



**TOWN OF WESTFORD**  
**TOWN MANAGER**  
TOWN HALL  
55 Main Street  
WESTFORD, MA 01886  
Telephone (978) 692-5501  
Fax (978) 399-2557

December 20, 2011

Mark D. Marini, Secretary  
Department of Public Utilities  
One South Station, 5<sup>th</sup> Floor  
Boston, MA 02110

RE: D.P.U. 11-119-A

Dear Secretary Marini:

The town of Westford hereby submits these initial comments under the order of an investigation into efforts by Massachusetts Electric Company and Nantucket Electric Company, each d/b/a National Grid to prepare for the snowstorm which occurred on October 29, 2011, and their subsequent efforts to restore power to our town.

The damage caused by the early-season snowstorm of October 29th left more than 80% of Westford residents without power, many for up to seven days. Although our town staff prepared in advance for this storm with extra staffing, specialized equipment, shelter operations on stand-by, and increased communication with our residents, it became apparent after the storm that National Grid did not. We are reliant upon National Grid to shut off the power on displaced lines, to remove trees and limbs from power lines, and to reconnect those lines before our power may be restored. This storm, along with Hurricane Irene, caused a significant number of trees and limbs to fall upon power lines, with many of these trees across town roads. Initially there were 30 roads that were closed due to these wire-entangled trees, and 15 of these roads remained closed after five days. All Westford schools were cancelled for four days, as electrical wires were down all over town, making it unsafe for buses and children walkers to make their way safely to school. For the first four days of the storm, there was no visible presence of National Grid in our town. I have questioned National Grid representatives twice as to how many crews were assigned to our town by each day of the storm, and they have not provided me with this information. I would like to suggest that your investigation includes a request from National Grid for their crew number response in those towns that lacked power for several days.

The Board of Selectmen met with representatives from National Grid on November 8, 2011, to discuss our frustration with repeated power outages and lengthy restoration periods. The board solicited feedback from residents about the response to the storm, and 131 residents responded, with 71 having comments directly related to National Grid's performance (please see attached). Virtually all expressed their extreme frustration and disappointment with the utility service provided by National Grid. At the request of the Board of Selectmen, our town's Energy

Committee has agreed to lead the charge to investigate what measures may be taken to prevent future long-term power outages, and also to investigate the possibility of switching electricity providers. I learned that both Littleton and Groton, who possess municipally-owned/operated power companies had their town's power restored in two days. I spoke directly with the manager of the Littleton plant, and he reported that they conduct ongoing upgrades and replacement of their infrastructure. This is something that we do not believe National Grid does. I inquired to National Grid about the better quality wiring that Littleton uses, or the possibility of installing underground wiring, but both requests were met with "it's too expensive".

During the storms that result in power outages, National Grid offers daily conference calls for municipal officials. In my opinion, these calls are a waste of valuable time as the information contained includes a lengthy safety message (repetitive, common sense information), a significant amount of one-way discourse about the seriousness, how hard they are working on restoration, thanking and recognizing each other, and finally inaccurate numbers of those still out, and no real information about when we can expect to be restored. I do not plan to continue to call into these conference calls unless more valuable information is shared. The communication National Grid provides for its customers is atrocious. Our residents are directed to a recording and told to hold for a customer service rep, but many report holding for long periods of time, and the rep never picks up the line. In addition, the numbers National Grid posts on its website are not accurate, and change frequently, both upwards and downwards. National Grid lists addresses where power is supposedly restored, when it's not. During this storm, many of our residents received computerized calls from National Grid stating their power had been restored, when after 4 or 5 days, it had not, and this infuriated our residents.

Our Geographic Information Systems (GIS) department provided our town staff and National Grid with maps showing our entire town with markers delineating wires down, roads closed, trees and limbs down, areas with power outages, and other areas of concern. We found these maps invaluable in the coordination of our emergency response (please see attached). While our National Grid liaison found this information interesting, there was no coordination between their transmission line maps and our maps, which if done, I believe would greatly improve the timeliness of their response.

**The primary concerns raised by the Board of Selectmen and Town Manager's office about National Grid are the following:**

1. Insufficient maintenance of the utility infrastructure, including the necessity to install underground lines and better quality above ground lines. National Grid must be required to submit a plan to the DPU outlining this program, and be subjected to fines if they do not comply.
2. Inadequate tree and limb trimming program – and when trees are trimmed, they leave desecration in their wake.
3. Poor preparation for significant storm events – when were out-of-state crews called in to report for duty? We did not see these crews until Thursday November 3<sup>rd</sup>.
4. Poorly directed crews – many sit for hours in their trucks telling officials and residents that they are awaiting orders. There must be a more effective method to direct and supervise these crews.

5. National Grid seems to go for “numbers restored” after the storm, and focuses on areas quickest to restore, not the towns with the most devastation. (I learned many of our surrounding towns were fully restored, even prior to us seeing repair crews in our town.)
6. Sorely inadequate response, causing both businesses and residents to absorb significant and recurring financial hardship.
7. Untimely and inaccurate power outage data reports to town officials and residents alike.
8. Extremely poor customer service – and although this has been reported to National Grid repeatedly since the Ice Storm of 2008, no improvements have been made. In fact, it has gotten worse.

**I have included some general comments from our Public Safety Officials:**

1. The initial focus of the power company should be on clearing the roads and eliminating the hazards first, then the focus should be on their restoration process.
  - a. During the storm we had 30 roads closed for several days.
  - b. Several areas of town were not accessible by either police or fire through Wednesday night, and had to be checked by my officers on foot.
  - c. National Grid's main concern was turning on the power. The public safety departments' concerns were being able to reach those people in need.
  - d. If a similar storm should occur, we would like to see individual work crews from National Grid made up of tree clearing personnel and power company personnel working together as a team. The tree company removing the trees out of the roads and off the wires, and the power company clearing the wire hazard from across the roads and ensuring that the wires are not live. We believe a great deal of time and resources could be saved by implementing a procedure of this type, then the power company can focus on their restoration plan. There were many instances where the power line crew showed up but they could not do anything about the problem until the tree crew took care of the tree. The same was true when the tree crew could not do anything without power company personnel on scene. There was a lot of waiting around for each other to show up and valuable restoration time was lost.
2. A better understanding of how the National Grid defines PRIORITY. What was designated as a priority for police and the town was not necessarily one for National Grid and it did not get addressed until late in the week. Officers were at locations for days before they saw a work crew. Schools were without power for days and some had arcing live wires on the ground for days directly in front of the school.

**I have summarized some primary resident concerns:**

1. National Grid has not been required to maintain an appropriate tree trimming program.
2. National Grid was not required to appropriately prepare for the storm that was accurately predicted days in advance.
3. Estimated Time until Restoration (ETR) provided by National Grid kept jumping all around leaving no way for a citizen to plan accurately for alternative housing. This failure to effectively inform their customers made planning exceedingly difficult - should we get a hotel or tough it out one more night? No way to know based on their information.

4. It is a public utility that fails to effectively act upon its role to serve the public, responding instead as a big, faceless corporation at a loss to explain its mismanagement of resources, lackluster response, or understand the plight of families with small children or senior citizens left without power and heat for an entire week.
5. The crews should work directly with the Local Emergency Planning Committee (LEPC) who have already identified and prioritized the hazards.

**Below are some solutions offered by our residents:**

1. National Grid and Mass D.P. U. have to update their policies and procedures to recognize that commerce has shifted from Main Street to residential streets with countless home occupations and employees who work from homes to help reduce the impact of commuting traffic. We also bank on line and maintain our records on line. Being without electricity is no longer a minor inconvenience as it was 20 years ago; it prevents many people from delivering services, making a living and having access to bank, insurance and other important records.
2. The utility company needs to figure out to keep the power on by proactively trimming tree branches and starting to bury the power lines. Losing power (especially during cold weather) is a public health, not just an inconvenience.
3. Rebate my bill \$1,100 to make me whole for damages. I am out \$650 for 4 hotel nights. \$190 for Heating System fix due to the brown out and outage zapping a component. \$150 for groceries in fridge/freezer that perished. Not including tree work.
4. My suggestion is to require National Grid to rebate customers for every day of lost service. Having electric power is a necessity. As it is now, National Grid doesn't bear the cost of lost service (in the form of spoiled food, restaurant and hotel bills, installation of emergency home generators and the cost of fuel to run them), so they have no real incentive to avoid catastrophic outages.
5. They should be required to subsidize a portion of the cost of a generator, or lease generators to customers.
6. NGRID needs to put up some money to update the power grid in this area.

**Below are some resident comments regarding their personal experiences during the storm:**

1. We had no power for 4 nights (Oct 29 to Nov 2) and know that there were areas that didn't have power for 5-6 nights. The excuse given by National Grid is that they were only able to get 50% of the crews they were hoping to get and were thus severely short-staffed. That is totally lame excuse because this storm was predicted at least 4-5 days in advance and a power company in MA is supposed to be prepared for severe snow-storms (they happen here all the time). Making sure they always have local crews (not ones they have to fly in from other states) available is part of their responsibility. This shows poor planning and callousness of the part of National Grid and they should be asked to provide proof that they have taken enough remedial steps to ensure that when storms worse than this one hit us in winter they will be prepared. These kinds of power outages don't even happen in under-developed countries. It was hard to tell that we were in the developed world last week. National Grid needs to be taken to task and Town/State officials must take this up very

seriously. The company must face some kind of punitive consequence in order to ensure they don't repeat this.

2. After the storm we did not get power restored until the afternoon of November 5th. I understand that the number of people affected was great, but this time period is unacceptable. I was also frustrated that it seemed we had to make repeated calls to remind them that we had a wire down and we witnessed at least two assessments (with no attempts to fix it) of this wire. It certainly gave the impression of poor communication within National Grid. Finally, it was not amusing to look up our account online only to see it listed as "no power outage" when, in fact, the power was still out. During the ice storm in 2008 we were without power for 6 days. I would have thought that National Grid would have learned from that disaster and implemented new procedures for outages of this magnitude. Apparently that did not happen. To say that I was disappointed would be an understatement.
3. We had to stay at a hotel both 6 day events and lost a considerable amount of money due to hotel bills and lost food supplies. Both times, the town of Westford seemed forgotten. We are very displeased with National Grid!
4. I want to add my voice to those of the thousands of National Grid customers who were completely dissatisfied with the utility's response to the recent weather event. We were without power for a total of 5 days. We have lived in Westford in a 55 and older community for around nine years. In our previous home, where we lived for over thirty years, power went out very infrequently and never for more than 5-10 hours. What is so unusual about the National Grid operation in the Westford area that we experience so many outages and ones that last days not hours? Given the advance warning National Grid had in the most recent storm and the fact that they had prior experience on what to expect from the ice storm a couple of years ago why were they so ill-prepared to respond? More importantly, what are they planning to do when the next "unusual" event occurs? They are forcing the elderly and families with small children to take extreme, dangerous and expensive measures such as installing generators which all of us can ill afford.
5. Not very informative or helpful for someone trying to get some idea of when to expect power to be restored or, at the very least, a sympathetic and apologetic message of concern for what we were all going through. It's high time that a public utility serve the public.
6. I think the important issue that is not discussed is why there were so many outages to begin with for both the October storm and TS Irene. Irene in particular was rain only and produced winds only in the 30-40mph regime. The answer to why the outages were so wide spread has to be at least in part that National Grid is not adequately maintaining the right of way, proactively trimming trees to avoid outages in the first place. By ignoring or greatly reducing their effort on right of way maintenance, National Grid saves money overall even if they have to pay the occasional overtime to restore power after an outage.
7. I feel that National Grid had a responsibility to act faster and to have secured more resources so that we could have our power restored in a more timely fashion. At the very least, they should be offering some sort of monetary compensation toward a future bill. Many of us do not have generators and were forced to be displaced from our homes for almost 1 week. I understand that these were unusual circumstances, but unfortunately it's not the first time. There should be better prevention, as in cutting down branches near wires. I have seen them cutting them, but they are certainly not cutting as many as they should in order to better prevent some power outages. They should also have a better back-up plan in place as far as having other states coming to help restore power to their customers. I don't think it is fair for them to just say it was a freak storm and a lot more damage than was anticipated. Shouldn't

the money we send them for our bills each month include the security that in case of emergencies they have a plan and they will do their best to take care of us? I do not feel they have been doing their best.

In closing, I would like to thank your department for investigating National Grid's performance. During and after the storm I received a significant number of phone calls and emails from our residents imploring us to create our own municipal power facility or join one of our neighboring communities. They have no faith that National Grid will not repeat this unacceptable response in the future.

Thank you for considering our information.

Sincerely,

A handwritten signature in cursive script that reads "Jodi Ross".

Jodi Ross  
Town Manager

**Resident Comments Regarding October 29, 2011 Snow Storm**

What is being done to resolve the slow response of the electric company to Westford? Every time we have had an outage Nab and Fortvillage are the last to recover, what is being done to take care of these areas that seem to be problematic for the town/national grid? As a resident I can not afford to find myself in the situation I was in this last time and I am sure others in town feel the same. When will there be a forum for residents to address this with the town officials? There must be a way that we have a voice and get answers. Personally I would like to be involved in helping to solve this problem.

Being in Nab I am used to losing power and always wonder why it is down for so long. We seem to always be the first to lose it and the last to get it back. I would assume that we are on an old grid and I wished that NGRID would update there systems so that they are more reliable. As far as there response is concerned I didn't see a national grid truck in our area until Thursday (which is when power was restored). I would drive around looking for trucks just out of curiosity. That is five days after I lost electricity. I know it was a big storm but 5 days until we see a NGrid truck is unacceptable.

I would like the town to do a quick study and look at the outage history over the past five years in the town. I think it would be a very telling story and NGRID needs to put up some money to update the power grid in this area.

It seems that national grid has cut back on local maintenance crews and relies on agreements to borrow national grid crews from other states. This is fine if national grid stages crews from out of state based upon forecast severity of the storm. However, it appears national grid does not call for these crews until after they assess local damage. This guarantees a two day or longer delay due to travel time. This is gambling that severe storms will be few and far between. This should not be allowed for an essential service such as electrical power. Also, there is no penalty for a bad bet!

Also, their ETR times kept jumping all around leaving no way for a citizen to plan accurately for alternative housing.

If they continue this way they should be required to subsidize a portion of the cost of a generator, or lease generators to customers.

We have lived in this town for 47 years, and throughout these years we have lost power more than anyone that I know living in any other area, and many times for extended periods of time, leaving many people without lights, heat and some without water. I understand that this storm caused horrendous amounts of damage, but six days to be without seems to be excessive. We do wish there were something that could be done to improve the quality of service to this area.

It is obvious that National Grid is totally incapable of reacting to large power outages in a timely manner. There were thousands of homes in our town alone without power for 5 days! There was absolutely no sign of any electrical vehicles in town for the first 4 days. What century do we live in? This was on the heels of the multi-day outage caused by Tropical Storm Irene. How many natural disasters will it take for National Grid to properly fund their restoration department? People's lives are severely impacted and inconvenienced by this. Think of how dangerous this situation could be if the temperatures were like in mid-winter. Once the trucks finally made it into town, it seemed like they got the job done - it just took forever for them to show up. Clearly the company does not have adequate coverage for all of the towns it services. I've lived in this area for 20+ years and have never experienced anything this bad. On a positive note, the Outage Map on the National Grid web site was helpful for understanding how widespread the problem was and approximately how long it was going to take to get power back. Based on that information, I sent the wife and kids up to Vermont for the week, which turned out to be a good decision. I feel like I have no choice now but to spend a thousand dollars on a generator so we don't have to live in the cold & dark for an extended period the next time a snowstorm comes through. I just don't trust that the response time from National Grid will be any better next time.

Have National Grid provided any data regarding the number of faults that were reported/observed in Westford and the number of faults repaired each day (Sunday, Monday, ...). Was any repair work done on Sunday or Monday? It appears that Westford had substantially poor restoration times compared to majority of neighboring towns like Acton, Groton, Littleton, Lowell etc. Why did neighboring towns serviced by other utility companies received much better service?

## Resident Comments Regarding October 29, 2011 Snow Storm

There was a snapped phone pole wires and trees down in the road around the corner from me (longmeadow near old homestead). A neighbor actually had to rent a car because they couldn't get out of their driveway and the mess in the road was not addressed until thursday. We were disturbed to witness workers from the town and national grid having a heated argument in the street on monday or tuesday about who was responsible for what before the other could do their job. - very unprofessional for both parties and really shouldn't they all know the protocol - it's not like the power never goes out here because of downed trees. We saw people in national grid trucks sitting near the mess "waiting" for hours on end for something to happen, not sure what. These are people with skills that can be put to much better use. I saw another crew on Tuesday, 2 vehicles out of NY who rolled up a downed wire, duct taped it to a phone pole and drove on, after telling us the regs in NY are different and they would have been permitted to hook the wire back up to the home. We actually saw an astonishing number of vehicles in the neighborhood, perhaps sight seeing - it was a pretty spectacular mess - but honestly THURSDAY - that was WAY TOO LONG after seeing so many people in the neighborhood basically loitering waiting for a phone pole to show up early in the week- then a flurry of activity on Thursday

on a separate note, I spoke with a tree crew from national grid about limbs broken, but still attached in a tree at the foot of my driveway that stands at the junction of the lines against the road and the drop to my home. These are basically waiting for the next good storm to take down more wires, but they told me that they need to be 2 feet from the wires and they are 6 feet. They were there trimming trees at the time. So thanks for nothing guys and see you in a few months I guess - so much for a proactive attitude.

The National Grid web site data was not reliable in that it reported my home as having its power restored before that was a fact. When I spoke to the electrical utility worker in the area about this error, he shrugged his shoulders and said "It will be ..." It is as though there were pressure on the workers to get as many homes as possible reported as having been restored as soon as possible. That is a misleading technique. It's one thing to be without power; it's another to not have integrity in the reporting system.

We were without power for 5 days, but despite all the griping I've overheard, and Duval Patrick's comments, I think the power companies and tree removal companies did the best they could with the circumstances. It was a monumental job, and they worked around the clock. I spoke with crews from Wisconsin, Indiana and New Brunswick, and am grateful for their assistance and amazed at how far they traveled and the hours they put in to get us back on line. Kudos to them all! I would, however, make one suggestion: put all the power lines underground. Please.

We feel that there was inordinate delay in restoration of power to residents in our area (Nabnasset). We had no power for 4 nights (Oct 29 to Nov 2) and know that there were areas that didn't have power for 5-6 nights. The excuse given by National Grid is that they were only able to get 50% of the crews they were hoping to get and were thus severely short-staffed. That is totally lame excuse because this storm was predicted at least 4-5 days in advance and a power company in MA is supposed to be prepared for severe snow-storms (they happen here all the time). Making sure they always have local crews (not ones they have to fly in from other states) available is part of their responsibility. This shows poor planning and callousness of the part of National Grid and they should be asked to provide proof that they have taken enough remedial steps to ensure that when storms worse than this one hit us in winter they will be prepared. These kinds of power outages don't even happen in under-developed countries. It was hard to tell that we were in the developed world last week. National Grid needs to be taken to task and Town/State officials must take this up very seriously. The company must face some kind of punitive consequence in order to ensure they don't repeat this.

Given the circumstances National Grid did as good a job as can be expected. The conditions were perfect for power outages as the leaves were still on the trees. If this snowstorm had happened after the leaves were of the trees we would have barely noticed it.

I thought the Town and Police did a nice job of keeping us informed and safe. National Grid's performance was terrible. There is no reason for people to be without power for 6 days. That is unacceptable. Who pays for hotel time, lost food and work expenses? My neighborhood came back on Monday night but because my line was off the pole I didn't get power back until Friday night. On Friday it took a truck 15 minutes to hook up the line! The Town needs to look at alternatives to simply being a slave to National Grid. Thank you. We also need to be able to BURN now. Not wait until January. There is far to much debris.

**Resident Comments Regarding October 29, 2011 Snow Storm**

I am upset that the Nab area of Westford was one of the last areas to get power restored. We were also one of the last areas to have power restored in the 2008 ice storm. This is a densely populated area of town. Why are we a low priority?

Could Westford look into a municipal electric company, like Groton and Shrewsbury have? National Grid has become totally unreliable. Towns with their own electrical service fared much better with every storm. I fear that with National Grid, with every serious storm, we will have an extended outage. We were without power from Saturday around 7PM until Thursday at around 2PM. Way too long. Also, why did it take so long to get the Miller School back online, aren't schools at the top of the list for restoration?

We got our power on the 6th day. So obviously not very happy with ng services.  
I think they did not provide the right level of service to Westford. Did NG do proper tree Trimming Westford for 2010?  
Were they staffed appropriately?  
Was the damage really that bad?  
Why wAs miller school and sorrounding neighborhoods always last to get power?

Frustrated Westford resident

Dear National Grid - Five Days????? Really? Knowing that the storm would bring down power lines I am disappointed in your response time. I wonder if any of your customers will get a discount on their

I am very angry with National Grid's lack of planning to prevent power outages during storms. I think these more intense weather events are a fact of life, due to climate changes. The utility company needs to figure out to keep the power on by proactively trimming tree branches and starting to bury the power lines. Losing power ( especially during cold weather) is a public health, not just an inconvenience.

In speaking with residents from Groton they say that they do not have the same issues that Westford has in regard to slow restoration of electrical service. They feel that this is because Groton has it's own utility company (Groton Electric Light Commission). Groton residents state that power is typically restored to them in a matter of hours whereas it takes days in Westford. Also they say their electrical rates are lower than those of Westford residents. I think Westford should take a look at partnering with the Massachusetts Municipal Wholesale Electric Company.

National Grid restoration of power was unsatisfactory in this past storm and I have noticed that a trend has been developing over the past several years that they are no longer prepared to handle any kind of severe weather. Probably the main reason for this is that they simply no longer have the man power to deal with severe weather. They are likely doing what many corporations are doing and that is maximizing profits by reducing staff. That may work under normal operations, but not with severe weather. They are relying too heavily on their mutual aid from other utilities in severe conditions and it's not working. In some cases they have to go to other parts of the US and even Canada to bring in crews and this can even take a few days. So right off the bat, power restoarion is being delayed and this trend will only get worse if they continue to cut staff. Also they have to do a better job of trimming trees that are in the vicinity of their lines. Just on Plain Road there are too many tree limbs over the wires. This past storm after many flickers, we lost power at approximately 7:25 PM Sat Oct 29. I'm a meteorologist and we only had 1-2 inches of wet snow when we lost our power. Granted winds were increasing and the leaf canopy on trees was fuller than normal, but still we did not have a lot of snow when the power went out. I really think the town really needs to make National Grid more accountable in a situation like this. Maybe it's time to get the law changed so that town's in MA can have their own power companys like Littleton and Groton have. I don't know how they did on this past storm, but I bet they did a much better job than National Grid. One thing I do know is that they pay lower electic bills. Competition always makes every one better and maybe if National Grid realized that Westford has the option of setting up or joining in with some surounding towns electic department, they just might get the message.

**Resident Comments Regarding October 29, 2011 Snow Storm**

Until Thursday after the storm, I did not see even ONE tree or line crew in the Nab area or in all the areas along Rte. 3 from Chelmsford to Tyngsboro - I drive these roads often. This was depressing to say the least. The tree crews, when they finally showed up, left debris piles on the roadsides rather than the town's required 10' back. The Nat'l Grid web site provided inadequate detail about restoration. My address was slated to be restored on Nov. 1, then Nov. 2, and it finally was on Nov. 3. Their preventative tree trimming has been inadequate. Tree limbs remain in or over lines on many roads around town, so this type of outage can easily happen again.

With the huge money utilities are making they, should be investing more in the long term infrastructure; which clearly they are not. Five days without power was ridiculous and there should be financial consequences.

Westford is always the last to get power back although we have a large number/percentage of customers affected. Running out of patience each time. 3 days should be the maximum down days, not 5 days this time, 8 days in 2008.

Six days after the recent storm without power is inexcusable. It also costs money to throw away food and buy wood for a fireplace to try to keep warm. Every storm it seems to get worse and National Grid needs to do something so we do not have to endure another one of these long outages. In this day and age with the technology available, it should not happen!

I want to add my voice to those of the thousands of National Grid customers who were completely dissatisfied with the utility's response to the recent weather event. We were without power for a total of 5 days. We have lived in Westford in a 55 and older community for around nine years. In our previous home, where we lived for over thirty years, power went out very infrequently and never for more than 5-10 hours. What is so unusual about the National Grid operation in the Westford area that we experience so many outages and ones that last days not hours?

Given the advance warning National Grid had in the most recent storm and the fact that they had prior experience on what to expect from the ice storm a couple of years ago why were they so ill-prepared to respond? More importantly, what are they planning to do when the next "unusual" event occurs? They are forcing the elderly and families with small children to take extreme, dangerous and expensive measures such as installing generators which all of us can ill afford.

Beyond their poor response to the actual damage was the abysmal communications provided by National Grid. When I called the number given on the utility bill and after making my way through their seemingly unending menu of meaningless options I finally came to a recorded message that said their offices were closed and would open on Wednesday (four days after the storm). Not very informative or helpful for someone trying to get some idea of when to expect power to be restored or, at the very least, a sympathetic and apologetic message of concern for what we were all going through.

It's high time that a public utility serve the public.

My family is new to Westford. I am native to New England but grew up on the South Shore and spent the last 8 years in Waltham. In my lifetime, I have never been without power for as many days as we experienced with this storm. The town communication was impressive, however, I do think that it is unreasonable to allow families to go without power for as long as we did. Personally, there should be a service level agreement that mandates a certain amount of time if power was ever lost to be fixed. We all know what the issues were, trees should be maintained to avoid this in the future. The sad thing is, this could have been prevented. Is National Grid or the town, whoever is responsible for keeping the trees away from the lines going to reimburse us for the expense of lost food, hotel expenses, etc. The cost incurred was just shy of \$1000 for us and I know for others it was more due to damage done to their homes.

Resident Comments Regarding October 29, 2011 Snow Storm

NG needs to do a better job of pruning back the trees. Or the town should prune if that's the town responsibility. There is no reason why there had to be this much damage. Of course, now that the weak trees have all fallen, we are probably good for a few more years while the bureaucrats do nothing. How about a fine on the electric companies that escalates for each day customers are without power? In other words, no fines if power is back on to a customer within 24 or 48 hrs. But then the third day there would be a \$10/customer charge for any household that didn't have power. On the fourth day it would go to \$20/customer without power. OK, start the politicizing about why this can't/won't work.

I was out of power from late Saturday, Oct. 29 to late Thursday, November 3. I had to move in with relatives out of town. Nobody from my neighborhood (who stayed) saw any kind of crew or utility truck -- or received any information -- until a few hours before power was restored. I would really like to know the process (or lack thereof) for getting people back online. I would really like to register my frustration and disgust on behalf of myself and my neighbors but particularly for the people west of Westford who continued to suffer without power for several days after we were restored. I am VERY frustrated and disappointed that nothing seems to have been learned from the last ice storm, two (or three?) years ago, when we lost power for several days also.

National Grid said on their web site that my power was restored on Tuesday following the storm when in fact my whole neighborhood was without power for a nother 2 days beyond that. I resubmitted my report and then it said assessing damage until a day after power actually was restored. This made it difficult to have any idea when to expect the power to actually be restored.

Town and school superintendent did a great job of keeping residents up to date using reverse 911. Don't know if town used Facebook, Twitter, but should in future. Town should actively seek to keep trees from wires, not just trim around, and require underground wiring in all new construction and major repairs.

National Grid faced a monumentous task right on the heels of Hurricane Irene. My only question is how they decide to deploy resources, but this is not a criticism. Should seek to install underground wires whenever repairs are needed - love it in my nbhd.

Never saw a power truck in Westford until Tuesday afternoon. Enough said...

Any new building project in town should require a builder's donation to a fund to bury overhead power lines, and new development in town should have buried lines, especially along Rt. 110. National Grid should be pressured by the town to start burying wires, especially along key lines, like Rt. 110. The fact that Minot's corner was dark until Tuesday PM is silly. I still can't understand why that wasn't done when Rt. 110 was widened between Powers Rd and Rt. 225. An opportunity missed...

I appreciate the work that National Grid and it's subcontractor performed to restore our power and would like to understand what is being done to make measurable improvements in outage communications and response. Thank you.

Storms such as the one should be anticipated in advance and the Electric company should have taken all the needed precautions to prevent the outage and for the time period that the outage happened. Why weren't there enough people trained to take care of this in one or two days time versus 6.5 days. They really should pay each resident for the inconvenience caused as a result of this. Having electric power is a necessity, not a luxury since hot water and heat for the house are dependent on that, even the pilot to the heating system does not work when the electric power goes. Perhaps there has to be a suggestion and implementation of a solution to override the electric pilot so one can at least have hot water and heat in the house. Let us know if this may be possible in the future. Let us also know how we can help in improving the process and reaction when such disasters happen.

As in the last ice storm, we were without power for 6 days...this is unacceptable. There were no National Grid trucks seen in the town for days. We are very concerned and disappointed with the lack of response from National Grid. We had to stay at a hotel both 6 day events and lost a considerable amount of money due to hotel bills and lost food supplies. Both times, the town of Westford seemed forgotten. We are very displeased with National Grid!

## Resident Comments Regarding October 29, 2011 Snow Storm

We were without power for 5 days, and I am sure we are like most people that found a cold dark house discouraging. But as I looked around my neighborhood and around town, I was amazed at the destruction of this storm. National Grid is taking a lot of heat from Monday morning quarterbacks, but I think they did a good job with the task they had.

Some power lines came down due to heavy branches, but a lot came down when trees toppled over. I'm not sure anyone in this town would want the type of preventative maintenance necessary to prevent this from happening, it would require removing a lot of trees. I know we do not want to see large numbers of trees removed.

I wonder if the town and/or a partnership with National Grid could identify critical feeder lines and put them underground to prevent this from happening in the future. I believe it would be prohibitively expensive to bury all power lines all at once, but a long term project to do a little at a time might be feasible.

Our family is grateful for the linemen and people involved in restoring our power. Given the magnitude of the task, we are impressed with their response. We were personally uncomfortable for a few days, but we were grateful that no serious injury occurred to people or our property.

There seems to be a lot of focus on the response of National Grid to the massive outages. I think the time to restore was reasonable. At best perhaps it might be possible to accelerate the restoration by a factor of 2 through more careful staging and supervision of repair crews.

However, I think the important issue that is not discussed is why were there so many outages to begin with for both the October storm and TS Irene. Irene in particular was rain only and produced winds only in the 30-40mph regime. The answer to why the outages were so wide spread has to be at least in part that National Grid is not adequately maintaining the right of way, proactively trimming trees to avoid outages in the first place. By ignoring or greatly reducing their effort on right of way maintenance, National Grid saves money overall even if they have to pay the occasional overtime to restore power after an outage.

My suggestion to resolve the problem is not to try to legislate rules and regulations about right of way maintenance and monitoring of National Grid performance. Instead, require National Grid to rebate customers for every day of lost service. As it is now, National Grid doesn't bear the cost of lost service (in the form of spoiled food, restaurant and hotel bills, installation of emergency home generators and the cost of fuel to run them), so they have no real incentive to avoid catastrophic outages.

In light of the extent of the damage and the timing of the storm relative to the progression of leaf shedding by deciduous trees, I believe the response and the resumption of utilities was adequate. It may be that the weather profile in our geography is changing and that an increase of the mitigation of potential tree damage to power lines is in order. The disappointment is the inability of the Town Departments to have the means to go out into the community and help individual home owners with debris clean-up services such as carting the piles of gathered debris.

I was bothered by the length of time to see trucks working and roads being cleared. I would like to see a Westford Light Company developed like Littleton, Groton and Concord as they had a much better response to the power loss than National Grid. Made for a primitive existence for me as I have a well hence no water. There has to be a better way for them to respond.

The 2011 October Nor'easter' was predicted by meteorologists well in advance for National Grid to have made an appropriate response to the emergency. Like the 2008 ice storm, National Grid was ill equipped to deal with the massive power outages. However, this time, with fair warning, National Grid has no legitimate excuse. It is a public utility that fails to effectively act upon its role to serve the public, responding instead as a big, faceless corporation at a loss to explain its mismanagement of resources, lackluster response, or understand the plight of families with small children or senior citizens left without power and heat for an entire week.

## Resident Comments Regarding October 29, 2011 Snow Storm

To say that National Grid failed to execute any semblance of a quick and effective response to power outages resulting from the storm of October 29, would be giving them much more credit than they deserve. Despite the fact that this storm was forecasted well in advance, including its possible effect on trees and power lines, National Grid performed just as poorly as they have in the past. It's no small wonder since National Grid talking heads Marcy Reed and Kathy Lyford haven't a clue how to manage their operation. To be fair though, it must be extremely difficult to manage anything when your head is so firmly implanted in your butt.

It is obvious that this is a game National Grid will continue to play until some force changes their behavior. The equation is very very simple. National grid is only concerned about profits, and the best way to ensure profits is to maximize revenue and minimize expense; this is the only thing they do very well. Since they are the only player in town, we all are prisoners and must pay our monthly tribute, while they keep available crews below any sane level, do virtually no preventative maintenance (particularly tree trimming), and then keep their fingers crossed that nothing major happens. Unfortunately for National Grid's customers, even if something major does happen (which it will), we suffer the result, not them. Many of us were out of power for five full days which is absolutely unforgivable for a national supplier of power. This has to stop!

It is time that local or state government gets their hands around this issue and ensures that the penalties for not being prepared to manage storm damage are so severe that National Grid cannot afford to take the risk of being understaffed. National grid's performance is horrid at best, and needs to be addressed immediately. This storm is not worthy of being labeled catastrophic, yet, until someone puts National Grid's feet to the fire, they will use this term every time they fail.

I gladly volunteer for any committee that might be assigned to propose corrective action measures. This has to stop.

I have lived in Westford for 15 years, in last few years power outage situation has worsened. For 3-4 times we had an outage lasting almost a week. National Grid needs to work closely with town and do a root cause analysis on each outage. For each outage find out if there was a outage-pattern to see if issues were same at same spots in town. For such areas need to pro-actively work to resolve the issue before they occur again. I live off cold-spring road and this road had large scale wire and trees down in last 2 storms. I can still see several trees that could come-down in next storm. Why can't National Grid and Town survey Cold Sprig Road and properly trim branches of the potentially outage causing trees.

National Grid also needs to collaborate swiftly in seeking help from neighboring state electric grid companies. National Grid needs to have frequent meetings with other electric grid companies and work out logistics on how to work together on such crisis situation. National Grid needs to realize that this 5 day outage are becoming common and they either need to have their own disaster recovery plan; or willing to take help from other companies or federal gov to minimize the outages. Because of in-effectiveness of National Grid; our elderly health is at risk; students are loosing several days of school and making them less competitive compared to towns where outages are well managed and thereby less school closings.

Town's residents are suffering because of in-effectiveness of National Grid and Town Hall staff not being able to influence National Grid to take swift remediation action. It is not acceptable to have these extended outages - something needs to be done. Town Hall needs to have meetings to come-up with a game-plan and share it with Westford residents.

Is it possible for the town of Westford to cancel it's pathetic service with National Grid and go to Littleton Electric or better yet, emulate Littleton Electric and convert to a private electrical service? As of this morning, Oct 31, Littleton has only a few side streets without power, while downtown Westford and most of the town is still in the dark (this is the email that I sent to Jodi Ross on 10/31/11). We did not receive power until Thursday night and our street was forgotten, while everyone else around us received power on Wednesday. I had to call National Grid and tell them about our street. They said we had power and I had to beg them to send someone back out to get us up and running.

Having lived in Westford for 16 years now and working in Littleton for the past 4 years (through the ice storm, the hurricane, blizzards, etc.), Littleton Electric clears the power lines before the storms, restores power within a day, and then the next few days are spent hauling away debris that residents put near the street.

I don't understand why Westford cannot provide the same service? We have the top schools in the state and we are trying to increase the business footprint, but yet we cannot keep a lightbulb lit during or after a storm.

**Resident Comments Regarding October 29, 2011 Snow Storm**

One of the most frustrating things about National Grid is that it was impossible to contact them by phone during the power outage. The customer service number had a message saying that they were closed for normal business, and the power outage reporting number goes to an automated service. There was no way to get a status except by going to the website, and I can't use my computer during a power outage.

In addition, this was my third multi-day power outage in three years, and the second in two months. In response to a written complaint, National Grid basically said that this was a really bad storm. This is true; however, bad storms occur pretty regularly here in New England, and they don't seem to be doing anything to improve their response or outage prevention capabilities.

I didn't know until recently that Littleton and Groton had local electric companies until I heard the envious comments of neighbors and co-workers about how quickly they were back up after this storm. I'm sure that there are pros and cons to having a local municipal power company, but given the poor response from National Grid, maybe Westford could explore the possibility.

It is WELL past the time to do something about the power outages in Westford. I live on Woodbury Drive and even though the power lines are buried here, we lose power almost every single time there is a storm. And since we are a small street, we are the last ones to get power back. Please cut back the trees overarching RT 225 and look into getting our own power company.

I would definitely support the town investigating all options available to replace National Grid services in Westford. It was clear that neighboring towns were able to recover from the storm in much less time than we were. The potential physical dangers and loss of productivity from having downed wires and schools and businesses closed for days on end is very serious.

We have a couple of problems with National Grid: (1) Specifically our subdivision (Hearthstone, Cobbler, and Chippewa) have underground power cables that don't meet 'code' (according to NGs workers) and we experience frequent outages restricted to our subdivision. NG has done nothing about this and will not even respond to my communications. (2) Town-wide, they are not proactive at all. Their equipment is old and frequently fails and I have never seen them do any tree trimming at all. At the very least they should implement an aggressive improvement plan and should pay for the removal of recent storm debris. If they had been doing their job they would have had to remove this debris anyway.

I live in Greystone neighborhood. Our power went out on Sat evening and was restored Thursday afternoon. I feel that it took National Grid way too long to get crews working on restoring power in Westford. We had advance warning of the snow storm and everyone knew the potential for damage due to the leaves still being on the trees. I would rate the response: D-

I was disappointed in the amount of time it took to restore power to the schools and the homes.

National Grid's outage map was continually out of date. I had to make multiple phone calls to advise them that power was out in the neighborhood.

This failure to effectively inform their customers made planning exceedingly difficult - should we get a hotel, or tough it out one more night? No way to know based on their information.

## Resident Comments Regarding October 29, 2011 Snow Storm

Just this year, I have twice lost power for almost a week. During Irene, I was thankful that the weather wasn't too bad and I was able to stick it out without undo hardship but during this storm I was forced to get a hotel room for my elderly mother (who is too sick to be able to withstand either the temperatures or the cold showers). While I understand that this was a massive storm, the fact that EVERY storm seems to be followed by a week without power (or heat) in my home leaves me questioning whether National Grid is doing everything in their power to minimize the effect that severe storms can have on powerlines or whether they are sufficiently staffed to respond in the aftermath of such storms. All indications are that these severe weather events are on the rise and long-term solutions are required to minimize the effect similar storms will have on our power grid in the future. Something needs to be done BEFORE the next extreme weather event to upgrade or better protect our grid system from high winds and falling tree limbs. While I understand that we can't eliminate such occurrences, much more can be done as regular maintenance to minimize the damage those events cause to the grid.

It is very clear to me that NG has failed to ensure that its power lines are free from tree branches. A drive from Littleton (which has its own power company) to Westford along Beaverbrook Road just after the storm showed the stark contrast at the town line: Littleton's trees were trimmed back from the power lines; Westford's trees were overhanging the power lines. So obviously the storm caused many trees' limbs to come down on the power lines. I would like there to be pressure applied to NG to maintain their power lines adequately to prevent recurrences of extended power outages.

I think the town handled it reasonably well. The way WPD used the Facebook page was extremely helpful and informative. Thank you! The fact that National Grid yet again took up to a week to restore power is unacceptable. Having power lines down on the street for several days in areas where people live and walk is just outrageous. I see no evidence of National Grid doing anything to ensure that they can provide their service during adverse weather when we need it the most. Other countries and areas dig down the cables and are not so vulnerable. Maybe it is time to act like a developed country/area and do the same.

I've seen a lot of power failures in my days in Westford. This past storm has been the worst. I usually see some Nat. Grid trucks following the power failure. This storm I didn't see any till 6 days after, Thursday from 6-8 pm was the first I seen any action. I'm not interested in the reports as to how many people are without power I want to know when will it be back. If in retrospect I knew it would take 6 days I would have gone to a hotel. We also lost all our frozen food. Any reimbursement. If they can't restore the power in x number of days fine them Have them reduce the bill for those who lost food. Nat Grid has the gall to increase their rates Nov 1st. They should be fined and reimburse the customers who were without power so much per day. The town should be looking for a new provider. Even though one can't burn till January, why can't one get a permit any month before January. Is it the 1st of January or the 15th Old Lowell Rd is a very dangerous rd why can't they paint a no passing solid line in the middle of that Rd.

Given the extent of damage to wires from trees and limbs, I am quite satisfied with the power restoration time frame. If some of the damage could have been avoided by more careful pruning over the past year, that would certainly be a fault. On the other hand how do townspeople feel about the loss of foliage during the pruning season?

We had a pole down...wires on the street...no cable, no telephone, no power. How do we know who to call to fix the pole? None of the companies had enough staff to take our call. Could not get thru to National grid. Sat for a very long time for both Verizon and Comcast. Then, I hear from a National grid guy stationed on the street (he was a gas guy just sent to sit, not an electric guy) that they didn't have any reports from our street. Talking to a couple of neighbors, they couldn't get thru or got tired of waiting.

We lost power for 4 days. We understand that these were exceptional circumstances and we are not sure whether the power could have been restored faster. Our major comment is that the communication from National Grid could be improved. We called to get information from them and all they could tell us was "the damage in your area is extensive and we are uncertain when the power will be restored." They should be able to provide some indication of the time required. They knew how extensive the damage was and they should be able to say whether it would be hours or days involved to restore power. We were all sitting in our houses hoping each day that it will be restored without knowing what was going on. If we knew that it would be 4 days we might have done something different - like go to the shelter in town or visit family in another state.

## Resident Comments Regarding October 29, 2011 Snow Storm

Not happy with National Grid response. It looks like they are not prepared for the storm and their response seems to be an after thought. Very poorly coordinated. Information was not provided in a transparent manner. Their monopoly is not helping us and we should considering exploring for alternative choices.

After the storm we did not get power restored until the afternoon of November 5th. I understand that the number of people effected was great, but this time period is unacceptable. I was also frustrated that it seemed we had to make repeated calls to remind them that we had a wire down and we witnessed at least two assessments (with no attempts to fix it)of this wire. It ceratinly gave the impression of poor communication within National Grid. Fianlly, it was not amusing to look up our account online only to see it listed as "no power outage" when, in fact, the power was still out. During the ice storm in 2008 we were without power for 6 days. I would have thought that National Grid would have learned from that disaster and implemented new procedures for outages of this magnitude. Apparently that did not happen. To say that I was disappointed would be an understatement.

National Grid - Dec 2008 and Oct 29 2011 storms - in the 3 years, what lessons learned and policy changes did you put in place to maximize power operations and mitigate future tree damages? I asked 25 residents - not one felt you improved over 3 year period. My utilities are under ground. Why would I ever loose service for 1 minute / year, let alone 5+ days in 2011 and 5 days in 2008? During "normal" operations, why do we see brown outs and 10 second service losses 5-8 times / year causing clocks to reset? Why? POOR SERVICE!

National Grid - is the town pursuing class action money or service rebates for residents? I am out \$650 for 4 hotel nights. \$190 for Heating System fix due to the brown out and outage zapping a component. \$150 for groceries in fridge/freezer that perished. Call it \$1,100 in total due to their poor service. Not including tree work. Right thing for National Grid to do is rebate my bill \$1,100 till I am whole again!

Follow Up to my previos Note to National Grid - is the town pursuing class action money or service rebates for residents? I am out \$650 for 4 hotel nights. \$190 for Heating System fix due to the brown out and outage zapping a component. \$150 for groceries in fridge/freezer that perished. Call it \$1,100 in total due to their poor service. Not including tree work. Right thing for National Grid to do is rebate my bill \$1,100 till I am whole again!

It seems strange that it took until Tuesday to get the Route 110 business district back online. National Grid states that a priority is major commercial areas, but that was not in evidence in Westford. Littleton had their business district back up on Sunday - of course, they have their own utlity which is accountable.

It was completely ridiculous that we missed school for four days because of downed limbs. Westford Fire and Highway could certainly have cleared them, but for the fact that wires were involved. I served on Boxborough Fire and we were always able to clear the roads because we could call Littleton Light and be sure lines were dead when we worked. Presumably, we do not have that option between Westford and National Grid.

If National Grid really spent their first day or two "in the woods" as their CEO said, that suggests that they need to do a better job clearing trees from their main feeder lines.

Once they got going, they moved pretty fast given the scale of damage. Between Tuesday and Thursday, they pretty much put the town back together. I just can't see why it took until Tuesday to get a meaningful presence of crews in town.

Tree trimming: not sure if it is National Grid or the town but there was no plan to trim branches and trees on an on-going basis to minimize power outages. This is such an obvious oversite that it boggles the mind ... Also, it is quite obvious from the experiences of Littleton and Concord that an electic strategy that is independent from a company that is not well run (Nat Grid) requires careful consideration. Thank you.

It's been a trying summer and fall for NG and our area. A lack of planning and preparation for such events, relying on other utility companies that many times are busy with their own outages proves not to be the complete solution, and the arrogant attitude of NG's senior management, going to Hawaii for the first storm and saying I can't control the weather for the second, doesn't leave me the feeling that NG will address the issue without government intervention. Let's take action before the next failure to respond by the only power option available to us. Competition and/or regulation would seem to be required. I hope that this input helps in solving this dangerous and costly ongoing problem for the town, it's schools, it's residents and it's businesses.

**Resident Comments Regarding October 29, 2011 Snow Storm**

Clearly National Grid was not prepared for this storm, and this has been the 3rd time in the last 3 years we had a multi day outage. Previously I think I have to go back about 17-18 years before I remember another multi day outage. I think the problem is that the lines are not being maintained. Nearby towns that run their own utility companies (Littleton, etc) seem to have fared much better, as they likely do continue to maintain the lines better, and cut back trees. Even the towns with NStar fared much better, e.g. Carlisle & Acton.

If the issue is that we don't allow them to prune the trees to maintain the rural character, then this starts looking like our problem. In that case, I would say we are at fault, and should own the responsibility to clear the trees in a way we see fit and appropriate.

FYI the traffic light at Rte 27 & 225 was out for 3-4 days, that's quite a safety issue and I'm sure there were many others throughout town.

As stated in my Nov 2 complaint to MassDPU, National Grid should be required to to maintain an appropriate tree trimming program. They should also be required to upgrade their infrastructure to minimize outages. Being without power for almost 6 days (on a street with underground utilities) is more than an inconvenience. MassDPU and the utilities have to recognize that for the past 2 decades we have been encouraged to work from home to reduce our carbon footprint; and our banking, insurance and other important documents are maintained on-line or on our computers. Being without power prevents many people from making a living, delivering services and having access to important records. The utility companies have to join the 21st Century.

National Grid's monopoly has utterly failed to achieve a single goal. Instead we have higher fees and poor service. We should become like Littleton with regards to electrical service.

I grew up when electricity and gas companies were considered essential public utilities.

The gas and electric distribution system are monopolies.

Then and today the government is justified to push hard on the utility companies for the public safety and well being. Are there any incentives or penalties of substance for National Grid related to their response when an event happens where electric power is lost in the community?

There is a great economic impact on the community during a sustained power loss. Businesses close, schools close, food spoils. etc.

Also, IMO more a reliable and quicker response is worth a slightly higher bill.

I feel that National Grid had a responsibility to act faster and to have secured more resources so that we could have our power restored in a more timely fashion. At the very least, they should be offering some sort of monetary compensation toward a future bill. Many of us do not have generators and were forced to be displaced from our homes for almost 1 week. I understand that these were unusual circumstances, but unfortunately it's not the first time. There should be better prevention, as in cutting down branches near wires. I have seen them cutting them, but they are certainly not cutting as many as they should in order to better prevent some power outages. They should also have a better back-up plan in place as far as having other states coming to help restore power to their customers. I don't think it is fair for them to just say it was a freak storm and a lot more damage than was anticipated. Shouldn't the money we send them for our bills each month include the security that in case of emergencies they have a plan and they will do their best to take care of us? I do not feel they have been doing their best.

It just seemed that knowing this storm was coming and knowing it was October and there were still leaves on the trees, NationalGrid should have had more crews on site before the storm hit. It should not have taken 5 plus days for us to get our power back.

**Resident Comments Regarding October 29, 2011 Snow Storm**

Hi, It goes without saying that National Grid's response to the power outage was extremely slow. In addition the outage reports were ambiguous. Multiple times the power restoration times provided by National Grid were incorrect.

For example, initially the power outage time stated that it will be restored in a couple of days. So, when we returned home after couple of days, the power outage notice was moved out by a further 3 days. Subsequently, next day midnight the notice said power was restored. But on reaching home there was still no power. The notice was moved to 2 days out again. Overall extremely unreliable.

Reliable and consistent power outage restoration times are critical for customers, so that they can make alternative arrangements.

Regards,  
Ulhas

I thought National Grid's response to the storm was terrible. Our neighborhood and surrounding streets had no downed lines yet it took days to get back online. This happens too often...outages during Hurricane Irene, and lengthy outages in Dec 08 and '97. Out of state crews while being helpful were hindered by old maps of the town and a lack of direction on the part of National Grid managers. Seeing idle trucks on the side of the road or in the parking lots with crews waiting for direction from NG was ridiculous. I am in favor of a muninciple light company.

- ABOT ST: 19, 20, 24
- ABBY RD: 7, 8
- ACORN LN: 44
- ACTON RD: 13, 3, 7
- ADAMS LANE: 29
- ALCORN CROSSING: 21
- ALLEN LANE: 12, 17, 3, 8, 7
- ALLISON DR: 37
- ALMERA CIRCLE: 31, 32
- ALPINE WAY: 44
- ANDERSON LANE: 27
- ANNE TERESA WAY: 13
- ANNMARQUE WAY: 8
- APPAN WAY: 41
- APRIL DR: 17
- ASHLEY PLACE: 18, 7
- ASSABET RD: 5
- ATWATER DR: 12
- AUTUMN LEAF LANE: 6
- BALDWIN RD: 33
- BANBURY RD: 11, 12
- BARN LANE: 32
- BARRISTER DR: 20, 21, 25
- BARTLETT RD: 33
- BATES LANE: 26
- BAY DR: 2
- BAYBERRY RD: 25
- BEACON ST: 30
- BEAN CURS LANE: 13
- BEAR HILL TERRACE: 5
- BEATRICE RD: 40
- BEAVER BROOK RD: 14, 19, 20, 21, 25, 31
- BEAVER DAM DR: 26, 31
- BETTY LANE: 42
- BIG ROCK TRL: 44
- BIRCH RD: 37, 42
- BIRCHWOOD DR: 41
- BOBBY LANE: 28
- BLACK BEAR LANE: 13
- BLACKSMITH DR: 42, 46
- BLACKTHORN DR: 31
- BLADES DR: 41
- BLAISDELL RD: 18
- BLAKE'S HILL RD: 21, 22
- BLANCHARD LN: 26
- BLANEY ST: 3
- BLUE BROOK LANE: 41
- BLUE HERON DR: 38
- BLUE RIDGE RD: 17
- BLUEBERRY LANE: 33
- BOBBER LN: 36
- BOGGER LANE: 44
- BOSTON RD: 17, 21, 22, 25, 26
- BOUTWELL HILL RD: 35
- BOXWOOD RD: 32
- BRADFORD ST: 15
- BRADLEY LANE: 26
- BRADY WAY: 41
- BRIAN DR: 14, 19
- BRIARWOOD DR: 45, 46
- BRIDGE ST: 26, 38, 39, 41
- BROADWAY ST: 30
- BROOKSIDE RD: 37, 38, 42, 43
- BROOKVIEW DR: 28
- BUCKBOARD DR: 27, 28
- BUCKINGHAM DR: 15
- BURBEEK LANE: 17
- BURBEEK WAY: 37
- BURNHAM POND WAY: 70
- BUTTERFIELD LANE: 14, 15
- BUTTERNUT RD: 41
- BYRNE AVE: 42
- BYRNE PLACE: 42

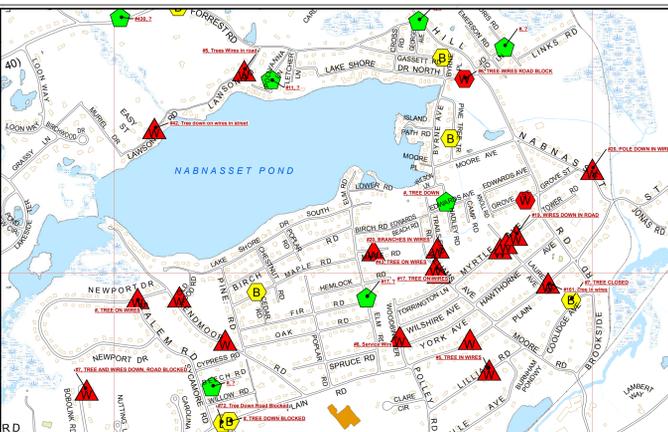
- CALDWELL DR: 48, 49
- CALISTA TERRACE: 32
- CAMP RD: 42
- CANAL ST: 19
- CANTER CIRCLE: 23
- CARL THOMPSON DR: 42, 46
- CARUSLE DR: 12, 17, 3, 8, 7
- CAROLINA LANE: 37
- CARRIAGE WAY: 28
- CARTER CIRCLE: 29
- CASTLE RD EXT: 22, 27
- CASTLE RD: 22
- CEADAR RD: 37
- CECILIA DR: 28, 33, 38
- CHANDLER DR: 49
- CHARTFIELD CIRCLE: 44
- CHERRY LANE: 41
- CHESEAPEAKE DR: 37
- CHICKEN WAY: 42
- CHESTNUT DR: 37, 42
- CHERRY LN: 29
- CHRISTOPHER DR: 14, 15, 19
- CHRISTY LANE: 17
- CHURCH ST: 30
- CHURCHILL COURT: 41
- CLARE CIRCLE: 37
- CLARENDON LANE: 41
- COLD SPRING RD: 20, 25, 26, 31
- COLONIAL DR: 13, 7
- COMMERCE WAY: 48
- CONCORD RD: 11, 12, 15, 16, 20
- CONNELL DR: 28
- COOLIDGE AVE: 37, 38
- COOLIDGE ST: 19, 24
- COOPER WAY: 49
- COURT VIEW LN: 44
- CORTLAND DR: 13
- COUNTRY CLUB DR: 30
- COUNTRY RD: 20
- COURT RD: 22, 27
- COWDREY HILL RD: 29, 34
- CRANBERRY DR: 32
- CRESCENT ST: 19, 20
- CREST ST: 31, 32
- CROCKER DR: 35
- CROSS RD: 17
- CROSS ST: 30
- CROWN DR: 21, 22
- CRUISE RD: 22, 27
- CUMMINGS RD: 28, 31, 32
- CURREN DR: 46, 48
- CUTLER LANE: 15
- CYPRESS RD: 37
- DANA DR: 27
- DANIEL DR: 24, 29
- DEAN DR: 14, 19
- DEANA LN: 28
- DEER RUN DR: 33
- DELL RD: 40
- DEMPSEY WAY: 35
- DEPT ST: 25, 31, 36, 41
- DEWBERRY DR: 17
- DODGE RD: 19
- DORSET DR: 42
- DOUGLAS RD: 27
- DOWNING PLACE: 33
- DOWNSDOWN DR: 41
- DRAWING RD: 22, 27
- DREW CROSSING: 22

- EAGLES NEST RD: 36
- EAST BOSTON CAMPS: 31, 36
- EAST PRESCOTT ST: 19, 24
- EAST ST: 42
- EDGEMERE AVE: 42
- EDWARDS AVE: 42
- ELDERBERRY WAY: 7
- ELLIOTT RD: 11
- ELM RD: 37
- ELM ST: 24
- EMERSON RD: 42
- ENEMY WAY: 35
- ENWOOD RD: 37, 41, 42
- ERIN'S WAY: 32
- EVERGREEN CIRCLE: 25
- FARVIEW DR: 37
- FARMER WAY: 35
- FARMHOUSE ROW: 44
- FARN RD: 36
- FERNWOOD DR: 42, 46
- FIELDSTONE DR: 17
- FIRE RD: 37
- FISHER WAY: 26
- FLAHOE RD: 16, 21
- FLETCHER LANE: 42
- FLETCHER RD: 26, 31
- FLUSHING POND RD: 21, 24, 25, 26, 30
- FORREST DR: 41, 42, 45
- FORGE VILLAGE RD: 21, 24, 25, 26, 30
- FOURTH ST: 30
- FOX RUN: 44
- FRANKLIN RD: 35
- GAGE RD: 18
- GARDNER DR: 26
- GARRETT DR: 32, 33
- GASSETT DR: 42
- GATECREST DR: 47
- GATHIER LANE: 29
- GEORGE AVE: 42
- GIFFORD DR: 37
- GILBERT LANE: 36
- GRANBERRY DR: 32
- GRACEFUL WAY: 63
- GRANDMA DR: 32, 37
- GRASSY LANE: 41
- GREAT ELM WAY: 7
- GREEN MEADOWS RD: 19
- GREENBRIER DR: 10
- GREENWOOD RD: 13, 18
- GREY FOX LN: 32
- GRIFFIN DR: 12, 13
- GRISTONE RD: 40
- GRIZZLY BEAR CIRCLE: 13
- GROTON RD: 34, 35, 36, 41, 42, 46
- GROVE ST: 42

- HADLEY RD: 42
- HAMMOCK DR: 44
- HART POND LN: 18
- HARTFORD RD: 20
- HAYTHORNE AVE: 37, 42
- HAYRICK LANE: 6
- HAYWAGON CIRCLE: 28
- HEARTHSTONE RD: 28
- HEATHER DR: 10, 15
- HELVETIA DR: 37
- HERITAGE WAY: 20
- HEYWOOD DR: 26, 31
- HIDDEN VALLEY RD: 45, 47
- HIGHLAND RD: 47
- HILMETH ST: 15, 16, 21, 26
- HILL ST: 19, 24
- HILLSIDE AVE: 30
- HILLSIDE RD: 40, 41
- HOLBROOK LN: 17
- HOLLY LANE: 41
- HONEYBUCKLE RD: 10, 15
- HORNINGS PLACE: 44
- HOWARD RD: 15
- HUNTING CIRCLE: 15
- HUNT RD: 33, 38
- HUTCHINS WAY: 15, 20
- HYACINTH DR: 26, 31
- INDIGO LANE: 10
- INTERSTATE 498: 10, 11, 16, 17, 22, 23, 29
- ISLAND PATH RD: 42
- JACK RABBIT LANE: 41
- JARVIS WAY: 13
- JEFFERSON DR: 18
- JENNY RICHARDS RD: 12, 13
- JENNIFER CIRCLE: 24
- JESTER RD: 27
- JOLLY LANE: 19
- JOJO LANE: 42
- JOCK LANE: 7
- JONAS DR: 43
- JOYCE CIRCLE: 26
- JUNIPER LANE: 12
- JUNIOR LN: 49
- KEYES RD: 35, 40
- KINGS PINE RD: 22
- KIRK CIRCLE: 27, 32
- KNOX RD: 42
- KOALA BEAR LANE: 13
- KYLEMORE DR: 25

- LAKE SHORE DR: 40, 42
- LAKESHORE DR: 30, 37, 42
- LAKESIDE TERRACE: 36, 41
- LANE DR: 17
- LANDMARK RD: 3, 7
- LAN DR: 47
- LANES END: 11
- LASALLETT RD: 18
- LAVELLE AVE: 37, 42
- LAWSON DR: 42
- LAWTON WAY: 27
- LAY DAY DR: 44
- LEDGEWOOD DR: 26
- LEIGHWAY WAY: 47, 48
- LELAND RD: 20, 27
- LELLIAN DR: 37
- LINGOON ST: 21, 26
- LINDSEY LANE: 35
- LINE RD: 33, 29
- LINKS RD: 42
- LITTLE BEAR HILL RD: 13
- LITTLETON RD: 10, 11, 16, 17, 22, 23
- LONG MEADOW RD: 25
- LONG RD: 40, 41
- LONG SOUGHT FOR POND RD: 40, 44
- LOON WAY: 41
- LOWELL RD: 31, 32, 37, 38
- LOWER RD: 42
- LUCLUE AVE: 37
- LUCINDA PL: 33
- LYBERRY WAY: 12, 17
- LYNWOOD LANE: 35
- MACINTOSH RD: 33
- MACQUARRIE LANE: 20
- MAIN ST: 21, 26, 27, 32, 33
- MAINE LANE: 21
- MAPLE RD: 37, 42

- MARIE ANNE DR: 13, 7
- MATLEY PATH: 52
- MAURICE DR: 29
- MAURITIA WAY: 29
- MAY RD: 11, 16
- MAZONDOCK DR: 29
- MEADOWVIEW DR: 32
- MELISSA DR: 17
- MEYER WAY: 41
- MILLSTONE HILL RD: 34
- MILTON RD: 24, 25
- MINUTEMAN LN: 11
- MISTY LANE: 12, 17
- MITCHELL WAY: 47, 48
- MONADNOCK DR: 16
- MOONLIGHT DR: 44
- MOORE AVE: 42
- MOORE PLACE: 42
- MORNING GLORY CIRCLE: 32, 37
- MORNING STAR DR: 48
- MORNINGVIEW LANE: 33
- MULBERRY LANE: 20, 25
- MURIEL DR: 41, 42
- MUSKET LANE: 45, 47
- MYRTLE AVE: 37, 42



Data as of November 3, 2011, 9:00 AM

This map may not contain all damage incurred during the storm.

Data was obtained from Police, Fire, and Highway visual observations.

- NABNASSET ST: 42, 43
- NEWPORT DR: 36, 37
- NIXON RD: 22
- NOXON LANE: 5
- NOONAN WAY: 21
- NORTH RD: 45
- NORTH MAIN ST: 24, 25, 30
- NORTH ST: 30, 35
- NORTHVIEW AVE: 18
- NUTTING LANE: 37
- ORCHARD ST: 24
- ORIAN WAY: 22
- OSPREY LN: 44
- OVERLOOK CIRCLE: 13
- PACIFIC LANE: 21
- PADDERS LN: 44
- PALACE RD: 27
- PALMISTO ST: 19
- PARK DR: 11
- PARK VIEW CIRCLE: 24
- PARKER CIRCLE: 13
- PARKHURST DR: 16
- PARTRIDGE LANE: 10
- PATRIOT LANE: 26
- PATTEN LANE: 20
- PATTEN RD: 20, 25
- PEARSON WAY: 20
- PERHAM CIRCLE: 45, 46
- PERSHING ST: 24
- PHILLIPS DR: 16
- PIERCE AVE: 26, 31
- PILGRIM DR: 35
- PINE GROVE RD: 19, 20
- PINE HILL RD: 28
- PINE RD: 37, 42
- PINE RIDGE RD: 25, 30
- PINE ST: 19, 24
- PINE TREE TRAIL: 42
- PLANO RD: 31, 36, 37, 42
- PLEASANT RD: 11, 19, 20
- POE LANE: 26
- POLAR BEAR LANE: 13
- POLLY LANE: 37
- POLLYANNA LANE: 42
- POND ST: 19
- POND VIEW CIRCLE: 41
- POPULAR RD: 37, 42
- POWERS RD: 11, 5
- PRESERVATION WAY: 12, 6
- PRIMROSE LANE: 10, 15
- PROVIDENCE RD: 22, 27, 32
- QUARRY HILL RD: 17
- RAIL TERRACE: 5
- RANDOLPH CIRCLE: 28
- RAVINE WAY: 44
- REBECCA LANE: 7
- REINSWAY CIRCLE: 23
- RIDGEVIEW RD: 44
- RILEY RD: 36
- RIVER ST: 30
- ROBINSON DR: 11
- ROBERT RD: 18
- ROBINSON RD: 15, 20, 21
- ROBINWOOD CIRCLE: 15
- ROC N RD LANE: 40
- ROCKWELL DR: 17
- ROLLING MEADOW LANE: 45, 46
- ROMA CORP: 48
- ROME DR: 21, 22
- ROCKS WAY: 20
- ROSE LANE: 36
- ROSEBUD LANE: 10
- ROUTE 3: 48, 49
- RUSH RD: 15, 20
- RUSSELL S WAY: 46, 48, 49
- RUTLAND CIRCLE: 13
- SAINT MARY'S DRIVE: 18, 23
- SALMON DR: 37
- SAND BEACH RD: 19, 20
- SANDSTONE DR: 47
- SASSAFRASS RD: 12, 13, 18
- SAWMILL DR: 28
- SAWYER DR: 45, 47
- SCHOOL LANE: 30
- SCOTT ST: 30
- SEQUOIA RD: 13, 18
- SHANNON CIRCLE: 13
- SHEA ST: 10
- SHIELLY LANE: 7
- SHERBORNE LANE: 46
- SHERLOCK LANE: 6
- SHERWOOD DR: 37
- SHIPLEY CIRCLE: 36
- SILO PATH: 7
- SINCLAIR LANE: 32
- SKY VIEW LN: 44
- SLEIGH RD: 13
- SLIFER: 40
- SMITH ST: 24
- SNOW DR: 12, 6
- SOUGHT FOR RD: 40, 41
- SOUTH CHELMSFORD RD: 17, 18, 22
- SOUTHGATE RD: 17
- SOUTHVIEW CIRCLE: 15
- SPRING RD: 37
- STARLIGHT LN: 44
- STARR CIRCLE: 20, 21
- STEERLE CHASE CIRCLE: 17, 18
- STERLING LANE: 6
- STEVEN CIRCLE: 13
- STONE RIDGE RD: 47
- STONEWALL WAY: 28
- STONEWAY DR: 29
- STONY BROOK RD: 32, 37
- STORY ST: 19, 24
- STRATTON HILL RD: 37
- STRAWBERRY LN: 32
- SULLIVAN WAY: 12
- SUNNY VILLAGE RD: 40, 41, 44
- SUNRISE LN: 44
- SUNSET DR: 44
- SWANSON LANE: 33, 38
- SWEDS CROSSING: 32, 33
- SWEETWOOD CIRCLE: 46
- SYCAMORE LANE: 37
- TADMUCK LANE: 27
- TADMUCK RD: 18, 22, 23, 27
- TALLARD RD: 10, 11, 15, 16
- TALLS WAY: 28
- TAVERN CIRCLE: 32
- TECHNOLOGY PARK DR: 22
- TENNEY DR: 40, 44
- TERRACE DR: 29
- THIRD ST: 30
- THISTLE LANE: 10, 15
- THOMAS LANE: 10, 25
- TIMBERLEE LANE: 36
- TORNEY TERRACE: 15
- TORRINGTON LANE: 37
- TOWER RD: 42
- TOWN FARM RD: 24
- TRAILS END RD: 42
- TRAILSIDE WAY: 6
- TRUE BEAN WAY: 14, 15
- TYLER DR: 41
- TYNGBORO RD: 41, 45, 47
- UNICORN DR: 35
- UPPER MEADOW LN: 12
- VALHALLA WAY: 21
- VILLAGE VIEW RD: 10, 24
- VILLANVA DR: 31, 32, 37
- VINE BROOK RD: 5
- VINEYARD DR: 47, 48
- VOSE HILL RD: 7, 8
- VOSE RD: 18
- WAGON TRAIL RD: 12
- WALTER CIRCLE: 8
- WALTON RD: 26
- WATERVIEW DR: 44
- WAYNE DR: 12
- WEBER DR: 19
- WEETAMOND WAY: 19
- WEST ST: 25, 29, 30
- WESTVIEW DR: 16
- WHISPERING PINES RD: 44
- WHITMAN LN: 17
- WHITNEY DR: 17
- WILLOW DR: 44
- WILLIAMS AVE: 37, 42
- WILLOW RD: 37
- WILSHIRE AVE: 37
- WILSON FARM RD: 12
- WILSON LANE: 42
- WINDING WAY: 45
- WINDSOR WAY: 15
- WING RD: 40
- WINTERGREEN LANE: 15
- WOODBINE TERRACE: 37
- WOODBURY DR: 12
- WOODLAND DR: 14
- WOODRIDGE LANE: 26
- WOODS POND DR: 29, 34
- WOODSACK RD: 40
- WRIGHT LANE: 21
- WYMAN'S BEACH RD: 40, 44
- XAVIER LN: 3, 7
- YORK AVE: 37

**Legend**

**Oct Snow Storm**

**WIRES**

- Tree In Road
- Road Blocked
- Hanging Branch
- Partial Road Block
- Wires Down
- Road Blocked, Wires
- WPD Precincts



# Town of Westford, Massachusetts

## Damage assessment of October 29, 2011 snow storm.



TOWN OF WESTFORD  
PUBLIC RECORDS RESPONSE - DIGITALS  
Prepared by GIS Dept. 11/03/2011

Information should be used as a general guide only and cannot be used for conveyance or permitting.