



A Customer Owned Utility
Serving Our Community Since 1894

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May 1, 2009

Dear Friends,

As we begin the spring months I am pleased to present to you a brief update of the department's activities and plans.

I. BOARD OF ELECTRIC COMMISSIONERS

As you are aware, at the April 7, 2009 town election Thomas Corrigan was reelected for his third term on the Board of Electric Commissioners.

At its meeting of April 9, 2009 the Board elected Charles Mottinger as Chairman for the ensuing year. Thomas Corrigan will serve as Secretary. Edward Vandette is the third member of the Board.

II. TOWN MEETINGS

A reminder that the Town will commence its Annual Town Meeting on Monday, June 1, 2009 @ 7:30 p.m. @ the NA Middle School.

There will be a Special Town Meeting held earlier that evening @ 7:00 p.m.

III. ANNUAL "WINTER PROTECTION" PROGRAM ENDED - APRIL 15, 2009 - PROTECTION STILL AVAILABLE FOR ELIGIBLE CUSTOMERS

AA reminder that as of April 15, 2009, inclusive, the department's annual "Winter Protection" program ended.

The department provides, "Winter Protection" (no shut off of power) to certain protected classes of individuals during the winter months (November 15 - April 15). This past year the Board of Electric Commissioners, because of the state of the economy, extended the program to April 15th and utilized income guidelines established by the Good Neighbor Energy Fund, rather than those of the Commonwealth. The use of the Good Neighbor Energy Fund guidelines resulted in more citizens being eligible to receive "protection" this winter season.

I do want to thank Jean Ready, our Customer Collections representative and Paula Tattrie, Business Division Manager for their efforts during the past months in effectively managing NAED's "Winter Protection Program"

Protection is still available throughout the year for customers who meet financial hardship guidelines and have one of the following situations:

- Serious Illness
- Child in the house under the age of 12 months and the customer's service has not been shut off for nonpayment before the birth of the child

IV. UPGRADE OF NAED's DISTRIBUTION SYSTEM

As you may recall, the department has been focused during the past few months in determining what work remains to be done to complete the conversion of our distribution system from 4kV to 13.8kV. The conversion will result in a more robust system which will include infrastructure upgrades and ultimately result in a reduced number of outages.

The department has spent almost forty years (yes, you read correctly) to convert the system. Forty years is long enough. We have now identified the work needed to be done and plan to commence our efforts later this year to finally complete this project using our own work force and contractor labor. We will also need the cooperation of Verizon to complete the project.

V. NAED TO REQUIRE DEVELOPERS TO PROVIDE BONDS TO PROTECT NAED's DISTRIBUTION INFRASTRUCTURE

At their meeting of March 19, 2009, following a public hearing, the Board of Electric Commissioners voted (3-0) to amend the department's "Construction Requirements", by authorizing the department's administration to require developers of residential or commercial subdivisions to post with the North Attleborough Electric Department (NAED) a financial bond before the commencement of any construction work involving electric infrastructure. The then Chairman, Thomas Corrigan stated, the Board took the action to ensure that the interests of NAED and the ratepayers were protected. "Subdivision construction projects benefit developers, not the ratepayers. Before NAED accepts electric infrastructure that NAED will ultimately be required to maintain, we need to be assured that our department and Town have the financial protection required to ensure that the workmanship and construction activities involving the infrastructure are of the highest quality."

VI. NAED's ENERGY EFFICIENCY PROGRAMS

Remember that NAED has 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. Information is also on NAED's web site: www.naelectric.com or by contacting the program's administrator, Janine Newman @ 508-643-6310

VII. PERSONNEL MATTERS

We are very pleased to welcome Ann Langille to NAED as our new System Engineer. Ann has great experience as a municipal electrical/power engineer having served for almost twenty years in both North Attleborough and Mansfield's electrical departments.

Ann's professional experience in distribution systems, regulatory compliance, substation system operations and technology will greatly enhance our daily operations and planning for the future.

Ann is a great addition to our department and we look forward to working with her.

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