



NORTH ATTLEBOROUGH ELECTRIC DEPARTMENT

A CUSTOMER OWNED UTILITY
Serving Our Community Since 1894



ADDITIONAL METER READS POLICY (PILOT PROGRAM)

APPROVED BY THE BOARD OF ELECTRIC COMMISSIONERS: June 28th, 2016

NOTE: The administration proposed, and the Board approved on June 28, 2016 to permit the administration to implement this draft policy as a "pilot program" for three (3) months relative to all billing cycles.

The administration will then, by the end of September, 2016, update the Board and if we believe that the "pilot program is going well, will then recommend that this (or an analogous type) policy be adopted.

I. NO CHARGE BY NAED FOR READING THE METER

- A. The North Attleborough Electric Department (NAED) reads all department meters on a regular basis once a month in order to provide its customers with a monthly bill.
- B. NAED also reads meters ("final reading") outside of the normal billing cycle for purposes of rendering a "final bill".
- C. In general, the customer should notify NAED of the planned "closing date" at least five (5) business days in advance of the anticipated real estate "closing" date
- D. Upon receiving sufficient notice by its customer, NAED will read, at no charge, a meter(s) at the location of a planned real estate sales transaction on the workday date immediately following the real estate closing for purposes of rendering a final bill.
- E. If a new customer account for the meter(s) in question has not been established by the workday date immediately following the real estate "closing", then NAED will terminate the power at the time that it performs its "final reading".
- F. NAED "Terms & Conditions" (Article 2.02 (f) states, in part, that, "Forty-eight hours (business hours) notice is required on all requests to disconnect or reconnect existing service. It is essential that an application for new or additional service or notification of changes to existing serve be made as early as possible..." (see 4.03(d)):

II. INFORMATION PROVIDED BY NAED AT THE TIME OF THE REAL ESTATE "CLOSING"

- A. Upon receiving sufficient notice by its customer, NAED will provide, at no charge, an estimated bill for the meter(s) at the location of a planned real estate sales transaction as of the

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date of the real estate closing, as identified by its customer for purposes of rendering an estimated bill for the aforesaid real estate "closing".

B. The customer of record, as identified by NAED records, shall be responsible for all fiscal obligations and requirements, per NAED's "Terms & Conditions" (see Article 2.02(e))

III. CHARGE BY NAED FOR READING THE METER

A. If the customer requests any interim readings or subsequent readings are necessitated due to delays of the closing or otherwise, such additional meter reads shall be at the cost of the customer.

B. The customer will be responsible for paying to NAED the "Meter Reading Fee" at the time of the request.

C. The fee will be established by the Board of Electric Commissioners under a separate fee schedule.

D. This policy is specifically designed to address additional meter readings requested for the purposes of real estate closings.

E. NAED will make every effort to provide the requested meter readings on a requested date, however, NAED is not responsible for damages.

IV. IMPLEMENTATION & ADMINISTRATION OF THIS POLICY

The General Manager of NAED is responsible for implementing and administering this policy.

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