

# General Manager Newsletter

## North Attleborough Electric Department

MAY 1, 2019



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

Dear Friends,

On behalf of the Board of Electric Commissioners (Dale Langille, Brett Langille, Steven Cabral) 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. 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), 5 Hampshire Street, Suite 100, Mansfield, MA 02048**. 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 website:

<https://ee.ene.org/utilities/north-attleborough-electric-department-naed/>  
**Home Improvement Rebate applications** will continue to be mailed to NAED. Customers must schedule an **audit** with Energy New England prior to work being done, then complete a 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 Moves Forward With "Peak Shaving" Generation Project

NAED is moving forward with an electric generation project to maintain stable rates for all electric customers we serve in North Attleborough. The 2.5 Megawatt Natural Gas fired Generator will be located within North Attleborough Electric Departments existing substation located at 280 Landry Ave. The anticipated operational timeframe is summer of 2020. This generator will not be running 24/7, in fact it will only be running to "shave the peak load" and run 30 to 40 hours per month during daytime hours. Shaving our peak load by 2.5 Megawatts directly reduces power costs that are set by the previous years' peak load. While this is not a new concept, NAED will be joining other Municipal Light Plants such as our neighbors in Mansfield in saving on power costs through peak shaving.

### III. WINTER PROTECTION HAS ENDED - PROTECTION FROM SHUT OFFS STILL AVAILABLE

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

### IV. Commissioner Cabral Re-Elected

Congratulations to Commissioner Steven Cabral on being re-elected for his second term. We thank him for his service to the community and department. We are looking forward to the next three years with Mr. Cabral representing the citizens of North Attleborough.

### V. Town Charter

Changes to the board of electric commissioners are just around the corner. As a result of the Town Charter passing, NAED will move to a 5 member board beginning July 1<sup>st</sup>. The special election to be held on June 18<sup>th</sup> 2019 will bring two new commissioners, one having a 3 year term and one having a 2 year term.

### VI. NAED RECEIVES RECOGNITION FOR EXCEPTIONAL SYSTEM RELIABILITY IN 2018

The North Attleborough Electric Department (NAED) has received, for the fourth consecutive year, national recognition for achieving exceptional electric reliability in 2018. 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. Public power has a strong track record of reliability.

We are proud to again receive this recognition. It is a testament to the hard work of all our staff, as well as NAED's efforts at system planning, annual Capital Improvement Plan, quality preventive maintenance programs and utilization of current technological tools, to limit system outages and ensure that the lights stay on for all our customers.

### VII. 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.

### VIII. 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.

### IX. NAED DEPARTMENT SPOTLIGHT: CUSTOMER SERVICE

NAED has an experienced, talented, & robust Customer Service group. Whether you're starting or stopping service, paying a bill, have questions about usage or just want to ask general questions, NAED's customer service is available and able to assist. As a Municipal Electric Department, it is important to interact with the community, who aren't just ratepayers, but more importantly our customers.

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



@NAEDNews



@WeAreNAED

