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City of Cambridge

HEALTH AND ENVIRONMENT

*Vice Mayor Henrietta Davis, Chair
Councillor Anthony D. Galluccio
Councillor Brian Murphy*

In City Council January 6, 2003

The Health and Environment Committee held a public meeting on December 13, 2002 at ten o'clock and ten minutes A.M. in the Sullivan Chamber.

The purpose of the meeting was a follow-up with NSTAR to discuss the report on the exact and projected amount expended on maintenance by NSTAR for the last three years, to report on the outages in the Mount Auburn/Strawberry Hill/Cambridge Highlands area of the city and any energy saving measures NSTAR can offer Cambridge residents and businesses.

Present at the hearing were Vice Mayor Henrietta Davis, Chair of the Committee, Councillor Brian Murphy, Susanne Rasmussen, Director of Environment, Community Development Department, John Bolduc, Environmental Planner, Community Development Department, George Fernandes, City Electrician, William Zamparelli, Community Relation, NSTAR, Nelson Medeiros, Program Manager of New Construction Energy Efficiency Services, NSTAR, Richard Moran, Residential Program Manager, Energy Efficiency Services, NSTAR and Donna P. Lopez, Deputy City Clerk.

Vice Mayor Davis opened the meeting and requested Mr. Zamparelli to discuss the outages.

Mr. Zamparelli gave an overview. In 1999-2000 the companies merged. Cambridge Electric is being integrated into the NSTAR database. NSTAR, he said, operates by circuits versus sections of the city. He distributed Circuit Incident Detail Reports for the periods:

January 1, 2000 – December 31, 2000;
January 1, 2001 – December 31, 2001; and
January 1, 2002 – November 30, 2002.

Vice Mayor Davis commented on the reports containing all outages.

Mr. Bolduc asked if there was a map of the circuits. Mr. Zamparelli responded that he does not have a map of the circuits. He will try to streamline the reports after the holidays. The reports are a history of restoration. Sometimes customer service is restored in groups. Individual household outages are triggered by phone calls and are not reflected on the reports. The reports do reflect unscheduled or unplanned outages. The M3i Report (**ATTACHMENT A**) is when a call is received and a dispatcher dispatches a

representative. Ms. Rasmussen asked why the 2002 report does not contain all the incidents. Mr. Zamparelli responded that it is difficult to obtain this information from the database. If it is not a circuit problem it will not appear on the detail report. The M3i Report only records the first caller, the person who reported the outage. He has tried to get a report on the planned outages, but has been unsuccessful. When asked what the term "referred to division" meant, Mr. Zamparelli responded that it means work that needs to be scheduled because of deficiency.

Mr. Fernandes informed the committee that there are two different crews that respond to overhead and underground outages.

Vice Mayor Davis wanted an update on Strawberry Hill. Mr. Fernandes stated that Strawberry Hill outages were due to failures and planned outages. Mr. Zamparelli informed the committee that customers are notified of planned outages. Vice Mayor Davis made the following motion:

ORDERED: That the City Manager be and hereby is requested to consult with officials of NSTAR to refine their notification to customers to give better expectation of outages and the time and duration of the outages.

The motion carried on a voice vote.

Mr. Zamparelli agreed that communication could be improved. Mr. Fernandes stated that he received notification of the outages in Strawberry Hill. Customers do not read the notice carefully. Vice Mayor Davis asked who can the public call for information. Mr. Zamparelli gave the telephone number 800-592-2000. Mr. Fernandes stated that some scheduled outages need to be cancelled so as to not interfere with the operation of business.

Vice Mayor Davis stated that the issue of outages would be continued to the next committee meeting that was scheduled for January 31, 2003, specifically the refining of the report.

Mr. Zamparelli stated that the Cambridge Electric Light System is being integrated into the NSTAR System. Outages by streets are being integrated. He informed the committee that he would try to limit the report to the circuits in the Mt. Auburn/Strawberry Hill/ Cambridge Highlands area. Mr. Fernandes stated that he would like a report on the faults in this area. Mr. Zamparelli stated that he would provide Mr. Fernandes with this report.

Vice Mayor Davis continued this topic to the January 31, 2003 committee meeting.

Vice Mayor Davis now focused on energy savings for Cambridge residents and businesses.

Mr. Zamparelli stated that NSTAR's on-line service explains the various programs offered by NSTAR and also lists the contacts. Vice Mayor Davis thanked NSTAR for its program "Change the Light, Change the World Program". Mr. Zamparelli stated that during October-December, NSTAR promoted the energy star bulb in three targeted communities: Cambridge, Worcester and New Bedford. Ms. Rasmussen asked if Cambridge could become a VIP customer so that Cambridge would be notified directly of these programs.

The committee heard from Mr. Moran who distributed information on the residential efficiency program. The residential conservation service program conducts home audits. Customers may qualify for attic and wall insulation. Refrigeration assessments are also done. The program applies to renters who pay their own utility bill.

Vice Mayor Davis asked the number of high use customers. Mr. Moran responded that there are 44,000 households of which 10% are high users.

Mr. Medeiros stated that there should be language in NSTAR's brochure about compact fluorescent lights. These lights do not work on dimmers, stated Mr. Zamparelli. Mr. Moran informed the committee that a more comprehensive brochure would be out in the spring. Mr. Fernandes suggested that a telephone number be included in the new brochures so that customers can get the information. Ms. Rasmussen stated that when consumers have problems with products they tend to not use the product.

Mr. Moran informed the committee that CambridgePark Place is an Energy Star Program. Vice Mayor Davis suggested case studies of all the programs so that the information could be publicized. Mr. Moran stated that he would provide this information.

Mr. Moran distributed information about gas customers. Gas Networks, he said, provides training to plumbers and electricians.

Mr. Bolduc stated that if more publicity were done more money would need to be allocated to the program. Mr. Medeiros responded that the company provides the funds; Cambridge is its own company. The Commercial Programs, he said, will change after January 2003. The new construction program's name will also change.

A discussion ensued about small business programs. Councillor Murphy suggested web site links. Mr. Medeiros stated that there would be a municipal program for city buildings and schools.

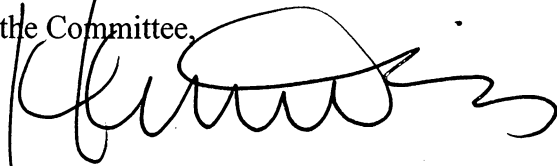
Vice Mayor Davis requested that compact fluorescent lights be installed in the Sullivan Chamber. Mr. Fernandes stated that he would check on this matter.

The issue of the expenditure on maintenance by NSTAR was continued to the meeting of January 31, 2003.

Vice Mayor Davis thanked those present for their attendance.

The meeting was adjourned at eleven o'clock and twenty-two minutes A.M.

For the Committee,

A handwritten signature in black ink, appearing to be 'Henrietta Davis', written over a horizontal line.

Vice Mayor Henrietta Davis, Chair

ATTACHMENT A

Date: 12/10/02

Cambridge Outage calls in M3i 2002 YTD

First Call	Address	# of Cust	Duration	Cause Desc	Repair Desc
2/1/02 11:40PM	2409,MASS, AVE	0	00 hrs 43 mins	WEATHER\SNOW OR ICE (CONDUCTOR S	OH\FUSE DISCONNECTREPAIRED TEMP - REFERED TO DIV
2/2/02 01:38AM	51 CHURCHILL AVE 2	9	01 hrs 56 mins	WEATHER\SNOW OR ICE (CONDUCTOR S	ST\CIRCUIT BREAKERREPAIRED TEMP - REFERED TO DIV
2/3/02 01:59AM	61 BISHOP-RIC DR 6	86	08 hrs 06 mins	OTHER\PERMIT\TBD	ST\CIRCUIT BREAKERREFERED TO DIV
2/12/02 10:37AM	20 SACRAMENTO ST	0	09 hrs 28 mins	SUPPLY\DSS OR TRANSMISSION LINE\ST	ST\CIRCUIT BREAKERREFERED TO DIV
2/21/02 12:50AM	256 BROOKLINE ST S3	6	02 hrs 49 mins	EQUIPMENT\FAILURE TBD\EP	UG\OTHERIREPAIRED TEMP - REFERED TO DIV
2/21/02 04:44AM	17 PETERS ST 3	12	00 hrs 13 mins	OTHER\PERMIT\TBD	OH\OTHERIREPLACED
3/9/02 05:53PM	70 RINDGE AVE SCHOOL	0	02 hrs 30 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\OTHERIREPLACED
3/12/02 04:24PM	9 SHERIDAN ST 1	13	03 hrs 02 mins	SUPPLY\DSS OR TRANSMISSION LINE\ST	UG\CABLE\SECTION(S) REPLACED
3/22/02 04:27PM	107 ANTRIM ST 1	19	01 hrs 43 mins	TREES\TREE LIMB\OH	OH\TREE LIMBIREMOVED NO WIRE DAMAGE
3/30/02 02:58AM	201 VASSAR ST	2	02 hrs 33 mins	OTHER\PERMIT\TBD	OH\OTHERIRECONNECTED PERM
4/3/02 01:11AM	318 PROSPECT ST 1R	16	05 hrs 32 mins	OTHER\PERMIT\TBD	OH\OTHERIREFERED TO DIV
4/3/02 06:26PM	121 HOLWORTHY ST F2	9	02 hrs 12 mins	WEATHER\STORM IN PROGRESS\OH	OH\SERVICE CABLEIRECONNECTED PERM
4/4/02 05:33PM	271 HURON AVE S1	27	03 hrs 27 mins	EQUIPMENT\FAILURE TBD\EP	UG\CABLE\DAMAGED REFERED TO DIV
4/10/02 02:26AM	78 STANDISH ST # 1	19	01 hrs 24 mins	OTHER\PERMIT\TBD	OH\OTHERIREPAIRED TEMP - REFERED TO DIV
4/14/02 04:52AM	5 CAMBRIDGE PKY	0	07 hrs 28 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\OTHERIREFERED TO DIV
4/17/02 05:47PM	24 LINNAEAN ST	38	00 hrs 05 mins	EQUIPMENT\FAILURE TBD\EP	OH\OTHERIREFERED TO DIV
4/17/02 08:43PM	41 LINNAEAN ST 44	24	00 hrs 11 mins	EQUIPMENT\FAILURE TBD\EP	UG\SWITCHIREFERED TO DIV
4/17/02 10:15PM	1 BERKELEY ST	10	01 hrs 22 mins	OTHER\PERMIT\TBD	OH\OTHER\PIECE OUT INSTALLED PERM
4/21/02 02:37AM	808 MEMORIAL DR 510B	32	02 hrs 25 mins	EQUIPMENT\FAILURE TBD\EP	ST\CIRCUIT BREAKERREFERED TO DIV
4/28/02 11:49AM	21 CHAUNCY ST 1B	27	00 hrs 51 mins	NO TROUBLE FOUND\CAUSE NOT DETWT	OH\OTHERIREPLACED
5/2/02 04:11PM	52 GARDEN ST	2	02 hrs 37 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\FUSE BROKENREFUSED
5/2/02 02:16PM	145 MARKET ST	2	04 hrs 31 mins	OTHER\REQUEST OF CUSTOMER\TBD	
5/4/02 12:55PM	339 WALDEN ST S1	8	01 hrs 37 mins	TREES\TREE LIMB\OH	OH\WIRE\SECTION(S) RERAN
5/10/02 09:55PM	6 CHANNING ST	8	00 hrs 10 mins	NO TROUBLE FOUND\CAUSE NOT DETWT	ST\CIRCUIT BREAKERREFERED TO DIV
5/11/02 12:11AM	35 WARREN ST 1	13	01 hrs 07 mins	OTHER\PERMIT\TBD	ST\CIRCUIT BREAKERREFERED TO DIV
5/12/02 10:22PM	279 HARVARD ST 41	37	01 hrs 07 mins	OTHER\HEAVY LOAD-TEMPORARY OVERL	ST\OTHER STA. EQUIP.REFERED TO DIV
5/14/02 07:20PM	196 LARCH RD 2	12	00 hrs 47 mins	WEATHER\LIGHTNING\OH	OH\LA\CLEARED - REFERED TO DIV
5/18/02 08:43PM	15 BROOKFORD ST FL1	12	04 hrs 14 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\JOINTREMAKE
5/25/02 03:58PM	216 LAKE-VIEW AVE F2	21	07 hrs 31 mins	OTHER\EMERGENCY\TBD	UG\CABLE\CUT AND CAP - REFERED TO DIV
6/1/02 01:11AM	44 PEARL ST	19	03 hrs 01 mins	OTHER\PERMIT\TBD	UG\OTHERIREPLACED
6/2/02 12:54PM	88 SPARKS ST	4	01 hrs 10 mins	TREES\TREE LIMB\OH	OH\TREE LIMBIREMOVED NO WIRE DAMAGE
6/6/02 12:15AM	25 CUSHING ST 2	10	01 hrs 09 mins	WEATHER\STORM IN PROGRESS\OH	OH\WIRE\SECTION(S) RERAN

Cambridge Outage calls in M3i 2002 YTD

First Call	Address	# of Cust	Duration	Cause Desc	Repair Desc
6/6/02 01:53AM	65 MAY ST	28	01 hrs 42 mins	EQUIPMENT\FAILURE TBD\EP	OH\CONNECTOR\REPLACED
6/8/02 02:22AM	1570 CAMBRIDGE ST 1	11	00 hrs 29 mins	OTHER\PERMIT\TBD	UG\OTHER\REFERED TO DIV
6/8/02 07:13PM	72 FOSTER ST # 1	16	00 hrs 55 mins	EQUIPMENT\FAILURE TBD\EP	ST\CIRCUIT BREAKER\REFERED TO DIV
6/10/02 11:26PM	1 PORTER SQ	1	00 hrs 21 mins	OTHER\EMERGENCY\TBD	UG\OTHER\REFERED TO DIV
6/10/02 11:08PM	2067 MASS AVE	18	00 hrs 59 mins	OTHER\EMERGENCY\TBD	UG\OTHER\REFERED TO DIV
6/15/02 09:37AM	1 WATERHOUSE ST H	31	12 hrs 33 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\SERVICE CABLE\RECONNECTED PERM
6/16/02 11:07AM	2 GROVE TER 2	10	04 hrs 25 mins	WIRE\BARE WIRES\EP	OH\TRANSFORMER\REPAIRED TEMP - REFERED TO DIV
6/16/02 01:25PM	200 ALEWIFE-BROOK PKY	4	03 hrs 57 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\OTHER\REFERED TO DIV
6/23/02 06:04PM	744 MASS AVE	24	00 hrs 56 mins	OTHER\REQUEST OF CUSTOMER\TBD	CUSTOMER\FUSE/BREAKER\RESET / REFUSED
6/26/02 02:20PM	101 WESTERN AVE APT 46	21	02 hrs 29 mins	STATION\STATION TROUBLE\STA	UG\OTHER\REFERED TO DIV
6/26/02 06:15PM	148 SIDNEY ST	1	01 hrs 31 mins	EQUIPMENT\FAILURE TBD\EP	UG\JOINT\DAMAGED REFERED TO DIV
6/26/02 06:18PM	GRANITE ST @BROOKLINE	2	05 hrs 38 mins	OTHER\EMERGENCY\TBD	UG\CABLE\REPAIRED TEMP - REFERED TO DIV
6/27/02 03:54PM	5 HASKELL ST 32	14	07 hrs 36 mins	EQUIPMENT\FAILURE TBD\EP	ST\OTHER STA. EQUIP.\REFERED TO DIV
6/28/02 08:04AM	CONCORD, AVE	0	15 hrs 00 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\OTHER\REFERED TO DIV
6/28/02 06:56PM	602 HURON AVE S2	10	00 hrs 23 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
7/1/02 04:41AM	602 HURON AVE S2	10	02 hrs 07 mins	OTHER\HEAVY LOAD-TEMPORARY OVERL	UG\OTHER\REFERED TO DIV
7/2/02 09:10PM	2 ST-PAUL ST APT 2	61	08 hrs 26 mins	NO TROUBLE FOUND\CAUSE NOT DET\NT	OH\FUSE BROKEN\REFUSED
7/3/02 10:11AM	38 SAVILLE ST S2	47	03 hrs 22 mins	CABLE\CABLE FAULT\EP	OH\OTHER\PIECED OUT TEMP - REFERED TO DIV
7/3/02 04:29PM	104 WALDEMAR AVE	658	03 hrs 00 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\OTHER\RECONNECTED PERM
7/2/02 01:44PM	94 ALLSTON ST APT 2	34	11 hrs 55 mins	OTHER\HEAVY LOAD-TEMPORARY OVERL	UG\OTHER\REPAIRED TEMP - REFERED TO DIV
7/4/02 12:23PM	46 SHEPARD ST 21	14	04 hrs 11 mins	NO TROUBLE FOUND\CAUSE NOT DET\NT	OH\OTHER\REFERED TO DIV
7/7/02 09:33AM	MASS AVE @ COMMON	13	05 hrs 06 mins	ANIMAL\BIRD\TBD	OH\FUSE DISCONNECT\REPLACED
7/11/02 10:53AM	22 WATER ST	0	15 hrs 44 mins	CABLE\DIG UP CONTRACTOR\CF	UG\CABLE\SECTION(S) REPLACED
7/12/02 05:39AM	21 WATER ST	0	00 hrs 47 mins	EQUIPMENT\FAILURE TBD\EP	OH\FUSE DISCE\VIDENCE OF ARCING / NO DAMAGE
7/12/02 07:27AM	4 BERKELEY ST	10	05 hrs 47 mins	ANIMAL\SQUIRREL\TBD	OH\FUSE DISCONNECT\REPLACED
7/14/02 05:05PM	873 CAMBRIDGE ST	11	01 hrs 05 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\CONNECTOR\RECONNECTED PERM
7/15/02 08:48PM	406 MEMORIAL DR	2	01 hrs 31 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\FUSE DISCONNECT\REPLACED
7/19/02 01:58AM	16 FENNO ST 3	15	01 hrs 08 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\OTHER\RECONNECTED PERM
7/22/02 01:48PM	17 LONGFELLOW RD	13	04 hrs 23 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
7/23/02 02:29AM	403 MEMORIAL DR	2	00 hrs 08 mins	OTHER\PERMIT\TBD	UG\OTHER\REPAIRED TEMP - REFERED TO DIV
7/23/02 04:36PM	16 BLAKESLEE ST S1	28	04 hrs 42 mins	TREE\TREE FALLING\OH	OH\TREE LIMB\REMOVED NO WIRE DAMAGE
7/29/02 09:14AM	108 7TH ST # 1	21	02 hrs 09 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TRANSFORMER\REPLACED

Cambridge Outage calls in M3i 2002 YTD

First Call	Address	# of Cust	Duration	Cause Desc	Repair Desc
7/30/02 06:35PM	6 BERKSHIRE PL APT 1	18	02 hrs 57 mins	OTHER\HEAVY LOAD-TEMPORARY OVERL	OH\TRANSFORMER\REPLACED
7/31/02 08:45PM	182 MAGAZINE ST 1	51	01 hrs 08 mins	OTHER\HEAVY LOAD-TEMPORARY OVERL	OH\FUSE BROKEN\REFUSED
7/31/02 10:04PM	199 WESTERN AVE	14	06 hrs 13 mins	CABLE\CABLE FAULT\EP	UG\CABLE\REPAIRED TEMP - REFERED TO DIV
8/2/02 11:17AM	22 HARDING ST S2	14	08 hrs 35 mins	PHYSICAL INTERFERENCE\CONTRACT DI	UG\CABLE\CUT AND CAP - REFERED TO DIV
8/3/02 12:19AM	26 JOHN-F-KENNEDY ST 5	0	01 hrs 01 mins	OTHER\REQUEST OF CUSTOMER\TBD	CUSTOMER\FUSE/BREAKER\RESET / REFUSED
8/3/02 02:21AM	12 HUNTING ST 3RD	13	11 hrs 17 mins	OTHER\PERMIT\TBD	UG\OTHER\REPLACED
8/3/02 08:09AM	152 ELIOT ST	0	00 hrs 33 mins	ANIMAL\SQUIRREL\TBD	OH\FUSE DISCONNECT\REPLACED
8/7/02 12:11PM	256 COLUMBIA ST 1	44	00 hrs 19 mins	OTHER\EMERGENCY\TBD	UG\OTHER\REPLACED
8/8/02 02:23PM	198 WALDEN ST 3	11	03 hrs 35 mins	EQUIPMENT\FAILURE TBD\EP	OH\TRANSFORMER\DAMAGED REFERED TO DIV
8/13/02 02:36PM	516 GREEN ST 2A	25	04 hrs 01 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TRANSFORMER\REPLACED
8/13/02 10:06PM	430 BROADWAY 2	21	04 hrs 23 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TRANSFORMER\REPAIRED TEMP - REFERED TO DIV
8/14/02 03:36AM	33 ROBERTS RD 1L	21	01 hrs 03 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TRANSFORMER\REPLACED
8/14/02 01:39PM	UPLAND , RD	0	00 hrs 48 mins	EQUIPMENT\FAILURE TBD\EP	OH\CONNECTOR\RECONNECTED PERM
8/14/02 06:21PM	MT AUBURN ST	0	10 hrs 42 mins	EQUIPMENT\FAILURE TBD\EP	UG\CABLE\CUT AND CAP - REFERED TO DIV
8/15/02 04:02PM	247 GARDEN ST 15	56	05 hrs 40 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
8/18/02 02:45PM	183 LARCH RD 1	12	01 hrs 43 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TRANSFORMER\REPAIRED TEMP - REFERED TO DIV
8/19/02 03:40AM	28 RIVER ST 3	80	09 hrs 43 mins	EQUIPMENT\FAILURE TBD\EP	ST\CIRCUIT BREAKER\REFERED TO DIV
8/20/02 09:29PM	23 ELM ST 304	10	02 hrs 14 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
8/24/02 06:40AM	18 HEMLOCK RD	3	01 hrs 51 mins	PHYSICAL INTERFERENCE\POLE STRUCK	OH\FUSE DISC\EVIDENCE OF ARCING / NO DAMAGE
8/24/02 08:32AM	2 HEMLOCK RD	3	07 hrs 42 mins	OTHER\PERMIT\TBD	OH\OTHER\REPLACED
8/29/02 12:09PM	294 CONCORD AVE	2	00 hrs 56 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\TREE LIMB\REMOVED NO WIRE DAMAGE
9/8/02 01:07PM	151 RAYMOND ST	53	03 hrs 46 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
9/10/02 06:10PM	280 WINDSOR ST PUB	12	08 hrs 52 mins	OTHER\FIRE\TBD	OH\SERVICE CABLE\REFERED TO DIV
9/10/02 04:05PM	30A AGASSIZ ST	24	11 hrs 01 mins	CABLE\CABLE FAULT\EP	ST\CIRCUIT BREAKER\REFERED TO DIV
9/10/02 07:38PM	72 EUSTIS ST 2	61	07 hrs 26 mins	OTHER\FIRE\TBD	OH\TRANSFORMER\CLEARED - REFERED TO DIV
9/10/02 09:40PM	3 ARLINGTON ST 26	49	05 hrs 27 mins	CABLE\CABLE FAULT\EP	ST\CIRCUIT BREAKER\REFERED TO DIV
9/10/02 10:31PM	6 BEECH ST F1	65	13 hrs 06 mins	CABLE\CABLE FAULT\EP	UG\CABLE\CUT AND CAP - REFERED TO DIV
9/11/02 03:53PM	4 IRVING TER	62	12 hrs 22 mins	WIRE\BARE WIRES\EP	OH\WIRE\REPAIRED PERM
9/11/02 03:24PM	17 JACKSON ST	13	10 hrs 56 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\WIRE\SECTION(S) RERAN
9/11/02 04:50PM	88 SHERMAN ST	5	11 hrs 23 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\WIRE\REPAIRED PERM
9/11/02 03:41PM	646 GREEN ST BST	18	07 hrs 46 mins	WEATHER\WIND AND SLACK TAP\OH	OH\WIRE\SECTION(S) RERAN
9/11/02 10:25PM	CARLETON ST	1	05 hrs 23 mins	NO TROUBLE FOUND\CAUSE NOT DET\NT	OH\OTHER\REFERED TO DIV

Cambridge Outage calls in M3i 2002 YTD

First Call	Address	# of Cust	Duration	Cause Desc	Repair Desc
9/11/02 08:00PM	290 MAIN ST STORE	4	06 hrs 02 mins	NO TROUBLE FOUND\CAUSE NOT DETNT	OH\OTHER\REFERED TO DIV
9/14/02 04:22AM	6 CAMBRIDGE CTR	0	16 hrs 07 mins		UG\CABLE\DAMAGED REFERED TO DIV
9/16/02 12:10PM	41 VASSAL LN 1	54	00 hrs 08 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\POLE\OK TEMP REFERED TO DIV
9/17/02 02:29PM	MASS AVE & WALDEN	16	05 hrs 25 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\OTHER\REPLACED
9/18/02 01:46PM	1 KENDALL SQ	12	05 hrs 07 mins	CABLE\CABLE FAULT\EP	OH\OTHER\REFERED TO DIV
9/25/02 09:40AM	10 FAYETTE ST APT 2	17	02 hrs 21 mins	TREE\TREE FALLING\OH	OH\WIRE\SECTION(S) REPLACED
9/30/02 03:40PM	15 PEARL ST 27	0	00 hrs 47 mins	PHYSICAL INTERFERENCE\VANDALS\OH	OH\OTHER\RECONNECTED PERM
10/8/02 07:51PM	228 ALLSTON ST F1	29	04 hrs 54 mins	EQUIPMENT\FAILURE TBD\EP	OH\TRANSFORMER\CLEARED - REFERED TO DIV
10/12/02 04:25AM	221 CHARLES ST 2	20	01 hrs 08 mins	OTHER\REQUEST OF CUSTOMER\TBD	OH\FUSE DISCONNECT\REPLACED
10/29/02 07:05AM	146 LARCH RD 1	22	02 hrs 46 mins	OTHER\PERMIT\TBD	UG\OTHER\REFERED TO DIV
10/30/02 04:54AM	50 HAMPSHIRE ST	0	00 hrs 13 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
11/4/02 03:40PM	13 8TH ST	25	06 hrs 18 mins	OTHER\REQUEST OF CUSTOMER\TBD	UG\CABLE\DIG LOCATE & REPAIR
11/13/02 06:38PM	321 WESTERN AVE	63	04 hrs 49 mins	CABLE\CABLE FAULT\EP	UG\CABLE\DAMAGED REFERED TO DIV
11/16/02 02:50PM	165 HAMPSHIRE ST 1L	4	02 hrs 17 mins	NO TROUBLE FOUND\CAUSE NOT DETNT	CUSTOMER\FUSE/BREAKER\RESET / REFUSED
12/2/02 02:24PM	2175 MASS AVE	61	05 hrs 29 mins	CABLE\CABLE FAULT\EP	OH\FUSE DISCONNECT\REPLACED



City of Cambridge

O-13.

IN CITY COUNCIL

January 6, 2003

VICE MAYOR DAVIS
COUNCILLOR DECKER
COUNCILLOR GALLUCCIO
COUNCILLOR MAHER
COUNCILLOR MURPHY
COUNCILLOR SIMMONS
MAYOR SULLIVAN
COUNCILLOR TOOMEY

ORDERED: That the City Manager be and hereby is requested to consult with officials of NSTAR to refine their notification to customers to give better expectation of outages and the time and duration of the outages.

In City Council January 6, 2003.

Adopted by the affirmative vote of eight members.

Attest:- D. Margaret Drury, City Clerk.

A true copy; *D. Margaret Drury*

ATTEST:-

D. Margaret Drury
City Clerk

S-7

Committee Report #3

Committee Report from Vice Mayor Henrietta Davis, Chair of the Health and Environment Committee, for a meeting held on December 13, 2002 to follow-up with NSTAR to discuss the report on the exact and projected amount expended on maintenance by NSTAR for the last three years, to report on the outages in the Mount Auburn/Strawberry Hill/Cambridge Highlands area of the city and any energy saving measures NSTAR can offer Cambridge residents and businesses.

In City Council January 6, 2003

**REPORT ACCEPTED.
PLACED ON FILE.
ORDER ADOPTED.
SEE ORDER #13.**