

General Manager Newsletter

North Attleborough Electric Department

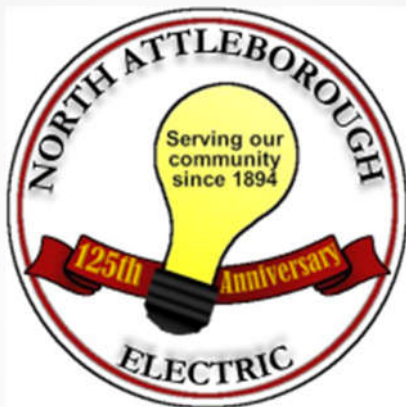
MARCH 2020



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.

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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 IMPLEMENTS ONE NEW & ONE REVISED RATE TARIFF TO CREDIT CUSTOMERS IN EFFECT MARCH 1, 2020:

No rates are increased as a result of these tariffs.

At its meeting of February 26, 2020 the Board of Electric Commissioners approved one revised Power Cost Adjustment tariff & one new "Revenue Credit" tariff for North Attleborough Electric Department customers, effective March 1, 2020. These updated and new tariffs are in addition to rate tariffs that have been in effect since October 1, 2018.

The new "Revenue Credit" rate tariff was established by vote of the Board of Electric Commissioners on February 26, 2020 to be in effect on March 1, 2020. This tariff states "Following each Fiscal Year the Department may establish a credit, in \$/kWh, to return to its customers any revenues that the Department determines are surplus to the needs of the Department."

II. CUSTOMERS TO RECEIVE TWO CREDITS IN THEIR MARCH BILL:

At its meeting of February 26, 2020 the Board of Electric Commissioners voted to provide current active NAED customers with a one-time **Power Cost Adjustment or "PCA credit" of \$0.007378** per kWh for all 2019 kWh's and a one-time **"Revenue credit" of \$0.007159** per kWh for all 2019 kWh's.

The customer credit show as two separate bill credits, PCA and Revenue Credits, multiplied by the active customers' total 2019 annual kWh usage.

Example 1: Active Residential Customer: Annual kWh purchases total 6000 kWh (Average of 500 kWh per month)

PCA Credit = \$0.007378 * 6000 kWh = \$44.27

Revenue Credit = \$0.007159 * 6000 kWh = \$42.95

Example 2: Active Commercial Customer: Annual kWh purchases total 120,000 kWh

(Average of 10,000 kWh per month)

PCA Credit = \$0.007378 * 120,000 kWh = \$885.36

Revenue Credit = \$0.007159 * 120,000 kWh = \$859.08

III. CHANGES TO OUR ENERGY EFFICIENCY PROGRAMS for 2020:

ALL Energy Efficiency rebate applications can now be **mailed** directly to North Attleborough Electric Department to our offices at 275 Landry Avenue or dropped off to our Customer Service staff.

Applications can also be **emailed** to rebates@naelectric.com.

Audits are **required** on any type of home improvement rebate and must be completed **prior** to any work being done. Audits are provided by NAED at no cost to the customer.

Commercial Customers can also benefit from NAED's Power Saver Lighting Rebate program. This program allows up to \$3,000 for our small general service commercial customers to retro-fit LED lighting in their facilities.

Customers can view more info about NAED's rebates from our website.

Appliance Rebates:

Washer – Dryer – Refrigerator – Smart Thermostat – Programmable Thermostat – Dehumidifier – Electric Vehicle Charger

Home Improvement Rebates:

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

IV. WINTER PROTECTION & CUSTOMER PROTECTION FROM "SHUT OFF"

"Winter Protection" from shut off of electric power will commence on November 15, 2019 and extends, by state

regulation, until March 15, 2020. Any questions regarding eligibility or requirements should be directed to NAED Customer Service. A reminder that "protection" from "shut off" does not mean that a customer is not responsible for his/her bill(s). "Protection" merely means that during the period a customer is "protected" that power cannot be shut off. Accordingly, customers are encouraged to do their best to pay outstanding obligations to NAED during the period of "protection".

To be "protected" the state regulations (220 CMR 25.03), require that the customer "certify" to NAED that,

1. *The customer or someone living in the customer's home is seriously ill; or*
2. *That there is domiciled in the home of the customer a child under 12 months of age; or*
3. *Between November 15th and March 15th, that the customer's service provides heat or operates the heating system and that the service has not been shut off for nonpayment before November 15th; or*
4. *That all adults domiciled in the home are age 65 or older and a minor resides in the home; and*
(b) The customer is unable to pay any overdue bill, or any portion thereof, because of financial hardship, as defined in 220 CMR 25.01(2).

V. 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.

VI. 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.

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.

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 here a 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 for the next episode to air in March.



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