

General Manager Newsletter

North Attleborough Electric Department

DECEMBER 2021



Monthly Update of NAED Activities

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

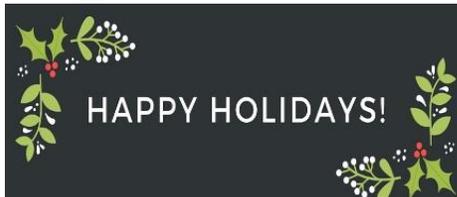
NAED offices will be closed to celebrate the holidays as follows:

December 23 at noon

December 24 Closed

December 31 Closed

The staff at NAED wishes all our customers and their families a joyous holiday season!



I. WINTER PROTECTION & CUSTOMER PROTECTION FROM "SHUT OFF"

"Winter Protection" from shut off of electric power will commence on November 15, 2021 and extends, by state regulation, until March 15, 2022. Any questions regarding eligibility or requirements should be directed to NAED Customer Service. A reminder that "protection" from "shut off" does not mean that a customer is not responsible for his/her bill(s). "Protection" merely means that during the period a customer is "protected" that power cannot be shut off. Accordingly, customers are encouraged to do their best to pay outstanding obligations to NAED during the period of "protection".

To be "protected" the state regulations (220 CMR 25.03), require that the customer "certify" to NAED that,

1. *The customer or someone living in the customer's home is seriously ill; or*
2. *That there is domiciled in the home of the customer a child under 12 months of age; or*
3. *Between November 15th and March 15th, that the customer's service provides heat or operates the heating system and that the service has not been shut off for nonpayment before November 15th; or*
4. *That all adults domiciled in the home are age 65 or older and a minor resides in the home; and*
(b) The customer is unable to pay any overdue bill, or any portion thereof, because of financial hardship, as defined in 220 CMR 25.01(2).

II: Reminder to Renew Low Income Rate

"Low Income Home Energy Assistance Program" (LIHEAP) eligibility is based upon the "Fiscal Year 2022" LIHEAP income eligibility requirements. Rate 5 customers will need to have contacted Self Help, Inc. of Bristol County before the end of this calendar year, and secure the appropriate documentation to verify to NAED that you meet the Rate 5 eligibility income requirement(s). The verification information is due to be provided to NAED by **December 31, 2021**. If NAED does not receive the verification from Self Help by **December 31, 2021** then those customers will become a "Residential Rate A1" (Rate 1) customer, effective **January 1, 2022**. Self Help, Inc., 95 Pine Street, #6, Attleboro, MA 02703, **508-226-4192**



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

III. Additional COVID Relief Discount Approved

The Board voted on September 29, 2021 to provide an additional three months of relief through a 10% bill discount for the October, November and December 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 2021 through the PCA (Power Cost Adjustment) & Revenue Credit. NAED is proud that we have given back to our customers over \$2.5 Million in billing discounts thus far.

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. Budget Season at NAED

During the months between October & December, NAED staff is engaged with all aspects of financial planning for the upcoming fiscal year. Planning activities include department budgets, Power Supply forecasting, Revenue forecasting, Capital Improvement projects, department Strategic plans and applicable financial reporting required by law. As part of 2022's financial planning we have kicked off a Cost of Service study to review NAED's financial requirements for the next 5 years. The goal is to focus on delivering excellent reliability, customer service, and safety while not increasing rates. This study should conclude in December and revised rates should be in place early 2022.

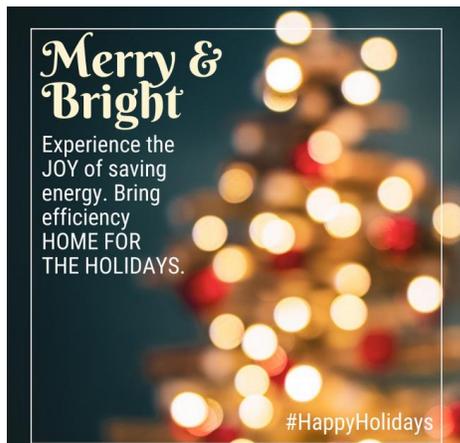
VI. Electric Vehicle Charging Stations

NAED and the Town of North Attleborough are nearing completion of a State Grant program to install Level 2 EV charging stations at 3 sites in Town: NA High School, NA Town Hall, and the Church Street Municipal Parking Lot. There will be 4 ports at each of the sites. The project is a collaboration effort between NAED and the Town (the grant applicant) as well as multiple Town departments that will ultimately own the charging stations. The stations are expected to be available by January 1st 2022.

VII. Energy Efficiency Rebates-new for 2022

If you are planning on a new Air Source Heat Pump or tackling a Weatherization (Insulation) project, please take a look at our new rebate programs coming in 2022!

Also, thinking ahead to Spring....we will be adding Cordless Yard Equipment to our Appliance Rebate program.



VIII. 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.



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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North Attleborough
Electric Department



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