



A Customer Owned Utility
Serving Our Community Since 1894

September 1, 2016

NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts. NAED is committed to providing quality utility services to its customers, and this community, in a manner that is deemed to be in the best interests of this community, as determined locally.

Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

Welcome to the "Fall Season"...Energy Conservation is always a great way to keep down electric bills. NAED can help with audits and rebates. Call us to find out more!

I. North Attleborough Electric Department FY 2015 Audit Results Presented to Commissioners

At its meeting of August 23, 2016, the Board of Electric Light Commissioners received NAED's Fiscal Year 2015 financial audit reports from the department's auditors, Powers & Sullivan of Wakefield, MA.

The department's Fiscal Year 2015 was the period of January 1, 2015 - December 31, 2015, 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 has made an effort to fund its long term health and life insurance obligations.

Commission Chairman Edward Vandette expressed his pleasure with the auditor's conclusions. Mr. Vandette said, "We are 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. Vandette, on behalf of the Board of Electric Commissioners thanked Paula Tattrie, Business Division Manager and employees of NAED's Business Division (Bree St. George, Business Accountant and Stacy Toczykowski, General Accountant) for their efforts.

II. NAED Soon To Have a New Payment Site

The North Attleborough Electric Department is now in the process of implementing a new payment system and web portal. Our current projections are that the site will be "Live", by the middle of September, 2016.

The new payment system and portal will be managed by the Paymentus Corporation. ("Paymentus"). The Paymentus Corporation is very experienced in hosting 3rd party payment sites and from a security standpoint is PCI Level 1 compliant. Paymentus was selected as our partner in this project after an extensive review of potential vendors. In addition to its security efforts and certification, Paymentus will offer enhanced services and new features that will provide greater information to you, as our customer about your account.

The department will issue further information to its customers about the site, and how it can be utilized when the site is actually available to its customers. In addition, when the site does go "Live" the department will have information and online step-by-step instructions on its web site.

III. NAED Announces Forthcoming Customer Service Survey for Commercial & Industrial Customers

Edward Vandette, Chairman of the Board of Electric Commissioners, announced today that the North Attleborough Electric Department (NAED) anticipates that it will commence its annual survey of customers the week of September 5, 2016. The survey is expected to take about ten (10) days to complete.

This year's survey will be of NAED's commercial & industrial (C&I) customers. Approximately 100 businesses will be surveyed. The survey will be conducted via telephone by a surveying firm, SDS Research, LLC. The survey is expected to take approximately ten (10) minutes to complete.

NAED conducts surveys of its commercial & industrial customers every other year. The last survey of commercial & industrial customers was conducted in 2014. In 2015 NAED conducted a survey of its residential customers.

Edward Vandette, Chairman of Board of the Board of Electric Commissioners, stated that, "We greatly value the annual survey information. We believe that NAED does a great job and that it provides quality services to the community, but public input is always valued. Improvements can always be made. The annual survey information is an important component for the Board of Electric Commissioners and NAED's administration as we consider and assess the value of our current programs and offerings."

The final results of the survey are anticipated to be presented to the Board of Electric Commissioners by the end of the calendar year. Questions regarding the survey can be directed to NAED at 508-643-6300.

IV. NAED Announces It Will Mail All Termination Notices

As a reminder, effective August 1, 2016 NAED commenced mailing all of its "Termination Notices" to its customers. The Board of Electric Commissioners approved the change at its June 28, 2016 meeting. Currently, the department mails some of its notices and "hand delivers" the remainder.

The "Termination Notices" provide a minimum of seventy two (72) hours' notice to a customer that his/her power will be "shut off" if an appropriate payment is not received. Massachusetts regulations provide that a customer's power may not be terminated until a minimum of forty eight (48) days after the receipt of his/her bill. During the past twelve months department records indicate that 5,656 "Termination Notices" were conveyed to NAED customers. In the past the department has estimated that the distribution of such notices requires approximately sixty eight (68) man days in a calendar year.

James Moynihan, General Manager, stated, "The change in distributing the "Termination Notices" will still allow NAED to provide proper statutory notice to our customers about the need to make appropriate payments, while at the same time allowing NAED personnel to devote more of their time addressing customer concerns and preventive maintenance activities". Mr. Moynihan noted that NAED offers "Payment Plans" for its customers who may require assistance. He further stated that some customers may be eligible for "protection" from having their power shut off because of state regulations and/or may be eligible for NAED's "Low Income" customer rate. Any questions regarding the new procedure, or questions regarding NAED customer programs, may be directed to NAED's Customer Service representatives at 508-643-6300.

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