

International Brotherhood of Electrical Workers

Local Union 457 AFL-CIO



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April 7, 2014

Mr. Thomas May
President & CEO
NStar
1 NStar Way
Westwood, MA 02090

Dear Mr. May,

Over the past several months we have met with your management team to discuss work schedules and after-hours coverage. This has been going on for at least ten months and we now find ourselves at a point where I feel the Company is about to make a tragic decision.

As you are well aware in the last Blue & Green contract negotiations the Company proposed a Response Specialist/ Troubleshooter plan as part of their final offer, which was overwhelmingly rejected. When we came back to the table the Union representatives and local management worked out agreements (that in some areas went beyond the existing contract language) to address each area's needs with the caveat that if the Company's needs were not met we would return to the table to address those needs.

What followed was, rather than go back to address any specific area's needs, we were told the Company wanted to meet on their initial plan. While we didn't see a need for this, and had not been given any indication that the status quo wasn't working, we agreed to meet with the Company. From what the Company outlined it appeared the only way for the Company's plan to work was to combine the Blue and Green contracts.

We agreed to, again, go down that road and look at combining the contracts. We presented approximately a half dozen "incentives" to the Company that would go a long way to making this a reality.

Our committee met over a period of a couple of weeks to create new language. The Company was getting anxious to see results so we reconvened on September 17, 2013 for a status update. I had, days prior, discussed with Mr. Herdegen and Mr. Gilkey that when we meet on the 17th they should be prepared to give some indication as to what the Company was willing to do relative to our "incentives" list prior to us giving them what had been developed at that point. Instead, after we asked several times what they had for us, Mr. Gilkey again presented their Response Specialist plan.

From that day forward all we heard was they have to have their plan. There were several subsequent meetings to attempt to find some common ground with which we could agree using the current contract language. It is absolutely my opinion that we could do 90% of what the Company wants with our current language and that opinion has been shared by many a supervisor and manager. Working to that end with our current language would mean expanding

the number of people in a Troubleshooter role which could only improve on the metrics by which you measure. In the April 1, 2014 edition of *NU Today* you pointed out the “excellent operational performance”. We should move forward with what we have currently to continue that performance trend and address outstanding issues in the next contract.

That brings us to where we find ourselves today at a point where the Company is about to contract out work historically done by CL&P employees at an expense far beyond what it would cost to do in house. Who is going to be asked to foot that bill, ratepayers or shareholders? That action begs the question: why? From the multitude of V.P.’s, directors, and managers I’ve spoken to it appears this decision is yours and if your goal is to improve customer service, is it not better to do it with the employees that built this Company and have seen it through thick and thin over the past 30 years as opposed to contracting it out to someone with no vested interest in the success of CL&P? There is consensus among the management folks I’ve talked to that, had we agreed to every piece of the Company’s plan, it wouldn’t work today because there isn’t the manpower to staff it currently.

All this brings me to one final point. I would hope that one man’s goal to raise the level of customer service measured against the industry, a goal, by the way, we all share, would not outweigh maintaining an experienced workforce that is prepared to handle all the work that comes its way. There is great pride in our membership for all the work we do. Many have sacrificed to meet the needs of this Company. We have signed and honored the agreement we currently have in place. Does a man’s word no longer have meaning? I strongly urge you to reconsider your position. I believe if you continue on your current path to attain a short term goal you will do irreparable harm to a Company and workforce that deserves better. I would be interested in any comments you have on this matter.

On behalf of the members of IBEW Local 457,



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Business Manager/ Financial Secretary
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