



Christine Clancy, P.E.
DPW Commissioner
John Gleason
Interim City Engineer

TO: Eileen Donoghue, City Manager *EID*
FROM: Christine Clancy, P.E., DPW Commissioner
DATE: February 20, 2020
RE: C. Mercier – Request City Manager Invite Representatives from Verizon and Comcast to Attend a Technology Subcommittee meeting to discuss issues with hanging wires throughout the City

The City of Lowell DPW/Engineering departments forwarded the request to Verizon and Comcast requesting that they attend a technology subcommittee to discuss hanging wires at utility poles. The Engineering staff completed a sample survey of each neighborhood throughout the City and did not find any locations of low hanging wires that were of a public safety concern.

The majority of the looped wires belong to Verizon, Comcast or other telecom providers serving customers. They often are the result of when a resident or contractor for the resident/business have removed wires from a house or building as a result of a renovation or maintenance work, and leave them coiled or hanging alongside of a pole. Sometimes looped wires are there for potential future users. These wires are intended to be looped and secured on the pole.

If a low wire or downed wire is reported, Verizon, Comcast, or other telecom providers respond and either raise it if working or remove if inactive. Customers can call 1-800-VERIZON to report downed wires or request an inactive service be removed from the pole. If a utility wire is observed on the ground, please notify fire and police.

Cc. John Gleason, Interim City Engineer
Kara Keefe Mullin, Assistant City Manager