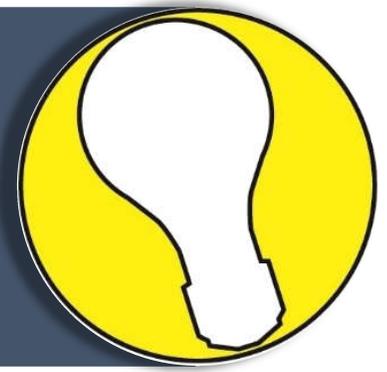


General Manager Newsletter

North Attleborough Electric Department



FEBRUARY 2021

Monthly Update of North Attleborough Electric Department's Activities

Dear Friends,

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 2021 Calendars are available!
Please pickup your copy at the NAED office when we re-open, Town Hall and all schools. Thank you to all the 3rd & 4th graders 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

Happy Valentine's Day!



I. COVID-19 & NAED – UPDATE – NAED CLOSED to Public*

We are open for appointments only.

From time-to-time, NAED will need to shut down if deemed necessary to ensure the health of our employees and the public. 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 if they have any concerns.

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.

II. ENERGY EFFICIENCY PROGRAMS for 2021

Appliance Rebates:

Washer – Dryer – Refrigerator – Smart Thermostat – Programmable Thermostat – Dehumidifier – Electric Vehicle Charger (Level 2)

Home Improvement Rebates:

Insulation - Air Sealing - Central AC - Ductless Air Source Heat Pump - Ducted Air Source Heat Pump

All Energy Efficiency applications and information is found on our website:

<https://ee.ene.org/utilities/north-attleborough-electric-department-naed/>
Applications can be emailed to rebates@naelectric.com or sent/dropped off to NAED Operations Center at 275 Landry Avenue.

The Board of Electric Commissioners at the last meeting (January 27, 2021) has agreed to increase the Electric Vehicle Charger rebate amount from \$100 to \$250 for 2021. The Board is aware of the benefits of supporting electric vehicle purchases in the community and promoting a greener environment.



III. 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 27th 2021 to provide an additional 3 months of relief through a 10% bill discount, February through April of 2021.

Winter tends to have high energy bills driven by the cold temperatures. This discount will help with those winter bills.

IV. Shutoff Moratorium & Financial Assistance for NAED Customers

NAED will **not** be shutting off power to any of our customers this winter, not just those that qualify for winter protection. The MA DPU has not required Municipal Light Plants to follow this order however NAED is complying voluntarily. The Moratorium is in effect from now through April 15, 2021.

This year has been especially difficult for many within the community and NAED is voluntarily suspending shutoffs this winter. It is important for customers to reach out to our customer service staff for payment options.

NAED Commissioners stress 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. It is important that customers do not fall too far behind. We are here to help!

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

V. 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.

VI. 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

VII. CDC Guidelines suggest mask wearing



The United Nations GLOBAL response to COVID-19 suggests wearing your mask benefits all of us. If you are visiting NAED, we require that you wear a mask to conduct business within the building.

- Wash your hands before putting on your mask
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily

FIND US ONLINE AT:



North Attleborough
Electric Department



@NAEDNews



@WeAreNAED

