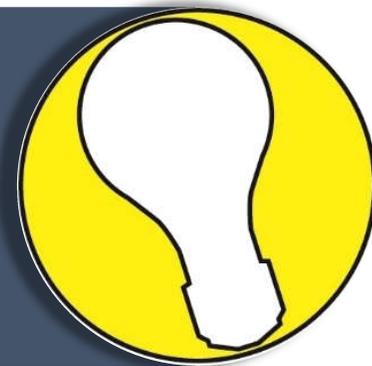


# General Manager Newsletter

## North Attleborough Electric Department



APRIL 2021

### Monthly Update of NAED Activities

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

#### ***NAED is OPEN to the Public!***

**We are open Mon, Tues, Thurs, & Friday 8AM-4PM and closed to the public on Wednesdays.**

Masks are required in the building. Our lobby has been set up with partitions, directional traffic signage, and plenty of hand sanitizer for your safety.

Customers may continue to conduct business online and by Phone. If you call and do not get one of our customer service representatives, please leave a message and they will call you back.

As you are aware, NAED has been working diligently behind the scenes to ensure that the essential service we provide remains uninterrupted. We will continue to monitor the situation and adjust as necessary. Customers may call customer service at 508-643-6300 or email [customerservice@naelectric.com](mailto:customerservice@naelectric.com) if they have any concerns.

*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.*

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### **I. CUSTOMERS received *TWO CREDITS* IN THEIR MARCH BILL in *addition* to a 10% COVID bill discount (flip over for details in section II.):**

At its meeting of February 25, 2021, the Board of Electric Commissioners again approved the Power Cost Adjustment & Revenue Credit for North Attleborough Electric Department customers. Approximately **\$1,960,971 in excess power revenues** will be returned to customers along with approximately **\$1,105,312 in Surplus Revenues** not needed for the operation of the department. The total (~\$3,066,283) returned to customers in 2021 will be similar to what was returned in March of 2020.

The credits will provide current active NAED customers with a one-time **Power Cost Adjustment or "PCA credit" of \$0.009925** per kWh for all 2020 kWh's and a one-time **"Revenue credit" of \$0.005594** per kWh for all 2020 kWh's.

The customer credits will show as two separate bill credits, PCA and Revenue Credits, multiplied by the active customers' total 2020 annual kWh usage.

Example 1: Active Residential Customer: Annual kWh purchases total 6000 kWh (Average of 500 kWh per month)

1. **PCA Credit = \$0.009925 \* 6000 kWh = \$59.55**
2. **Revenue Credit = \$0.005594 \* 6000 kWh = \$33.56**

Example 2: Active Commercial Customer: Annual kWh purchases total 120,000 kWh

(Average of 10,000 kWh per month)

1. **PCA Credit = \$0.009925 \* 120,000 kWh = \$1191.00**
2. **Revenue Credit = \$0.005594 \* 120,000 kWh = \$671.28**

The Board of Electric Commissioners noted that the past 12 months have been difficult and the decision to maximize these credits was an easy one in order to help the residents of North Attleborough.

## II. Additional COVID Relief Discount Approved

COVID has impacted everyone and all businesses in some way. The North Attleborough Electric Department realizes the impact that our customers may be facing and have faced over the past year.

Since the pandemic started in early 2020 the Board of Electric Commissioners quickly realized help was needed. The Board had authorized a 10% bill discount for 6 months, June through November 2020. These bill discounts were in addition 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 our customers over \$1.6 Million in billing discounts thus far.

The Board again voted on January 27<sup>th</sup> 2021 to provide an additional 3 months of relief through a 10% bill discount, February through April of 2021.

## III. Financial Assistance for NAED Customers

NAED will resume normal collection efforts on active accounts, including service disconnections on non-paying accounts beginning in April. Collection efforts will first focus on those customers who are 6 months or more past due and then proceed to remaining past due customers in the months following.

NAED recognizes some customers may be experiencing continued financial hardships during this time and will offer information on financial assistance programs and extended payment arrangements in order to maintain uninterrupted service. Customers at risk of disconnection for non-payment are urged to contact NAED as soon as possible to determine available options for each individual situation.

NAED can set up payment plans, assist with getting on the Residential low income rate, and provide information about the Good Neighbor Energy Fund (GNEF) (More Below).

## IV. GOOD NEIGHBOR ENERGY FUND

*\*Please note that Self Help is behind in processing customer applications. We are aware of this situation and are working with customers and Self Help while they catch up.* 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.

## V. NAED ONLINE SERVICES

**How do I ...?** At the NAED website, [www.naelectric.com](http://www.naelectric.com), you may set up online payment methods. These can include Autopay for your account. Under Quick Links, select View/Pay My Bill to begin setting these up for your use.

Need help? Through phone, call: 508-643-6300 and follow the prompts. Available in English and Spanish.

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



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