



A Customer Owned Utility
Serving Our Community Since 1894

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December 1, 2011

Monthly Update of North Attleborough Electric Department's Activities

NAED is one of only forty-one (41) municipal electric departments within the Commonwealth of Massachusetts. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.

Dear Friends,

On behalf of the Board of Electric Commissioners (Chairman Thomas Corrigan, Edward Vandette and Charles Mottinger) and members of the North Attleborough Electric Department I wish to express our very best to all of you during the holiday season.

I. PRE HALLOWEEN STORM

As we all know, on October 30, 2011 the Town was challenged by an early winter storm that resulted in cracked trees, downed power lines and losses of electrical power. Approximately 2,500 customers were affected by the storm. The storm required NAED to address storm related issues for almost two weeks thereafter.

I would like to take an opportunity to thank the NAED employees whose efforts during the storm allowed this department to respond effectively to approximately 1,500 calls.

Through dedication, many hours of hard work, knowledge of the NAED distribution system, effective communications and a long term commitment to funding system improvements the department was able to limit the number, and periods, of outages in North Attleborough.

While weather situations like the Pre Halloween storm and Tropical Storm Irene (August, 2011) can certainly challenge small electric utilities such as NAED we believe that periods and impacts of outages are limited because of all of the programs and efforts that we have taken in recent years. Such programs and efforts include:

- Completing the conversion of the NAED distribution system from 4kV to 13.8 kV
- Establishing and maintaining an outstanding preventive maintenance program
- Using new technology, such as Infra-Red, to find and repair "hot spots" on distribution equipment before outages occur
- Instituting an effective "tree cutting program", which results annually in trimming and/or cutting trees and/or branches near wires
- Purchasing new capital and safety equipment
- A great amount of pre-storm and post-storm planning and assessment in an effort to improve our organization's performance when the next storm hits North Attleborough

II. WINTER PROTECTION PERIOD IS NOW HERE

As a reminder to our customers I again want to note that the "Winter Protection" period commenced on November 15, 2011 and extends until March 15, 2012. NAED provides "Winter Protection" to individuals and families whose annual incomes based upon state income guidelines. NAED provides "protection" (no shut off of power) to certain protected classes of individuals during the winter months (November 15 - March 15).

Winter protection is afforded during this period of time to customers unable to pay due to financial hardships and whose current service is not currently shut off for nonpayment.

Again this year, I want to note that through a vote of the Board of Electric Commissioners, NAED instituted income guidelines that allow "protection" to a greater number of our citizens in our "Winter Protection Program" than would otherwise be protected.

Should you have any questions about "Winter Protection" please feel free to contact Jean Reddy at 508-643-6376.

III. NEXT MONTH - GOOD NEIGHBOR ENERGY FUND ENVELOPE

NAED has been a long time supporter of the **Good Neighbor Energy Fund (GNEF)**, a program overseen by the Salvation Army. Next month our monthly mailing will include an envelope, which will allow you to contribute to the program, should you so wish. The Good Neighbor Energy Fund provides financial assistance to any Massachusetts resident who cannot meet a month's energy expense and is not eligible for governmental assistance.

The Fund is especially important to residents of both the Commonwealth and North Attleborough assisting hundreds of families throughout the state, including residents in the Town of North Attleborough. Any assistance you might be able to provide will be appreciated.

IV NAED's "PUBLIC POWER" CALENDARS ARE NOW AVAILABLE

As I noted last month, again this year, to celebrate "Public Power Month", NAED sponsored its annual calendar contest, in cooperation with the North Attleborough School Department and St. Mary's Sacred Heart School. Local students in 3rd and 4th grades created art work related to the theme "Where does electricity come from?"

I am pleased to report the calendars have been distributed throughout the local school systems and will be available at our Administration Building at 275 Landry Avenue and Town Hall offices at 43 South Washington Street.

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