



City of Cambridge

17.

IN CITY COUNCIL

April 3, 1995

COUNCILLOR TOOMEY
COUNCILLOR DUEHAY
COUNCILLOR GALLUCCIO
VICE MAYOR RUSSELL
COUNCILLOR SULLIVAN
COUNCILLOR TRIANTAFILLOU

ORDERED: That the City Manager be and hereby is requested to confer with appropriate officials of ComElectric with the view in mind of improving its notification process to tenants when the company is engaged in a planned outage strategy.

In City Council April 3, 1995

Adopted by the affirmative vote of eight members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:- *D. Margaret Drury*

D. Margaret Drury
City Clerk

April 3, 1995

Councillor Toomey

ORDERED: That the City Manager be and hereby is requested to confer with appropriate officials of ConElectric with the view in mind of improving its notification process to tenants when the company is engaged in a planned outage strategy.

TST
106 Willow Street Apt. 4
Cambridge, MA 02141
17 March, 1995

Customer Service
ComElectric
157 Cordaville Road
Southborough, MA 01772-1897

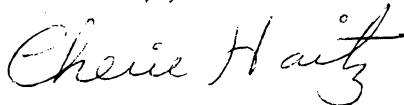
Dear Sir or Madam,

I am writing to call your attention to a situation where only some of your customers were notified of planned outage. Recently I had to be at work early and up at 5 am and there was no electricity. I called the emergency number and was told that since I lived in an apartment, the management company had been notified of this event, and it was their responsibility to notify the customers. First I hope ComElectric has the name of our current management since the name in our hall gives "Stu-Lynn Management. It is actually Waverly Management.

Further, I do not pay my electric or gas bill to the management company, I am your customer and deserve notice just as any business or private residence.

I am asking the Cambridge City Council to look into passing a law which would require notification to all tenants since we are on our own in this situation. Most of my refrigerator defrosted, and if I had had notice I could have made sure to have it empty that night. I realize that you may be trying to fix the electric since we have had a number of "unplanned" power outages, but all customers should be notified individually just as we all receive our bills.

Sincerely,



Cherie Hartz

cc: Waverly Management
Cambridge City Council ✓



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Dehay, Galluccio, Russell
Sullivan, Triantafyllou

Consent Order #17

CM-124

Councillor Toomey re: Confer with ComElectric
for improving its notification process
to tenants when the company engages
in a planned outage strategy.

In City Council April 3, 1995

Order adopted

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