City with a police-fire only direct access number to the NSTAR Control Center in Boston. The purpose of this number is to allow the ECC to directly contact NSTAR power control to report the imminent danger of persons including Cambridge public safety responders. It is unclear if this number can be used to get key response and power restoration information during a large-scale outage. Further conversations are underway to make sure we get the access that is required by the City.
- B. NSTAR said it will report outages to the ECC and they were provided primary and alternate numbers to insure prompt reporting. The ECC will continue to inform NSTAR's Call Center (on special Police-Fire Only lines) of outages reported to the ECC by residents.
- C. NSTAR said that it is developing an addition to its computerized incident tracking system used by both the Call Center and the Control Center. The update would allow Control Center dispatchers to annotate an incident with information to let Customer Call Center operators see the status of response and service restoration.

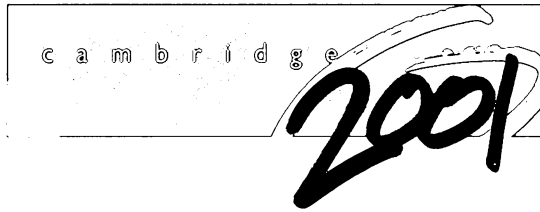
The City and NSTAR are continuing to work together to resolve other, outstanding issues.

Very truly yours,



Robert W. Healy
City Manager

RWH/mec



12.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

November 5, 2001

To The Honorable, The City Council:

In response to Awaiting Report Item Numbers 01-231 and 01-232, regarding the summer blackouts, please be advised of the following:

Last Tuesday, various city officials met with representatives of NSTAR to resolve a set of issues surrounding the handling of power outages in the City. Representing the City were the Fire Chief, the City Electrician, the Inspectional Services Department, and the Emergency Communications Director.

The City's complaints were in five major areas:

1. The response time to shut off power at a major incident in the City is too long. For example, at the recent flood of the Water Treatment Plant on, responding Cambridge Fire companies had to disconnect major power circuits in the facility to prevent an explosion; NSTAR crews took over an hour to arrive. This slow response to a major event is unacceptable.
2. The NSTAR Electric response crew (2 persons based in Somerville during the daytime and 1 person based in Somerville at all other times) sent into Cambridge to troubleshoot and restore power is no longer dedicated to Cambridge and thus can be tied up far away when an emergency response is needed into Cambridge. The City finds this unacceptable, especially given the size and complexity of the Cambridge electric power distribution system.
3. The NSTAR Electric response crew is not often staffed by trained personnel experienced in Cambridge's complex electric power distribution system. Sending persons unfamiliar with the Cambridge system into the city on an emergency response is not acceptable to the City.
4. When an outage occurs in the city and is reported to NSTAR, the Emergency Communications Center has not been informed of this outage. The ECC needs to be called immediately when the first report of an outage reaches NSTAR.



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Consent Agenda #12

Awaiting Report Item
Numbers 01-231 and 01-
232, regarding the summer
blackouts.

In City Council November 5, 2001

Charter Right exercised
by Councillor Decker
In City Council
November 19, 2001

Awaiting Report 01-231
Report Accepted and
Placed on File.

Awaiting Report 01-232
Referred to City Manager
on motion of
Councillor Decker.