

# General Manager Newsletter

## North Attleborough Electric Department

March 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. Call: 508.643.6300



#### II. 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](mailto: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](mailto:mdobson@naelectric.com).

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

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

#### III. NAED PERSONNEL UPDATE:

NAED would like to welcome James (Jim) Bauer to the Engineering team joining John Miller and filling the vacancy left by the GM. Jim brings over 33 years of experience in distribution engineering, design, and planning from National Grid where he has worked since 1985. He has also worked in Transmission performing area studies and sub-transmission work. Jim has a Bachelor's degree from Northeastern University and his Master's Degree from Rensselaer Polytechnic Institute. Jim is a Licenced Professional Engineer in the state of MA.

#### IV. WINTER PROTECTION & CUSTOMER PROTECTION FROM "SHUT OFF"

"Winter Protection" from shut off of electric power commenced on November 15, 2018 and extends, by state regulation, until March 15, 2019. Any questions regarding eligibility or requirements should be directed to NAED. A reminder that "protection" from "shut off" does not mean that a customer is not responsible for his/her bill(s). "Protection" merely means that during the period a customer is "protected" that power cannot be shut off. Accordingly, customers are encouraged to do their best to pay outstanding obligations to NAED during the period of "protection".

To be "protected" the state regulations (220 CMR 25.03), require that the customer "certify" to NAED that,

1. *The customer or someone living in the customer's home is seriously ill; or*
2. *That there is domiciled in the home of the customer a child under 12 months of age; or*
3. *Between November 15th and March 15th, that the customer's service provides heat or operates the heating*

*system and that the service has not been shut off for nonpayment before November 15th; or*

4. *That all adults domiciled in the home are age 65 or older and a minor resides in the home; **and***  
*(b) The customer is unable to pay any overdue bill, or any portion thereof, because of financial hardship, as defined in 220 CMR 25.01(2).*

The department is always prepared to work with its customers to develop appropriate "payment plans", as an alternative to having power disconnected. It is incumbent, however, that a customer contact the department in a timely manner to address his/her concern(s) relative to being able to pay an electrical bill(s). Too often in recent months customers have waited until they receive a so-called "72 hour" notice of impending disconnection or have the electricity actually "shut off" before contacting the department. When such events occur then there is a limitation that the department can do to assist. In the case of the power actually being disconnected there are also added fees. Help NAED help you by contacting NAED in a timely manner to address matters of bill payment concerns.

#### 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 2019 CALENDARS ARE NOW AVAILABLE

A reminder that the CY 2019 edition of the NAED calendars are now available at the Administration Building, 275 Landry Avenue, Town Hall-office of the Board of Selectman/Town Administrator and the Senior Center.

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

#### VII. 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.

The form was sent out in February bill. Please update your status and return to NAED using the instructions on the form.

#### FIND US ONLINE AT:



North Attleborough  
Electric Department



@NAEDNews



@WeAreNAED

