

time employee to continue the relationship between the City of Cambridge personnel and Cambridge Electric. Customer service personnel should continue to work with the city.

Gerald Reardon, Fire Chief, stated that Cambridge has a good relationship with Cambridge Electric and Com Gas. Cambridge depends on Cambridge Electric for customer service calls. There are multiple lines and switches and the expertise of the Cambridge Electric personnel is essential. Inside work, he said, is done by Com Gas and Cambridge Electric and has been done on a regular basis.

Councillor Sullivan inquired about the response time in other communities. Mr. Nicoloro stated that he waited two days for fuses to be installed at his home. He further stated that Somerville, Burlington and Chelsea Fire Chiefs have all had problems with the service of Boston Edison. Councillor Sullivan informed the committee of a situation where medical equipment was needed and the person needing the equipment was not put on the medical alert list causing great hardship.

Chief Reardon stated that underground fires are a safety issue for fire department personnel. Underground wires, he said, requires a line person. The Fire Department has provided medical attention to Cambridge Electric workers.

Councillor Davis stated that she is not thrilled about the street lighting. Street lighting is a matter of public safety and there is no attention being paid to the street lighting. She further stated that there is no responsibility by the Cambridge Electric personnel to find out which street lights are not functioning. She asked who is responsible for this issue. Mr. Steve Sullivan, representing NSTAR, responded that from midnight to eight A.M. the troubleman is supposed to patrol the area. Councillor Davis stated that street lights are not reported when they are not working. This only occurs after a neighborhood is re-lamped. Mr. Sullivan gave the phone number of 1-800-ST-LITES to report issues on lighting. Councillor Davis asked who is responsible for the street lights. Mr. Sullivan responded that it is the troubleman.

Mayor Galluccio stated that he thought this issue was resolved. He distributed a prepared statement outlining his position and it is attached as **ATTACHMENT B**. He further requested that:

1. A fully employed service office be kept in the city; and
2. A separate rate structure be maintained; the current rate structure be kept in place.

A discussion ensued regarding the rate freeze imposed by the Department of Telecommunications and Energy (DTE) which would remain in effect until 2003. Councillor Sullivan stated that the equipment needs to be maintained so that the rates will be kept reasonable and will not be used as a means of getting an increase in the rate of electricity.

Vice Mayor Maher expressed his concern that the citizens and businesses in Cambridge be taken care of as they have been in the past.

A representative of Harvard University stated that Boston Edison customer service, in general, is shadowed by Cambridge. He told his experience of a building that needed power. A job and ticket number was given to the building. The troubleman responded to the call three hours late. The supervisors at Boston did not respond to his calls. Cambridge, he said, has good luck with the troubleman. They communicate and provide good service.

Mr. Sullivan, NSTAR, stated that by combining the workforce Cambridge's coverage will increase. The rates are frozen and are not an issue, he said. Councillor Sullivan responded that bigger is better is not good if the workforce is the same with more area and more land to cover. He further stated that Boston Edison is not responding in an efficient time period from Boston and he asked where is the penalty for this issue. The shift ends at 3:30 p.m. and there is no way to get through the City of Cambridge. Mr. Sullivan stated that there are times that there are shift changes, but the trucks are still working.

Mr. Fernandes stated that the city will receive less manpower. Councillor Sullivan stated that NSTAR personnel is not aware that this will occur.

At 6:25 p.m. Councillor Sullivan opened the meeting to the public.

John Reilly, 3 Ashwood Road, Acton, Vice President of Local 392, stated his support of the workers.

James Williamson, 17 Perry Street, asked who owns the building on Blackstone Street. Councillor Sullivan stated that the service center provides steam power to Harvard University. Steam is provided to Harvard University and Genzyme by the plant on Blackstone Street.

Councillor Sullivan thanked all who attended this meeting. He stated that an additional meeting will be scheduled on this matter.

The meeting adjourned at 6:30 p.m.

For the Committee,

Michael

Councillor Michael A. Sullivan
Chair

msa

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CITY OF CAMBRIDGE
INTEROFFICE CORRESPONDENCE

To: Robert R. Bersani
Commissioner

[Handwritten signature] 4/25/00

Date: April 25, 2000

From: Michael J. Nicoloro, Jr.
Assistant Commissioner

Subject: Cambridge Electric

Re: Moving of Personnel

Below please find some concerns regarding the move of Cambridge Electric out of the City.

- 1) Where will the meter division go and who will be our contact person? Who will we discuss engineering and customer problems with?
- 2) On emergency situations such as snow, rain, wind etc., where will our station be? Now we report to Blackstone Street and the city Electrician to PWD and we coordinate down lines with trees etc. This procedure worked very well in taking care of emergency problems.
- 3) Trouble man working with our department and Cambridge Fire Department
 - A) Will Cambridge have its own or will he come from other areas.
 - B) Response time.
- 4) If no Rapid response, the Fire Department will call our department more often and in emergency situations more calls for the Public and when buildings are shut down by Fire Department due to storm conditions.

I think a meeting with N/star and Cambridge is due with the following personnel, Mr. Paul Heanue, Superintendent of Cambridge Electric, City Manager, Fire Department, City Electrician and myself.
- 5)
 - A) Respond time on no power calls.
 - C) Respond to turn on of meters.
 - D) Fire calls and general services to the public.
 - E) Service time on general maintenance.
- 6) Due to the age of cable and load in Cambridge also all the construction going on is another reason to have personnel stationed here.

**STATEMENT BY
MAYOR ANTHONY D. GALLUCCIO**

Before the
Cambridge City Council
Finance Committee and Public Safety Committee
Joint Public Meeting on Disbanding of Cambridge Electric Company and Closing of the
Cambridge Service Center

August 16, 2000

First I would like to thank Councillor Sullivan who serves as Chair for both the Finance and Public Safety Committee for calling this joint meeting and beginning discussion on this important issue. While I understand the utility world is changing, I have consistently been assured that these changes will not affect service or safety and that these changes will result in lower costs to consumers. The proposed actions by NSTAR, which would close the Cambridge Service Center and eliminate Cambridge Electric as a separate entity, would seem to reduce both service and safety and increase costs to Cambridge electric customers.

Electric customers in Cambridge are currently provided a high level of service from a locally based service center and my goal and hopefully NSTAR's goal is to maintain these high levels of service in Cambridge. I am requesting that NSTAR maintain a fully staffed service center in Cambridge to ensure that electric customers in Cambridge receive the same or improved quality of service. I also ask that the State Department of Telecommunications and Energy (DTE) continue to monitor service quality for Cambridge separate from the rest of NSTAR's service territory.

Electric service is an important public safety issues on a number of levels. Prolonged electric outages can lead to serious public safety problems including the provision of health, police, and other services. A downed power line is a serious safety hazard until power is cut from the downed line and any delay in cutting power to that line and getting a crew to repair the damage increases the possibility of a public safety hazard.

My next major area of concern is the elimination of Cambridge Electric as the provider of electric service in Cambridge. Cambridge Electric currently charges rates lower than those charged by Boston Edison. Eliminating a separate rate structure for Cambridge Electric and imposing Boston Edison's rate structure will result in higher rates from all Cambridge customers. This action, which I understand will not occur until 2003, will have a major impact on all of our businesses and residents but will have a particularly hard impact on our elderly and low-income residents and our small businesses.

I am interested in knowing what plans NSTAR has to address these issues. Will quality be maintained at existing levels? Where will crews serving Cambridge be dispatched from ~~once~~ ^{if} the Cambridge Service Center is closed? Will the people being dispatched be familiar with Cambridge and able to navigate our one way streets to quickly and efficiently reach a location to address a service and safety problem? Will Cambridge customers continue to receive the same rates, which are lower than those charged by Boston Edison, that they currently receive? Until these questions are answered I am very uncomfortable with the actions proposed by NSTAR.

NSTAR acquired Cambridge Electric largely as a result of the change in State law that restructured electric utility industry. These changes were supposed to reduce costs without affecting service or safety. Based on what we know of NSTAR's proposed actions in Cambridge, it appears that neither promise will be fulfilled and I am here to go on record opposing any changes that will reduce service, affect public safety, or increase rates to a single Cambridge electric customer.

City of Cambridge

FINANCE COMMITTEE MEMBERS

Councillor Michael A. Sullivan, Chair
Councillor Kathleen L. Born
Councillor Jim Braude
Councilor Henrietta Davis
Councillor Marjorie C. Decker
Mayor Anthony D. Galluccio
Vice Mayor David P. Maher
Councillor Kenneth E. Reeves
Councillor Timothy J. Toomey, Jr.

PUBLIC SAFETY MEMBERS

Councillor Michael A. Sullivan, Chair
Councillor Henrietta Davis
Councillor Marjorie Decker

In City Council September 11, 2000

The Finance and Public Safety Committees conducted a joint public meeting on Wednesday, August 16, 2000 at 5:40 p. m. in the Sullivan Chamber.

The purpose of the meeting was to discuss the disbanding of Cambridge Electric Company due to the merger with Boston Edison and the closing of the Cambridge Service Center pursuant to City Council Order Number Four adopted by the City Council on April 24, 2000.

Present at the meeting were: Councillor Sullivan, Chair of the Finance and Public Safety Committees, Vice Mayor Maher, Councillor Davis, Mayor Galluccio, Mike Nicoloro, Assistant Inspectional Services Commissioner, George Fernandes, City Electrician, Gerald Reardon, Fire Chief and Donna P. Lopez, Deputy City Clerk.

Councillor Sullivan stated that the meeting was scheduled due to the potential of changing the good service relationship with Cambridge as a result of the merger of Cambridge Electric Company with Boston Edison and the possibility of an increase in electric rates. The new merged company is named NSTAR. Councillor Sullivan stated that the meeting will hear testimony from the city departments, the relationship and track record of the electric company and from the electric company.

Michael Nicoloro, Assistant Inspectional Services Commissioner, who distributed written material outlining the concerns of Cambridge Electric moving out of the city. **(ATTACHMENT A)** He stated that the troubleman assisted the city around the clock, was always available and went out of their way to assist Cambridge. He further stated that the response time, fire calls and general service to the public is important. With all the construction going on in the city, he said, Cambridge Electric personnel should stay in the city because they are people who know the electrical systems. Removing this personnel from the city will be a disservice, he said.

George Fernandes, City Electrician, stated that twenty-four hour coverage is essential during emergency situations. He stated that there needs to be a full

Committee Report #3

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A report from Councillor Sullivan,
Chair of the Finance Committee
relative to a meeting held on August
16, 2000 for the purpose of
discussing the disbanding of Cambridge
Electric Company due to the merger
with Boston Edison and the closing
of the Cambridge Senior Center.

In City Council September 11, 2000

Report Accepted
Placed on file