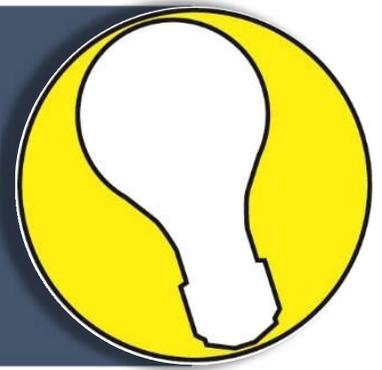


General Manager Newsletter

North Attleborough Electric Department



NOVEMBER 2020

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 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

Did you know we have paperless billing available? Please visit us at www.NAElectric.com to sign up!



I. NAED Board of Electric Commissioners Authorize an additional 3-month 'Pandemic' bill discount of 10% for COVID-19 Relief; September, October, & November

At its meeting of August 31, 2020, the Board of Electric Commissioners voted to extend the 10% Pandemic bill discount for an additional 3 months; September, October, & November. This continues the 10% bill discount provided for June, July, & August.

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.
- 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 – **UPDATE – NAED Open to Public***

NAED re-opened its offices to the public on August 17th. We are **open Mon, Tues, Thurs, & Friday 8AM-4PM** and **closed to the public on Wednesdays**. *From time-to-time, NAED will need to shut down if deemed necessary to ensure the health of our employees and the public.* 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. (Continued on reverse...)

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

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 .

III. Behind The Meter Generation – 6 months in

Our natural gas fired 2.5 Megawatt generator has been in service for 6 months. We are estimating that we have avoided ~\$325,000 in power costs thus far. We expect to avoid ~\$450,000 per year. The generator will pay for itself in ~ 7 years at this pace. What this means for our customers is if NAED saves power costs, our customers will see savings passed along to them within our rates over time.

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 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

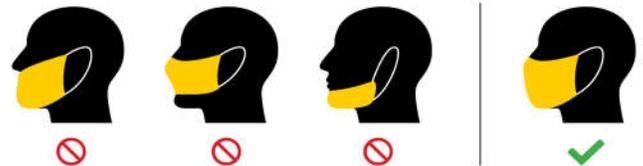
IV. CDC Guidelines suggest mask wearing

The United Nations GLOBAL response to COVID-19 suggests wearing your mask to benefits all of us. If you are visiting NAED, we ask 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
- CDC does not recommend use of masks or cloth masks for source control if they have an exhalation valve or vent

KEEPING YOU SAFER

Protect yourself and others by wearing a face covering correctly.



VII. 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

