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Christine Clancy, P.E.
City Engineer

Date: September 27, 2018

TO: Eileen Donoghue, City Manager

FROM: Christine Clancy, P.E., City Engineer

SUBJECT: 5/8/2018 Motion C. Leahy- Req. City Mgr. Invite Comcast, Verizon, and National Grid to a meeting to discuss double poles and hanging wires present throughout the City

I am writing in response to the above motion made by Councilor Leahy. The City Manager's Office and DPW/Engineering recently met with Comcast, Verizon, and National Grid to discuss double poles and hanging wires throughout the City. Double poles are required whenever new overhead infrastructure is installed, a pole is knocked down, or if a pole requires replacement or relocation. Attached please find a letter from Comcast, Verizon, and National Grid that summarizes the inventory and maintenance process of double poles in the City. As noted in the attached letter, there has been a significant reduction in double poles in the City in recent years after Comcast, Verizon, National Grid developed a database to track the progress of double pole maintenance. Prior to implementation of the database, over 800 double poles existed in the City and that number has been reduced to 78 poles. Of 10,000 poles in the City, 78 poles, or less than 1% are double poles.

The attached letter references a snapshot of the double poles and listing of the parties required to complete the next utility transfer. The intent of this table is not only to list the number of double poles that exist in the City but to also demonstrate that the elimination of a double utility pole is a process that involves several parties. One party must transfer their overhead infrastructure before the next party begins a utility transfer. The process typically starts with National Grid and ends with Verizon. The database tracks utility transfer progress and notifies the next party required for a utility transfer.

Lastly, the motion asks about the presence of hanging wires present throughout the City. Loops of hanging wires are sometimes left at poles in anticipation for future service connections, and most often for different service providers. For example, a property owner might elect to switch internet/phone/cable providers from Comcast to Verizon, or vice versa. Having these additional loops of cables on the poles allows for ease of transfer between providers. These wires are intended to be secured on the pole and not hanging as an obstruction to any pedestrians or vehicles. Other examples of hanging service wires are if service connections are knocked off from the house or disconnected and not property secured or abandoned. Service connections and main overhead wires are intended to be at a height where vehicles can clear beneath the wires. If any low hanging wires, whether it be services or main overhead, are observed as an obstruction to pedestrians or vehicles, please notify Verizon or National Grid. If a utility wire is observed on the ground, please notify fire and police.

Please feel free to contact me if you have any questions regarding this motion response.

Thank you,

Christine Clancy, P.E.

Attachment: *Comcast, Verizon, National Grid Letter dated September 26, 2018*
Cc: Jim Donison, DPW Commissioner