

General Manager Newsletter

North Attleborough Electric Department

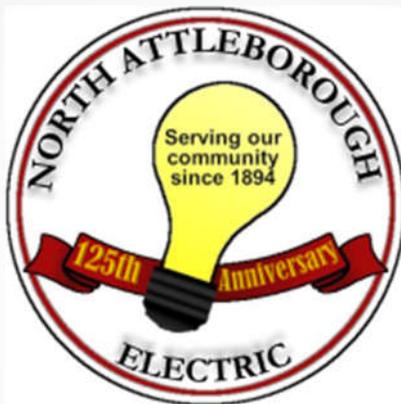
APRIL 2020



Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

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



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

Did you know we have paperless billing available? Please visit us at www.NAElectric.com to sign up!



I. COVID-19 & NAED

NAED posted the following message on our website on 03-15-2020:

Due to the State of Emergency and concerns of spreading COVID-19, NAED offices will be closed to the public effective immediately and until further notice. NAED can accept credit card payments online and by phone. Customers may also use our drop box located outside the main entrance if necessary. To start and stop service, please call our main number 508-643-6300 and our customer service will work with you.

Updates for all residents are on the Town of North Attleborough website at <https://www.nattleboro.com/board-of-health/bulletins/coronavirus>.

NAED has been working diligently behind the scenes to ensure that the essential service we provide remains uninterrupted. We have reduced our operating activities and implemented remote working for our office staff. During normal hours, we are checking voicemails, and emails and responding to customers as quickly as possible.

- NAED has temporarily suspended collection efforts on active accounts, including service disconnections, to lessen any financial hardship caused by COVID 19. 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 if they have any concerns
- Energy Audits have been suspended for at least 3 weeks. All rebate applications can be sent to rebates@naelectric.com.
- NAED is committed to "keeping the lights on" during this unprecedented time. Please keep safe and healthy!

II. NAED ONLINE SERVICES

How do I ...?

[SET UP AUTOPAY INSTRUCTIONS](#) - PDF

[ENROLLMENT INSTRUCTIONS](#) - PDF

Under Quick Links, select View/Pay My Bill to begin setting these up for your use.

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

III. NAED and NORTH TV

NAED films several episodes a year on such topics as Energy Efficiency, Good Neighbor Energy Fund and we highlight different departments at NAED that contribute to the success of our utility. The General Manager also has a "General Managers Corner" that discusses the direction of NAED for the future and any projects that are on the horizon. Please watch our latest episode at <https://www.northtv.net/watch/community-channel/north-attleborough-electric-show/>



IV. 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.

V. NAED MEDICAL EMERGENCY LIST

North Attleborough Electric Department (NAED) maintains a Medical Emergency List of customers who depend on electrically powered life-sustaining medical equipment in their homes. In the event of a power outage, restoring electricity to these homes is a priority.

VI. Key Public Health Messages for All Residents:

Protect yourself by following public health advice about keeping your hands clean and covering coughs and sneezes.

Stay home if you are sick. If you need to consult a health care provider, call ahead first or use telehealth services.

Protect others who are most at risk of COVID-19 by keeping your distance from people (at least 6 feet away from others), especially those who are older, and people living with chronic health conditions.

If you are outside, avoid crowds.

Don't shake hands or hug.

Stay connected to friends and loved ones by phone or through other technology.

Get information from trusted sources. Visit <https://www.mass.gov/covid19> for the latest news, case counts, and lab testing results.

Take care of your emotional health and help others do the same. If you need emotional support during these stressful times, call 2-1-1 and choose the "CALL2TALK" option

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

FIND US ONLINE AT:



North Attleborough
Electric Department



@NAEDNews



@WeAreNAED

