



**North
Attleborough
Electric
Department**

A Customer Owned Utility
Serving Our Community Since 1894

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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 (Edward Vandette, Brett Langille and Steven Cabral) 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.

I. NAED RECEIVES A STATE GRANT TO INSTALL LED STREET & RENTAL LIGHTS

Edward Vandette, Chairman of the Board of Electric Commissioners announced at the December 20, 2016 meeting of the Board of Electric Commissioners that the North Attleborough Electric Department (NAED) had been awarded a grant of \$236,947 by the administration of Governor Charles Baker to assist the department in converting municipal street lights to LED (light-emitting diode) technology. The conversion to LED street lights is expected to occur over the course of two (2) years: 2017 & 2018. The grant award is being funded by a total \$11.4 million grant program, provided to NAED, via Energy New England, Inc. (ENE), and through the Department of Energy Resources (DOER), Rapid LED Streetlight Conversion Program. The grant funds will be used to assist local communities to expedite streetlight conversions to LED technology.

Governor Baker stated, "Investing in LED streetlight conversions will lead to reduced energy costs and better road safety for motorists and municipalities across Massachusetts, "The partnership between the Commonwealth and our regional planning authorities and municipal light plants will help maximize the positive benefits of this grant funding." Lieutenant Governor Karyn Polito stated, "Converting municipally owned streetlights into energy efficient LEDs will help cities and towns across the Commonwealth realize thousands of dollars in annual energy savings while reducing emissions, LED streetlights help reduce energy usage during peak demand times, lessening the burden on our regional electric grid and reducing costs for all ratepayers." Chairman Vandette noted that the installation of a planned 2,700 LED lights is projected to be done by NAED from 2017 - 2018. Mr. Vandette noted that the grant funds will supplement NAED fiscal resources and noted that the benefits of LED lights include the lights being more energy efficient and longer-lasting than other common street lighting.

Mr. Vandette also noted that the Town will benefit from the use of LED street lights by reducing the municipality's projected energy costs, and stated "The Board of Electric Commissioners look forward to working with the Board of Selectmen, who oversee the Town's "Street Light" account on a project which will bring benefits, both now and in the future to the Town, NAED and our ratepayers."

II. RESULTS OF CUSTOMER SURVEY PRESENTED

At its meeting of November 29, 2016, the Board of Electric Light Commissioners reviewed the results of a recent customer survey involving NAED's Commercial & Industrial (C&I) customers. The Board met and discussed the survey results with Dale Inkley, President for SDS Research. The survey of sixty six (66) customers was performed by SDS Research in circa September, 2016. The survey was the fifth time over the past ten years that a survey was completed specifically of its C&I customers.

Edward Vandette, Chairman of Board of the Board of Electric Commissioners, stated that, "The Board of Electric Commissioners always benefit from reviewing the results of our annual customer surveys. The survey information provides input and guidance to the Board and NAED management regarding the way that our customers perceive NAED. The survey results also provide guidance to the Board of Electric Commissioners and NAED management relative to possible new programs or efforts that might be offered." Mr. Vandette noted that the department annually performs a customer survey. The department plans to conduct its bi-annual survey of residential customers in 2017 with the next survey of commercial customers scheduled for 2018.

The survey results indicated that NAED exceeded prior samplings of other power industry utilities throughout the nation. Specifically, customer responses exceeded the SDS National Industry Benchmarks in all of the four (4) main categories sampled:

Overall Satisfaction with NAED
Overall Value of NAED

NAED Customer Communication Efforts
Quality & Services Provided by NAED Employees

The survey results indicated a high level of **customer satisfaction** with NAED among customers.

Mr. Inkley, in his remarks to the Board noted that 98.5% of those sampled believe that "NAED is a well-run utility business." Mr. Inkley stated, that based on his experience in surveying public utilities throughout the nation that the customer response for this question was, "Off the charts", and a great complement to employees and leadership of the organization.

NAED was rated very high regarding its response to "Power Interruptions" with eighty nine percent (89%) of the customers rating NAED's responses with the highest rating ("Most Satisfied") and an additional eleven percent (11%) considering the responses to be "Very Satisfied". Mr. Inkley noted that he had never previously seen a utility not have a single negative response to this question. There was a strong awareness among customers relative to NAED payment offerings, including "On-Line Payment", "Credit Card Bill Payment" and "Drop Box Locations for Bill Payment". Relative to Energy Efficiency programs offered to NAED's C&I customers, fifty three percent (53%) were aware that NAED offers a "Light Audit Program, with a rebate" and twenty six percent (26%) of the respondents stated that their company had utilized this program.

Mr. Vandette concluded by thanking the men and women who work for NAED for their services and dedication. He noted that the results of this year's survey were "Outstanding!" and a great credit to the employees for both NAED's customer services and emergency responses, coupled with its management, safety and planning efforts.

Mr. Vandette also specifically thanked Christopher Mitchell, NAED Project Manager and Michele Dobson, Administrative Assistant/HR, for their efforts in developing the survey questions and coordinating the survey activity.

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

"Winter Protection" from shut off of electric power commenced on November 15, 2016 and extends, by state regulation, until March 15, 2017. 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".

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.

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