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275 Landry Avenue
North Attleborough, MA 02760-3501
Telephone: 508.643.6300
Fax: 508.699.5603
www.naelectric.com



April 1, 2010

Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

Here is some information about our current, past and future activities at NAED.

I. RETURN OF FUNDS TO THE DEPARTMENT RATEPAYERS – April, 2010

As you may be aware, the April, 2010 bills from NAED include a "credit" for the month of April only, as approved by the Board of Electric Commissioners at their April 1, 2010 meeting. The "credit" is based upon March, 2010 usage.

The "credit" is a result of the department's strong fiscal performance in calendar year 2009. Although the April, 2010 fiscal records for the month have not yet been closed, our preliminary presentation to the Board of Electric Commissioners was that the "credit" will return a substantial amount of 2009 revenue back to the ratepayers.

As Charles Mottinger, Chairman of the Board of Electric Commissioners stated, "As a Board of Electric Commissioners, we have always recognized that the departments' services are predicated upon our ratepayers. As a Board, we believe that funds NAED receives are "the people's money" – and it is only right that the funds are now returned to our residents. The PPA was instituted in order to ensure that the department had sufficient financial resources to address the volatility of energy prices. It has always been the commissioners' plan to review the department's fiscal status at year end, and, if possible, return the funds to the system's true owners."

II. NAED WINS NATIONAL AWARD (AGAIN!)

Charles Mottinger, Chairman of the North Attleborough Electric Department (NAED), announced today that the North Attleborough Electric Department has again received national recognition from the American Public Power Association (APPA). NAED previously received the award in 2008. The RP3 designation is granted for a two year period.

The North Attleborough Electric Department is one of 94 of the nation's more than 2,000 public power utilities in 2010 to earn Reliable Public Power Provider™ (RP₃) recognition from the American Public Power Association for providing consumers with the highest degree of reliable and safe electric service. The RP₃ award recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, training and system improvement. Criteria within each category are based on sound business practices and represent a utility-wide commitment to safe and reliable delivery of electricity.

This is the fifth year that the RP₃ award has been offered. APPA is the national organization representing more than 2,000 not-for-profits, community- and state- owned electric utilities. It is located in Washington, D.C.

Paul Allen, Vice President of engineering at Nashville Tennessee Electric Service and chair of APPA's RP₃ Review Panel, presented the designees on March 29, during the association's annual Engineering & Operations Technical Conference, held in Omaha, Nebraska. At the time of the presentation Mr. Allen noted, "The RP₃ designation represents a high level of service to communities all over the country. These 94 utilities stand out as models of safe and reliable utility operations."

Mr. Mottinger said, "The Board of Electric Commissioners believes that national recognition afforded to NAED is a tremendous tribute for our local electric department, and a well deserved recognition of NAEDs' employees and managers. We are very pleased that NAED's efforts have been recognized by NAED's "public power" peers. The RP₃ program and criteria has provided a "path" for our organization to improve its financial practices, employee training and safety, infrastructure reliability, utilization of technology and long term planning."

Mr. Mottinger said, "To realize that NAED has now won the RP₃ award twice in two years is very exciting for all of us. We're thrilled to be selected to again join the ranks of RP₃ designees around the country. The Board of Electric Commissioners was pleased two years ago when NAED received the RP₃ designation. For NAED to again win the award reinforces our collective viewpoint that the NAED organization is dedicated to working responsibly and successfully, to better serve our ratepayers and the NAED community. APPA's recognition is testament to the quality works our managers and employees do everyday - and is a great tribute to our community and this utility department. I believe that we have truly created a strong organizational partnership here at NAED among its public officials, managers and employees. I know that all of the commissioners are confident that with continued hard work and a commitment to serving the public the future is very bright for the North Attleborough Electric Department."

III. ENERGY EFFICIENCY PILOT PROGRAM TO START SOON

We anticipate announcing in April, 2010 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.

IV. 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.

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