



# City of Cambridge

49.

IN CITY COUNCIL

January 13, 1997

MAYOR RUSSELL  
COUNCILLOR SULLIVAN  
VICE MAYOR BORN  
COUNCILLOR DAVIS  
COUNCILLOR DUEHAY  
COUNCILLOR GALLUCCIO  
COUNCILLOR REEVES  
COUNCILLOR TOOMEY  
COUNCILLOR TRIANTAFILLOU

ORDERED: That the attached communication from the United Steelworkers of America Local 12004 regarding its policy of servicing customers for heat related and hot water heating related service problems be referred to the City Manager and to Paul Schlaver for investigation and action.

In City Council January 13, 1997

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

A handwritten signature in cursive script that reads "D. Margaret Drury".

ATTEST:-

D. Margaret Drury  
City Clerk

RECEIVED  
MAYOR'S OFFICE  
CITY OF CAMBRIDGE  
97 JAN 10 PM 1:30

49.

To: Mayor Shelia Russell

fax: (617) 349-4287

From: CHARLES SENIOR

Date: JANUARY 10, 1997

Re: COMMONWEALTH GAS COMPANY

Number of pages including this one: 3

MSK  
MS  
all

attached?  
Refer to  
City Manager  
and to Paul Schlauer  
for investigation  
& actions

49

**United Steelworkers of America  
Local 12004  
AFL-CIO-CLC**

November 8, 1996

**TO:** All Cities and Towns in ComGas service territory

**FROM:** The union employees of ComGas, USWA Local 12004

We are back! The 372 union members of ComGas returned to work on September 23, 1996 after being LOCKED OUT by ComGas for 175 days. We are proud of a just and fair contract settlement for both parties but feel as though our customers and the company and its employees suffered terribly as a result of the lockout.

We are the men and women who have always been available 24-hours a day to service our customers. We did what was expected of us. We sacrificed our time and our families for those who need us, our customers. After all, customer satisfaction was our bottom line. Upon our return to work, we were very disheartened to be informed ComGas has changed its policy regarding servicing customers for heat related and hot water heating related service problems. They are no longer offering service contracts. They are no longer offering 24-hour service to customers who have no heat or no hot water, including elderly and those with sickness or small children in their homes. The "lucky" customers to receive service are those who have previously signed up for service contracts through ComGas or those who have warranty or rental equipment from ComGas. Those customers who wish to pay for service calls by our qualified service technicians are given appointments, which have been in excess of a two week wait. For example, if an elderly or sick customer with no heat or hot water chooses NOT to want to wait for us to service them, they are told to call someone else. In the past, they were guaranteed 24-hour service.

We are writing to make you aware of this change in practice. It is not because we don't want to do the work, we are being told it is strictly a 'BUSINESS DECISION' by management. Our customers have continually relied on us to service them. We are not happy with this change and neither is our customer. We urge you to contact ComGas immediately and demand answers for the citizens of your communities who have always counted on and trusted the knowledge, expertise and commitment of ComGas service technicians to service their gas equipment. We, the employees of ComGas, have always prided ourselves on servicing our customers and our communities and we trust you will feel the same way. We welcome your comments.

200 Turnpike Road, Southboro, MA 01772  
(508) 480-0437  
FAX (508) 624-6472

THIS IS A LIST OF CITIES & TOWNS COVERED BY COMMOMWEALTH GAS CO.

NO SERVICE POLICY

ASHLAND, AUBURN, BERLIN, BOLTON, BOYLSTON, BOSTON, CAMBRIDGE, DEDHAM,  
FRAMINGHAM, HOLLISTON, HYDE PARK, HOPEDALE, HOPKINGTON, HUDSON,  
LEICESTER, MARLBORO, MAYNARD, MENDON, MILFORD, MILLBURY, NATICK  
NEEDHAM, NORTHBOROUGH, NORTHBRIDGE, SHERBORN, SHREWSBURY, SOMERVILLE,  
SOUTHBORO, STERLING, STOW, SUTTON, UPTON, UXBRIDGE, WAYLAND, WEST BOYLSTON,  
WESTBOROUGH, WESTWOOD, WORCESTER

COPIES SENT TO ALL SENATORS AND REPRESENTATIVES. ALL CONGRESSIONAL  
SENATORS & REPRESENTATIVES, MAYORS AND ELDERLY COMMISSIONS.

FORMER EMPLOYEE (RETIRED)  
CHARLES SENIOR



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D. Margaret Drury  
City Clerk

CM-37

Consent ORder #49

Mayor Russell, Councillor Sullivan  
and entire membership re: Refer  
communicatin regarding policy of  
servicing customers for heat  
related and hot water heating  
related service problems.

In City Council Janaury 13, 1997

**ORDER ADOPTED**