



One NSTAR Way  
Westwood, Massachusetts 02090

2003 JUL - 9 P 4: 04  
OFFICE OF THE CITY CLERK  
CAMBRIDGE, MASSACHUSETTS

July 8, 2003

George Fernandes  
Cambridge City Electrician  
Cambridge Electrical Department  
City of Cambridge  
250 Fresh Pond Parkway  
Cambridge MA 02138

RE: Street Light Repair Report

Dear George;

I am quite concerned that you have misrepresented the current NSTAR street light repair situation to the Cambridge City Council. Cambridge DPW Commissioner Lisa Peterson brought this situation to my attention otherwise we would not have known there was a problem with streetlight repairs in Cambridge.

Your recent listing of 246 locations where there are defective lights is at odds with the NSTAR Street Light Application Program (SLAP) Database which currently shows 6 Cambridge street lights pending repair – all of which are underground wiring issues. This disparity is apparently due to the failure of the NSTAR SLAP Program to generate back-reports. This is the first notice that NSTAR has received that you were not receiving these back-reports. Review of the SLAP work completion reports from January 1, 2003 to July 3, 2003 indicate that 306 streetlights have been repaired or replaced in Cambridge.

As you will recall, Robert Masci, NSTAR Somerville Service Center District Manager, and I met with you some five months ago to address your stated concern that street lights were not being repaired in a timely manner and/or that work completion reports were not being sent to you regularly. At the time, Bob Masci proposed that the City of Cambridge be included in the NSTAR Street Light Application Program (SLAP) system, which serves all of the other NSTAR communities. It was felt that establishing this procedure would avoid missed back-reports to the City and ensure that reported lights were included in the street light repair-work scheduling process going forward. The benefit of this system is that all lights-out reports may be called in to either 1-800-ST-LITES (1-800-785-4837) or the NSTAR Toll Free number 1-800-592-2000 and captured in the streetlight database. We all agreed on a special arrangement to expedite the reporting of a list of lights through a proprietary phone number that would allow you to reach the NSTAR Customer Information Center On-Duty Supervisor who could provide you a fax number to send a list for immediate input into SLAP. Within 72 hours, reported lights would be replaced or repaired by the NSTAR Lamp Ranger, who makes repairs in Cambridge from Midnight to 8 am, Monday through Friday. An additional Lamp Ranger has been assigned to Cambridge for street light repairs during the daytime schedule. The status of the repair would be recorded at the end of the work shift in the SLAP system and a back report would be generated weekly to advise the community officials when the lights were repaired or replaced.



One NSTAR Way  
Westwood, Massachusetts 02090

This Back-reporting process apparently is not working. Perhaps we should have tested the system more thoroughly prior to using it in Cambridge but we did not hear any concerns from you until your letter to Bob Masci dated Friday, June 20<sup>th</sup>, 2003 and the Cambridge City Council Order #5 dated Monday June 23<sup>rd</sup>, 2003 calling for fines.

We would appreciate an opportunity to correct the situation and we have taken steps to have the SLAP computer program corrected to generate the automated e-mail back-report for Cambridge, as intended. It is important that we communicate to confirm receipt of the back-reports.

The desire of Cambridge to have NSTAR conduct reoccurring street-by-street streetlight patrols is not currently included in the street light repair rate. The current tariff on streetlights does not include street-by-street streetlight patrols.

Very truly yours,

Bill Zamparelli

Community Relations & Economic Relations Representative

Cc: Robert Healy  
Honorable Cambridge City Council  
Margaret Drury



# City of Cambridge

O-5  
**IN CITY COUNCIL**  
June 23, 2003

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

WHEREAS: There are large numbers of streetlights out all over the City of Cambridge; and

WHEREAS: NSTAR has been far less responsive to requests for repair than reasonable persons would expect; now therefore be it

ORDERED: That the City Manager be and hereby is requested to confer with the City Solicitor with the view in mind of determining the legal ability of the City to establish procedures through which the City could fine NSTAR for failing to respond to City requests for repair; and be it further

ORDERED: That if research establishes the City's authority to take such action, the City Solicitor prepare for the City Council's consideration an ordinance providing for daily fines for each day that a streetlight has not been repaired after a reasonable and specified time period for making the repair has elapsed.

In City Council June 23, 2003  
Adopted by the affirmative vote of nine members.  
Attest:- D. Margaret Drury, City Clerk

A true copy;

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

ATTEST:-

D. Margaret Drury, City Clerk

CM 163

**ORDER#5**

Requesting the City Manager to confer with the City Solicitor to determine the legal ability of the City to establish procedures by which the City could fine NSTAR for failing to respond to City requests for repair of streetlights.

**Councillor Galluccio, Mayor Sullivan, Vice Mayor Davis, Councillor Decker, Councillor Maher, Councillor Murphy, Councillor Reeves and Councillor Simmons**

**In City Council June 23, 2003**

**ORDER ADOPTED**