

General Manager Newsletter

North Attleborough Electric Department

April 1, 2019



Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

On behalf of the Board of Electric Commissioners (Steven Cabral, Dale Langille, and Brett Langille) it is a pleasure to provide this month's update relative to NAED Events and Activities.



NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts established under the provisions of M.G.L.c. 164. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.

275 Landry Avenue
North Attleborough, MA 02760-3501
Telephone: 508-643-6300
Fax: 508-699-5603
www.naelectric.com

I. What's your Phone Number?

Please call customer service to update your phone number if it has changed: 508-643-6300



II. Commissioners Announce a "Credit" on Customers' March, 2019 Bills

At their meeting of February 26, 2019 the Board of Electric Commissioners voted to provide NAED customers with a one-time "credit" on their March, 2019 bills. The "credit" is being provided by vote of the Board of Electric Commissioners for the ninth (9th) time in the last ten (10) years.

The total amount being directly returned to the residents in their March, 2019 bills is estimated to be **\$1,159,250**. The ultimate total dollar amount of the credit will not be known until the end of March, 2019, when all March, 2019 billings and sales are completed.

The "credit" will be for the month of March, 2019 only, and is for **\$0.06961/kWh**.

An additional amount, estimated to be **\$496,821**, will be utilized by the department for the purpose of providing the department with a "Rate Stabilization Fund" to allow the department to develop fiscal resources that can be utilized in the future to assist ratepayers to stabilize local electric rates, as power costs rise and legislative/regulatory/industry compliance costs increase.

ILLUSTRATIONS FOR RESIDENTIAL CUSTOMERS (RATE 1) BASED UPON MONTHLY USAGES OF 750 Kwh & 500 Kwh

Residential A1 Rate	Kwh	
	750	500
Cust Charge	10.30	10.30
Distribution	0.05815	29.08
Energy	0.03966	19.83
Generation	0.02387	11.94
Transmission	0.02450	12.25
Total Bill	\$119.94	\$ 83.40

Projected Credit Amount: (\$ 52.21) (\$ 34.81)
Projected Customer Bill: \$ 67.73 \$ 48.59

III. WINTER PROTECTION ENDS - PROTECTION FROM SHUT OFFS STILL AVAILABLE

As of April 1, 2019 "Winter Protection" ended. NAED extended protection from March 15, 2019 to March 31, 2019 at the request of the MA DPU.

The department provides (per the provisions of 220 CMR 25.03(7), "protection" (no shut off of power) to customers unable to pay due to financial hardships during the winter months (November 15, 2018 - March 31, 2019, inclusive). Once "Winter Protection" ends, then those customers who have been "protected" are then responsible for paying NAED the total cost of the electricity used during the period of November 15, 2018 to March 31, 2019, inclusive. Such customers are then, as required, placed on "payment plans" designed to fully compensate NAED for the unpaid electricity costs prior to the commencement of the next "Winter Protection" period (November 15, 2019).

Protection is still available to customers after March 31st. Please contact NAED for further information.

IV. ENERGY EFFICIENCY PROGRAMS:

Appliance Rebates & Home Improvement Rebates

Energy Efficiency Appliance rebates for appliances are now directly sent to Energy New England (ENE) in Foxboro. All applications can be **mailed to ENE or NAED rebates c/o ENE, Energy New England (ENE), 100 Foxborough Blvd., Suite 110, Foxborough, MA 02035**. The email for questions and submission is rebates@ene.org and using "NAED rebates" as the subject line is helpful but not a requirement.

Customers can also view more info about NAED's rebates from our new website:

<https://ee.ene.org/utilities/north-attleborough-electric-department-naed/>

Home Improvement Rebate applications will continue to be mailed to NAED. Customers must complete the Home Improvement Incentive Application Form, attach sales receipts, contractor work orders and proof of payment. Submit by mail or bring in to NAED offices at 275 Landry Avenue, North Attleborough, MA 02760. You may also scan and email to mdobson@naelectric.com.

For more information, instructions, and rebate forms, please visit our website:

<http://www.naelectric.com/residential/residential-energy-efficiency-programs>

V. GOOD NEIGHBOR ENERGY FUND

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60% and 80% of the state's median income levels. You may qualify for up to \$300 in assistance. For income guidelines please visit:

<http://magoodneighbor.org/assistance.html> or call NAED at 508-643-6376 for more information.

VI. NAED MEDICAL EMERGENCY LIST:

North Attleborough Electric Department (NAED) maintains a Medical Emergency List of customers who depend on electrically powered life-sustaining medical equipment in their homes. In the event of a power outage, restoring electricity to these homes is a priority.

VII. NAED DEPARTMENT SPOTLIGHT:

OPERATIONS DIVISION

NAED has an experienced, talented, & robust Operations Division which includes Lineman, Substation Operators, Meter Technicians, Inventory Specialist, and the Operations Manager. The operations division is NAED's "boots on the ground" workforce and are key to "keeping the lights on". During storms and unplanned events, they are NAED's first responders. NAED is proud to be able to serve the citizens of North Attleborough, respond quickly to outages, and maintain competitive electric rates.

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, Peter Schiffman, General Manager

FIND US ONLINE AT:



North Attleborough
Electric Department



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@WeAreNAED

