

General Manager Newsletter

North Attleborough Electric Department



JUNE 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 is OPEN to the Public!

In response to the Baker-Polito Administration announcement, **EFFECTIVE JUNE 2, 2021** NAED will be **OPEN to the Public every day**. We will also be removing our mask requirement to enter the building and removing our plexi-glass barriers. We strongly encourage those that are not fully vaccinated to wear a mask.

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. Please call customer service with any questions at 508-643-6300 or email customerservice@naelectric.com

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.

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North Attleborough, MA 02760
Telephone: 508-643-6300
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I. Additional COVID Relief Discount Approved

The Board **once again** voted on May 25, 2021 to provide an additional 3 months of relief through a 10% bill discount, May (June Bill) through July (August Bill) of 2021. 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 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 2020 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.

II. Debt Forgiveness Program – For 'Protected' Accounts

The Board of Electric Commissioners authorized the institution of a "Debt Forgiveness Program" for certain NAED customers **who are certified for protection on the basis of serious illness or elderly household member**. Given the COVID situation in 2020, we would like to remind our customers of this program.

The "Debt Forgiveness Program" offers NAED customers who make regular, on time, payments of their monthly bills to have prior debt and charges "forgiven". A "Protected" customer cannot have his/her power "shut off", but that same customer is still responsible for the payment of the billed amount. A customer who participates in the program must currently be in arrears for \$300 or more. The customer, after making twelve consecutive months of payments on time, is eligible to have his/her prior past due amount reduced by twenty percent (20%). The program will allow "Protected" customers who participate in the program to have their entire prior past due amount eliminated in five (5) years.

To participate in the program a customer must be protected from shut-off on the basis of "Serious Illness" or all residents of the household are 65-years or older. In addition, all customers, including those qualifying for "Elderly" must qualify on the basis of financial hardship, be income verified and complete an application. The NAED Board of Commissioners reserves the right to modify the program requirements and may cancel the program as it deems to be in NAED's best interest and its other ratepayers. To participate in the program, or receive more information, please contact NAED, at 508-643-6300 or by email at customerservice@naelectric.com

III. Financial Assistance for NAED Customers

NAED has resumed normal collection efforts on active accounts, including service disconnections on non-paying accounts beginning in April. Collection efforts are focused on those customers who are 6 months or more past due and will then proceed to other past due customers. Please contact us for assistance at 508-643-6376. Please see below for other assistance through the State.

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.

**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*

V. Federal Communications Commission Launches Emergency Broadband Benefit

On May 12th, the FCC kicked off the Emergency Broadband Benefit. The benefit provides eligible consumers discounts on broadband service and devices. The benefit will continue until there is no longer funding or six months after the federal government declares an end to the pandemic.

Eligible households will be able to receive:

- \$50/month discount for high-speed internet services.
- \$75/month discount for high-speed internet services for households on Tribal lands.
- A one-time discount of up to \$100 for a laptop, desktop computer or tablet purchased through a participating provider.

In Massachusetts, 26 broadband providers are offering the benefit. The benefit is available to eligible new, prior, and existing customers of participating providers.

The eligibility for the benefit is broad. Customers can sign up by contacting a participating provider, enrolling online at <https://getemergencybroadband.org/>, or sending forms via mail. More information about the application process is available online or by calling (833) 511-0311. ***Please note this is not an NAED program and our Customer Service is unable to take questions or applications for this Federal benefit.**

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.



VII. NAED Commissioners Meetings can be viewed at North TV's website –

NAED BOELC meets each month. All meetings can be viewed on North TV at:

<https://government.northtv.net/electric-commission>

NAED also 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 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

