



A Customer Owned Utility
Serving Our Community Since 1894

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JANUARY 2016

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,

On behalf of the Board of Electric Commissioners and NAED employees we hope all is well with you and your families and that you had a great holiday season. The days are starting to get longer and spring is right around the corner....you just have to believe...!!!!

Below please find some updates regarding recent NAED activities, efforts and plans.

I. BOARD OF ELECTRIC COMMISSIONERS' UPDATE:

The Board members are:

Charles Mottinger	Chairman
Brett Langille	Secretary
Edward Vandette	Member

The Board met twice in November, 2015 and two more times in December, 2015. The focus of their meetings was, because of the time of the year, matters involving the FY 2016 department operating budget, Power Budget and Capital Improvement Plan (CIP). NAED's fiscal year commences on January 1, 2016, so it is anticipated that the Board will establish a new budget and CIP at its next meeting, planned to be in mid-January, 2016.

There will be several efforts in the forthcoming year that we anticipate the budget & CIP will address. While those efforts/projects will be noted in future newsletters, I would note that the department's FY 2016 fiscal planning has been guided by a consideration of the department's current needs and future challenges and programs.

The FY 2016 Budget and CIP offer "...activities, projects and programs that will, we believe clearly enhance the department's services to its customers, promote employee safety and enhance system reliability."

From a strategic standpoint NAED has identified the following "strategic areas" involving NAED and its future:

- Maintain & enhance the Distribution System's reliability*
- Fiscal stability*
- Attract & maintain a skilled and talented workforce*
- Utilize technology to enhance the department's operations and system reliability*
- Maintain a stable and sustainable power supply*
- Provide Customer Service in a manner that results in happy and satisfied customers*

II. NOTICE OF NEW POLICY & FEES/CHARGES

The Board prepared for the forthcoming year by approving, on December 17, 2015, a new policy involving "Additional Meter Reads" and fees/charges for FY 2016. The Board took the following actions:

Established residential security deposit fees for calendar year 2016. The new fees will commence on January 1, 2016.

Established a policy involving the department performing "Additional Meter Reads"; at the request of a customer. In addition the Board established a fee of \$100 per additional meter read. The policy, and related fee, will commence on January 1, 2016.

Established an "Administrative Fee" of five percent (5.0%) based upon the total amount of an individual construction related invoice. The fee became effective on December 17, 2015.

Information relative to the above cited policy and fees listed above are available on the web site of the North Attleborough Electric Department (NAED), www.naelectric.com, or in the office of the General Manager at 275 Landry Avenue, North Attleborough, MA 02760

III. WINTER PROTECTION PERIOD IS NOW "IN PLACE"

The department provides "protection" (no shut off of power) to customers unable to pay due to financial hardships, and whose current service is not currently shut off for nonpayment, during the winter months (November 15, 2015 - March 15, 2016). Applicants for "Winter Protection" must provide appropriate information to NAED prior to being "protected". Applicants for "Winter Protection" must provide appropriate information to NAED. Any questions may be directed to Ms. Marie McCabe at NAED (508-643-6376) or the NAED main number (508-643-6300).

III. STORM SEASON IS COMING - FOLLOW NAED ON TWITTER

NAED is on Twitter. Check us out at NAEDnews@naelectric.com. The Twitter account is used to provide residents with updates during the winter storm season. Please note that outages or emergencies should not be reported through the Twitter account. Calls involving outages or emergencies must be conveyed via our department phone number, 508-643-6300.

IV. NAED 2016 CALENDARS ARE NOW AVAILABLE

Again this year, to celebrate "Public Power Month", NAED sponsored its annual calendar contest, in cooperation with the North Attleborough School Department and St. Mary's Sacred Heart School. Local students in 3rd and 4th grades created art work related to the theme, "The Future of Electricity". The selected winners received a \$25 gift card, a certificate and recognition at the October 28, 2015 meeting of the Board of Electric Commissioners and the winning drawings are featured in NAED's 2016 Energy Smart calendars. The calendars are now available at NAED's administrative office at 275 Landry Avenue, Town Hall - Office of the Board of Selectmen/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,

James C. Moynihan
General Manager