

General Manager Newsletter

North Attleborough Electric Department



MAY 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!

We are open Mon, Tues, Thurs, & Friday 8AM-4PM and closed to the public on Wednesdays.

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.

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.

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**



I. Welcome New Commissioners

We would like to welcome to the Board of Electric Commissioners our newest member, Craig Cameron. Commissioner Cameron was elected to a three-year term in the April 2021 election and continues to serve on the Town Finance Sub-Committee. Commissioner John Casey was also re-elected for the same term, having completed his first two-year term. The Board meets every month, currently by virtual meeting. The agenda and meeting dates and times are posted on the Town Website and the North Attleborough Electric website at www.naelectric.com. Also the meetings can be viewed at North TV's website. (see link on page two)

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

II. COVID Relief Discount

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. The Board implemented the discount for the February, March and April 2021 customer statements. NAED has given back our customers over \$2.45 Million in billing discounts thus far. The extended discount expired with the April bills issued to customers.

III. Financial Assistance for NAED Customers

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

Additionally, we have included info on two other state programs that may be of assistance, RAFT and ERMA.

Residential Assistance for Families in Transition (RAFT)

The RAFT program helps keep households in stable housing situations when facing eviction, foreclosure, loss of utilities, and other housing emergencies caused by loss of income, increase in expenses, or both. RAFT helps all kinds of households by providing up to \$10,000 per household to help preserve current housing or move to new housing.

Funding can be used for a variety of needs, including rent or mortgage arrears, security deposits, or other expenses to help households obtain or maintain stable housing. Households with incomes up to 50% of Area Median Income (AMI)*, or 60% of AMI for people who are at risk of homelessness because of domestic violence, are eligible for assistance.

Emergency Rental and Mortgage Assistance Program (ERMA)

ERMA can provide rental and mortgage assistance to low-income households who have been impacted by the crisis and may not be eligible for RAFT. This program is available for households within the 50-80% range of Area Median Income (AMI). Like RAFT, ERMA may provide up to \$4,000 for eligible households to assist with rent or mortgage arrears accrued after April 1, 2020 and/or with upcoming rent or mortgage payments.

IV. 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.

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

NAED BOELC 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.



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