



A Customer Owned Utility
Serving Our Community Since 1894

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American Public Power Association

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PRESS RELEASE

NAED BEGINS A "DEBT FORGIVENESS PROGRAM"

The Board of Electric Commissioners recently authorized the institution of a "Debt Forgiveness Program" for certain NAED customers who are certified for protection on the basis of serious illness or elderly household.

The "Debt Forgiveness Program" which will commence as a "Pilot Program" on April 1, 2018, will offer NAED customers who make regular, on time, payments of their monthly bills to have prior debt and charges "forgiven". A "Protected" customer cannot have his/her power "shut off", but that same customer is still responsible for the payment of the billed amount.

A customer who participates in the program must currently be in arrears for \$300 or more. The customer, after making twelve consecutive months of payments on time, is eligible to have his/her prior past due amount reduced by twenty percent (20%). The program will allow "Protected" customers who participate in the program to have their entire prior past due amount eliminated in five (5) years.

To participate in the program a customer must be protected from shut-off on the basis of "Serious Illness" or all residents of the household are 65-years or older. In addition, all customers, including those qualifying for "Elderly" must qualify on the basis of financial hardship, be income verified and complete an application.

The NAED Board of Commissioners reserves the right to modify the program requirements and may cancel the program as it deems to be in NAED's best interest and its other ratepayers.

To participate in the program, or receive more information, please contact NAED Services, at 508-643-6300 or by email at customerservice@naelectric.com.