



A Customer Owned Utility
Serving Our Community Since 1894

Important Notice for Residential Customers

***Your rights as a
North Attleborough Electric Department
residential customer are outlined here.
This important information should
be kept for future reference.***



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275 Landry Avenue
North Attleborough, MA 02760
508.643.6300
508.699.5603 Fax
www.naelectric.com



Important Notice for Residential Customers

This important notice is a summary of your rights as a residential customer of North Attleborough Electric Department.

Emergency Medical List

North Attleborough Electric Department maintains an Emergency Medical List, a record of all customers who depend on electrically powered, life-sustaining medical equipment, such as chest respirators and kidney machines. If you or a member of your household depend on such equipment, please contact our Customer Service Department immediately. In the event of a power outage, restoring power to your home is a top priority.

Third Party Notification Program

You may appoint a third person to represent you concerning your account with North Attleborough Electric Department. We will send to the third party copies of notices of termination of service and notices of your right to appeal. Please note: This third party shall in no way be responsible for payment of your bills.

Financial Hardship

If you are having trouble paying your electric bill please call North Attleborough Electric Department and speak with our Customer Collections Representative who can help you establish a Payment Plan or determine your eligibility for public and private sources of assistance.

Good Neighbor Energy Fund

North Attleborough Electric Department participates in the Good Neighbor Energy Fund. This emergency assistance fund is administered by the Salvation Army and is available to any Massachusetts resident who, because of financial difficulty, cannot meet household energy expenses and who is not eligible for state or federal energy assistance. To determine eligibility, please call North Attleborough Electric Department and speak with a Customer Service Representative.

Termination of Service

North Attleborough Electric Department recognizes your rights against the termination of electric service and has developed a brochure entitled "Residential Information" to describe the regulations of the Massachusetts Department of Telecommunications & Energy in regard to this issue. It is available upon request from our Customer Service Department.

Payment Plans

We offer *several* Payment Plans that can help you budget your electrical costs. Call our Customer Collections Representative for an explanation or visit our website at www.naelectric.com.

Disputing Your Bill

If you believe your bill is incorrect or you have questions about it, please contact our Customer Service Department immediately so that we can work with you to resolve the issue.

Privacy and Security Statement

North Attleborough Electric Department is committed to protecting customers' privacy. The information we collect is only used to service our customers and meet legal and regulatory requirements.

Next Step

If you have questions regarding your rights as a customer of North Attleborough Electric Department call our Customer Service Department at 508.643.6300 during business hours. Or visit our Operations Center at 275 Landry Avenue, North Attleborough.

Business Hours:

Monday through Friday, 8:00 a.m. to 4:00 p.m.;
Thursday evenings September through June
until 5:00 p.m.