



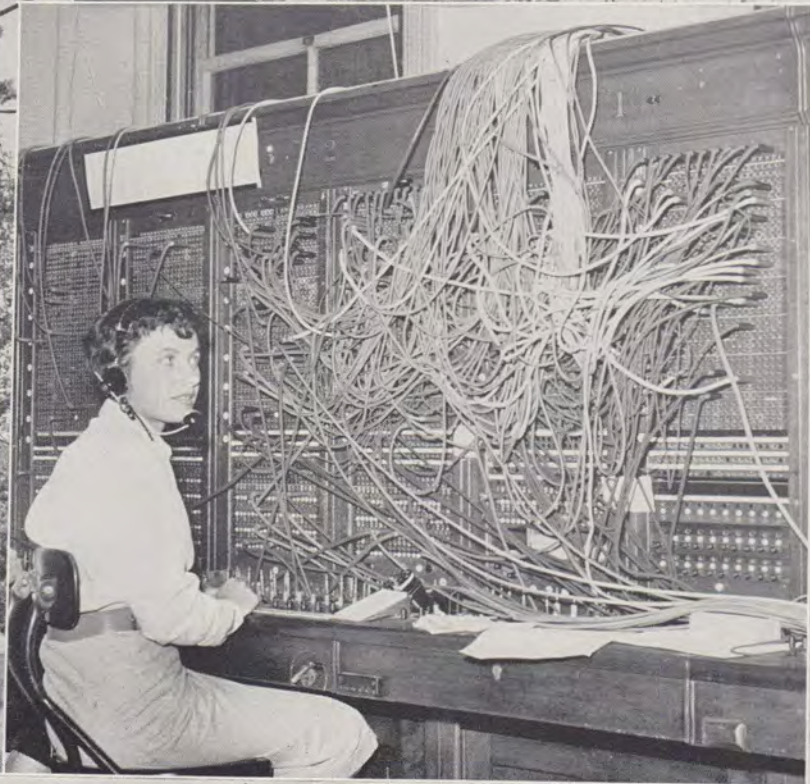
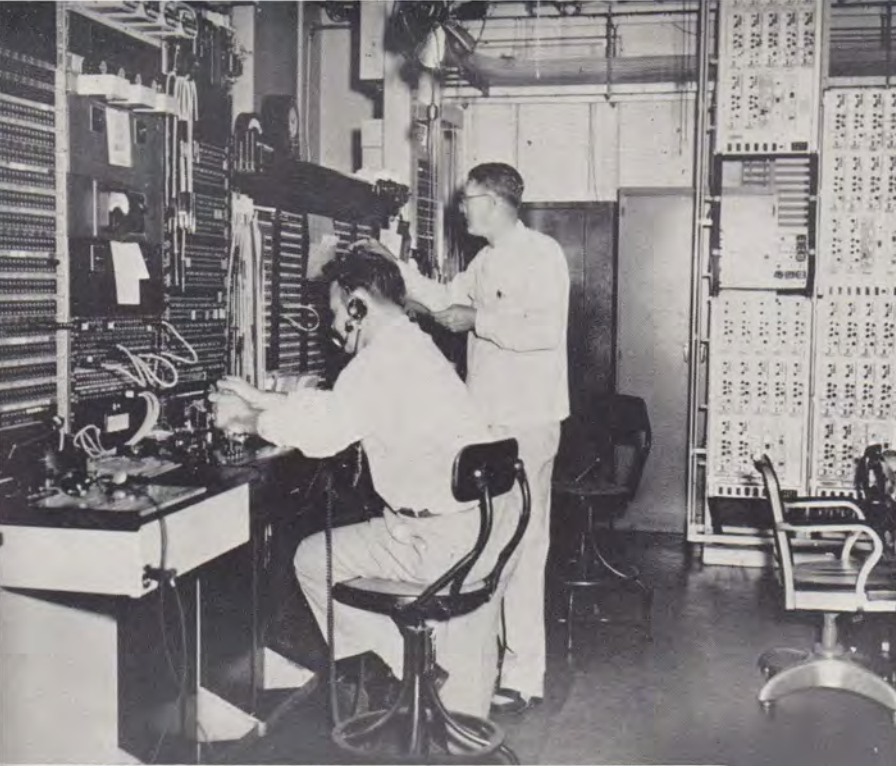
TELEPHONE  
*Topics*  
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MEN  
WORKING

*SPECIAL HURRICANE ISSUE*



BUSINESS C



# The Story of CAROL AND EDNA

CAROL and Edna were no ladies. The third and youngest of five hurricane sisters born in the Caribbean in the late summer of 1954, they shrieked wildly through New England, causing widespread floods and damage in excess of half a billion dollars.

Telephone-wise, the terrible sister hurricanes left New England reeling under the impact of the worst blow at communications facilities since a visit from one of their predecessors on September 21, 1938. Coming as they did within eleven days, the big winds silenced more than half a million telephones and caused \$10,000,000 damage to telephone plant.

Carol had the element of surprise on her side. Until the last minute weather experts figured that like Alice and Barbara she would spin out harmlessly in the Gulf, or veer way out into the North Atlantic. Instead she headed dead north, and suddenly in the early rain-drenched hours of August 31 millions of New Englanders found themselves in the middle of a violent hurricane.

By noon the Wild Woman was raging through Rhode Island, with gusts up to 115 mph pushing flood tides into city streets. In harbors, the wind and raging seas swamped hundreds of yachts, driving them ashore and breaking them to pieces. Finally, late in the day, a weakening Carol swept into Canada and left New England to count her fifty-five dead and twelve thousand homeless. National Guard troops rolled out to prevent looting in Massachusetts and Rhode Island, hardest hit of the states, and tons of dry ice were flown to Boston to help save food supplies.

She left in her wake 250,000 telephones and about 1,700 toll circuits out of service. About 4,000 poles were downed and as many as 77 Company offices and 57 Independent offices isolated. Another 270 offices operated on emergency power.

The most severely damaged sections of the Company were Rhode Island and the Central Area of Massachusetts which includes the New Bedford and lower Cape Code areas. Both contended with the destruction caused by the big winds, and experienced the added problem of floods created by abnormally high tides.

Manpower, extra hours worked, careful dispatching and shipping of crews, and plentiful supplies allowed restoration work to be completed on a temporary basis by Tuesday, September 7, setting a new record of restoration of service. The nearly 1,700 men who came from other Associated Companies increased to about 11,000 the total working force. The trucks they used totalled some 4,800, including the more than 800 that the men from New York, Pennsylvania, New Jersey, Maryland and District of Columbia brought with them.

But many of the out-of-company telephone men had not even returned to their home companies, and very little permanent construction had gotten underway, when Carol's sister hurricane, Edna, kicked up her heels and—telephone people were at it again!





Edna's coming was predicted. She blew in right on schedule on Saturday, September 11, escorted by lashing, driving blankets of rain—the fall was as high as eight inches in some places. The wind was 74 miles per hour in Boston and as high as 90 on the Cape. There were gusts of more than 100 mph. The coast of Maine and Massachusetts South Shore communities like Hingham and Hull were hardest hit, and all along the eastern seaboard she left a trail of telephone destruction. At the storm's end the New

One couple's dream cottage on Cape Cod after Carol's visit on August 31.

Not gondolas on the Grand Canal but cars swimming through downtown Providence.

Complete obliteration! No enemy bomb could have done the job more thoroughly.



England Company had 255,000 telephones and 945 toll circuits out, and about 1,400 poles down; 31 Company and 19 Independent Companies offices were isolated at one time or another; and 201 offices operated on emergency power.

New England Company Plant men, joined by over 1,600 other Bell System Plant men, many of whom had not returned to their own Company, immediately returned to the sunup-sundown

shift, and set to work to restore service for the second time. This time they were joined by 320 men from Michigan Bell, who with their 200 trucks, arrived by special trains for assignment to Maine.

Carol's record was topped and broken as emergency restoration was completed on September 17. Ahead still lies the long job of strengthening temporary repairs and rebuilding plant to normal standards.

Our Company's most extensive emergency use to date of FM radiotelephone followed the additional destruction hurled on New England's communications by Hurricane Edna and went into effect early in the morning of Monday, September 13.

By early Sunday morning the map of Maine in the Restoration Control Center showed a concentration of dots around the Penobscot Bay Region indicating that 25 Company offices and almost as many Independent



Two unidentified yachtsmen hang desperately to a tree at Wollaston Beach, Quincy, watching their craft smash against the rocks. Left: Neck-deep in floodwaters firemen struggle to control a \$350,000 fire that devoured a furniture store in Wareham.

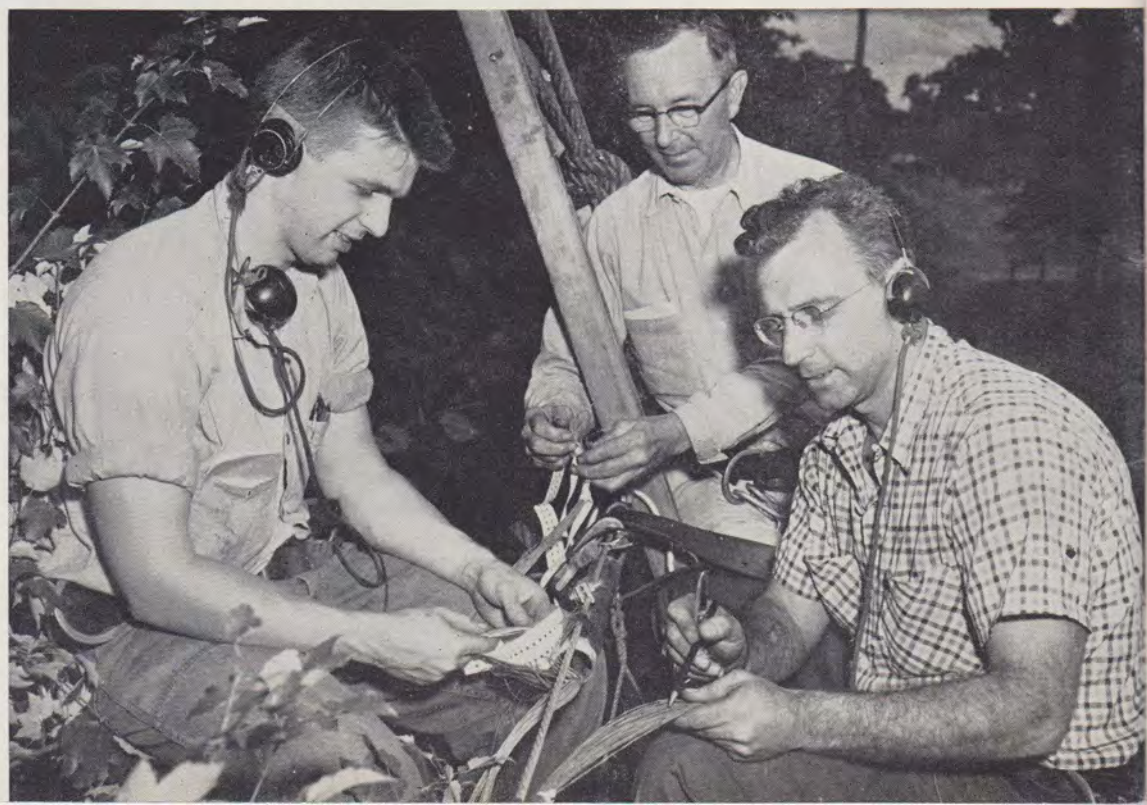


Companies offices were completely isolated.

Maine people eagerly accepted the offer of radiotelephone help and Sunday afternoon saw the Company's first mass movement of radio-equipped cars and men. Fourteen such cars plus two base stations and twenty-two men from Rhode Island and Massachusetts located in the



K. A. McFadden, Long Lines, from Plattsburg, N. Y., runs new wire along TS 205 in Brownfield, Me., restoring the main toll route from Portland to Montreal.



RIGHT: Sixty feet of cable had to be replaced at this break caused by a fallen tree on Shaker Road, East Longmeadow, Mass. Splicers at work are John Perman, Stanley Kartz and Alfred Varelas.

vicinity of Lincolnville Hill in the Penobscot Bay region. Seven of the cars went to isolated central offices. The rest were attached to Plant forces repairing toll sections.

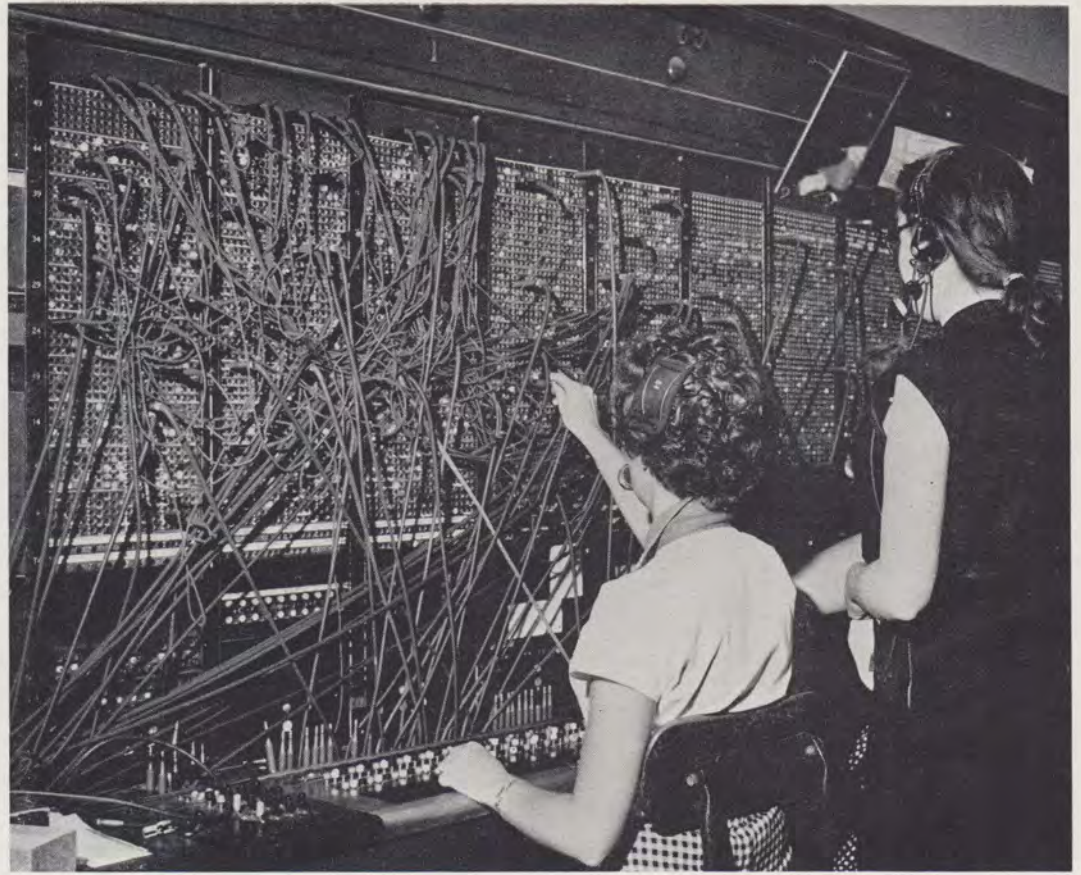
A base station was established at Camden so messages could be relayed over the wire circuit to the Rockland Central Office. The following day when construction forces requested help between Bangor and Lincolnville Hill a radiotelephone circuit was established close to forty miles in length.

Operating on the WJ-urban general service channel the radio-equipped cars handled emergency calls, and they were used extensively by our own construction forces thereby releasing jammed toll circuits for regular traffic.

Emergency supplies, consumed in the restoration work caused by both Carol and Edna, comprise the largest shopping list in New England this month, a list that weighed over 2,500 tons.

Items on the list include 12,930,000 feet of drop wire, 1,277,000 feet of strand wire, 1,343,000 linear feet of lead cable and 5,400 poles. Supplies came to Watertown by trailer trucks from Western Electric plants in St. Louis, Chicago, Atlanta, Syracuse, Kearny, Newark, Philadelphia, and New York City.

Throughout both emergencies, Traffic people handled mountainous volumes of calls under difficult conditions. Switchboards, their signal lights like so many Christmas tree bulbs, and their trouble cords entwined like spaghetti, were the rule rather than the exception in many offices. Frequently, operators remained at their positions while water covered the floors of the operating room. In most exchanges throughout the Com-



A tangled web of cords, many indicating stations permanently out, tried the dexterity and efficiency of operators in many central offices in addition to Portsmouth, N. H., where this picture was taken about 10 p.m., August 31.

As Carol's fury swept farther north, skies quickly cleared and the bright warm sunshine of September 1 shone on new telephone poles already in position on Everett Avenue, Winchester.



LEFT: Intra-company cooperation demonstrated as the crew from Vermont restores lines at Central and School Streets, Andover, Mass.: Robert McAvoy, D. Beattie, R. Callahan, P. Gale. BELOW: Two New Jersey Installers lend a helping hand to Frank Farrell, Nashua C.O. repairman, in the Derry, N. H., exchange.



pany girls worked a six-day tour throughout both emergencies and in some offices took seven-day tours.

On the first day of Hurricane Carol, operators handled roughly 25 million calls; ordinarily they would handle 11 million calls on such an August day. Calling was heaviest in the Providence and Boston areas and in coastal communities from Westerly, Rhode Island, to Portland, Maine. Traffic, particularly toll inward traffic, continued at high levels right up to the Labor Day week end. Toll offices throughout our territory experienced a 30 to 100 percent increase in calls filed. Traffic people handled the tremendous toll traffic in the same way they do Christmas traffic, posting delays of about two hours with New England Company offices and in other Bell System toll centers. A further traffic complication was the timing of the storm, just before the Labor Day week end. Many people called resort areas on the hard-hit Cape to see if the various hotels would be able to accommodate them over the week end.

Telephone traffic occasioned by Hurricane Edna was heavy long before the storm broke over the area. Friday, September 10, was a record-breaking one throughout the Company, but especially in Rhode Island. On that day, too, the Company's weather service in Boston, FOrcast 7-2424, set a new record for itself. It received 100,000 calls, topping the previous high established before a snowstorm on February 9, 1953, by 4,000 calls.

Delays were posted on calls to Maine where the largest number of toll circuits were out of service. Maine, too, handled the highest percentage volumes of calls on the Sunday immediately after the storm. Calls in four of Maine's largest offices were as follows on that day: Bangor, up 130 percent above normal; Lewiston, 67 percent higher; Portland, 60 percent higher, and Augusta, 80 percent above normal.

Toll traffic in Boston was up 50 percent on the days of the hurricane and remained twice its usual volume on Sunday morning, slackening in the afternoon, but picking up again that evening.

Teamwork and skill were responsible for the record-breaking speed with which New England's telephone communications were returned to normal. Accounting Department representatives worked with Plant forces in each storm center. It was their job to adapt the Time and Material Reports of Associated Companies to the New England Company accounting procedures. They reviewed Time and



RIGHT: Darkness didn't deter the restoration workers who rigged up special lights and continued work. Here on Bridge Street, in Concord, N. H., Splicer Lyman W. McKee, and Helper Elton R. Burbank enacted a scene that was repeated throughout devastated New England.





NEW ENGLAND  
TELEPHONE AND TELEGRAPH  
COMPANY



Surrounded by rubble and debris a New York crew works at Farm Hill Lane, Hingham.



Telephone men work to clear some of the close to 4,000 telephone poles knocked down by Hurricane Carol.

Material Reports for accuracy of reporting of storm damage between capital and maintenance expenditures, working with the Supply Organization to account for the usage of materials, supplies and tools by Associated Companies' employees, processing payroll data for Associated Companies' employees, assisting in the handling of personal expense vouchers in the field for Associated Companies' employees and New England men loaned to disaster areas, answering any questions from Plant field forces pertaining to accounting requirements. They worked the same long hours as the Plant forces.

Regular accounting office employees have been deluged with work involving the processing of Time and Material Reports of Associated Companies men and of New England men loaned to disaster areas. They have increased work loads resulting from extra reports of overtime, material usage, personal expense vouchers, storm specific estimate accounting, custom work billing to joint owners of damaged plant and allied accounting matters. In addition they must coordinate billing activities between our Company and Associated Companies.

Revenue Accounting employees are working overtime to make billing adjustments for the 255,000 customers who lost service during Carol and the 260,000 who had interrupted service during Edna's spree.

On a Company-wide basis Commercial people performed many unaccustomed but essential jobs and did them well, and many former Plant and Traffic employees, presently on Commercial assignments, found themselves on assignments which were vaguely familiar as they returned temporarily to their former jobs.

Commercial Department people found themselves swamped in the deluge of calls for help and information. Anxious and often panicky people poured

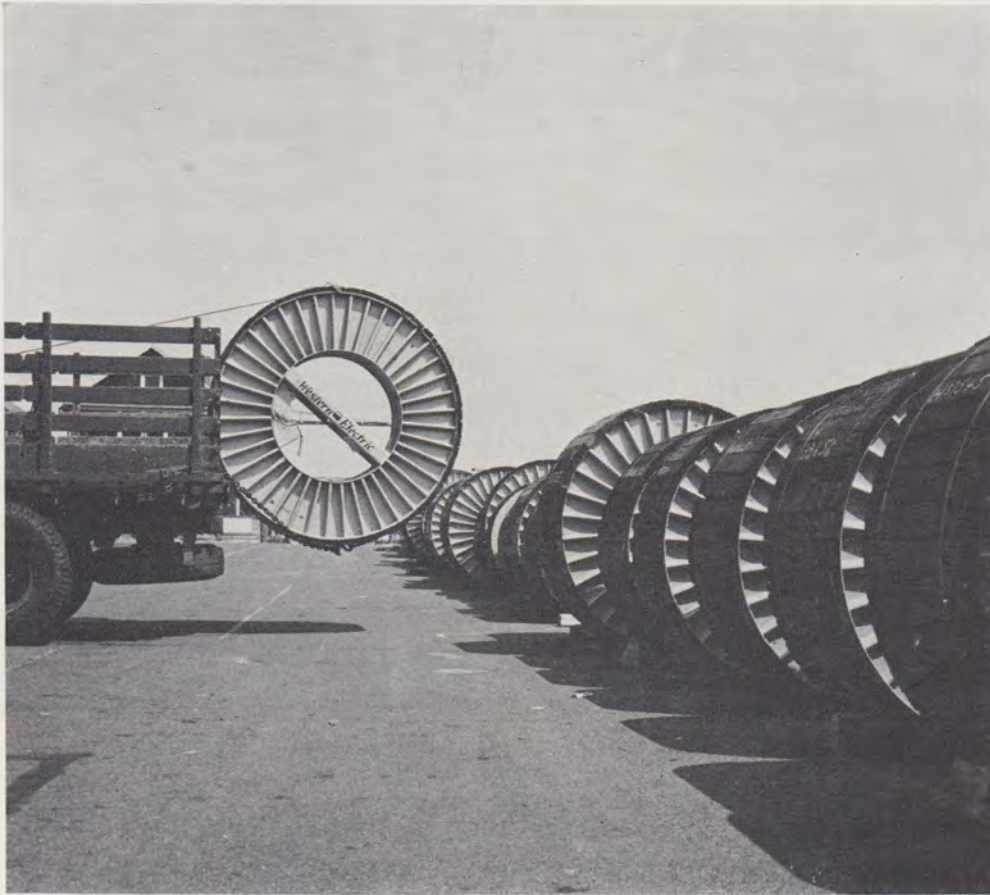




**ABOVE:** Crews work to remove debris blocking Forge Road, East Greenwich, R. I., and the approach to the Crawford Allen Hospital.

**BELOW:** No, it's not jungle. It's the coastal city of Winthrop, Mass., after lashing wind and rain had swept through the pretty residential area.





into business offices to make local and long distance calls. In Providence the Business Office was open until 10 o'clock for several nights to take care of calls from local residents whose home service had been knocked out. The girls here worked to find lodging and eating places for those who had lost their homes. Two mobile telephone units were set up outside our Rhode Island office to handle the overflow of calls. Sales and Servicing personnel, staff supervisors and business office representatives were assigned as trouble chasers, working with plant men in locating damaged cables, terminals and other sources of trouble. They

More than a million feet of cable were shipped from the Western Electric Company in Watertown during the week that followed Carol's visit. That, incidentally, equals 175,000,000 feet of wire.



This work operation took place at Framingham as emergency crews picked up materials and supplies at depots established by Western Electric. Emergency equipment of all types flowed into New England from 83 locations in 22 states. The marshalling of manpower and supplies made the telephone restoration job the fastest in telephone history.

drove mobile radio-equipped cars to isolated communities to re-establish telephone contact. They coordinated housing arrangements for relief crews from Associated Companies, arranged meals and acted as guides for convoys of these crews. They acted as coin box collectors so that the heavy use of pay stations would not cause them to become inoperative due to full receptacles.

Service Representatives were assigned to the Plant Department to assist Repair Service personnel in recording out of order reports. Others worked as Traffic clerks on various assignments. Throughout the emergency period they kept pace



Here's only part of the 14,000,000 feet of drop wire shipped throughout New England from Western's Watertown warehouse in the days that followed the hurricane. This wire is the first link between the subscribers' premises and the rest of the telephone world.

This work operation was repeated in hundreds of locations throughout the Company's five-state area as emergency crews totalling 11,000 men battled to restore telephone service.



Clearly labelled—what Splicer Chris Murphy is working to provide in Portsmouth, R. I.

with restoral work preparing adjustment vouchers for customers with interrupted service.

In addition to heavy regular assignments, managers maintained close contact with newspaper, radio and television people to keep them informed with up-to-date information regarding damage restoral plans and progress reports. They issued spot announcements over the radio, calling attention to shortage of circuits and requesting customers to limit calls to essential ones. An example of the way managers kept the public informed was the television appearance of Lewiston, Maine, Manager Dana Jordan on a broadcast originated in Lewiston but carried in Portland also, in which he explained how emergency power units maintained service in remote offices, how survey teams plotted necessary repair work, and how the job of restoration was being carried out in that area. He also informed them of the extent of damage in these areas in Maine and told the viewers when they could expect restoration of service.

In Springfield, Massachusetts, Commercial men manned mobile service units at the local television station for emergency use. Similar units were operated at Granville and at the State Police Headquarters at North Brookfield.



Plant, Traffic, Commercial and General Office personnel work in the Plant Operations room headquarters at the Rockingham Hotel in Portsmouth, N. H.: L. C. Strout, C. Beauchamp, M. Hoben, H. L. Chenery, W. A. Francis, G. Cusack, H. Garratt, B. V. L'Esperance, H. Stacy.



The Hyannis Office on Cape Cod where during the busy 24 hours after the hurricane about 36,000 calls passed through the 18-position local board. The toll average was 6500 outgoing and 15,000 incoming calls daily during these days, the busiest of the year.



Telebus attended service was provided for Hyannis residents and vacationists Saturday, Sunday, and Monday, September 4-6. The telebus and other auxiliary services including radio were used in getting calls through.



Seven special busses daily transported 250 Pennsylvania and New York Telephone men from the Hotels Essex and Touraine in Boston to the Telephone Garage in Quincy. All types of transportation from airplane to busses were used in distributing the work forces to best advantage.

BELOW: Telephone and other service crews working in Sharon were guests of the Dorcas Society at the First Congregational Church, Sharon, for a good home-cooked dinner. Telephone men enjoying the hospitality are Jack Clifford, Larry Barnes, Alec Benvine, Robert Collins, J. H. Buckley, Kenneth Bradley, E. F. McCluskey.





ABOVE: Pennsylvania Telephone men get a helping hand from the United States Navy as they clear Pond Street, Weymouth.

RIGHT: Near the Sisters of Mercy grounds in Windham, N. H., the New Jersey linemen work to restore telephone service.



BELOW: In Hampstead, N. H., two New Jersey men work their digger to clear debris for a new telephone pole.



The Engineering Department, too, had a very essential role to play in the gigantic task of restoration. First of all, the Outside Plant Engineers were alerted when we received warnings that the storm would be of major proportions. And, when the storm did hit, they were called to work, many of them reporting to the Plant Superintendent to engage in scouting activities in cooperation with other Plant forces to determine location and extent of damage.

Then when the scouting was completed, they were released from that activity and reported to the District Plant Engineers, where they logged and correlated the scouts' reports so that all work at a

particular location would be included on a single work print. Their next step was to issue plans for permanent restoration work, taking into consideration the placing of the most economical size and type of plant, together with requirements for our "readiness to serve" program.

The Outside Plant Engineers worked overtime so that all reports received during the day were covered by work prints issued to the plant forces that night before they went home.

RIGHT: A Telephone Company foreman supervises use of a 25-ton crane used to remove trees measuring up to three feet in diameter from cables and wires. Tree trimming company workers used the 60-foot boom to swing up into high spots and saw off dangerous tree limbs.







far as they could. Then, refusing to let the fact that Main Street looked more like the Mississippi River deter them, prevailed on a policeman to row them to the central office.

Discovering that roads to the central office were under water, a Galilee, R. I., operator detoured across fields, climbing over fallen trees and ducking wires to get there, covering a distance of three miles. An operator in Taunton, Mass., walked a similar obstacle course to get to her office.

At the height of the hurricane in Wickford, R. I., the tide reached a point where water was nearly two inches deep on the central

These R. I. telephone people don't have to read the papers, they know what happened and they are doing their best during the emergency.

RIGHT: Not just cat-napping, these girls were stranded in Providence R.R. Station when the water flooded the downtown section of the city.

It was wonderful the way telephone people rallied to help in the emergency. Even those who were not scheduled for duty came to offer their services. For some it wasn't easy to get to their posts and perform their jobs, but they determined to and they did literally, despite hell or high water — well, hurricane or high water anyway.

In Newport, R. I., five operators stranded in a section of town because of a tidal wave went on foot as



office floor. Nonetheless, operators stayed at their positions answering signals, showing no concern for their safety. Chief Operator Christine Hay discussed the matter of abandoning the building but as the tide timetable showed that it was then at its highest point, it was decided not to leave. As a matter of fact, Miss Hay and her supervisor were the only ones to get their feet wet.

Rochester, N. H., Service Representative Evelyn Herbert, after leaving the business office at five the day of the first storm, instead of going home went over to the Plant Department of her own volition to see if she could help. Her assist-



ABOVE: A mild little stream passing under this road in Maine became a wild torrent when swelled by downpour accompanying Edna, washing out this section.

LEFT: This special freight train stopping only once en route to Portland, Maine, from Detroit, Michigan. Carrying over 200 motor vehicles and supplies of tools and equipment it followed close on the heels of another special train carrying over 300 specially-trained telephone men.



ance was most welcome—so much so that she continued to work there, day and night, doing clerical work and coordinating details between the N. Y., N. J., Vt. forces and our emergency restoration headquarters in the Rochester exchange building. Next day she was joined by other helpers.

Six flights of stairs is a lot of walking, but they didn't daunt the Providence Operating force whose quarters are on the sixth floor. Because of the storm and consequent flood the power had failed, cutting off all electrical service, including, of course, the elevator. Without complaint, the entire Traffic force, old and young, operators and supervisors, hiked up the stairs. To make an unfavorable situation worse, the air-conditioning unit went off too. It had been installed in recent years to provide proper ventilation in the old building. When it went off, the air became stifling and stale but even this couldn't hamper these girls.

A New Jersey Bell line crew started off the day after the storm on the way to New Hampshire to help our crews in the post-hurricane cleanup. The truck broke down in Connecticut. After an overnight stay the truck was fixed and again they started on their way on Thursday. The truck broke down again. The men's supervisors in New Jersey wanted them to turn back, but foreman and crew, with true "show-must-go-on" spirit wanted to help and insisted on going ahead. The foreman finally talked his superiors into letting them continue and the Southern New England Company into letting them borrow a heavy construc-



TOP: Girls from the Machine Billing Unit of Revenue Accounting applying credits to customers' telephone bills for service interrupted by hurricanes.

CENTER: The Washington, D. C., group of 14 motor vehicles, 28 men under John Stang and F. R. Mark stand ready for action at the Lowell, Mass., garage.

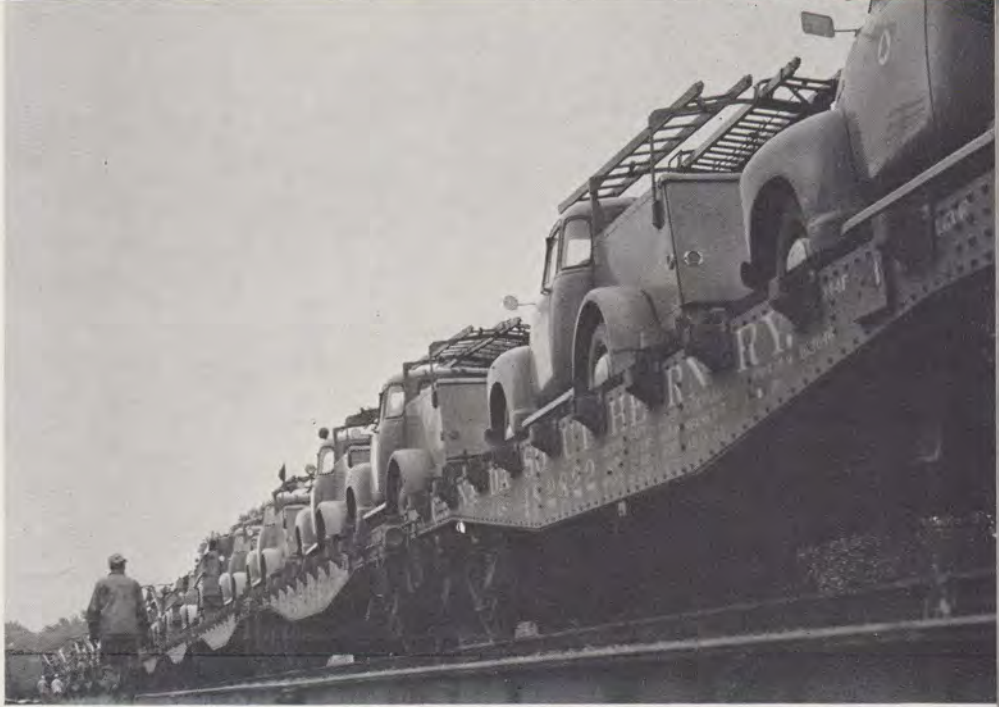
LEFT: The sea wall at Wareham Beach on Cape Cod was no barrier against an angry Atlantic that smashed cottages to a pulp.

tion truck. On Friday they drove into Portsmouth.

The Public Telephone Center at Hampton Beach, N. H., closed up at 12 noon following announcements from police cars equipped with loud speakers that Hurricane Carol was raging its way toward the area and that all shore front locations should be evacuated. At 6 p.m., however, after the worst of the storm had let up, Janet O'Leary of Haverhill, Mass., a part-time employee acting as summer Chief Operator, took it upon herself to return to the center. She tried the lines to Newburyport and upon finding some of them clear she opened the center to vacationists eager to get word home that they were safe.

Later two vacationing Operators, Constance LeMire of Back Bay and Eva Bogni of the Columbia exchange, came to the center to offer their services. In the evening the regular center employees returned and the center remained open till 11:30 p.m., operating by candlelight. Nearly 250 messages were completed, which approximates what is normally handled for a total day. From the comments made by those who used the center it was evident that the public appreciated the untiring efforts of Miss O'Leary and her operators — both regular and "newcomers."

In Boston, Postmaster Joseph P. W. Finn called in the mailmen just before Hurricane Edna reached the area so the U. S. Mail did not get through. All Metropolitan Boston Coin Collectors made their "appointed rounds" however. In spite of the winds and high water, each of the eleven men averaged about



TOP: The only time the Detroit, Mich., truck convoy stopped in its journey to Maine was to switch crews in Ayer, Mass., shown here.

CENTER: The Property and Cost Section of Metropolitan Disbursement Accounting taking on the increased load of Time and Material Reports.

RIGHT: Helmeted diver emerges from flooded Maine street where a road washout created this awful spot.



52 collections. They made 666 stops but were unable to make collections at 95 stations because they were closed due to the hurricane.

Vacationing Brookline Installer-Repairman Frank Rowse reported "for duty" at the Block Island Central Office on August 31 as Carol was buffeting that Island. "Duty" continued until Friday, September 10! Rhode Island Plant Extension Engineer Leon Gregory was vacationing on Block Island also and was put to work when he appeared at the exchange the same day.

Tom Miller, on vacation from Boston Directory, was visiting his brother Harry, a Business Office Rep in Portland, when they learned that a scouting party was being formed to do reconnaissance on pole lines on foot in areas unreachable by car. Both the Millers quickly volunteered as scouts.

Ralph Perry was to report for his first day of work with the Company on Monday, September 13. He unexpectedly started at 5:30 Sunday morning as a member of the scouting party. Learning the business from the ground up, you might say.

Hurricanes Carol and Edna were truly ill winds that blew nobody good. They wrought only destruction and sorrow. But if there is some good to be found in every-

ABOVE: The advance guard of the Michigan Bell crew as they arrived at Portland Airport Sept. 12. Being greeted by John M. Baker, Jr., Plt. Ext. Eng., and T. C. Davis, Plt. Pers. Supv., are R. H. Goring, S. N. Galbraith, P. J. Green, G. I. Gauld, R. A. Boase.

RIGHT: C.&P. and Penn. crews unloaded their toothbrushes in Framingham, Mass.





ABOVE: The south was there and ready for action. Need we say more?

RIGHT: Michigan trucks were unloaded in Portland from the flat cars on which they had journeyed from Detroit.

BELOW: Little Compton, R. I., Chief Op. Louise W. Carton accepts a basket of sandwiches and some hot coffee from Mrs. Richard W. Foote and Mrs. Nelson Cabot. Red Cross furnished food for operators who were without electric power.



thing, as the maxim goes, perhaps the good in these lies in the way people were drawn together, in the way strangers sacrificed comfort, safety and sometimes their lives to help each other. Telephone people are noted for their clear thinking and selflessness in time of emergency. This time was no exception.

Most often the opportunity to be a hero in the common sense of the word doesn't present itself. But those who remained at their posts performing their duties despite the most adverse conditions, despite anxiety about their own families, were no less courageous. The operators who allayed the fears of many by their unruffled manner, the accounting people who uncomplainingly tackled the difficult job of billing for interrupted service, the vacationing employees who volunteered their services—all did their share in our restoration

efforts. As always, we worked as a team.

Here are just a few of the many instances where telephone men and women used their training and ingenuity to perform service beyond the call of duty for their fellow men.

When the hurricane winds whipped up a tidal wave in the Island Park section of Portsmouth, R. I., on the morning of August 31, everything in its path was destroyed. Among the houses it demolished was that of C.O.E.I. man Lawrence White. Larry managed to get his family to high ground and safety but lost everything, even to the children's clothing, to the flood.

Yet he returned to the inundated area and spent the next hour rescuing neighbors who had delayed too long evacuating their homes. One woman, up to her neck in water, was



Lineman from out of state, Don Nichols, on the left, with Guy Evans as they stop on a Brockton street on way to Taunton for restoration work.

holding aloft a baby. Larry swam to the house and rescued first the child and then the mother. He repeated this performance in similar situations almost a hundred times, carrying or towing stranded women, elderly persons and children to dry land, until the water began to recede.

His heroic action despite his own misfortune was hailed in the newspaper.

One of the strangest stories to come out of Hurricane Carol's scrapbook, had Sherborn, Massachusetts, as its locale. Framingham Cable Splicer Arnold Pond was testing lines at the corner of Lake and South Main Streets when he heard a feeble call for help coming in over his headset. Just at that time Cable Foreman Victor Chisholm came along. The two of them called the central office and found out where the line was located. They then hurried to a house on Farm Road where they found a twenty-two-year-old paralyzed, bedridden girl alone. She was nearly hysterical because a ham which had been cooking on the stove had boiled over, extinguishing the



The power of water — a gaping hole left on a Portland, Maine, street.





gas flame. Sure that she would be overcome, but unable to move from her bed, she had turned in desperation to her bedside telephone. What makes this story so remarkable is that her telephone was actually out of order. She couldn't have dialed out, but in her nervous state she forgot to dial and shouted into the mouthpiece just as Mr. Pond tested her telephone line. Needless to say, the two Plant men fixed the gas stove and thus averted a tragedy.

Two stories of heroism came out of Block Island, Rhode Island—one for each hurricane.

At the height of Hurricane Carol, New York visitor Edward Pomeranz was trying desperately to reach the state police to seek aid for himself and his family in leaving his cottage (ironically called "The Cozy Cottage") which was waist deep in tidal water. Operator Evalene J. Grimes who handled the call discovered that the state police could not immediately handle their evacuation. She told Block Island Installer - Repairman Robert Gillespie of the situation, and he volunteered to undertake the evacuation. A vacationing Cranston fireman and a Block Island resident also said they would go along to help.

Upon arrival, the trio discovered that they could not pull up close to the house because of the deep water. Gillespie left the truck on dry land and took a rope from it. He then attached the rope around a telephone pole and wading through the water walked to the next pole in line with the house. He continued this process four times attaching the rope to four poles (probably a distance of about 450 feet) and was then about 300 feet from the cottage. Holding the taut rope in his hand, he bucked the high winds and the deep water, and carefully unwinding the rope as he went along, he made it to the house. Then cautioning each member of the Pomeranz family to hold tightly to the rope, he shepherded them along the improvised rope rail to the safety of

This group from Detroit, Mich., is on its way to Maine by special coach to help in the restoration work.

Maryland trucks coming 'round the bend.

The large Bell System flag draped outside this motel on Route 9 in Framingham proclaims to all who pass by—here are some of the Telephone men from out of state who have responded to New England's plea for help.

Hurricane Edna caused much of her destruction in Maine through the tidal waves she whipped up and the rivers she caused to overflow their banks. Here in South Portland a car is nearly submerged. The driver escaped just in time.



the truck. Not only did he help Mr. and Mrs. Pomeranz, another woman relative, and the two Pomeranz boys to the safety of the truck, but he even managed to save their pet dog.

So that Block Island would not be cut off from the mainland during Hurricane Edna, two Plant men managed to fight their way through the howling winds and lashing rain to the base of the radio transmitter pole where a portable generator was providing the necessary power to keep up communication. (In Hurricane Carol the submarine cable to the mainland from Block Island was swept away and radio had become the link with the mainland.) The men, one of them Bob Gillespie, and the other Austin Chadwick, Jr., Transmission Tester, went out every few hours to fuel the generator. They developed a procedure for refueling. Gillespie would hold onto the pole with one arm while clutching Chadwick with the other as Chadwick poured the gasoline into the generator. Some idea of the strength of the winds can be judged by the condition of the plastic raincoat which Gillespie had given Chadwick to protect him from the hurricane propelled rain—it was ripped to shreds before Edna left the vicinity.

Edna ripped up a tree on the lawn at the home of elderly Mrs.



UPPER LEFT: Cable crews from the New Jersey Bell making last minute checks on equipment for their assignments in Massachusetts' North Shore Area.

LOWER LEFT: Even though it was swept by the tide to an appropriate spot by a boatyard (note sign in background), this boat is probably beyond repair.

RIGHT: Ellen Brady, Red Cross volunteer worker, takes emergency calls in temporary headquarters set up in Portsmouth, R. I., telephone building.



Charles Choate of Main Street, Sedgwick, Maine, on September 11, and on Thursday, September 16, the tree was still there, so Mrs. Choate decided to take an ax to it herself. For a while all went well, but suddenly she swung her ax and missed the tree, cutting one of her feet so deeply that she severed an artery.

Our Payment Agent, Mrs. Mardella S. Nevells, saw the accident. She didn't have any first-aid training herself but she knew where to turn to get competent help. She located Cableman Joseph Firlotte and his helper Lawrence Kief, who were working in the vicinity.

They quickly arrived on the scene and applied a four-inch compress to stem the flow of blood. In the meantime, Mrs. Nevells called the nearest doctor, who practiced in Blue Hills, Maine, some ten miles away. The doctor couldn't leave but asked her to have the men drive Mrs. Choate to the Blue Hills Hospital.

They commandeered a station wagon belonging to a neighbor and rushed Mrs. Choate to the hospital. Along the entire ten-mile route, Kief held the compress, providing the necessary pressure, and when they finally arrived at the hospital, his hands were numb. Both Firlotte and Kief were praised by the doctor for their quick action and thorough understanding of first aid.

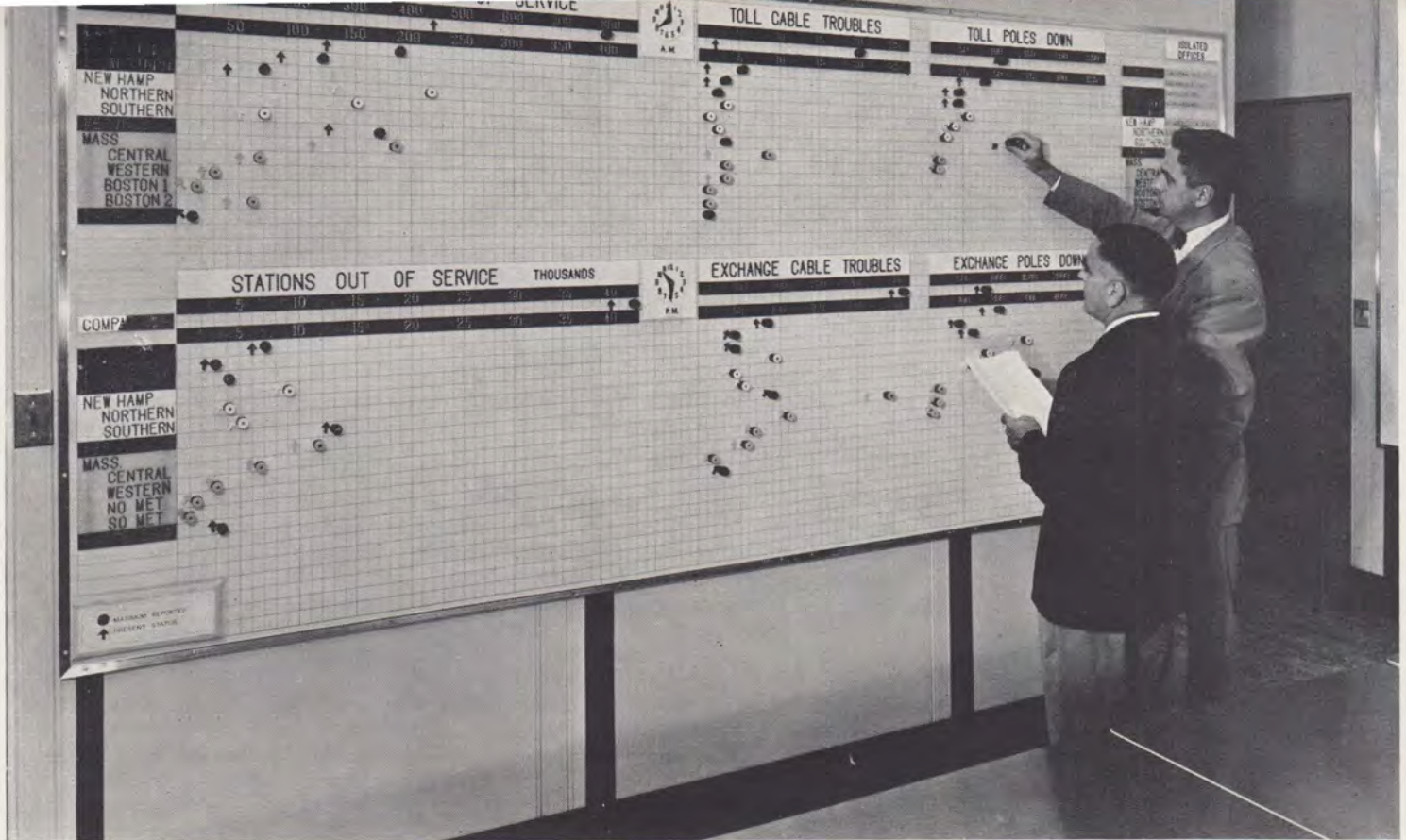


TOP: This out-of-state convoy gets directions in Brockton.

BELOW: Some of the more than 300 telephone men on their way from The Michigan Bell Company to Portland stretched their legs and said "hello" to Western Division cohorts when their train stopped in Ayer to change crews. They were greeted by John M. Dick, Western Area Commercial head.

LEFT: The heavy rains that escorted Edna into New England left Jordan Marsh, Shopper's World's largest department store, Framingham, looking like King Neptune's favorite store.





AT TOP LEFT: Joseph C. White, third left, Director of the Telephone Division of the Massachusetts Department of Public Utilities, visited the new Center immediately after the departure of Hurricane Carol. Here, he is shown with his guides inspecting the turret over which come the calls from each State reporting service failures. BOTTOM LEFT: These wall-size maps indicate toll routes and exchanges. Here, Plant Operations people point out various magnets which indicate radiotelephone channels, toll open wire failures, crews from other areas, toll cable failures, commercial power failures, and isolated offices. Detailed information regarding crews, motor vehicles and emergency supplies is posted at the left. ABOVE: This magnetic board lists at a glance all the main items management needs on reports. Upon this full-color chart are placed magnetic scales, titles and symbols. Two symbols are used for each area: a circular magnet to represent the maximum number of troubles experienced in the disaster, and an arrow to indicate the present status of each state.

## RESTORATION CONTROL STORY

The untried Restoration Center had barely been completed at 185 Franklin Street in Boston by the General Plant Operations people when it had not one but two chances to prove itself—and prove its worthiness it did! Everyone who had occasion to use its facilities during Hurricanes Carol and Edna spoke of the ease and speed with which even a layman could understand and interpret the extent of damage to Company plant by looking over the posted information. Into this center funnelled all reports of hurricane damage to telephone plant from all our New England Company Areas. Once evaluation of the situation had been made by management people, all Company forces possible were deployed to hard-hit areas. Next, orders for crews from Associated Companies were placed with the A. T. & T.'s O&E Department, and orders for additional material and equipment were given to the Western Electric Company.

The Center, while intended primarily to provide supervisory people in the operating departments with the accurate and up-to-date picture of any disaster, proved to be an excellent place for Public Relations people to get needed information to keep the public and the employee body properly informed.

The Center has direct lines to all State headquarters and from it Plant people can also direct dial any place in the Bell System. In it trained personnel plot disaster areas on wall-size charts and maps in sufficient detail so that a quick and continuous appraisal of storm damage can be made and the proper kind of aid given to the

# RESTORATION CONTROL STORY

(continued)

affected areas. These direct toll circuits are established as required on a temporary basis. The calls come in over a special turret built up from portable four-position units individually connected by a jack and plug arrangement, making for great flexibility.

First step in the appraisal of a large-scale service failure is the plotting of conditions on a magnetic map. Magnetic symbols to indicate breaks or failures of important toll open wire or cable routes are placed on the map by specific location. Central office power failures are also pinpointed, and in addition those offices isolated from the toll network are indicated. For those offices isolated the map indicates possible alternate routes. Magnetic symbols are also used to indicate steps taken to restore service, such as concentration of repair crews or the establishment of emergency radio circuits. Adequate space adjacent to the map has been provided to show locations of manpower, motor vehicles, and supply pools and the assignments that have been made.

While this magnetic map gives a geographic picture of damage by specific locations, it is equally desirable to summarize troubles by operational areas. Therefore, there is a magnetic full-color chart provided upon which magnetic scales, titles, and symbols are placed. Two symbols are used for each area: a circular magnet to represent the maximum number of troubles experienced in the disaster, and an arrow to indicate the present status of each area. Clock dials, magnetically mounted and with manually-operated hands, serve to indicate to what time the chart has been posted.

The chart is arranged for Company and State area reporting. When a localized disaster affects only one or two states, sub-area titles or town names replace those of the unaffected states. Similarly, where scale numbers cover a range too large or too small, other scales are available with more suitable ranges.

All of the charts are magnetized since storm restoration work involves rapidly changing conditions and this type of chart will reflect these changes quickly and without a great deal of clerical work.

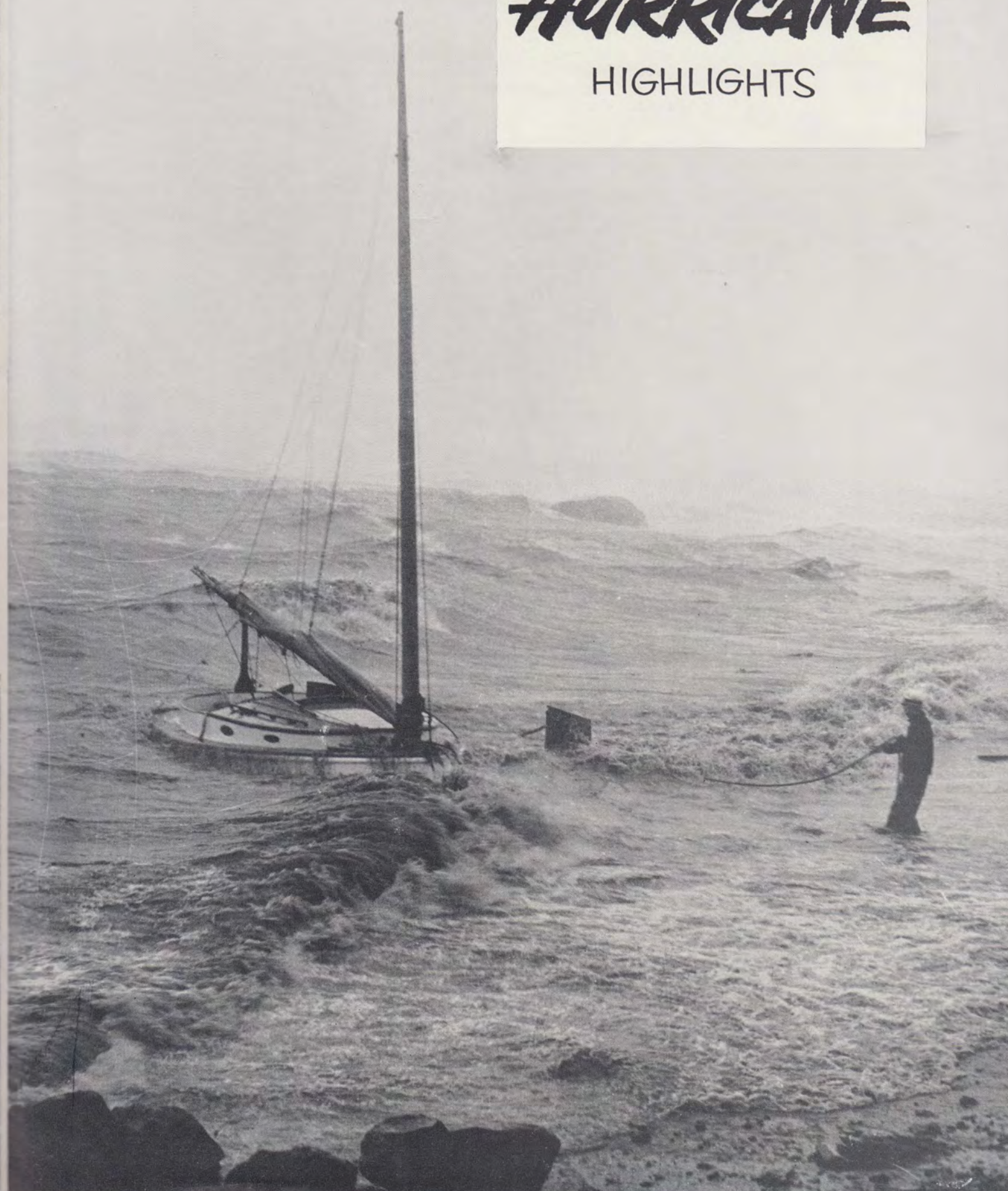
The Restoration Center's telephone equipment is all of the portable variety and can be readily stored when not in use. This feature frees the room for its normal day-to-day use. In addition, the wall-mounted maps and charts can be easily moved, making it possible to transfer the entire Center to a location remote from Boston if conditions warrant.

Both wall-mounted maps and charts are movable making it possible to transfer the entire Center to a remote location if need be.



# HURRICANE

HIGHLIGHTS









Try Our  
**MILK SHAKES & FRAPPES**  
Milk Shakes **20¢**  
FRAPPES **25¢**  
FLAVORS Vanilla Strawberry  
Chocolate Coffee...

**Our Motto.**  
Home cooked food  
away from home.

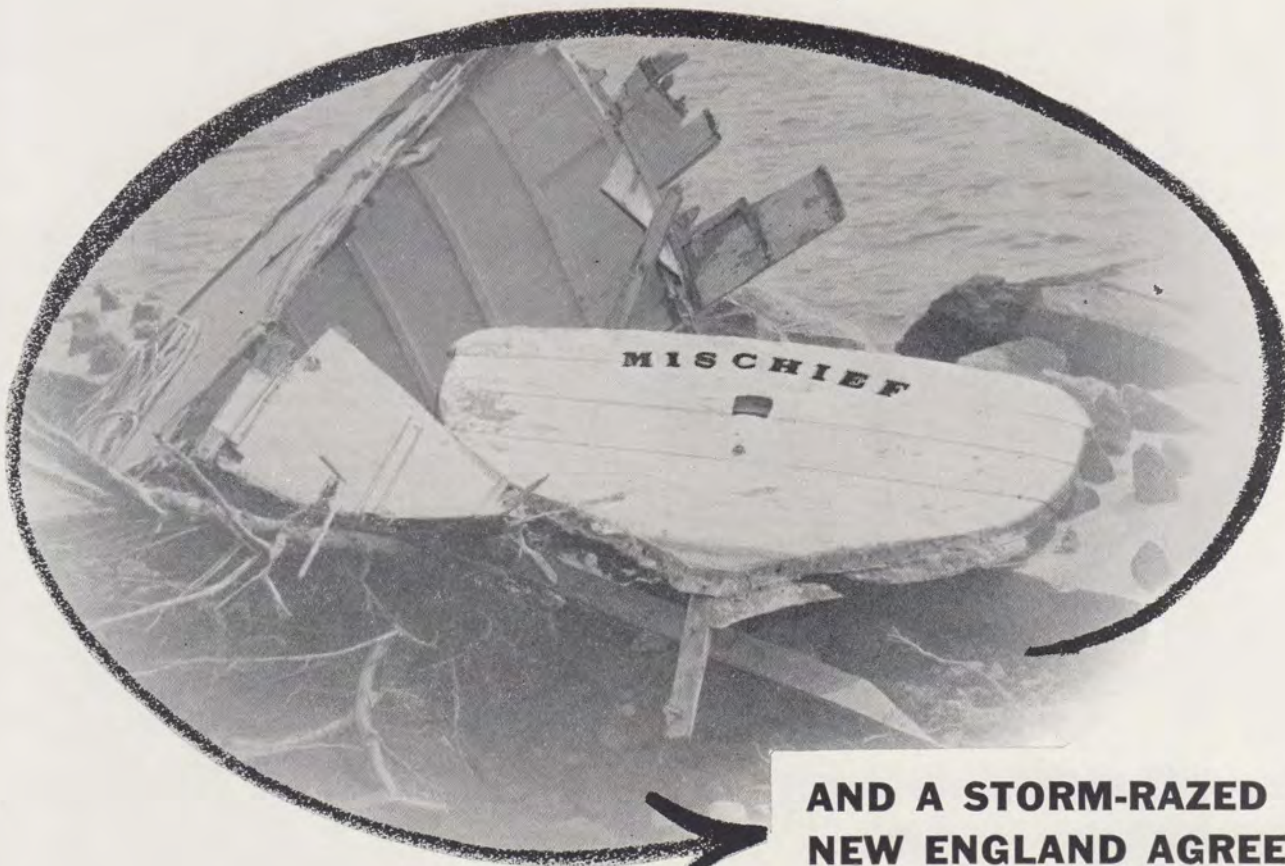
**FRANKFORT DOLL**  
**20¢**



**TRANSIENT**  
*Rooms*  
**SUITES**

ABOVE: Bob Holman, Line Foreman, and Pete Kocka, Lineman, from N. Y., sitting under a sign that aptly states their desire —home cooked food before starting their first day's work in Brockton.

LEFT: Other New York crewmen line up for their room keys and a much needed rest.



## AND A STORM-RAZED NEW ENGLAND AGREES . .

Central Office Repairman Marlan Dudley of Portland picked the right people to tell his troubles to when he found the bridge out on the way to Pownal, as he was headed there with a portable generator to restore that isolated office the Sunday morning after Edna had passed that way. He happened to explain his problem to a Pownal selectman and fireman. They hustled him and the generator into a rowboat and ferried him across the river. He then was picked up and arrived at the central office, restoring it to the Bell System network.

A "Tinkers to Evers to Chance" kind of movement restored the isolated Freeport, Maine, Office after Hurricane Edna had done her work on Saturday, September 11. A check on the storm damage showed that the Freeport Office couldn't be reached from the parent office in Bath. Resourceful Plant people in Bath called Portland Plant people, and the Portland Office sent central office man Francis Gay to restore the Freeport Office. This service "forward pass" was completed that same evening!

Brawny Edna succeeded in isolating the Epping, New Hampshire, exchange at four o'clock, Satur-



Carl Dahlgren (left), Supv. Line Foreman from Passaic, N. J., Dist., and John Landes (right), Dist. Const. Supt. of Newark, N. J., compare storm damage of 1954 to hurricane damage of 1938. They were in Manchester, N. H., after both storms aiding the restoration work.

day afternoon, but brains won out at 6:20 when Epping was removed from the isolated list. What happened was that Installer-Repairman Chester Seaward, attached to the Portsmouth-Exeter district, used his own ingenuity and his former training in the cable department, to restore two trunks from Epping to Exeter. He was able to open the sheath in a cable, use dessicant to dry out the cable, splice two pair and thus connect the two offices. Again, using his ingenuity, he wrapped the rubber from an old innertube around the sheath of the cable, taped it securely and the lines were snug and dry.

The historic steeple topples on Boston's Old North Church where Paul Revere's signal hung. It was the victim of 100 mph gusts and its own aged timbers. The national response in donations to restore this landmark has been overwhelming. This hazy but most popular shot of the steeple in its descent was taken by an amateur photographer, a tourist in Boston, who was on the spot when it happened.



These crewmen from New York are reading about Carol and Edna who did all the damage they are restoring.





LEFT: Reminiscent of a Norman Rockwell drawing is this study of Splicer Ed Reinmuth, New York, at work on Calmar Street, Brockton.

## HEROIC TEAMPLAY

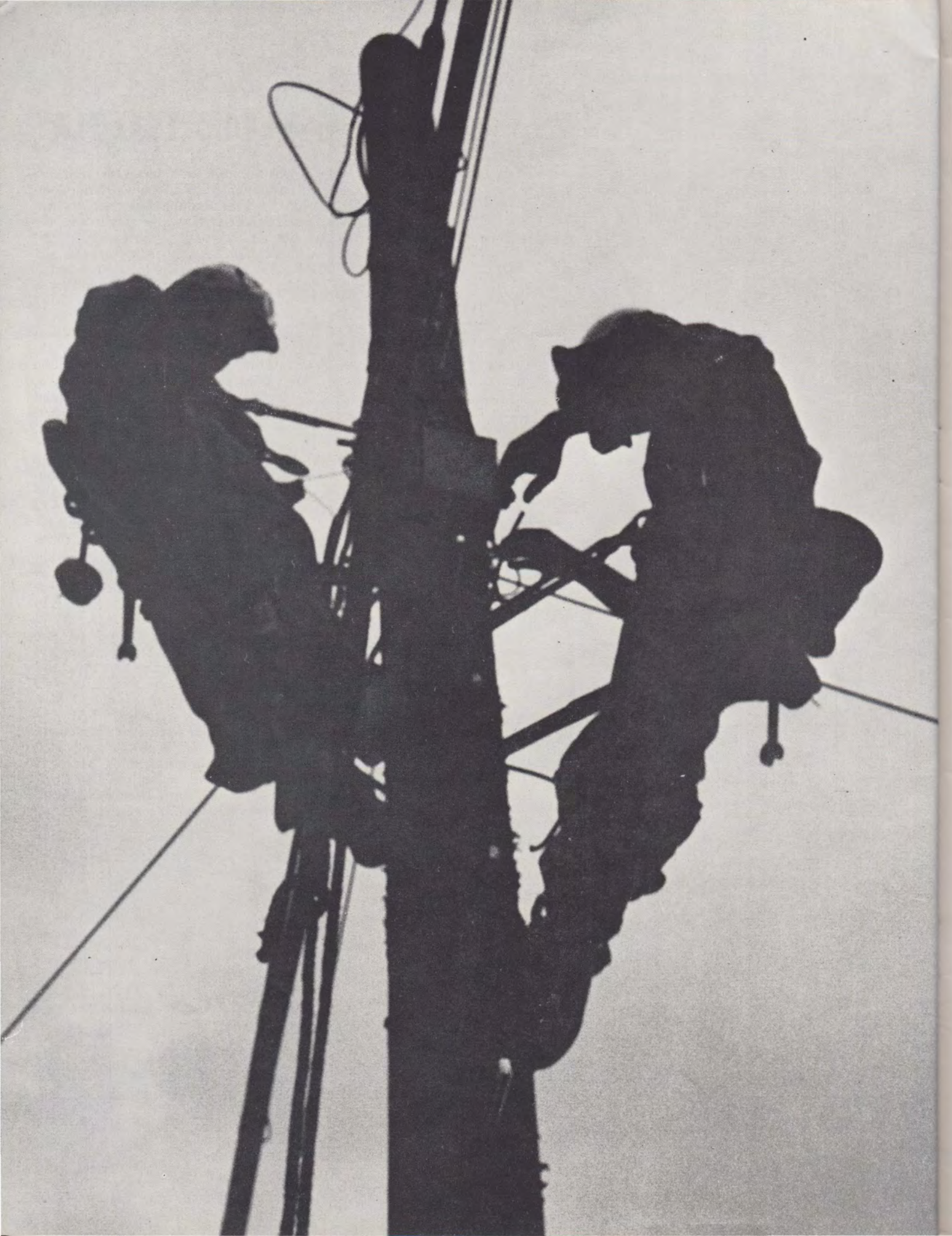
A Summit, New Jersey, crew of five accompanied by a New England Company telephone man were riding in a Company truck on the way to a repair job in Lawrence a week after Hurricane Carol when they were flagged down and were told about a small boy who had been electrocuted by a live wire downed by the storm.

Without hesitation the men went to the child's house where he had been carried by a brother. Paul F. Smith, Installer from Lawrence, and Leo Ley, foreman of the New Jersey crew, began at once to apply artificial respiration to unconscious four-year-old William Green of Beacon Ave., Lawrence. Taking turns, they kept up their resuscitation effort until the arrival of a fire department ambulance, while other members of the team did their best to calm the boy's family. When the ambulance did arrive, the attendant was reluctant to interrupt the perfect breathing rhythm the telephone men had established. But finally he adjusted the pulmotor to the same rhythm and was able to take Billy to the hospital.

Billy's name was placed on the danger list. But by Sunday, five days later, he spoke for the first time and it was hoped that he would improve steadily. The parents, Mr. and Mrs. Richard Green, expressed their profound gratitude to the telephone men. Dr. William G. Weiss, who treated Billy at the hospital, said, "He owes his life to Paul Smith and Leo Ley." This was the third time Paul Smith had participated in a rescue.

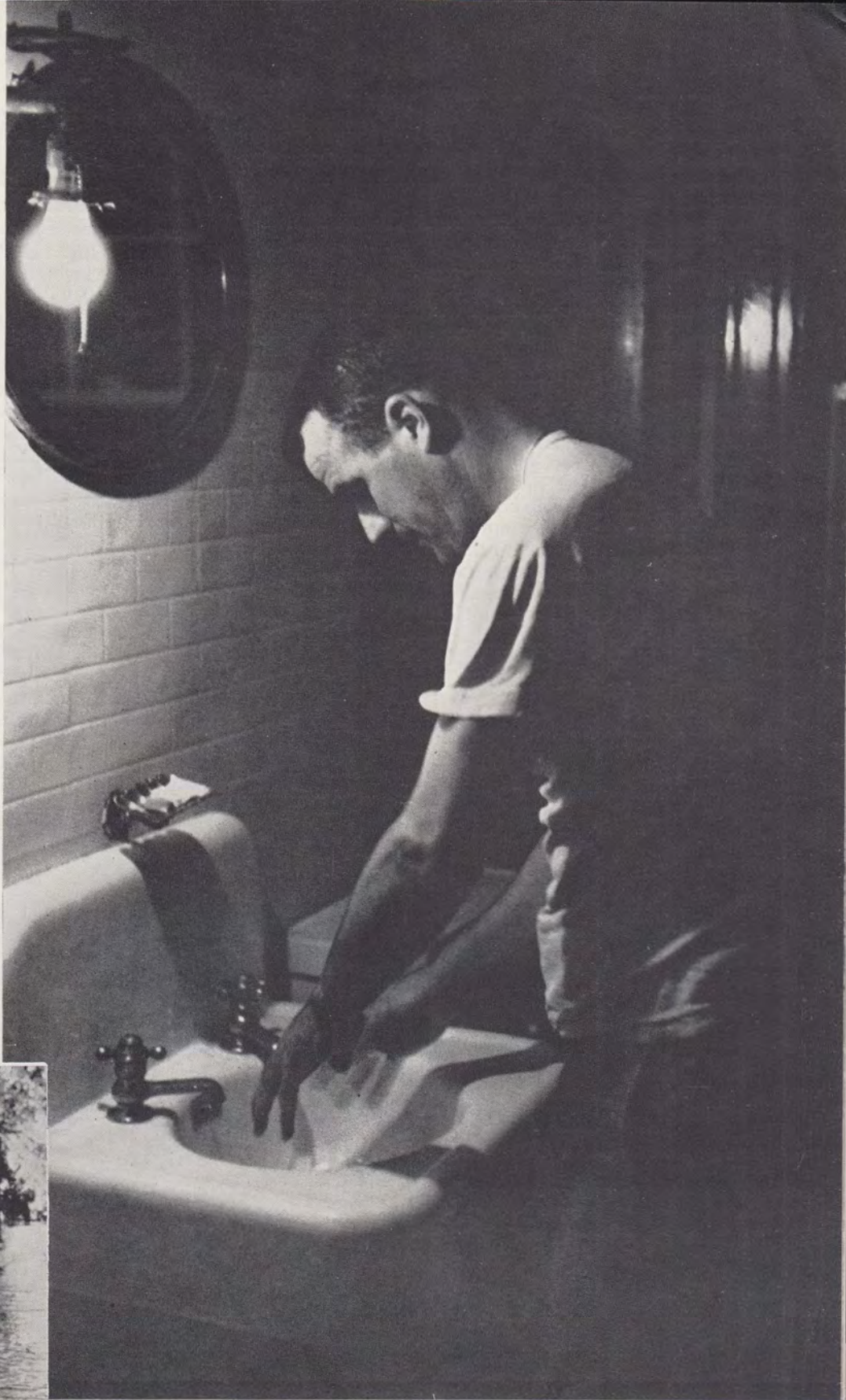


INSERT: William Green of Beacon Avenue, Lawrence, holds his four-year-old son Billy whose life was saved by Paul F. Smith, Installer, Lawrence, and Leo Ley, Line Foreman, New Jersey Bell Telephone Co., pictured by their truck.



LEFT: Silhouettes on a pole. Telephone men from N. Y. helping New England repair the mischief of two bad girls.

RIGHT: In West Elm Hotel, Brockton, washing up before dinner after his first day's work—Line Foreman Otis Baker.



LEFT: On Concord St., Saxonville, Mass., Henry Swan carries his nephew Herbert Swan, Jr., to safety.

It wasn't all grim and unpleasant cleaning up after Carol and Edna. Our exhausting workdays were brightened at times by nice things people did for us, or funny things that happened. Some of us lived anecdotes that will make good telling to our grandchildren—things we'll remember from the big blow of '54.

Portland Central Office Repairman Clarence Roberts was dispatched late in the evening after Hurricane Edna had passed, to the West Newfield Central Office to take care of necessary repair work there. He didn't make it by the usual route for the road was flooded at Standish for about a half mile, and at one spot a Civil Defense officer stopped him. Clarence asked if he could continue. "Sure you can continue," said the officer, "other automobiles have," and when Roberts pressed him for directions, he said, "straight down a hundred feet. You can see their lights!"

And then there's the story told by Fred White, Cable Splicer's helper in the Biddeford Area. Fred happened to be in the vicinity of Beech Street in Saco, Maine. At a point under the bridge on Beech Street several cars were stranded with water up to the door handles. Fred spotted a woman in one car who was all alone and unable to extricate herself. Fred waded out to her, carried her from the car to dry land—and did he hear a "thank you" from her? No, in her excitement instead of expressing her gratitude, she asked him if he would be kind enough to return to the car and close the windows!

While they were assisting New Hampshire telephone people in restoration work after Hurricane Carol, some New Jersey Bell construction men were housed at Fairchild Hall on the University of New Hampshire campus in Durham—under the supervision of a house mother! Quipped one lineman, "Well, I'm finally going to college!"

And a downtown New York cable splicer, doing aerial work in New Hampshire, maintained this was the first time in twelve years that he'd been able to breathe fresh air while at work. He usually spends his working hours going into manholes in the morning, coming up for lunch, returning underground in the afternoon, and emerging each night at five.

And a night clerk in the Rockingham Hotel in Portsmouth, New Hampshire, isn't going to forget the New Jersey Bell Supervisor who woke up laughing at 4 a.m. when the clerk called him. It was the first time in his twenty-five years' experience as a night clerk that the man had ever had anyone laugh when he woke him. The Supervisor explained that he was so tangled in his bedclothing and so exhausted that the whole thing just seemed too funny for words, so he laughed.

After Edna had cut her devastating path through Maine, knocking out 44,000 stations, 10,000 more than in Carol, groups were assembled to scout on foot the territory inaccessible by car. Not just Plant men and Engineers but volunteers and recruits from the State and Plant Engineers' offices, the Directory and the Commercial Departments joined together on damage-spotting expeditions.

Teaming this heterogeneous group into effective units was quite a task for the Unit Engineers, who organized them. They solved it by including a man with knowledge of Plant in each team—Business Office Rep and Service Foreman, Directory Salesman and Combination Repairman.

These damage-spotting scouts worked steadily from 5:30 a.m. till 9 p.m., the day after Edna struck. It was a beautiful Sunday, the first in weeks, but not a person complained of forfeiting it to help out.

Mrs. Nina Brown, Postmistress of the Swifts Beach Sub-Station, looking over the damage to her home.







Even the mighty television tower at WBZ-TV collapsed under the strain of the storm. Above, it is blocking Soldiers Field Rd. in Allston, having damaged the roof of the building and completely demolished an automobile.

LEFT: Two WBZ-TV Telephone Operators who stood by and gave help during the emergency—Regina Fitzpatrick, left, and Rosemary Taylor.



**W**HENEVER disaster strikes, telephone people move quickly and efficiently to tackle the mammoth task of restoring service. In this instance, Plant, Traffic, Commercial, Engineering, and Accounting people did their jobs well—they did more than was expected of them. Each and every telephone man and woman can be proud of that job.

In telling this story some names, pictures and stories could not be used due to space limitations. We know you will understand.



NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY  
185 FRANKLIN STREET  
BOSTON 7, MASSACHUSETTS

OFFICE OF THE PRESIDENT

To All Telephone Men and Women:

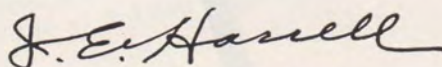
Each of you has my sincere thanks for your untiring efforts in restoring telephone service under the trying conditions following the recent hurricanes.

I know of the long hours and hard work that you put into this record-breaking job. You can be proud of this performance. From reports that have come to me, I am sure that the restoration job you did is recognized and appreciated by the public generally.

It was particularly gratifying to see how effectively you combined your efforts with those of your fellow employees from nearby companies. Together with Western Electric people who provided needed equipment on an overnight basis, you made up the skillful restoration team that was needed to do this job in such short time.

For telephone people, service is a public trust. I can only express my admiration for the manner in which you met that responsibility. I know that your greatest satisfaction will come from a job well done.

Sincerely,



J. E. Harrell

STATE OF MAINE  
OFFICE OF THE GOVERNOR  
AUGUSTA

SEPTEMBER 4, 1954

CROSS  
ON

MR. SCOTT HUTCHINSON  
NEW ENGLAND TELEPHONE AND TELEGRAPH CO.  
PORTLAND, MAINE

DEAR SCOTT:

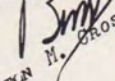
I DO WANT TO WRITE TO YOU, AS GOVERNOR OF MAINE, TO EXPRESS THE SENTIMENTS THAT ALL YOUR EMPLOYEES FEEL FOR THE TREMENDOUS WORK THAT YOU HAVE DONE TO RESTORE COMMUNICATIONS IN OUR HURRICANE-BATTERED STATE.

HAVING INSPECTED PERSONALLY THE DAMAGE, I KNOW JUST HOW DIFFICULT A JOB IT HAS BEEN AND WILL BE, FOR THE NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY AND INDEPENDENT COMPANIES OF MAINE.

IT IS THIS TYPE OF UNCEASING PUBLIC SPIRITED EFFORT THAT DESERVES THE HIGHEST PRAISE THAT CAN BE GIVEN, FOR COMMUNICATIONS ARE THE LIFELINE OF EVERY MAINE FAMILY.

THE OUTSTANDING WORK ACCOMPLISHED IN THESE FEW SHORT DAYS TO RESTORE SERVICE IS WITHOUT PARALLEL IN SIMILAR CIRCUMSTANCES. WILL YOU CONVEY TO YOUR EMPLOYEES MY PERSONAL THANKS FOR THEIR EFFORTS IN BEHALF OF OUR MAINE PEOPLE?

SINCERELY,

  
BURTON M. CROSS

BMC:GEN



CHRISTIAN A. HERTER  
GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE DEPARTMENT  
STATE HOUSE, BOSTON

September 3, 1954

Mr. J. E. Harrell, President  
New England Telephone & Telegraph Company  
185 Franklin Street  
Boston, Massachusetts.

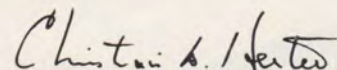
Dear Mr. Harrell:

In behalf of all of our citizens in Massachusetts in the areas swept by Tuesday's hurricane, may I take this opportunity to send my deep gratitude through you to the army of telephone workers who have shown such tireless devotion during this critical period.

The hurricane has served to demonstrate the tremendous importance to all of us of the telephone and how handicapped we are without it. The magnificent job which the Telephone Company and its employees have performed in restoring service will long be remembered as one of the outstanding activities following the storm.

My warmest personal regards.

Sincerely yours,



## LETTERS OF COMMENDATION

Dear Mr. Davis:

We are all prone to promptly register a complaint if we have any failure on the part of a utility, but very few of us take time out to write a letter of commendation when the same company does an outstanding job.

I feel that your organization did a tremendous job after the terrific storm of last Tuesday in restoring service. It was an outstanding example of coordinated effort and planning and you deserve unlimited credit from your customers and the public in general.

Sincerely,  
R. H. Llewellyn

President, R. H. Llewellyn Co., Inc.  
Manchester, N. H.

△ △ △

Dear Mr. Carver:

As Director of the Telephone Division of the Massachusetts Department of Public Utilities, I wish to take this opportunity, through you, to commend the thousands of telephone people who were in any way connected with the restoration and maintenance of telephone service following the recent hurricane.

While the prompt restoration of service job was in itself a tribute to the efficiency and know-how of the telephone organization, I should also like to compliment the operators who carried unprecedented loads and who remained at their positions for long hours handling emergency calls that brought help where needed and hap-



piness to many people anxiously awaiting news of their dear ones.

The reports of progress in restoring service furnished by you to this Department were most helpful for they enabled us to keep the public and the Governor's office informed of developments.

Sincerely yours,  
Joseph C. White, Director

Boston

Gentlemen:

Excuse the pencil—lights are out and I can't find a pen. This is by candlelight.

As a Floridian I have lived thru several hurricanes and the accompanying disruption of utilities and services, and I was utterly amazed to hear my phone ring the night of a daytime hurricane, and a long distance call from Florida came in clear as a bell—or should I say, Bell Telephone?

May I compliment your company on the speed with which service was restored. At the sight of the many lines down I'm afraid I didn't even



try the phone—it may have been working all the time. I think that's wonderful! . . .

Mr. and Mrs. W. A. Bonnette, Jr.  
Newport, R. I.

△ △ △

Hyannis, Massachusetts

Gentlemen:

I wish to congratulate you on the perfectly superb service you gave us on Cape Cod during the hurricane. I understand that you called in men from all over the country to help repair the wires. The service you gave to us was phenomenal and I am sure brought relief to hundreds and thousands who were able to hear that their families were safe and brought help to those who needed it.

Very sincerely yours,  
Helen B. Taussig, M.D.  
Physician-in-Charge—Cardiac Clinic  
Harriet Lane Home

P.S.: My summer residence is in Cotuit, Mass., and I was there during the hurricane so I know whereof I speak.

Dear Mr. Jordan:

Please accept our sincere thanks for the splendid way your people and especially Mr. Gordon Rideout went all out after the storm to give us service.

In spite of everything that happened, we had local service the following morning and had two trunk lines by noontime. This is much more than we expected when we surveyed the damage done around here and you can well be proud of your organization.

We have had nothing but praise for twenty years . . . for the splendid co-operation from your company. They have always been pleasant, cooperative and sincere.

Joseph R. Wilner, President  
Wilner Wood Products Co.  
Norway-So. Paris, Maine

△ △ △

Dear Mr. Macdonald:

We wish at this time to express to you our sincere appreciation for the splendid co-operation rendered to this Hospital during the recent Hurricane by Mr. Elliott R. Jackson, Manager of the Lowell District, and his Staff.

Due to the damage occasioned by



high winds and falling trees, which resulted in power failure, we were without telephone service on our switchboard on either incoming or outgoing lines and it will be understood readily the emergency that existed at the Hospital because of that failure. However, within a very few minutes after contacting your staff, a serviceman was on the premises. He was later followed by a second man and between the two of them, we were able to continue, on an emergency basis, the operation of the switchboard. . . .

Yours very truly,  
Lowell General Hospital  
Sd. Paul J. Spencer, Director

## LETTERS OF COMMENDATION (continued)

Dear Joe: (Mr. Harrell)

I think you and your organization are doing a wonderful job!

None of us can even, in part, imagine what a tremendous blow it must have been to have so much of your wiring and equipment knocked out of commission!

We don't realize how dependent we are on our public utilities until something over which no one has any control—such as this hurricane—happens to us, and then we can really understand what electric power and our telephones do mean in our daily existence.

Harry J. Blake

Blake & Company, Inc.  
Boston, Mass.

△ △ △

Dear Sirs:

Heartly congratulations on a job well done . . . with such great handicaps.

Howard P. Weatherbee  
Swampscott, Mass.



Dear Mr. Harrell:

This is just a word, after returning to the office from a brief vacation in Little Compton, Rhode Island, to express my admiration and appreciation for the splendid job done by your entire organization following the damaging storm of last week.

I am sure you are proud of your people and know how much the residents of the area appreciate the day and night work of your service crews which made the use of telephone facilities possible so quickly, after the disaster.

H. S. Aldrich

The New York Trust Company

*The Rochester (N. H.) Courier* editorial:

### Those Damned Public Utilities?

The public utilities, particularly the telephone and power interests, have long been the favorite whipping boys of politicians and editors without intelligence enough to know the real issues.

Because they do in fact constitute monopolies of sorts, the utilities have been pictured as contemptuous of the public welfare, the while seeking to wring the last penny of tribute from the hides of helpless patrons.

The manner in which the New England Tel. & Tel. Co. and the N. H. Public Service Co., to mention only local interests, rallied last Tuesday to meet the challenge of Hurricane Carol, pretty much gives the lie to these charges. Not even the vast resources of the federal government could have summoned aid so quickly, and gone about the task of repairing the tremendous damage so promptly as did these companies with their interlocking management clear across the country.

The hurricane had not blown itself out before aid was on its way from distant parts of the country. From as far away as Chicago, expert repair crews with their familiar green trucks hurried into New England with the dispatch of reserve army divisions rushing to stem an enemy breakthrough in a vital battle line. Within hours, the first of them had joined the hard-pressed local crews and the promptness with which they went about clearing tangle of trees and wires, erecting new poles, repairing transformers and switchboards was a heartening thing and a stirring demonstration of what can be accomplished under the free enterprise system.

The cost to the utilities themselves in this New England area is staggering to consider. But what is important, they had the reserve of equipment and they had a well trained army of reserves to throw in when they were needed.

So the next time you hear a politician or an editor damning the utilities for the ill they do, pause to remember this hurricane, then grab something no softer than a brick and conk him where his brains are supposed to be.

Dear Sir:

I want to take this time to thank and express to you the praise that the Sanford office is worthy of, in the efforts put forward to keep everyone happy in the past week during the Carol Hurricane.

My close relation with the office on this job found nothing but pleasant, efficient service at all times and helped to make my job a pleasure instead of a task to serve the public in my line of duty.

All the hardship of everyday routine can easily be overlooked when you score one hundred percent in an emergency. . . .

Herman D. Allen, Agent  
W. U. Telegraph Company  
Springvale, Maine

△ △ △

Sirs:

As a long-time subscriber I want to express my commendation of the telephone force in our local office for the excellent service they gave us during the recent storm. . . .

Mrs. Frederick F. Black  
Searsport, Maine



Dear Miss Browning:

I would like to send to the N. E. Telephone & Telegraph Company, through you, a personal commendation for the way your Newport operators—both local and long distance—have acted during the hurricane disaster. In every instance they have been calm, patient and courteous despite the terrific overload they have had to bear. . . .

Arthur Tuckerman  
Newport, R. I.

To the President of the Westerly Automatic Telephone Company,

Dear Elmer:

I write you this letter in commendation of the faithful service of your employees. . . .

We were provided with one outside line the day after the hurricane, and your men working late hours until one o'clock in the morning over this holiday week end has restored a fairly complete service.

K. G. Stillman

C. B. Cottrell & Sons Co.  
Westerly, R. I.

△ △ △



Dear Mr. Macdonald:

After visiting the Restoration Control Centre at 185 Franklin Street, Boston, Massachusetts, I can understand how the telephone service was restored with such speed and efficiency following last Tuesday's hurricane.

I certainly was impressed with your approach to this gigantic undertaking, and the fact that you were equipped to begin restoral operations so speedily following "Hurricane Carol" indicated quite clearly the execution of preconceived plans based on past experience. Then, too, your legion of telephone employees augmented by other Bell System representatives deserve high praise for the manner in which they responded to the call of duty. While such action is not unknown to your organization, I do want you to know that on behalf of all the members of the Massachusetts Department of Public Utilities you have our sincere congratulations on a job well done.

Sincerely,

David M. Brackman  
Chairman, Mass. Dept. of Public Utilities

Dear Mr. Carlson:

. . . My father, who is over eighty with a bad heart and has a nurse with him all the time, lives at Narragansett Pier down in R. I. I have tried to get in contact with him since the hurricane but with no success. I suppose because lines are down, etc. Was anxious to know if he was O.K. However, today I put in a call from Hillsboro and your operator No. 48 handled it from there on.

She kept trying and would give me a report on each try saying she could not get my call through. After several tries she suggested I contact the Police Department in N. P. and perhaps they could get a report for me. This she did for me and believe it or not 45 minutes after I had a call collect saying my dad was O.K., that he was out eating with his nurse. This information he got from a neighbor.



I want to take this time right now to thank your Concord operator No. 48 for a job well done. I hope some way you, as the manager, see your way clear to pass this along to her. She sure has made it possible for me to have a night's rest tonight and she should know I appreciate her efforts.

Again thanking operator No. 48 for a job well done. My sincere thanks believe me.

Very truly yours,  
E. L. Laundrie

Concord, N. H.

△ △ △

Dear Sirs:

Your men deserve much credit for the outstanding job they did during our present disaster. I am pleased to be a new resident of Old Orchard Beach.

William Earl  
Old Orchard Beach, Maine



Gentlemen:

I should like to compliment you on your very excellent service. The installation men were very careful, courteous and efficient, your service representatives equally so, and your operators helpful and pleasant as can be.

Connie Owen

Newport, R. I.

△ △ △

Bangor and Aroostook Railroad ad in  
*Bangor Daily News*:

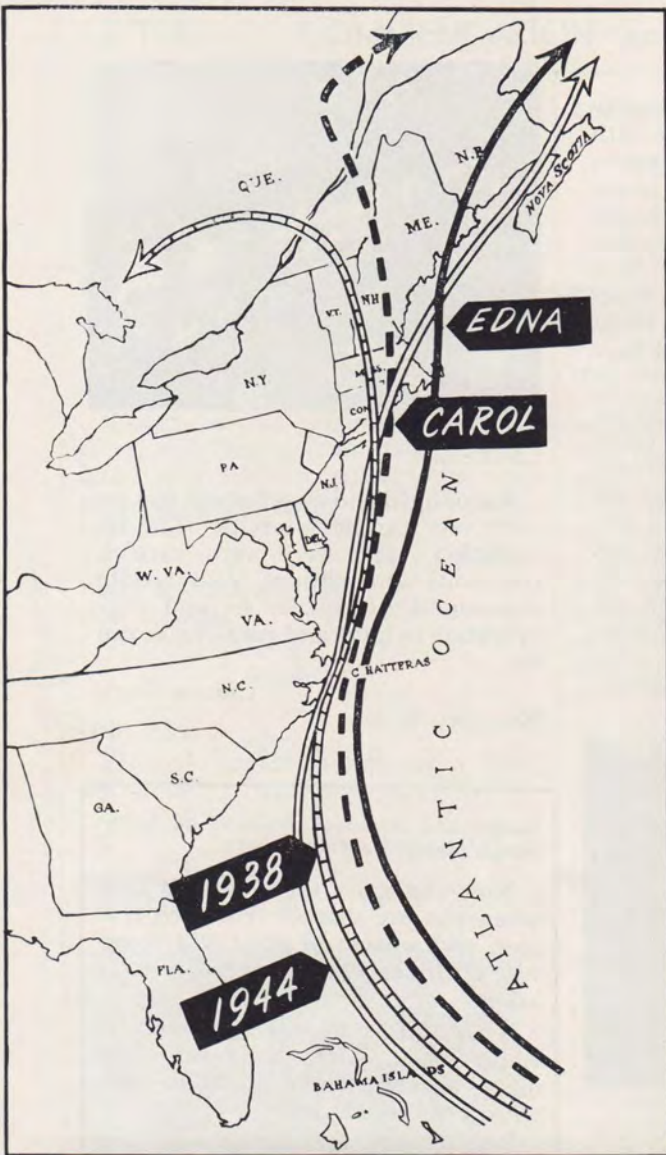
Now and again there comes a time when you are sharply reminded that men and women of good will recognize no limits when the need to serve arises.

That this is so was magnificently illustrated in Maine this week when many worked endless hours to cope with Tuesday's Storms.

The Bangor and Aroostook Railroad, which was but slightly affected, believes it may properly say, "Well done," to every one of them. And, as a public servant itself, it may be forgiven for singling out two other public servants for special praise.

The Bangor Hydro-Electric Company and the New England Telephone and Telegraph Company were hard hit. At the peak of the storm 35,000 out of 57,000 Hydro-Electric service points were out of commission. In northern and eastern Maine 32 telephone offices were isolated and 12,000 subscribers were without telephone service. As this is written, practically all service has been restored by both companies.

As one public service company to two others, the Bangor and Aroostook congratulates the men and women of the Bangor Hydro-Electric Company and the New England Telephone and Telegraph Company.



Left: Paths of four hurricanes that have affected New England since 1938 as depicted in a sketch drawn under the supervision of the United States Weather Bureau at Logan International Airport, East Boston.

Below: The record-breaking restoration of Telephone service following the twin hurricanes, Carol and Edna, is shown in the daily progress chart. More than half a million telephones were disrupted and damage to telephone plant totalled ten million dollars.

Right: The tremendous job of providing materials and supplies by the Western Electric Company to make possible the restoration of telephone service in hurricane-stricken New England can be seen on the chart which indicates sources from which the materials were shipped.

### PROGRESS OF RESTORATION

Hurricanes Carol, Aug. 31, 1954 and Edna, Sept. 11, 1954

Number of Telephones out of Service

