

General Manager Newsletter

North Attleborough Electric Department

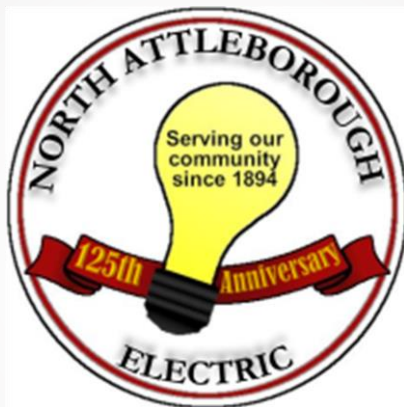
AUGUST 2020



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



I. NAED Board of Electric Commissioners Authorize a 3-month bill discount of 10% for COVID-19 Relief

At its meeting of May 20, 2020 the Board of Electric Commissioners approved a 10% bill discount for all customers for a period of 3 months beginning in June 2020. The Discount will be in effect for the June, July, and August bill periods. The COVID-19 pandemic has already and will likely continue to impact the residents of North Attleborough for an unknown length of time. It has been observed that many businesses are shut down, employees temporarily or permanently out of work, and residents forced to stay home causing a financial impact to many. While NAED cannot control rent relief or other utility bills, we do have an opportunity to offer some relief for our customers, the inhabitants of North Attleborough.

- This bill discount will not increase customers' bills in the future and will be paid for by the anticipated savings of lower power supply/energy costs that NAED incurs from our suppliers.
- NAED will continue to track Town-wide energy usage on a monthly basis and re-visit the need for further action later this summer.
- This bill discount follows the March PCA & Revenue Credit just recently returned to customers' bills where NAED returned over \$3 Million to our customers.

The Commissioners also stressed the importance of customers reaching out to NAED if they are in need of financial assistance with their electric bill as there are resources available. NAED can set up payment plans, assist with getting on the Residential low income rate, and information about the Good Neighbor Energy Fund (GNEF).

II. COVID-19 & NAED - UPDATE

Due to the State of Emergency and concerns of spreading COVID-19, NAED offices have been closed. **We have been taking the necessary precautions to open the facility and our hope is to open to our customers during the month of August.** We appreciate the effort everyone has made to use our on-line payment processing tools. As you are aware, NAED has been working diligently behind the scenes to ensure that the essential service we provide remains uninterrupted. (Continued on reverse...)

II. Continued... COVID-19 & NAED - UPDATE

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.

III. ENERGY EFFICIENCY

Efficiency Top 10

Summer Energy Saver Tips

| | | | |
|----------|---|-----------|--|
| 1 | CIRCULATION – Cool & The Fan Ceiling and window fans use less energy than ACs | 7 | ROOM TO BREATHE – H.V.A.C. Clean the area around outdoor AC units and keep in a shaded area, if possible |
| 2 | CHANGE ME – The Dirty Filters Clean or replace AC filters regularly to maximize their efficiency | 8 | ATTIC BREEZE – Seals & Ducts Check if your attic and walls have proper insulation to keep warm air from coming in and drive hot air out with a whole house fan |
| 3 | LOSING MY COOL – Windows + Doors Add/repair weatherstripping or caulk around windows and doors to prevent leaks | 9 | COLD WATER WASH – The Laundry Use the washer with full loads on cold and avoid using during hottest part of the day |
| 4 | TURN IT UP – Thermostat Program or set to 78° F or higher for when you aren't home and overnight | 10 | WRAP ME GENTLY – Water Heater Reduce the temperature on your water heater and wrap with a specially designed blanket |
| 5 | (DON'T) LET THE SUN SHINE IN – The Shades Keep curtains and blinds closed to block out strong sunlight | ★ | ENERGY STARS – New Appliances on the Block Consider replacing old appliances to energy efficient models |
| 6 | ALL ABOUT THAT GRILL (NO OVEN) – The Outdoor Cooks Use your stove and oven sparingly or cook during cooler times of the day | | |

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IV. JULY STORMS

During the month of July we experienced some very brief and hard hitting storms in the area; microbursts with strong damaging winds and heavy rain. A brief outage was the result of one of our circuits tripping due to a primary phase burn up that was likely due to the previous storm. In some cases, a wire may be partially damaged during a storm, but continues to function normally. This is undetectable and unfortunately is not something that can be easily spotted from the ground. We do perform patrols after every storm to check for issues such as tree limbs and broken distribution equipment.

As part of restoration, we energize a section of the circuit at a time while we make repairs on the faulty section. This will create individual outages on the de-energized section.

NAED's system is the most resilient system in the area, but mother nature will always have the upper hand.

Rest assured that NAED monitors the weather and is fully prepared to respond to weather events big and small.

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 ONLINE SERVICES

How do I ...?

At the NAED website, 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

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.

FIND US ONLINE AT:



North Attleborough
Electric Department



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@WeAreNAED

