



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

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American Public Power Association

**October 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,

Happy Fall! On behalf of the Board of Electric Commissioners, it is a pleasure to provide you with the following update relative to NAED activities and efforts.

#### **I. NAED RATES PROJECTED TO BE STABLE FOR THE NEXT THREE YEARS**

At its meeting of August 30, 2018 the Board of Electric Commissioners approved revised tariffs & rates for North Attleborough Electric Department customers, effective October 1, 2018. The department's rates have not been modified since October 1, 2015. NAED is committed to reviewing and revising, if necessary, its customers' rates, every three years, to ensure that the rates accurately reflect the department's "Cost of Service".

The rate revisions are based upon the department's future operating and power costs, as well as its capital obligations for the next three fiscal/calendar years (2018 - 2021). A key purpose of the revised rates is to ensure that the department will have sufficient cash resources to address the needs of our customers and the distribution system. Per the presentation of B.F. Leymaster, Inc. (UFS) the firm that performed the "Cost of Service" study which provided the basis for the new rates, while there will be a projected limited changes in individual rate charges, to better reflect NAED's "true" current and projected future operating and power costs. **It is expected that the customer rates approved by the Board of Electric Commissioners on August 30, 2018 will remain stable for the next three years** (recognizing that energy costs or power market changes could have a future impact). The rates have been revised in order to appropriately allocate fiscal resources generated from rates to the following NAED charges:

*Energy Charge*  
*Transmission Charge*  
*Generation Charge*  
*Capacity Charge*  
*Distribution Charge*  
*Customer Charge*

A change that might be noted by our residential customers includes a modification of the "Customer Charge". The "Customer Charges" have been revised; (for example, the Residential Rate (A-1) will see an increase in the Customer Charge from \$9.00 to \$10.30), however, as noted above, even with the changes in the Customer Charge, because of revisions to other current charges, no NAED rate class will see an increase.

The revised rates are presented, and available for public review, on the NAED web site, [www.naelectric.com](http://www.naelectric.com) and at NAED's administrative office at 275 Landry Avenue, North Attleborough, MA.

## II. CHANGES COMING TO NAED's CAMPUS

The past few months has been a period which has seen NAED working to the facilities and infrastructures at our campus on Landry Avenue. In recent months we have:

- a. Installed a new Substation Transformer and new Switchgear
- b. Renovated the Employee Cafeteria - which as you might imagine serves a valuable function for NAED personnel during outages, emergencies and storms.
- c. Installed a new Phone System – replacing the 1994 version
- d. Commenced efforts to install NAED's first Electric Vehicle Charging Station (EVCS).
- e. Completed a security review of our facilities to better plan and address system security concerns and employee safety.

## III. NEW EMPLOYEE JOINS NAED

Peter Mulkerrins has recently joined NAED as a Lineman. Peter has previously worked as a journeyman Lineman with Local 104 for over 12 years. We are excited to have him start with us!

## IV. NAED & SOCIAL MEDIA

Currently, we are principally utilizing our web page, [www.naelectric.com](http://www.naelectric.com), with a limited use of Facebook and Twitter for social media content. Our GIS Technician, Danielle Verrier, is overseeing NAED's efforts to increase its social media presence and outreach by being more active and present. In recent weeks NAED has updated its "Facebook" and "Twitter" pages, and we are also on "Instagram". To see and follow our posts on any of the platforms you will need an account for Facebook, Twitter, and/or Instagram.

On Facebook you can find us by searching "**North Attleborough Electric Department**" and can "Like Us" by clicking the thumbs up "Like" button on the NAED Facebook page.

On Twitter our handle is @NAEDnews and to follow us simply click the "Follow" button on the NAED Twitter page.

On Instagram we are under the name @WeAreNaed. You will need to be in the Instagram website or app and type our name in the search bar. From there click on the profile, and use the follow button next to our name.

## V. CUSTOMER SURVEY RESULTS PRESENTED

At its meeting of August 30, 2018 the Board of Electric Commissioners received a presentation from Dale Inkley, President for SDS Research relative to results of the recent survey of 100 Commercial/Industrial customers. The survey results indicated that NAED exceeded prior samplings of other power industry utilities throughout the nation.

Mr. Inkley, in his remarks to the Board noted that 98.0% 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. I will note that in my experience, the Board of Electric Commissioners and NAED administration always benefit from reviewing the results of our annual customer surveys. The survey information provides input and insight into the way that our customers perceive NAED. The survey results also provide guidance relative to possible new programs or efforts that might be offered."

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