

# General Manager Newsletter

## North Attleborough Electric Department

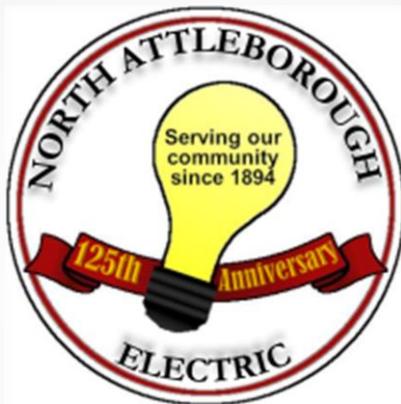


JUNE 2020

### 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](http://www.naelectric.com)

Did you know we have paperless billing available? Please visit us at [www.NAElectric.com](http://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

Due to the State of Emergency and concerns of spreading COVID-19, NAED offices are still closed to the public 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. (Continued on reverse...)

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

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

- NAED is adhering to State guidelines and we will consider a phased in re-opening plan over the coming weeks/months.
- 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](mailto:customerservice@naelectric.com) if they have any concerns.

**NAED is committed to “keeping the lights on” during this unprecedented time. Please keep safe and healthy!**

## III. ENERGY EFFICIENCY AND REMOTE AUDITS



Being at home so much may increase your utility bills. Let us help you make an energy savings plan. By using the video feature on your iPhone or Android phone we can capture information about your home that we need to create a comprehensive Home Energy Assessment Report. We will have a follow up call with you to review your report and make a short and long term savings plan.

SIGN UP HERE for a **FREE Remote Home Energy Assessment**, Call **888-772-4242**, email [solutions@ene.org](mailto:solutions@ene.org), or visit us at [ee.ene.org/energy-assessment](http://ee.ene.org/energy-assessment).

Appliance Rebates and Home Energy Incentive information is available on our website @ [www.naelectric.com](http://www.naelectric.com).

## 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](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

## 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



@NAEDNews



@WeAreNAED

