



**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**



**December 1, 2017**

*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.*

### **Monthly Update of North Attleborough Electric Department's Activities**

Dear Friends,

On behalf of the Board of Electric Commissioners (Brett Langille, Steven Cabral and Dale Langille) it is a pleasure to provide this month's update relative to NAED events and activities and to also wish all our customers a wonderful and safe holiday season.

#### **I. PLANNING BEGINS FOR FISCAL/CALENDAR YEAR 2018**

The department is now in the process of planning for its FY 2018 activities and services. During the months of November and December, 2017 the divisional managers will be meeting with the Board of Electric Commissioners to review and consider plans relating to both the operating budget and Capital Improvement Plan (CIP).

Projects that are anticipated to be addressed in FY 2018 include:

- Upgrade of the Sherman Substation
- Completion of the "LED Street Light Replacement Program"
- Re-energizing of the former "69kV line" as a 13.8 kV distribution line
- Expansion of the NAED fiber network
- Continued upgrade/improvements of the NAED distribution system
- Integration of new technologies (SCADA, mobile Service Orders)
- Review and updating, as needed, of the "NAED Safety Manual"

It is anticipated that the budget and CIP for FY 2018 will be approved by the Board of Electric Commissioners in early 2018.

#### **II WINTER PROTECTION & CUSTOMER PROTECTION FROM "SHUT OFF"**

"Winter Protection" from shut off of electric power commenced on November 15, 2017 and extends, by state regulation, until March 15, 2018. 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. REMINDER FOR RATE 5 (LOW INCOME RATE) CUSTOMERS: TIME FOR ANNUAL INCOME VERIFICATION**

It will soon be the end of the calendar year and customers who currently have a "Residential - Rate A5" (Rate 5) rate will need to show evidence of their income eligibility. As noted in the tariff for this specific rate:

*"This rate is 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. Customers must renew their eligibility annually."*

LIHEAP eligibility is based upon the "**Fiscal Year 2018** LIHEAP income eligibility requirements.

To remain as a Rate 5 customer after **December 31, 2017**, customers will need to have contacted Self Help, Inc of Bristol County (Self Help) and secured the appropriate documentation to verify to NAED that you meet the Rate 5 eligibility income requirement(s). The verification information is due to be provided to NAED by **December 31, 2017**.

If NAED does not receive the verification from Self Help by **December 31, 2017** then those customers will become a "Residential Rate A1" (Rate 1) customer, effective **January 1, 2018**.

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 feel to contact NAED's customer service personnel 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