



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

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**June 1, 2009**

Dear Friends,

I hope that all is well. I am pleased to present to you a brief update of the department's activities and plans.

### **I. FY 2008 Financial Audit Completed**

At their meeting of May 28, 2009, the Board of Electric Light Commissioners received NAED's Fiscal Year 2008 financial audit reports from the department's auditors, Powers & Sullivan of Wakefield, MA. The department's Fiscal Year 2008 was the period of January 1, 2008 - December 31, 2008, inclusive.

The Board met with NAED Business Division Manager Paula Tattrie and the auditors (Richard Sullivan and Michael Nelligan) to discuss both the department's annual financial statements and Management Letter.

The department received a positive audit finding. This year for the first time the audit reflects the department's obligation to recognize its cost obligations to retirees for health insurance.

Commission Chairman, Charles Mottinger, expressed his pleasure with the audit, noting that less than four years ago, the Town was unable to secure a certified "Free Cash" amount from the Commonwealth of Massachusetts because NAED was unable to produce the required fiscal year audits.

Mr. Mottinger said, "This year's audit is good news for North Attleborough and NAED's customers. The audit report is "clean". The state and integrity of NAED's finances have come a long way within the past four years."

As General Manager, I noted to the Board, and will reiterate the point here, that the positive audit is a reflection of the fine work being done for the department and system ratepayers by NAED's Business Manager, Paula Tattrie and the employees of NAED's Business Division.

A copy of the audit will be available on NAED's web page, [www.naelectric.com](http://www.naelectric.com).

### **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. Protection & Payment Plans Available for Eligible Customers**

Protection is available throughout the year for customers who meet financial hardship income 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
- Over sixty five (65) years of age

The department also will work with customers to develop "payment plans" that are responsive to our individual customers' needs

### **IV . 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](http://www.naelectric.com) or by contacting the program's administrator, Janine Newman @ 508-643-6310

### **V. Capital Improvements - 4kV Conversion to Improve System Reliability & Capacity**

The department has long sought to upgrade the current 4kV portion of our system to 13.8kV. The conversion will enhance the distribution system's reliability and capacity.

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. We anticipate that the "backbone" of the conversion work will be completed by the end of next year. Bid documents for conversion work to be performed by a contractor are expected to be available by mid-July, 2009.

### **VI. Capital Improvements - SCADA Technology**

The department is preparing to implement SCADA (Supervisory Control and Data Acquisition) technology. SCADA systems are used by utilities such as electrical, water and sewer, to remotely monitor and operate utility distribution systems. Implementation of a SCADA system has been a "cornerstone" of this year's CIP effort and should result in an improved ability for NAED to effectively respond to, and limit the amount of time of, system outages.

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