



**A Customer Owned Utility**  
*Serving Our Community Since 1894*

**275 Landry Avenue**  
**North Attleborough, MA 02760-3501**  
**Telephone: 508.643.6300**  
**Fax: 508.699.5603**  
**www.naelectric.com**

**June 1, 2018**

*NAED is one of only forty-one (41) municipal electric departments within the Commonwealth of Massachusetts. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.*

### **Monthly Update of North Attleborough Electric Department's Activities**

Dear Friends,

We hope that all is well and the summer months will be pleasant – and not too hot!!! (remember energy efficiency...)  
It is a pleasure to provide this month's update relative to NAED.

#### **I. UPDATE OF ACTIVITIES OF THE BOARD OF ELECTRIC COMMISSIONERS**

The Board held its monthly meeting on May 16, 2018. The meeting included a review of various NAED system projects. Presenting the information was Gene Allen, Operations Division Manager, John Miller, System Engineer and Peter Schiffman, System Engineer.

##### **1. Projects Overview:**

**a. Substation Upgrade:** Work is continuing on the projected \$5.5 million upgrade of the Sherman Substation. The upgrade includes a new substation transformer, site improvements and new Switchgear. Work has proceeded throughout the winter and spring months with work expected to be completed by early July, 2018.

**b. LED Street Light Upgrade:** The effort to replace all high-pressure (HP) sodium town streetlights with LED bulbs has been completed. Utilizing a state grant to provide fiscal support, NAED replaced more than 1,900 streetlights. The department is now embarking on an effort to upgrade Leased Lights.

**c. Cost of Service Study/Update of the Customer Rates:** The department is planning to update its rates later this year. The last change was as of October, 2015. Staying focused on the updating of the rates on a regular basis ensures that rate classes are paying their fair shares and that rates do not get "too out of whack" – necessitating some kind of dramatic revisions. NAED's customer rates remain very competitive both in comparison to other Municipal Light Plants (MLPs) and with the Investor Owned Utilities (IOUs).

A comparison of NAED's residential customer rates, with Investor Owned Utilities for the 12-month period of April, 2017 – March, 2018, with information provided by MMWEC is listed below:

NAED:	\$ 111.19
Unitel:	\$ 187.93
National Grid:	\$ 172.51
Eversource – Cape Cod:	\$ 172.31

**2. NAED & System Reliability in CY 2017:** The Board noted that NAED received, for the third consecutive year, national recognition for achieving exceptional electric reliability in 2017. The recognition comes from the American Public Power Association ([www.PublicPower.org](http://www.PublicPower.org)), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities. The Association helps members track outage and restoration data through its subscription-based eReliability Tracker service and then compares the data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

**3. Retirement Announced:** The Board received the retirement notice of Crew Leader Christopher Maslen, who is retiring from NAED after more than twenty-nine (29) years of service to NAED and the community of North Attleborough. The Board members expressed appreciation for Chris' service and signed a letter of their appreciation for his service.

## **II. DEBT FORGIVENESS PROGRAM AVAILABLE**

A reminder that the Board of Electric Commissioners recently authorized the institution of a "Debt Forgiveness Program" for certain NAED customers who are certified for protection on the basis of serious illness or elderly household. The "Debt Forgiveness Program" which commenced as a "Pilot Program" on April 1, 2018, offers NAED customers who make regular, on time, payments of their monthly bills to have prior debt and charges "forgiven". A "Protected" customer cannot have his/her power "shut off", but that same customer is still responsible for the payment of the billed amount. A customer who participates in the program can, after making twelve consecutive months of payments on time, have his/her prior past due amount reduced by twenty percent (20%). The program will allow "Protected" customers who participate in the program to have their entire prior past due amount eliminated in five (5) years. To participate in the program a customer must be protected from shut-off on the basis of "Serious Illness" or all residents of the household are 65-years or older. In addition, all customers, including those qualifying for "Elderly" must qualify on the basis of financial hardship, be income verified and complete an application. To participate in the program, or receive more information, please contact Customer Collections Representative, at 508-643-6376 or by email at [mmccabe@naelectric.com](mailto:mmccabe@naelectric.com).

## **III. CUSTOMER SURVEY IS COMING!**

Again this year NAED will be surveying its customers relative to NAED services and programs. This year's survey will be of NAED's commercial and industrial customers and is expected to commence by early July, 2018. Approximately 100 CI customers of NAED will be surveyed. The survey will be conducted via both telephone and email by a surveying firm, SDS, Inc. The survey is expected to take about ten (10) days to complete. NAED conducts surveys of its commercial & industrial customers every other year. In 2016, NAED conducted a survey of its commercial & industrial customers.

## **IV. NAED ADDS A NEW EMPLOYEE**

In May NAED welcomed a new member to our "team" - Danielle Verrier. Ms. Verrier will serve as NAED's new GIS Technician. Danielle will primarily concentrate on daily database updates, working closely with field personnel, desktop GIS support, training, and other various assignments. Danielle previously worked for the Public Archeology Lab in Pawtucket as their GIS Technician and has experience with basic electric utility concepts; GIS database management, mapping, and GPS.

## **V. ELECTRIC VEHICLE CHARGING STATIONS COMING TO NORTH ATTLEBOROUGH**

The Board of Electric Commissioners approved funding in the FY 2018 Capital Improvement Plan (CIP) budget to establish Electric Vehicle Charging Stations (EVCS). NAED anticipates that two EVCS stations will be created this year and is working with Town officials to establish the locations and select a vendor.

Please continue to remember our fellow citizens who are defending our country throughout the world. As always, should you have any questions at any time, please feel free to contact me at 508.643.6300.

Sincerely,  
James C. Moynihan  
General Manager