



City of Cambridge

O-11.

IN CITY COUNCIL

January 22, 2001

COUNCILLOR SULLIVAN

ORDERED: That the City Manager be and hereby is requested to prepare a communication to NSTAR relative to ensuring notification to the City prior to any changes to the level of service to the Cambridge community.

In City Council January 22, 2001.

Adopted by the affirmative vote of eight members.

Attest:- D. Margaret Drury, City Clerk.

A true copy;

ATTEST:-

A handwritten signature in cursive script, reading "D. Margaret Drury".

D. Margaret Drury
City Clerk

City of Cambridge

PUBLIC SAFETY COMMITTEE MEMBERS

Councillor Michael A. Sullivan, Chair

Councillor Henrietta Davis

Councillor Marjorie Decker

In City Council January 22, 2001

The Public Safety Committee conducted a public meeting on Thursday, January 11, 2001 at 6:20 p. m. in the Sullivan Chamber.

The purpose of the meeting was to continue discussions on issues concerning NSTAR, Cambridge Electric Light and Boston Edison.

Present at the meeting were: Councillor Sullivan, Chair of the Committee, Councillor Toomey, Robert Bersani, Inspectional Services Commissioner, Nike Nicoloro, Assistant Inspectional Services Commissioner, George Fernandes, City Electrician, Gerald Reardon, Fire Chief, Arthur Goldberg, Legal Counsel, Law Department, Paul Schlaver, Cambridge Consumer Council, George Dean, Chief of Regulated Industries Division, Attorney General's Office, Paul Henue, Manager, NSTAR, Steve Sullivan, Community Relations, NSTAR, William Zamparelli, NSTAR and Donna P. Lopez, Deputy City Clerk.

Councillor Sullivan opened the meeting by reading a statement filed by him with the City Clerk regarding a conflict of interest pursuant to Chapter 268A of the Massachusetts General Laws, section 23 (b) (3) that is made part of this report.

ATTACHMENT A. He stated that the purpose of the meeting is a follow-up to a previously scheduled meeting on the operation of the Cambridge Service Center being moved out of Cambridge. Rate setting was also a concern, he said. The rate issue is being postponed to a later date. Councillor Sullivan thanked Mr. Dean from the Attorney General's Office for coming to the meeting to hear the concerns of Cambridge City officials.

On behalf of one of his colleagues, Councillor Sullivan informed the representatives from NSTAR that the City Council had adopted an order regarding the relamping of lights in the city. Two issues that came to light were:

1. Harvard Square underground; and
2. Norfolk Street above ground.

George Fernandes, City Electrician, stated that there were 175 street light locations that required repair and they were not being taken care of. He felt that street light repair was not a big issue for NSTAR. Many complaints were received because lights were not being repaired. Four hundred fifty calls were received for street light repair. Currently, he said, 75 out of 150-160 streetlights were repaired. Mr. Fernandes

informed the Committee that he supplied NSTAR with monthly repair lists. To date the November and December lists were not repaired.

Mr. Paul Henue, NSTAR, stated that a more formal method is needed for repairs. He further stated that all except 10 streetlights were fixed out the 154 listed on the November and December list he had received.

Councillor Sullivan asked what was the rate of repair received prior to the merger and after the merger. Mr. Fernandes stated that prior to the merger lights were repaired in 72 hours; now it is 5 to 10 days. Councillor Sullivan asked if the City pays for repairs. Mr. Fernandes responded in the affirmative. The city budget contains \$1.3 million for repairs.

Councillor Toomey asked who has jurisdiction on Land Boulevard. Mr. Henue responded that Land Boulevard is MDC jurisdiction.

Mr. Fernandes stated that he would continue to track the repair of streetlights. Light patrols will be needed, he said.

Councillor Toomey asked what is the average life on bulbs. Mr. Fernandes stated 27,000 hours of services. The whole city can be relamped in six years.

Councillor Sullivan inquired what is cycling. Mr. Fernandes responded cycling is when the lights go on and off.

Mr. Fernandes stated that progress is being made. Group lamp patrols are needed. It is not fair to expect citizens to report when lights are out, he said.

In response to an inquiry, Councilor Sullivan stated that there are 721 city lights and 5,346 NSTAR lights in the city. He stated that the city needs to return to the 72-hour response time. Mr. Henue stated that he does not know how to respond to calls that are being made and no response is received. There is the same number of personnel responsible for lights – 5 troublemen and the same number of employees. Lamp rangers are fixing lights, he said. He asked how could the response get worse when more people are employed. Mr. Fernandes stated that he cannot get an answer to how long it takes when a call is made before a light is repaired. Councillor Sullivan suggested “secret shoppers” for lighting repair.

Mr. Fernandes stated that he needs a guarantee of either the lights are inspected or group relamping is being conducted. Mr. Zamparelli informed the Committee that there are two different systems running because of the merger. Mr. Fernandes stated that the emergency response is working fine.

Fire Chief Reardon asked what are the duties of the troublemen. Mr. Henue responded the duties are the same. If the troublemen are covering other areas, he said, Cambridge might have a concern about this matter. Mr. Steve Sullivan stated that only underground troublemen come from the Massachusetts Avenue location. Mr. Fernandes stated that there is no problem with the underground troublemen; the problem is the overhead. He asked what is the time from for response. Developers need to schedule installation of underground poles with the utility company. Mr. Nicoloro stated that the problem is that there is not overhead and underground work being done at the same time. Mr. Henue stated that the developers should be calling him. Mr. Fernandes stated that developers are not receiving any satisfaction from the utility company.

Councillor Sullivan stated that NECCO is ready to transfer over their Internet hotels. Mr. Henue stated that the planning process did not include the Internet hotels. If all the Internet hotels came on line in three years, that is all of Cambridge's peak power, he said. This load can be planned; it is an economic project.

Councillor Sullivan asked if the utility company becomes a cash cow. Mr. Henue responded that once you build infrastructure a huge sum of money is needed.

A discussion ensued regarding the dedicated to Cambridge crews. Mr. Henue stated that the number is the same. Mr. Fernandes stated that the crew is not committed to Cambridge.

Councillor Toomey asked if Blackstone Street is closed. Mr. Henue stated that the steam plan is still at Blackstone Street. Councillor Sullivan stated that Blackstone Street could never be closed because it provides steam for Harvard University.

Mr. Nicoloro stated that people are complaining about service time. Mr. Fernandes stated that he needs to have a review of how the NSTAR system works. Councillor Sullivan asked could we figure out how to get through this so that we do not reinvent the wheel. Problems need to be anticipated and solved.

Councillor Sullivan stated Cambridge was fortunate with its relationship with Cambridge Electric. The connection was strong. How does Cambridge ensure the connection, he asked. He suggested the following:

1. computerize the system; and
2. service aspects that trigger a mechanism for follow-up.

Mr. Fernandes stated that the situation in Harvard Square was a fault with the network transformer. Mr. Henue stated that the danger in the manhole was such that no one could go in the manhole. Mr. Fernandes stated that Police details were called away

from the scene. Signs were placed on the sidewalk, but it was difficult to keep pedestrians from walking in this area. Councillor Sullivan asked if mapping of Harvard Square was an issue. Mr. Nicoloro responded that the first crew did not have any plans with them. Mr. Fernandes stated that it took six hours to find the problem. A good job was done, he said. Chief Reardon stated that he has trepidations that people who do not know Cambridge can cause a problem. The dot.coms and the network hotels have a backup. Training is being done in the Fire Department, he said.

Mr. Henue stated that Cambridge is being serviced from Somerville, a rural area. Mr. Fernandes stated that Cambridge could live with service from Somerville; the issue is the distance for the service. Mr. Henue informed the Committee that he does not expect that there will always be a five personnel team for Cambridge. He will keep in mind the density of Cambridge, he said. Mr. Fernandes asked that this personnel matter be addressed with Cambridge because Cambridge needs to develop a plan.

Councillor Sullivan submitted the following motion:

ORDERED: That the City Manager be and hereby is requested to prepare a communication to NSTAR relative to ensuring notification to the City prior to any changes to the level of service to the Cambridge community.

The motion carried on a voice vote.

Councillor Sullivan stated that this is an issue of public safety and service level. Cambridge cannot afford to shirk the level of service to its citizens. Rates did not go up across the board. When asked if rates will go up, an NSTAR representative responded that there is a rate freeze on.

Chief Reardon stated that if troublemen are rotated this will cause a problem. Councillor Sullivan stated that the Fire Department and the utility company worked together to solve problems and created a professional relationship. Mr. Henue stated that union and job bidding procedures are issues of concern.

In conclusion Councillor Sullivan stated that Cambridge needs to make sure concerns are addressed before the Department of Telecommunications and Energy (DTE) so that NSTAR gets the staff needed to serve the city's needs.

Councillor Sullivan thanked all that attended the meeting.

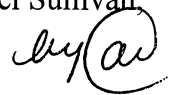
The meeting adjourned at 7:35 p. m.

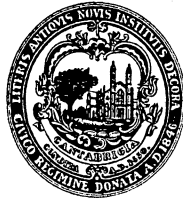
For the Committee,



Councillor Michael Sullivan

Chair





CAMBRIDGE CITY COUNCIL

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Michael A. Sullivan
City Councillor

January 8, 2001

2001 JAN - 8 P 6:05
OFFICE OF THE CITY CLERK
CAMBRIDGE, MASSACHUSETTS

Margaret Drury
City Clerk
City Hall
795 Massachusetts Avenue
Cambridge, MA 02139

Dear Margaret:

Pursuant to section 23(b) (3) of Chapter 268A of the Massachusetts General Laws, I am hereby notifying you that my law firm (BELLOTTI & BARRETTO, PC) and I represent three current employees of NSTAR [formerly employees of Cambridge Electric Light].

Said employees were members of Local 392 of the Utility Workers of America and are now members of Local 369 Utility Workers of America, as a result of a merger of the locals pursuant to a Memorandum of Agreement.

Our representation of these employees is relative to the enforcement of the provisions of the Memorandum of Agreement as it relates to our clients. Signatories to this agreement included the national president and the two local presidents of the Utility Workers of America and NSTAR's two subsidiary companies Boston Edison and Cambridge Electric Light.

As you know, two of the Committees I chair (Public Safety and Finance) have matters pending before them involving NSTAR [Cambridge Electric Light Co. and Boston Edison]. While there is no conflict in my representation and my participation in these matters before the committees, I am hereby notifying you of the same pursuant to section 23(b)(3) of Chapter 268A of the Massachusetts General Laws.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael", is written over the word "Sincerely,".

Michael A. Sullivan

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Committee Report #6

Committee Report from Councillor
Michael A. Sullivan, Chair of the
Public Safety Committee for a
meeting held on January 11, 2001
to continue discussions on issues
concerning NSTAR, Cambridge
Electric Light and Boston Edison.

In City Council January 22, 2001

Report Accepted.

PLACED ON FILE

See Policy Order

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