

ATTACHMENT 4

Cindy -

866-678-2744

888-633-3797 →

new construction

Peter Regan

617-369-5534

A241263. 10/2/99

both have you replace meter



One NSTAR Way
Westwood, Massachusetts 02090

March 30, 2010

JOHN R BORN
3 WALNUT AVE 1
N CAMBRIDGE, MA 02140

RE: ACCT # 11608070048
FOR: 3 WALNUT AVE 1, N CAMBRIDGE

Dear JOHN R BORN:

The state of Massachusetts requires NSTAR Gas to inspect the NSTAR-owned gas piping on your property, up to and including the gas meter, for leaks and atmospheric corrosion at least once every three years. We are also required to change your gas meter every seven years. Your gas meter is overdue for an exchange.

The inspection and meter exchange will take approximately 30 minutes and there is no charge for this service. Someone should be home in order for our service technician to exchange the meter and relight your gas equipment in one visit.

Meter exchanges are conducted on weekdays between 8:00 a.m. and 12:00 p.m. or 12:00 p.m. and 4:00 p.m.

Please contact us at the number below to schedule an inspection at your earliest convenience. Just say:

"I want to schedule an appointment"
1-800-592-2000
Monday through Friday
8:30 a.m. to 5:00 p.m.

If you recently scheduled an appointment for a meter exchange, thank you for your time and please disregard this letter. Thank you.

Sincerely,

David Ward
Gas Operations Department

352-524

The General Laws of Massachusetts

Search the Laws

PART I. ADMINISTRATION OF THE GOVERNMENT

TITLE XXII. CORPORATIONS

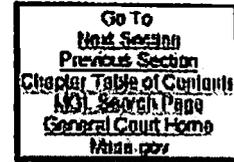
CHAPTER 164. MANUFACTURE AND SALE OF GAS AND ELECTRICITY

INSPECTION OF GAS AND METERS

Chapter 164: Section 115A. Replacement of gas meters

Section 115A. Each meter for measuring gas provided by a gas company or municipal lighting plant to a consumer shall, not later than seven years from the date of installation or replacement, be removed by the company or municipal lighting plant from the premises of the consumer and replaced by it with such a meter which has been newly tested, sealed and stamped in accordance with law.

Any gas company or municipal lighting plant which violates any provision of this section, unless in the opinion of the department such violation is due to unavoidable cause, accident or lack of materials, shall forfeit five dollars for each meter which is not removed and replaced as provided herein. Forfeitures incurred under this section shall not be included as expenses in connection with the establishment of rates by said companies.





Gas Service Handbook

Gas Equipment Repair

4. In the company vehicle, line the plastic bucket with 2 - 5 gallon plastic bags (one inside the other), and lip the bags around the top of the bucket.
5. The bag with the thermostat or pressuretrol shall then be placed into the lined 5 gallon bucket in the service vehicle. Prior to transporting, the lid shall be placed on the bucket.
6. At the end of the workday, the thermostats and pressuretrols shall be removed from the bags and placed into the lined and labeled (see figure 1) bucket located in the Mercury Waste Storage Area. Remember to recover the bucket in the waste storage area before you leave.

MERCURY SPILLS

The following would be considered a mercury spill or release.

- A spilling, leaking, pouring of liquid into the environment
- Includes inside buildings, outside paved surfaces
- Examples include
 - Broken mercury ampule
 - Meter or regulator turned upside down

Steps you should take if mercury is spilled or released.

- Treat it as any other spill and notify Gas Dispatch
- Gas Dispatch will notify Environmental Affairs (EAD)
- EAD will make appropriate agency notifications and arrange for qualified contractors to clean the spill

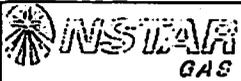
ASBESTOS

Prior to starting a job

- Inspect the equipment and area for any asbestos material
- If unsure call your Supervisor for identification
- If asbestos is suspect or confirmed, Stop Work

Suspected Asbestos

- All suspect material shall be treated as asbestos unless a laboratory analysis determines the suspect material is not asbestos
- Notify the customer of the suspect material
- Customer shall have the material sampled
- Customer is required to ensure the necessary abatement is conducted
- The abatement should be conducted by a qualified asbestos abatement contractor



Gas Service Handbook

Gas Equipment Repair

Disturbing Asbestos

- If you accidentally damaged or disturbed, (becomes Friable).
 - Stop and notify your Supervisor.
 - Notify any individuals working around the area
 - Notify the owner, if applicable
 - Contact EAD through Gas Supply
 - Treat it like a hazardous waste spill

ATTACHMENT D

From: Preston Gralla [mailto:preston@gralla.com]
Sent: Wednesday, October 27, 2010 10:20 AM
To: Davis, Henrietta
Subject: Question for NSTAR at the meeting tonight

Dear Vice May Davis:

My name is Preston Gralla, and I live at 19 Beech St. in Porter Square. I understand that there will be a meeting tonight to discuss a variety of issues with NSTAR. My area of Porter Square seems to frequently have power outages, and not uncommonly I can look up the street to my Somerville neighbors on Elm Street and see that they still have electricity. I won't be able to make the meeting tonight, but I would appreciate it if you would ask NSTAR why the neighborhood seems to be hit more often than other neighborhoods by power outages, and when we can expect that problem to be fixed. Thank you for your time.

--- Preston Gralla

ATTACHMENT E

Peters, Penny

outages

From: ndoyle@att.net
Sent: Wednesday, October 27, 2010 11:02 AM
To: Davis, Henrietta
Cc: Chet & Gail McCarthy
Subject: Today's NSTAR meeting

Henrietta, thanks again for convening this. It looks as though I will be late or not there at all -- really unfortunate, since as you know I've been complaining about the power outages and confusion around communication!

Our building superintendent, Chet McCarthy, does plan to attend.

Where/when will the meeting minutes be available?

And -- please remember to ask how the Northeast Utilities buyout may change the situation.

Thanks again,
Nan
Sent via BlackBerry by AT&T

ATTACHMENT F

Outage complaint from Arvilla Sarazen, 25 8th Street (via phone)

There was an unannounced outage in E. Cambridge last week.
Phone has never been same. Buzzing + many other problems.
Phone company has been there numerous times. (including reprogramming the phone.)

Nstar wiring affecting phone lines!

Estuages

Sent to Bill Z

Peters, Penny

From: eharmerdionne@comcast.net
Sent: Tuesday, July 13, 2010 8:41 PM
To: City Council
Subject: Incident with NStar

Dear Honorable Members of the City Council:

I have copied below a complaint I just submitted to the Massachusetts Department of Public Utilities. Some of my neighbors report similarly difficult interactions. This is in the nature of an FYI, as cities do not regulate public utilities. Nonetheless, you should be aware of the challenges faced by Cambridge residents in dealing with NStar.

Yours truly,
Elizabeth Harmer Dionne
4 Hancock Park

[Text of complaint submitted to DPU on 7/13/10]

I am currently hosting a thirteen-year-old burn victim from Haiti and his elderly aunt (Giovanni Pierre-Louis and Dieumene Laurentz), while the boy receives burn treatments at Shriners's Hospital in Boston. Both have active MRSA virus, hence it is critical that we maintain sanitary conditions relating to dishes, clothing, and bathrooms. It is also important to maintain a temperate environment to ensure optimal healing as he recovers from multiple surgical procedures.

On Sunday, July 11, 2010, we lost partial power to our home at approximately 2:30 pm. Affected areas include the dishwasher, clothes washer and dryer, air conditioning, and multiple rooms and bathrooms. I placed multiple calls to NStar to report the problem. I checked with our immediate neighbors on our cul-de-sac, who share a common power line. We received an automated message back indicating that the problem would be resolved by 7:00 pm.

On Monday, July 12, 2010, we still had partial power. I again placed multiple calls to NStar. At 1:00 pm, I also had a master electrician, Frank Licata, verify that the issue was outside the house. There was no power in one of the two "hot" lines into the house. At approximately the same time, two NStar technicians arrived to verify that there was no power in one of the "hot" lines. They ordered an overhead truck to repair the line to our house. NStar indicated that the matter would be resolved by 7:00 pm.

On Tuesday, July 13, 2010, we still had partial power. I placed calls to NStar at 8:00 am, 11:00 am, 2:30 pm, asking to speak with a supervisor each time. Each supervisor assured me that she would deal with the problem. I was assured that the problem would be resolved by 6:00 pm. I called again at 6:30 pm and asked to speak with a supervisor. I was told someone would call me back by 7:00, because they couldn't tie up their emergency phone lines. No one called. I called again at 7:15 and was told an order had been placed at 6:07 pm for a truck to come to our house. Apparently neither the 11:00 or 2:30 calls had resulted in such an order. Two large bucket trucks finally arrived at 8:00 pm and restored our power by 8:30 pm. (I certainly would have noticed if a bucket truck had been on our very small street earlier in the day.)

NStar insisted they had sent a truck at 10:30 on July 13 and that the technicians had determined there was power to the house. This is false. I was at the house all day, anxiously waiting for the truck to come. They

also claimed they tried to call and that no one answered. Again, this is false. I answered the phone on multiple occasions through-out the day. The only calls I received from NStar were automated calls reporting on what time my power would be fixed.

Each time I called NStar, it was clear that they had no understanding of the problem. I was asked if my wires were down, if I had failed to pay my utility bills (which I have paid promptly at this address for thirteen years), what unit I live in (this is a single-family residence with a single meter NStar replaced three years ago), or if I had checked my circuit-breakers (which I did on multiple occasions). I was also told that I was part of a general power outage in Cambridge, which was also false, as every other house from the line on our cul-de-sac had power.

NStar's failure to respond promptly, honestly, properly, and responsibly to our partial power outage on two of the hottest days of the summer was enormously uncomfortable and inconvenient. More to the point, it directly threatened the health of the two Haitians living under our roof, and the health of my four children, my husband, and me.

Elizabeth Harmer Dionne, Esq.
4 Hancock Park
Cambridge, MA 02139