



A Customer Owned Utility
Serving Our Community Since 1894

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Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

Here is some information about our current, past and future efforts to improve NAED and our offerings and services.

I. ENERGY EFFICIENCY PILOT PROGRAM TO START SOON

In a short period of time we anticipate announcing that NAED will be soliciting applications from customers who would like to participate in a "pilot program" designed to reduce customers' energy costs through new "energy efficiency" technology. Through the pilot program fifty (50) NAED customers will be selected receive software technology developed by the firm GroundedPower. The software in question delivers real-time information and empowers customers to cut electricity use through goal setting and social networking. Participants in the program will be able to select from some 150 actions designed to reduce their own energy consumption. NAED is one of six Massachusetts municipal departments that will be participating in this year long program.

More information about the program will be announced in the forthcoming weeks and on NAED's web site, www.naelectric.com. Should you have any questions, please feel free to contact Janine Newman @ 508-643-6310.

II. NAED's CURRENT ENERGY EFFICIENCY AND REBATE PROGRAMS

NAED has two (2) current programs which are offered to our customers.

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" - based upon recommendations from an NAED sponsored home energy audit - NAED provides rebates on insulation upgrades and window/storm door replacements.

These two programs have become particularly popular in recent years as we have all become more aware of being efficient in our use of electricity. Should you have any questions about NAED's programs please feel free to contact Janine Newman at 508-643-6310.

III. NAED THIS YEAR'S PLANS

Last month I shared with you some of the department's forthcoming activities and plans to improve our system and services. These activities and plans include:

- A. Complete the "backbone" of the 4kV conversion to 13.8 Kv
- B. Institute a new financial management system (Cogsdale)

- C. Install and effectively operate a new SCADA system
- D. Create a second entrance to NAED – improving safety for those accessing and leaving the property
- E. Improve the downstairs space used by Customer Service by reconstructing the public and employee work spaces using, wherever possible, departmental labor.

IV. NAED – THE PAST YEAR

Every year we prepare a report to North Attleborough's citizens which describe some of this organization's activities during the prior year. Our report appears in North Attleborough's "Annual Report". Some of the highlights of the past year are as follows:

- A. Completed much of the work involved with the conversion of our distribution system from 4kV to 13.8kV through the efforts of our Line crew and contract laborers. The remainder of this work effort, which commenced in 2007, is scheduled to be completed in calendar year 2010. The upgrades are designed to improve the overall reliability and reduce outages on those circuits.
- B. Upgraded our Departmental capital equipment by adding the Department's second hybrid vehicle – which will be used by the Meter Division. In addition, we implemented a new vehicle maintenance program – which is designed to more effectively maintain our vehicle stock and reduce repair costs – resulting in added costs and the loss of the particular vehicle.
- C. NAED explored opportunities for stabilizing the cost of power and our rates by participating in plans involving possible new power facilities in Taunton, Lowell and Ludlow. We did agree to participate with several other utilities to purchase some hydro power from a hydro facility located in Maine and are now engaged in a "due diligence" review involving the possible purchase (along with several other utilities) of an existing 80 MW facility in Lowell, MA. We also considered the viability of the former municipal landfill in North Attleborough as a site for solar power panels and a proposal to place a wind turbine at WWI Park.
- D. The Department established a second System Engineer position. Ann Langille who has more than twenty (20) years of engineering work experience in electric distribution systems and substation operations joined the department in April, 2009. Ms. Langille previously worked at NAED and her return to this organization greatly enhances NAED's engineering and organizational capacity.
- E. NAED has continued to seek and maintain customer rates that were below those of many neighboring communities. We reduced the "Purchased Power Adjustment" (PPA) charge, effective with the November, 2009 bills.
- F. NAED provided employee safety, operational emergency planning, software, strategic planning and governance training throughout the year. We provided a year long series of safety training for our line and meter personnel and also instituted an emergency planning exercise designed to test and assess our emergency preparedness. The department spent much of 2009 preparing to institute new financial software designed by Cogsdale specifically for public electric utilities, such as NAED. The new software went "live" early in 2010.
- G. We received an outstanding financial audit by our system's auditors, Powers & Sullivan. We also funded Departmental obligations relating to retiree health and life insurance costs (GASB 45).
- H. The Department conducted a customer survey of 400 residents and produced three (3) television shows, shown on "North TV" updating the community and our customers about NAED activities and programs.

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