

General Manager Newsletter

North Attleborough Electric Department



JANUARY 2022

Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

On behalf of the Board of Electric Commissioners (Chairman John Gould, Vice Chairman Steven Cabral, Commissioner Dale Langille, Commissioner John Casey, & Commissioner Craig Cameron), it is a pleasure to provide this month's update relative to NAED Events and Activities.



NAED 2022 Calendars are available!
Please pickup your copy at the NAED office, Town Hall and elementary schools. Thank you to all the students for their wonderful artwork!

NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts established under the provisions of M.G.L.c. 164. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.

275 Landry Avenue
North Attleborough, MA 02760
Telephone: 508-643-6300
Fax: 508-699-5603 www.naelectric.com



I. ENERGY EFFICIENCY PROGRAMS for 2022

NEW THIS YEAR – Rechargeable Battery Operated Lawn Equipment!

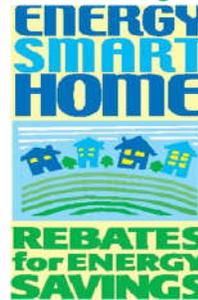
**Rechargeable Battery Operated String Trimmer and Edger's,
Leaf Blowers, Hedge Trimmers, Chain and Pole Saws,**

Push and Walk-behind Lawn Mowers,

Washer – Dryer – Refrigerator – Dehumidifier –

Smart Wi-Fi Thermostats

Electric Vehicle Charger (Level 2)



Weatherization (Insulation)-Audit Required*

Hybrid Heat Pump Water Heater

Central AC

Ductless Air Source Heat Pump (Mini-Split) - Ducted Air Source Heat Pump

All Energy Efficiency applications and information can be found on our website: www.naelectric.com. Applications can be emailed to rebates@naelectric.com or sent/dropped off to NAED Operations Center at 275 Landry Avenue.

***Audits will be required for Weatherization rebates only.** Audits are provided by NAED (3rd party vendor) at no cost to the customer. To schedule an audit please contact Energy New England at 888-772-4242.

Also, this year our rebates under \$500 will be in the form of a bill credit. Rebates over \$500 will have the choice of a bill credit or a check.

NAED Power Saver Rebate for Commercial Customers is also available. Incentives to Small Business Customers (CI-6 Billing code) to replace inefficient light fixtures and bulbs is 50% of total cost up to \$3,000.

II. NAED starts new Fiscal Year 1/1/2022

As we prepared our Budget and Capital Investment Plan for 2022, we kept the goal of providing superior service at competitive rates to all residents in North Attleborough. Our citizens are whom we serve and we do so with pride. We strive to keep outages and response times to a minimum through carefully considered and smart investments in our Distribution system.

2022 focus areas include our meter replacement project, which is expected to fully ramp up in the 2nd half of the year. This project will add a customer portal, giving residents a clear view of their individual electricity usage. We are also continuing important work on our Cost of Service Study which will result in an updated schedule of rates that is expected to be more favorable than today's existing rate structure. Additional work around the distribution systems includes annual maintenance activities including pole replacements, old-bare wire replacement, tree trimming, inspections, underground infrastructure and pad mount equipment repairs and replacement, just to name a few. Internally we have several IT, Facilities, Fleet, and Substation projects. Finally, we always have new customers with varying interconnection challenges throughout the year. Here's to 2022!

III. Additional COVID Relief Discount Approved

The Board voted on December 30, 2021 to provide an **additional three months** of relief through a 10% bill discount, December, January and February usage (January, February and March bills).

Since the pandemic started in early 2020 the Board of Electric Commissioners quickly realized help was needed. The Board has authorized a 10% bill discount since June 2020. These bill discounts were in addition to the roughly \$3 Million returned to customers in March 2020 through the PCA (Power Cost Adjustment) & Revenue Credit. NAED is proud that we have given back to our customers over **\$2.75 Million in billing discounts in 2021.**

The Board is very sensitive to issues affecting our community and feel very strongly that NAED provides a service that is second to none. We continue to strive to build upon the strong foundation of the past 128 years that our Department has been serving the residents of North Attleborough.

IV. NAED Online Services

How do I? At the NAED website, www.naelectric.com, you may set up online payment methods. These can include Auto-pay for your account. Under Quick Links, select View/Pay My Bill to begin setting these up for your use. Need help? Call us: 508-643-6300 and follow the prompts. Available in English and Spanish.



V. COVID & NAED

As the Omicron variant has spread through the community, we have once again required employees to wear masks in the building. We wish to remain open to the public so we strongly encourage that the public wears a mask when conducting business in our building for the added safety of you and NAED staff.

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, Peter Schiffman, General Manager

VI. Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60% and 80% of the state's median income levels. You may qualify for up to \$300 in assistance. For income guidelines please visit: <http://magoodneighbor.org/assistance.html> or call NAED at 508-643-6376 for more information.



FIND US ONLINE AT:



North Attleborough
Electric Department



@NAEDNews



@WeAreNAED

