



A Customer Owned Utility
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American Public Power Association

JULY 1, 2018

NAED is one of only forty-one (41) public 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,

As summer begins, we hope that you are able to enjoy the weather and have an opportunity to spend time with your families in a relaxed state. A reminder that as the summer begins...stay cool but remember to conserve energy and consider utilizing NAED's energy efficiency programs to purchase energy efficient appliances or make energy conservation improvements to your home.

I. UPDATE OF ACTIVITIES OF THE BOARD OF ELECTRIC COMMISSIONERS

The Board held its monthly meeting regarding NAED matters on June 27, 2018. During the meeting, the Board met with NAED's "Financial Team", Business Division Manager Paula Tattrie, General Accountant Bree St. George and Business Accountant Stacy Toczylowski who reviewed the department's fiscal operations and activities.

The Board also met with, and recognized, the efforts of Line Division Crew Leader Christopher Maslen who will be retiring from NAED in July 2018 after more than twenty-nine (29) years of service to this organization.

The Board voted to approve and reissue "NAED's Operational Policies".

The Board also received an update from the General Manager relative to certain capital and work projects, including:

- a. Substation Upgrade:** The work to upgrade the Sherman Substation (\$5.5 million is the project budget) is moving forward with the expected completion of the project now envisioned to be early August 2018. On June 29, 2018 a benchmark of sorts is scheduled to occur with the powering of the new substation transformer (T-3). After the transformer has been "soaked", it will start taking on "load".
- b. LED Street Light Upgrade:** As noted last month the effort to replace all high-pressure (HP) sodium town streetlights with LED bulbs has been completed. NAED recently purchased additional lights for its inventory and is planning to commence an effort later this year to upgrade its 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. NAED's objective is to revisit its customer rates every three years. 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".

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
Until:	\$ 187.93
National Grid:	\$ 172.51
Eversource – Cape Cod:	\$ 172.31

II. OPERATIONS DIVISION MANAGER RETIRES

In addition to the above noted retirement of Chris Maslen, the Board also received notice of the retirement of Operations Division Manager Gene Allen. Gene did an outstanding job for NAED during his tenure at NAED overseeing any number of capital and work projects including the upgrades of NAED's Distribution System from 4 kV to 13.8kV and the Sherman Substation. Gene also was a great advocate of efforts such as the upgrade/reuse of the former 69kV sub-transmission line, utilization by NAED of Geographic Information Software (GIS) technology and preventive maintenance efforts. Gene's dedicated service to NAED is greatly appreciated and valued!

III. NAED's FY 2017 AUDIT RESULTS PRESENTED TO COMMISSIONERS

At its meeting of June 27, 2018, the Board of Electric Light Commissioners received NAED's Fiscal Year 2017 financial audit reports from the department's auditors, Powers & Sullivan of Wakefield, MA. The department's Fiscal Year 2017 was the period of January 1, 2017 - December 31, 2017, inclusive.

The Board met with Michael Nelligan of Powers & Sullivan to discuss the department's annual financial statements and audit conclusions. NAED Business Division Manager Paula Tattrie also attended. The auditors informed the Board that the department had received a "clean" audit finding. The auditors made particular note of the fact that NAED continues to fund its long-term health and life insurance obligations.

General Manager James C. Moynihan said, "NAED's administration is very pleased that again this year NAED has received a "clean audit". The audit process and the auditor's conclusions provide important evidence and documentation to our customers that NAED's revenues, expenses and fiscal resources are being effectively managed and overseen". Mr. Moynihan specifically cited and thanked Paula Tattrie, Business Division Manager and employees of NAED's Business Division (Bree St. George, General Accountant and Stacy Toczylowski, Business Accountant) for their efforts.

IV. CUSTOMER SURVEY IS COMING

NAED will be surveying its customers relative to NAED services and programs. This year's survey will be of NAED's commercial and industrial (CI) customers and is expected to commence by the second week of 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. Last CI survey was completed in 2016.

V. 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" offers NAED customers who make regular, on time, payments of their monthly bills to have prior debt and charges "forgiven". 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, or receive more information, please contact Marie McCabe, Customer Collections Representative, at 508-643-6376 or by email at mmccabe@naelectric.com.

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