



A Customer Owned Utility
Serving Our Community Since 1894

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July 1, 2009

Dear Friends,

I hope that you have an outstanding summer. A brief update of the department's activities and plans is presented below.

I. NAED Policy Changes:

a. Returned Checks:

Effective June 1, 2009, and consistent with the policy recently instituted by the Town of North Attleborough, the North Attleborough Electric Department instituted a \$25.00 handling fee for all checks that are returned by banks due to insufficient funds, account closed, etc.

The policy is designed to recover the administrative costs incurred by NAED and to ensure consistency with the Town of North Attleborough. Typically a replacement check will be acceptable, but in the event of a repeat offender, **which is defined, for the purposes of this NAED policy as one (1) "incident" within a year's period of time**, cash, money order or bank certified check must be requested.

For further information, please see our web page, www.naelectric.com, and look under "News & Outreach".

b. Service Request Forms (SRF) - Siding Work

The Board of Electric Commissioners at their meeting of April 28, 2009, NAED voted that the department would not, in calendar year 2009, require that load calculations be provided for home "siding projects". The SRF must be otherwise completed and signed/approved by the designated NAED personnel.

For more information on this policy change and the process of its implementation please see our web page, www.naelectric.com, and look under, "Policies & Procedures".

II. Protection & Payment Plans Available for Eligible Customers

I want to begin this month's newsletter by reminding all of our customers that NAED is prepared to work with our customers to develop, if necessary, payment plans so as to avoid the necessity of power being shut off to residences. We recently instituted liens on properties due to non/insufficiency of payment for electrical bills. We take this action on a semi-annual basis. Our most recent filing process resulted in approximately sixty (60) accounts being "liened".

One of the efforts that the Board of Electric Commissioners instituted last year, in an effort to assist our customers, was to utilize income guidelines which were greater than the state guidelines, which the department is required to follow. We are all members of one town - and we would like to help our neighbors, but we, at NAED, need to hear from you in a timely fashion if assistance is required.

Also, "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. **Call Jean Reddy, Customer Collections Representative at 508-643-6376, if you have any questions.**

II. NAED's Energy Efficiency Programs

A second reminder this month is to note that with energy costs (fossil fuels) now rising that an important way to reduce your monthly energy bills and our systems' overall load requirements is to institute energy efficiency and conservation methods.

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 storm doors, storm windows and 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

III. Capital Improvements - 4kV Conversion to Improve System Reliability & Capacity

The department is now moving forward with our final "push" to upgrade the NAED distribution system. For almost forty (40) years the department has worked to upgrade the current 4kV portion of our system to 13.8kV. The conversion will enhance the distribution system's reliability and capacity.

I am pleased to report that "the end is now in sight"! This summer we anticipate commencing a two year capital effort to install the backbone of the conversion. We will be utilizing our outstanding NAED line personnel and contractors. We will also benefit from the support of Verizon. Most of the work will occur in the north end of the Town, Arnold Road area and along Smith Street. We anticipate work being done by contractor forces. Bid will be awarded, following a public bidding process, by the Board of Electric Commissioners by mid-August, 2009.

IV. 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.

V. New Electric Department Television Show

A reminder that local cable is now presenting NAED's fifth television show, which we use to update our customers about department events. Our current show provides an update on the development of a possible "solar farm" at the former landfill site, departmental efforts to help customers, an update of NAED's planned summer capital efforts and a "GM's Update". The show is also available on NAED's web site, www.naelectric.com.

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