



**A Customer Owned Utility**  
*Serving Our Community Since 1894*

**October 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,

As always at this time of the year we encourage you to utilize good energy conservation practices to keep your bills low and help to ensure that there will be sufficient energy resources for all.

**I. NAED HAS A NEW PAYMENT SYSTEM**

NAED has, **effective September 19, 2016** instituted a new payment system and web portal. The new payment system and web portal will be managed by the Paymentus Corporation ("Paymentus"). The new web portal will be accessible via the NAED web site, [www.naelectric.com](http://www.naelectric.com).

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 NAED's 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 our customers about their account. Enhanced/new services will include pre-authorized payments, electronic bills and allow our customers to create monthly schedules for bill payments. Further the new system will mean that NAED will no longer maintain a customer's personal security related information.

*The change in the new payment system will necessitate customers whose payment is pre-authorized, to change to Paymentus in order to continue with pre-authorized deductions. Customers will need to register, no later than **October 30, 2016**, with the new site in order to set up your pre-authorized payments. After October 30, 2016 the current web portal will not be operative.*

The North Attleborough Electric Department web site, [www.naelectric.com](http://www.naelectric.com) will have information and online step-by-step instructions showing how to make the change to the new NAED on-line payment site. For your convenience, the online site is available 24 hours per day, seven (7) days a week.

Any assistance or questions may be directed to NAED's Customer Service at 508-643-6300 between 8:00 AM and 4:00 PM weekdays. NAED personnel are also available at our NAED administrative office to provide personal assistance to our customers requiring assistance to set up their new accounts with Paymentus.

**II. RATE 5 - NAED's "LOW INCOME RESIDENTIAL RATE" – UPDATE/REMINDER**

As you may be aware, NAED offers a "Low Income Residential Rate". We want to bring to your attention that, effective **October 1, 2016**, that Rate 5 will be available, "...to customers based upon notification from Self Help, Inc. of eligibility for the "Low Income Home Energy Assistance Program (LIHEAP), or its successor program."

LIHEAP eligibility is based upon the "**Fiscal Year 2017 LIHEAP** income eligibility requirements. Also, please note that rate eligibility must be renewed annually.

Please be advised that NAED will keep all current Rate 5 customers on Rate 5 until **December 31, 2016**. However, to remain as a Rate 5 customer after **December 31, 2016**, customers will need to provide NAED with documentation that you meet the Rate 5 eligibility income requirement listed above.

By **December 31, 2016**, inclusive, a Rate 5 customer will need to have contacted Self Help, Inc., and secured the appropriate documentation that verifies the customer's eligibility for the "Low Income Home Energy Assistance Program (LIHEAP). If the required documentation is not provided to NAED by **December 31, 2016** then the customer will become a "Residential Rate A1" (Rate 1) customer, effective **January 1, 2017**.

For your information, Self Help, Inc. - a community action organization - has an office in Attleboro, MA  
Self Help, Inc.  
95 Pine Street, #6  
Attleboro, MA 02703  
508-226-4192  
[www.selfhelpinc.org](http://www.selfhelpinc.org)

Should you have any questions please contact NAED's customer service personnel at 508-643-6300.

### **III. REMINDER THAT ALL "TERMINATION NOTICES" ARE NOW MAILED**

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. 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.

**IV. SYSTEM UPGRADES:** Our Line personnel have been doing upgrades to our circuits by installing new wire on new poles during recent weeks on Fales Road and Fales Road Extension. We are also installing new underground conduit and cable on Mount Hope Street under the I-295 bridge. The new wiring will enhance our system's reliability and resiliency.

**V. UNDERGROUND CABLE EVALUATED:** NAED instituted a "pilot" project in September 2016 with UG Testing Techimp Inc. to assess the condition of a portion of our underground distribution cable. The assessment of the cable commenced with the underground cable coming out of the Sherman Sub-Station to the riser poles where the circuits transition to overhead construction. The information will be used to provide NAED with an overall assessment of the cable tested, while at the same time providing an "early warning" about cable that should be replaced in the near future.

**VI. SHERMAN SUB-STATION MASTER ENGINEERING PLAN HAS COMMENCED:** NAED is working with PLM, Inc. an engineering firm experienced in substation design, to review and create a new engineering design for the Sherman Sub-Station. The new design is anticipated to include the installation of a new 115kV to 13.8kV transformer by later 2017/early 2018 and removal of two older (1969 installed) transformers.

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