



A Customer Owned Utility
Serving Our Community Since 1894

275 Landry Avenue
North Attleborough, MA 02760-3501
Telephone: 508.643.6300
Fax: 508.699.5603
www.naelectric.com



JULY 1, 2015

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 (Edward Vandette, Charles Mottinger and Brett Langille) it is a pleasure to provide this month's update relative to NAED events and activities.

I. UPDATE OF ACTIVITIES OF THE BOARD OF ELECTRIC COMMISSIONERS

On June 25, 2015 the Board of Electric Commissioners met to consider the potential of revising NAED's current rates. The department's rates have not been modified since February, 2004.

The Board received a presentation, about this matter from Mark Beauchamp, President of Utility Financial Solutions (UFS) of Holland Michigan. UFS' has previously developed and presented a "Cost of Service" study for NAED. In addition to reviewing the information from the "Cost of Service Study" in preparation for the presentation of the proposed revision of NAED 's customer rates , UFS reviewed NAED's actual expenses budgets and projected revenue needs. Mr. Beauchamp has previously made two public presentations to the Board of Electric Commissioners relative to UFS' conclusions and recommendations.

The projected revisions relative to the rates and rate charges are designed to reflect the cost inherent with each rate class. The revisions to the current rates are designed to provide fiscal stability to the department.

While individual customer accounts may vary, based upon the amount of electricity used, the revised rate classifications, in total, are not projected to result in increased revenue for NAED.

In fact, there is no NAED rate class (i.e. residential, commercial/industrial and municipals), as a class, that is projected to see an increase.

If the revisions to the existing rates are approved by the Board of Electric Commissioners - and the Board will consider approving the rates, along with new rate tariffs - it is not expected that the new rates will take effect until October 1, 2015.

The UFS rate study is available on NAED's web site and available at NAED's administrative office at 275 Landry Avenue. Should you have any questions please feel free to contact NAED.

In addition to the presentation on revising NAED's electric rates the Board approved the integrated collective bargaining agreement document between the department and IBEW, Local 104, Unit A.

The Board also approved, retroactive to January 1, 2015, a new "Pole Attachment Fee" of \$7.74/pole/year based upon a Cost of Service study done by UFS. The previous fee had been \$9.73/pole/year.

II. RESIDENTIAL RATE COMPARISON

NAED has recently received information from the Massachusetts Municipal Wholesale Electric Company (MMWEC) relative to NAED's residential rates, as compared to other Massachusetts municipal and investment owned utilities.

NAED's 12 month average (April, 2014 - March, 2015): NAED: \$ 72.19

Others (Illustrative only):

Fitchburg Gas & Electric:	\$118.76 (Highest Average)
Peabody Electric:	\$ 59.49 (Lowest Average)
National Grid:	\$ 98.85 (Serves nearby communities)

IV. PROTECTION FROM SHUT OFFS

Protection is afforded to customers unable to pay due to financial hardships and who also have one of the following situations - contact NAED if you have any questions:

- *Serious Illness*
- *Child in the house under the age of 12 months and the customer's service has not been shut off for nonpayment before the birth of the child*
- *The current service of the Customer is not currently shut off for nonpayment*
- *All individuals domiciled at an address are "Elderly" (65 years old or older)*
- *All individuals domiciled at an address are "Elderly" (65 years or older) and/or a "Minor" (maximum of 18 years old)*

III. NAED PERSONNEL CHANGES

There have been some recent personnel changes at NAED:

A. Christopher Mitchell: Project Manager: Mr. Mitchell has been an employee of the North Attleborough Electric Department since 2001 and has been NAED's "IT Director" since 2002. In his capacity as "IT Director" Mr. Mitchell has overseen corporate related technology operations, including hardware and software purchases, installations and maintenance, technology planning and security operations. Mr. Mitchell is presently completing the implementation of a "Disaster Recovery Plan" which is designed to ensure that NAED information and documentation is preserved and protected in the "cyber cloud environment". In his new position Mr. Mitchell will be responsible for overseeing and/or supporting a variety of NAED efforts, including the "Customer Service Workflow Project", the second phase of the "Distribution System Communications Study" and NAED's annual customer survey. In addition, Mr. Mitchell will continue to retain his present responsibilities in overseeing NAED customer billing, physical security and the department's fiber network. Mr. Mitchell is a graduate of the University of Connecticut.

B. Marie McCabe: Customer Collections Representative: Ms. McCabe joined NAED from Middlesex Savings Bank where she had served, since 2007, as a "Consumer & Small Business Work Out Specialist in the Credit Administration Department. In her new position, Ms. McCabe will be responsible for overseeing NAED programs/efforts involving consumer protection, developing "payment plans", connections & disconnections of customer power and overseeing the department's "Low Income Rate" (Rate 5). Ms. McCabe is a graduate of Stonehill College in Easton, MA

C. K. Peter Kiley, IT Director: Mr. Kiley has served as a "Systems Administrator" for Braintree Electric Light Department. Mr. Kiley has served both the Braintree Electric Light Department and the Town of Braintree by overseeing and managing a server farm comprised of over 100 servers. In his work experience in Braintree Mr. Kiley has provided guidance on various technological projects, provided PC support and redesigned the organization's backup architecture resulting in a more reliable system. Mr. Kiley is a graduate of Drexel University where he received a Bachelor's Degree in Computer Science, with concentrations in Operating Systems, Computer Networks and Analysis in Human Computer Interaction.

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