

Metro



Take to Task What's not working

Utility cleans up leftover cables

FIXED

An anonymous reader e-mailed Take to Task last month about a hazardous stretch of Northside Drive in Atlanta near Bobby Jones Golf Course where "numerous cables and wires [were] strewn along the right of way."

All it took to get the pedestrian hazard cleaned up was a call to Georgia Power — something you can do yourself if you run into a similar situation.

The reader wrote that more than a year ago a large tree had fallen across Northside just north of the intersection with McKinley Road. She said Georgia Power, AT&T and others worked together to remove the tree and restore utility service to area residents.

"They all did an outstanding job with the exception of the final cleanup," the reader wrote.

The reader described several locations along the east side of Northside between McKinley and Atlanta Memorial Park where "multiple patches of cable, in addition to cable stubs from power poles" remained. She said some of the wires were "sharp and exposed" and that waist-high grass and weeds blocked some of the hazards from view, making them even more dangerous.

On one occasion, the reader said, she tripped on an exposed wire and almost flew into oncoming traffic. She said she feared for the safety of the many walkers, joggers and parents with strollers who use the

Who fixed it

Lynn Wallace, spokeswoman for Georgia Power, 1-888-660-5890 (Georgia Power customer service)

Days on our list



The walk along Northside Drive between McKinley Road and Atlanta Memorial Park is safer now that a crew has cleaned up abandoned wire left behind after a tree fell across the road more than a year ago. Special

route to access the park.

The reader said she'd heard Georgia Power serves as a clearinghouse for reports of loose and abandoned wires, and it turns out she's right.

We alerted company spokeswoman Lynn Wallace to the Northside Drive hazard July 21 and by the next Thursday, the roadside had been cleared. A crew even met our reader at the site just to make sure all trouble spots had been addressed.

"The crew was wonderful to work with and very dedicated to getting the job done right," the reader told us afterward. "The right of way along Northside Drive is much safer now. I really appreciate everyone's attention to taking care of this."

In addition to having a dedicated employee who canvasses the city looking for loose or abandoned wires or cables, Wallace said, Georgia Power receives reports of such hazards from private residents as well as from Atlanta's pedestrian ad-

vocacy group PEDS.

She said the company is committed to cleaning up the hazards as quickly as possible.

"First we send a field engineer out to do an assessment," Wallace explained.

"If the engineer can't resolve the issue, a crew is dispatched to assist."

If Georgia Power can't resolve the issue and the wires belong to another party — a cable or phone company, for example — Wallace said her company contacts the responsible party and coordinates resolution.

Wallace said residents can report instances of dangerously loose or detached wires by calling its customer service number at 1-888-660-5890.

John Becker

What's broken near you?

We want tips from across metro Atlanta. Call us at 404-526-7003 or e-mail us at fixit@ajc.com