



A Customer Owned Utility
Serving Our Community Since 1894

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April 1, 2018

NAED is one of only forty-one (41) 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 looks like the snow is ending...Happy Spring!! On behalf of the Board of Electric Commissioners, and the North Attleborough Electric Department, we look forward to an early spring season. It is a pleasure to provide this month's update relative to NAED events and activities.

I. "SHOUT OUT" TO NAED EMPLOYEES FOR THEIR EFFORTS DURING THE MARCH STORMS

As General Manager, and on behalf of the Board of Electric Commissioners, I would like to acknowledge the efforts of our employees during the recent winter storms and express appreciation to the responses by our customers. Employees made a great effort to keep power on and/or restore power - including working well into the early morning hours of the next day and then returning to work (if they left our facility at all..) early the next day to renew their efforts. An outstanding effort by a talented and dedicated workforce!

II. INFORMATION ABOUT THE MARCH, 2018 "CUSTOMER CREDIT"

At their meeting of March 6, 2018 the Board of Electric Commissioners voted to provide NAED customers with a one-time "credit" on their March, 2018 bills. The "credit" was provided by vote of the Board of Electric Commissioners for the eighth (8th) time in the last nine (9) years.

The total amount being directly returned to the residents in their March, 2018 bills is estimated to be \$2,256,515. The ultimate total dollar amount of the credit will not be known until the end of March, 2018, when all March, 2018 billings and sales are completed. The "credit" was to be for the month of March, 2018 only, and was established as **\$.0.13120/kWh.**

An additional amount, estimated to be **\$762,172**, expected be utilized by the department for the purpose of providing the department with a "Rate Stabilization Fund" to allow the department to develop fiscal resources that can possibly be utilized in the future to assist ratepayers to stabilize local electric rates, as power costs rise and legislative /regulatory /industry compliance costs increase.

**ILLUSTRATIONS FOR RESIDENTIAL CUSTOMERS (RATE 1)
BASED UPON MONTHLY USAGES OF 750 Kwh & 500 Kwh**

Residential A1 Rate		Kwh 750	Kwh 500
Cust Charge	9.5	\$ 9.50	\$ 9.50
Distribution	0.03459	\$ 25.94	\$ 17.30
Energy	0.05976	\$ 44.82	\$ 29.88
Generation	0.03493	\$ 26.20	\$ 17.47
Transmission	0.01724	\$ 12.93	\$ 8.62
Total Bill		\$119.39	\$ 82.76
Projected Credit Amount:		(\$ 98.40)	(\$ 65.60)
Projected Customer Bill:		\$20.99	\$ 17.16

III. NAED IS ON "FACEBOOK" & "TWITTER"!!

Situations such as the March, 2018 storms can provide an opportunity for an organization to consider different ways to inform its customers. Through the efforts of Michele Dobson, NAED made greater utilization of social media venues such as Face Book" and "Twitter" to both interact and keep our customers up to date regarding NAED storm activities. The efforts by Michele illustrated to NAED that both our organization and customers can benefit from increased use of social media for "customer communication".

IV. DEBT FORGIVENESS PROGRAM ANNOUNCED

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". As you are aware, 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 can, after making twelve consecutive months of payments on time, 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. To participate in the program, or receive more information, please contact Marie McCabe, Customer Collections Representative, at 508-643-6376 or by email at mmccabe@naelectric.com.

V. WINTER PROTECTION ENDS - PROTECTION FROM SHUT OFFS STILL AVAILABLE

As of April 1, 2018 "Winter Protection" ended. The department provides (per the provisions of 220 CMR 25.03(7), "protection" (no shut off of power) to customers unable to pay due to financial hardships during the winter months (November 15, 2017 - March 31, 2018, inclusive). Once "Winter Protection" ends, those customers who have been "protected" are then responsible for paying NAED the total cost of the electricity used during the period of November 15, 2017 to March 31, 2018, inclusive. Such customers are then, as required, placed on "payment plans" designed to fully compensate NAED for the unpaid electricity costs prior to the commencement of the next "Winter Protection" period (November 15, 2018). Protection is still available to customers after March 31st. Please contact NAED for further information.

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