



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

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**February 1, 2008**

Dear Friends,

I hope that the New Year finds you in good health and spirits.

### **I. NAED ENERGY EFFICIENCY PROGRAMS**

In this month's bill you will find inserts about two important NAED programs that encourage energy efficiency.

The first program is our "Appliance Rebate Program" where NAED will provide its customers with a cash rebate for specific appliances which have an "Energy Star Energy Guide Label".

The other program is our "Home Improvement Incentive Program" - in which NAED provides rebates on insulation upgrades, based upon an NAED sponsored home energy audit.

### **II. GOOD NEIGHBOR ENERGY FUND**

NAED has been a long time supporter of the **Good Neighbor Energy Fund**, a program overseen by the Salvation Army, which is supported by the contributions of Massachusetts utilities (public and private) and their customers. An envelope which would allow you to contribute was in last month's billing.

The North Attleborough Electric Department has been a long time supporter of the program, which provides financial assistance to any Massachusetts resident who, cannot meet a month's energy expense, and is not eligible for governmental assistance. This year's maximum Fund disbursement is \$275 per eligible household per heating season. Since 1985 the Good Neighbor Energy Fund has, statewide, raised \$14.6 million and assisted nearly 69,000 families with a month's energy expense.

The Fund is especially important to residents of both the Commonwealth and North Attleborough. Last year the Fund assisted 2,725 families throughout the state, including residents in the Town of North Attleborough.

We are very pleased that this year's program, whose theme is, "Give the Gift of Warmth" is being overseen by a committee of representatives of different Massachusetts utility entities. Any assistance you might be able to provide to this program would be appreciative.

### **III. BUDGET – CIP – RATES**

The Board of Electric Commissioners approved the department's FY 2008 Operating Budget and Capital Improvement Plan on January 2, 2008. As you may recall, the department's fiscal year is also the calendar year.

The department's FY 2008 Operating Budget is based on \$35,612,463 in revenue and a Capital Improvement Plan (CIP) of \$2,530,103. The Operating Budget includes, because of the rise in, and volatility of, energy prices a Purchase Power Adjustment (PPA) of \$.028149/kWh. The Commissioners intend to review the PPA throughout the year and will, if appropriate, revise the PPA.

The proposed **Fiscal Year 2008** general operating represents NAED's plans as to how the projected fiscal resources of this department will be allocated and applied in the most effective and responsible manner during the forthcoming fiscal year.

The Board of Electric Commissioners have developed a strong and clear vision about NAED, its services, internal procedures/practices and financing which responds to, and is respectful of, the needs of North Attleborough's citizens. There are clear challenges, and opportunities, which NAED will likely confront during the forthcoming year as our department and its personnel work to create an outstanding municipal electric department of which the citizens of the Town of North Attleborough can be proud of.

As we commence the fiscal year which the Commissioners and NAED management personnel envision that our budgetary, technological and operational focus, priorities and objectives will involve efforts, such as the following:

1. Implement and complete major capital efforts involving two NAED circuits (E-7 and E-11)
2. Studies and implementation efforts that will establish, in a well considered manner, the departments' plans and technologies, while orienting its activities and objectives for the next decade.

Through the FY 2008 Budget and CIP NAED will address matters such as:

- a. Implementing the Geographic Information System (GIS) technology.
  - b. Implementing the Supervisory Control and Data Acquisition (SCADA) technology.
  - c. Purchasing and implementing new Financial Management System (FMS) software.
  - d. Assessments of our department's Sherman Sub-station for the purpose of establishing written standard operating procedures. Improvements to the Sherman Sub-station relative to security, fuel access and paving..
  - e. Assess our potential exposure relative to environmental requirements.
  - f. Address our emergency planning needs by conducting a "Table Top Exercise", updating our department's "Emergency Response Plan".
  - g. Replace Muni-Net hardware, that will no longer be supported by the vendor. The replacement of the hardware will result in improved capacity and increased speed for Town departments to access the Internet.
  - h. Institute a Rate Study/Cost of Service Study – the last one was evidently done in circa CY 2003.
  - i. Improve Customer Service operations and responsiveness with great utilization of technology and training..
  - j. Improve NAED oversight of our distribution system by ensuring proper NAED oversight of proposed revisions or changes to the system by contractors, property owners and developers..
  - m. Maintain and improve, when required, the department's written documentation relating to policies, procedures and "Terms & Conditions" .
3. Institute a Customer Survey for our Commercial and Industrial customers.
  4. Improve our customer communication by establishing a new departmental cable television show which will both update customers about NAED activities and challenges, but also provide support to the Town's local cable access (North TV) programming effort .
  5. Update and maintain the department's fiscal resources to ensure that the fiscal resources of the department are accurate in the context of differentiating operational expenses with expenses that should be capitalized.
  6. Continue the efforts of the department to responsibly address municipal "growth" issues and public safety issues through implementing the department's new "Terms & Conditions" and "Construction Requirements".

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