

General Manager Newsletter

North Attleborough Electric Department

January 1, 2019



Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

On behalf of the Board of Electric Commissioners (Steven Cabral, Dale Langille, and Brett Langille) it is a pleasure to provide this month's update relative to NAED Events and Activities, and to wish you a very happy and healthy New Year.

NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts established under the provisions of M.G.L.c. 164. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.

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I. NAED PROJECT UPDATE:

As we approach the end of the calendar year, NAED is addressing several matters and projects:



Budget & CIP: As you may recall, NAED's fiscal year is a calendar year. Accordingly, we have completed the planning process for 2019 and have developed our Budget and Capital Improvement Program (CIP) recommendations for the Board of Electric Commissioners. The Board of Electric Commissioners has met with all department heads to review their requests and recommendations. The Board voted to approve the Budget & CIP at the commissioners meeting held on December 17th 2018.

Projects that are anticipated to be addressed in FY 2019 include:

- Behind the Meter Generation (Go-No-Go)
- Continued replacement of LED Flood Lights (All streetlights are now complete)
- Re-purpose of the former "69kV line" as a 13.8 kV distribution line
- Minor additions to the Recently Upgraded Sherman Substation
- Expansion of the NAED fiber network
- Continued upgrade/improvements of the NAED distribution system
- Integration of new technologies (SCADA, mobile Service Orders)
- Switch Maintenance
- Second Substation Study & Need Assessment
- Solar SMART Program
- Landfill Solar Project
- Battery Storage Economics Analysis

II. WINTER PROTECTION & CUSTOMER PROTECTION FROM "SHUT OFF"

"Winter Protection" from shut off of electric power commenced on November 15, 2018 and extends, by state regulation, until March 15, 2019. Any questions regarding eligibility or requirements should be directed to NAED. A reminder that "protection" from "shut off" does not mean that a customer is not responsible for his/her bill(s). "Protection" merely means that during the period a customer is "protected" that power cannot be shut off. Accordingly, customers are encouraged to do their best to pay outstanding obligations to NAED during the period of "protection".

To be "protected" the state regulations (220 CMR 25.03), require that the customer "certify" to NAED that,

1. *The customer or someone living in the customer's home is seriously ill; or*
2. *That there is domiciled in the home of the customer a child under 12 months of age; or*
3. *Between November 15th and March 15th, that the customer's service provides heat or operates the heating*

system and that the service has not been shut off for nonpayment before November 15th; or

4. *That all adults domiciled in the home are age 65 or older and a minor resides in the home; **and***
(b) The customer is unable to pay any overdue bill, or any portion thereof, because of financial hardship, as defined in 220 CMR 25.01(2).

The department is always prepared to work with its customers to develop appropriate "payment plans", as an alternative to having power disconnected. It is incumbent, however, that a customer contact the department in a timely manner to address his/her concern(s) relative to being able to pay an electrical bill(s). Too often in recent months customers have waited until they receive a so-called "72 hour" notice of impending disconnection or have the electricity actually "shut off" before contacting the department. When such events occur then there is a limitation that the department can do to assist. In the case of the power actually being disconnected there are also added fees. Help NAED help you by contacting NAED in a timely manner to address matters of bill payment concerns.

III. NAED 2019 CALENDARS ARE NOW AVAILABLE

A reminder that the CY 2019 edition of the NAED calendars are now available at the Administration Building, 275 Landry Avenue, Town Hall-office of the Board of Selectman/Town Administrator and the Senior Center. The theme for this year's contest was, "How Electricity Affects My Day".

This year's winning artists are:

Bridget Cronin	SMSH	Grade 3
Leia Constantine	Roosevelt	Grade 3
Kayal Nandakumar	Falls	Grade 4
Ashmita Vashisth	Amvet	Grade 3
Dhimahi Shah	Amvet	Grade 4
Matthew Doyon	Falls	Grade 4
Tanish Bhattacharjee	Amvet	Grade 3
Shyam Srinivasan	Martin	Grade 3
Angela Tavarez	Roosevelt	Grade 3

Jessica David	Martin	Grade 4
Daksh Thakur	Amvet	Grade 4
Danielle Landry	SMSH	Grade 3
Makenna Whitty	Community	Grade 4
Liam Sullivan	Martin	Grade 3

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, Peter Schiffman, General Manager

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North Attleborough
Electric Department



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