



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

**275 Landry Avenue**  
**North Attleborough, MA 02760-3501**  
**Telephone: 508.643.6300**  
**Fax: 508.699.5603**  
**[www.naelectric.com](http://www.naelectric.com)**



**August 1, 2010**

## **Monthly Update of North Attleborough Electric Department's Activities**

Dear Friends,

### **I. JULY'S HEAT – IMPACT ON OUR SYSTEM**

As events during the past month reminded us, summer heat can beget greater electrical usage and load; the heat can also impact NAED's infrastructure resulting in outages and the need for NAED to replace affected equipment in the field. I do want to note the fine work done by NAED employees, particularly our Operations Division personnel and Engineers, for their efforts in responding to the emergencies that occurred during the early days of July, 2010. The number and length of outages were limited in North Attleborough due to the efforts of the NAED employees.

### **II. UPDATE RE: NAED's EFFORTS & PROJECTS TO IMPROVE OUR SYSTEM**

We are on schedule to complete the conversion of our system from 4 kV to 13.8 kV later this year. We continue to work in the northern side of town. Improvements to our existing infrastructure are occurring at the same time. We are very excited about completing this, literally, decade's old project. The upgrading should provide greater reliability to our customers while limiting system outages and infrastructure repairs.

We are also pleased that our Line personnel will soon be able to utilize the Geographic Information System (GIS) technology in the field. The GIS technology allows the department, utilizing mapping and photos of the Town, to provide its employees with detailed information about our system. Our effort to utilize the GIS technology "in the field" will mean that our Line employees, when responding to emergency situations, will be able, via a laptop computer, to access this information prior to arriving on the scene; including conditions of poles, primary and secondary wires, street lights, reclosers and other physical information.

We have successfully implemented a new fiscal software system this year. The software, produced by the Cogsdale Company, is designed particularly for mid-sized utilities, such as NAED. Much credit goes to our Business Division Manager Paula Tattrie and Project Manager Geoff Morton for their on going efforts to ensure a smooth transition to the new software.

You may have noticed that we have created a new service entrance at our Landry Avenue office. The new service entrance is designed to improve vehicular safety by providing a separate driveway for our department vehicles. No longer will NAED vehicles need to be traveling in the parking lot areas used by our customers and employees.

We are now completing the field work necessary to implement the SCADA technology later this year. SCADA (Supervisory Control and Data Acquisition) is a technology that provides through visual screens and records a means for NAED to control (from the substation and/or potentially, remotely) and monitor our distribution system from, for now, the Whittings Street Sub-Station.

We are very pleased that we received a "clean" audit for Fiscal Year 2009 from our auditors, Powers & Sullivan. A copy of the audit is available for review on NAED's web site @ [www.naelectric.com](http://www.naelectric.com).

Our Operations Manager, Gene Allen, has been instrumental in NAED utilizing infra-red technology. The infra-red technology allows NAED to go out and review, using infra-red, our transformers and infrastructure connections. The use of infra-red technology allows us, as a part of our overall system maintenance effort, to address situations where wires or connections or transformers are overheating. Mr. Allen's will soon be presenting a paper to a national conference titled, "Electric Distribution System – Reliability Improvements Program".

This month we will be installing the equipment required to implement our pilot program, with GroundedPower, Inc. which is designed to allow participants to review their home's energy consumption in real time and remotely. The program will have 50 participants. We were very pleased with the response to our notice about the program and we do appreciate the work done by NAED staffers, Janine Newman, Brad Dean, Geoff Morton and Matt Roy during the past months to ensure the smooth implementation of this pilot program.

We are now in the process of finalizing NAED's participation in a project that will provide our utility's energy portfolio, with "wind power". NAED, along with several other municipal entities is now negotiating a contract to purchase wind power from a facility in Maine.

We will be instituting a pilot program this year involving "remote metering". This pilot program, using 30 meters, will provide NAED with real time information from selected residential and commercial customers without NAED personnel needing to go out into the field to obtain the data.

### III. RESIDENTIAL ELECTRIC RATES

We are again this month including a synopsis of electric rates as of **March, 2010**, based on the use of 500kWh per month, as provided by MMWEC.

<b>North Attleborough:</b>	<b>\$ 63.45*</b>
Braintree:	\$ 71.83
Taunton:	\$ 73.11
Belmont:	\$ 97.70
National Grid:	\$ 75.09
WMECO:	\$ 78.52
Princeton:	\$ 90.98
Cambridge Electric:	\$ 83.32
Boston Edison:	\$ 86.68
Commonwealth Electric:	\$ 91.15
Fitchburg G&E:	\$101.09

*\* Includes \$5 Customer Charge and a PPA of \$.022/kWh*

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