



**A Customer Owned Utility**  
*Serving Our Community Since 1894*

**June 1, 2017**

*NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts. 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,

It is a pleasure to provide this month's update relative to NAED events and activities.

#### **I. NORTH ATTLEBOROUGH ELECTRIC DEPARTMENT RECEIVES NATIONAL RECOGNITION FOR RELIABLE ELECTRIC OPERATIONS**

Brett Langille, Chairman of the North Attleborough Electric Department (NAED), announced today that the North Attleborough Electric Department has, for the fifth (5th) consecutive time received the Reliable Public Power Provider (RP<sub>3</sub>)<sup>®</sup> designation from the American Public Power Association for providing reliable and safe electric service.

NAED previously received the designation in 2008, 2010 and 2012 and 2014. The designation in 2008, 2010 and 2012 was for two (2) years each, while the designation in 2014 was for a three (3) year period. This year Mr. Langille noted that NAED will be receiving the RP<sub>3</sub> designation of "Diamond". APPA's RP<sub>3</sub> designation has three classifications: "Gold", "Platinum" and "Diamond", with "Diamond" being the highest form of recognition. A "Diamond" classification is bestowed upon a public power organization which receives 98% - 100% of the possible total points. NAED's four previous awards were all "Platinum".

David Lynch, Assistant Director of Utility Operations at Marquette Board of Light and Power, Michigan and chair of the Association's RP<sub>3</sub> Review Panel, presented the designations on May 8 during the Association's annual Engineering & Operations Technical Conference held in San Antonio, Texas.

The RP<sub>3</sub> designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. NAED joins more than 220 public power utilities, out of more than 2,000 public power organizations nationwide that hold the RP<sub>3</sub> designation.

"Utilities that have earned an RP<sub>3</sub> designation demonstrate public power's emphasis on achieving leading practices and providing a high level of service to communities," said Lynch. "We are proud to welcome all utilities earning this recognition for the first time and to those renewing their designations."

Mr. Langille stated, "We're honored to be recognized as a Reliable Public Power Provider. NAED's staff works hard to provide reliable service and receipt of the RP<sub>3</sub> recognizes our commitment to serving the community."

The American Public Power Association has offered the RP<sub>3</sub> designation for 12 years now. The Association is the voice of not-for-profit, community-owned utilities that power 49 million people in 2,000 towns and cities nationwide. The Association advocates and advises on electricity policy, technology, trends, training, and operations.

## II. UPDATE OF ACTIVITIES OF THE BOARD OF ELECTRIC COMMISSIONERS

On May 11, 2017 the Board of Electric Commissioners (Brett Langille, Chairman; Steven Cabral and Dale Langille) met in open session. Among the items considered and discussed were the following:

**a. Terms & Conditions:** The Board received an update on the proposed Terms & Conditions from NAED staff. Departmental personnel, Jean Reddy, Mark Potter, Paula Tattrie and Gene Allen reviewed the proposed Terms & Conditions, (last updated in total in 2007). The Board will consider setting a date for a public hearing on this matter at its next meeting.

**b. LED Street Light Project & Grant:** Peter Schiffman, System Engineer, presented an update to the Board members relative to the proposed changing of the current Town street lights for new LEDs. The department received a grant from the Commonwealth, in excess of \$230,000 to help offset the costs of the conversion. The Board will consider the matter further at its June, 2017 meeting.

**c. Distribution Project Update:** Gene Allen, Operations Division Manager, provided the Board with an overview of NAED's major distribution system projects, including the E-15 load reduction effort and 69kV line conversion.

**d. New Map Shown To Board:** A new system map developed by Peter Schiffman, utilizing information from the department's Geographic Information System (GIS) data base and information from the NAED Line Department was presented by Mr. Schiffman and Robert Bukin, System Foreman.

## III. NAED HAD THE LOWEST RESIDENTIAL RATES IN THE STATE DURING MARCH, 2017

As noted last month, a recent survey conducted by MMWEC (Massachusetts Municipal Wholesale Electric Company) determined that NAED's customers, due to the "Customer Credit", authorized by the Board of Electric Commissioners, enjoyed the lowest residential rates in the state of Massachusetts during the month of March, 2017.

## IV. RECOGNITION OF NAED's CUSTOMER SERVICE PERSONNEL

Our monthly update affords this office an opportunity to recognize the efforts and achievements of our department's personnel. This month I would like to take the opportunity to express the appreciation of the department for the work and commitment to our ratepayers by NAED's Customer Service (CS) personnel. These employees address all customer issues/concerns, provide department information, maintain departmental records, oversee the implementation of department policies and rates and schedule NAED "outside" work activities. In addition, our CS personnel are active in other department activities including long term planning, emergency response, proposed revisions to NAED's policies and procedures and implementation of new software. The employees have done a great job this past year in assisting NAED to implement the new on-line services provided by our vendor, Paymentus. Thank you to all for your efforts and services to NAED's customers!

Our Customer Service employees are:

*Stacey Stevens*  
*Melissa Brastow*  
*Jean Reddy*  
*Marie McCabe*  
*Mark Potter*

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