



THE CITY OF SPRINGFIELD, MASSACHUSETTS

MAYOR DOMENIC J. SARNO

HOME OF THE BASKETBALL HALL OF FAME

November 2, 2011

Attorney General Martha Coakley
One Ashburton Place
Boston, Massachusetts 02108

Re: WMECO Disaster Response

Dear Attorney General Coakley:

I am writing to request the assistance of your office with regard to Springfield's frustration with the performance of Western Massachusetts Electric Company during the current declared state of emergency in response to the effects of the severe winter storm.

I am requesting that the Office of the Attorney General utilize its oversight authority relative to electric utilities to assure that WMECO deploys sufficient resources for the restoration of power to the residents of Springfield, whose residents are in dire straits with prolonged outage.

In addition, I would request that your office review WMECO's communications with Springfield customers as to their estimated times of power restoration.

Springfield's residents and businesses face the largest risk in the region, and the restoration process must be expedited during the current event and assurances must be provided that resources are available for future events this winter.

Respectfully,

Domenic J. Sarno