



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



December 1, 2008

Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

Let me begin, on behalf of the Board of Electric Commissioners (Chairman, Thomas Corrigan, Charles Mottinger and Edward Vandette) and members of the North Attleborough Electric Department, the very best during the holiday season. In this holiday season we ask that you keep in mind our servicemen who are serving our nation throughout the world.

NAED ACTIVITIES DURING CALENDAR YEAR 2008 (TO DATE)

The past year has been a very busy and important year for NAED. We believe that we have made great strides during the past year, through the efforts of the Board of Electric Commissioners, our managers and employees. We have worked together to restore the community's trust in our fiscal and management practices and activities.

For your information, NAED's efforts and accomplishments have included:

- Receiving a RP3 national award from the American Public Power Association for our efforts relating to distribution system reliability, organizational planning and employee safety. NAED is one of only five (5) Massachusetts municipal electric departments (out of forty one (41) departments to receive this prestigious national recognition.
- Received an outstanding financial audit determination by our system's auditors, Powers & Sullivan. Implemented an effort to establish long term departmental obligations relating to retiree health and life insurance costs (GASB 45). Also, we maintained an "A" credit rating from Standard & Poors.
- We instituted, in an effort to better support and assist our neighbors, a "Winter Protection" program which utilizes income guidelines that allow NAED to provide "protection" to a greater number of our citizens, than would otherwise be protected.
- Continued the effort that began in 2007 to improve the overall distribution system of NAED by upgrading two NAED electrical circuits (E-7 and E-11). The upgrades are designed to improve the overall reliability and reduce outages on those circuits.
- Continued to work to ensure that NAED's ratepayers' finances and interests were protected. During the past two years, in particular, the department worked to ensure that projects that benefit individual or special interests are paid for by those interests - not the system ratepayers. We also have sought, and achieved, maintaining rates that were below those of many neighboring communities

- Continued to work to ensure that the department's "Terms & Conditions", "Construction Requirements" and other documentation is current and up to date and responsive to the needs of the community and the challenges of "growth".
- Addressed the need for improved security by commencing enhanced security controls at our administration building and the Sherman Sub-Station.
- Implemented a new, "cutting edge technology" "Field Assessment Tool" which, through the efforts of our Line personnel is now being used to update the department's infrastructure records.
- Worked with the NAPD to address incidents where there were thefts of electricity.
- Upgraded our departmental capital equipment by adding two new bucket trucks, which replace two worn and costly to operate vehicles. Also, added a new Infra-Red camera and new Meter technology.
- All department Line and Meter vehicles now are equipped with AEDs (Defibrulators).
- Continued to explore opportunities for stabilizing the cost of power and our rates by participating in plans involving possible new power facilities in Taunton and Ludlow.
- Commenced an effort to integrate "green power" into our power portfolio by beginning an effort to assess the viability of the former municipal landfill in North Attleborough as a site for solar power panels.
- Negotiated two new collective bargaining contracts on behalf of many of our administrative, meter, support and line personnel. The status of our department's managers as non-union personnel was also established this year
- Addressed new administrative, and possibly future costly, requirements involving the North American Reliability Council (NERC)
- Sought to improve customer communication by implementing a new Cable TV show to update the community about NAED activities and plans.
- In 2008 the department instituted its first survey of our North Attleborough's commercial & industrial customers.
- Supported the Town by providing more than \$280,000 via a Payment In Lieu of Taxes. NAED also supports the Town by providing the Muni-Net internet connections for all public buildings, various community service activities and fiscal support for Town efforts such as Geographic Information Systems (GIS).
- Provided employee safety, operational emergency planning, strategic planning and governance training throughout the year.

If anyone has any questions pertaining to our accomplishments or would like details about some of our programs please feel free to call us at 508-643-6300.

Sincerely,

James C. Moynihan
General Manager