

General Manager Newsletter

North Attleborough Electric Department



OCTOBER 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 Fully OPEN to the Public!

In response to the Baker-Polito Administration announcement, **EFFECTIVE JUNE 2, 2021 NAED OPENED to the Public M-F, 8-4PM. We have also removed our mask requirement to enter the building and removed several 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.

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

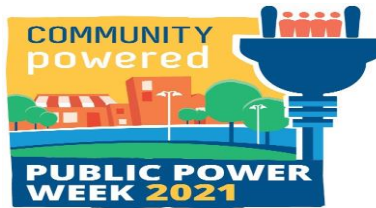
NAED is one of only forty (40) municipal electric departments within the Commonwealth of Massachusetts established under the provisions of M.G.L.c. 164. We are committed to promoting the interests of "Public Power" on behalf of the citizens of this community.



I. Additional COVID Relief Discount Approved

The Board voted on September 29, 2021 to provide an additional three months of relief through a 10% bill discount for the October, November and December bills. 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 2021 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. Public Power Month



The month of October is designated as Public Power Month. North Attleborough Electric is one of forty (40) municipal electric departments within Massachusetts and is over 127 years old! Nationwide public power departments represent over 2,100 facilities throughout the country. During Public Power month we would like to bring attention to the many benefits of public power, including lower rates, locally controlled, resilient, and well-maintained electric distribution system allowing for fewer outages and the ability for you to be involved with your customer-owned electricity department!

III. NAED Annual Calendar Contest - 2021

As part of Public Power month, each year we produce a calendar with drawings from 3rd & 4th grade, and for the first time this year, 7th & 8th grade, students in North Attleborough Schools. The theme is Climate Change and the Future of Electricity. Drawings will be accepted through October 22. The calendar is a favorite event here at NAED, as the staff look through all the drawings and pick the winners. Calendars are typically available in January free, at our customer service desk.



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IV. 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? Call us: 508-643-6300 and follow the prompts. Available in English and Spanish.



V. NEW BILL print format

If you are receiving a paper bill you will see a small change to the format. The remittance form is now at the bottom and no longer at the top. This change was put forth to help us automatically scan the information on your remittance form. As a reminder, you may easily switch from paper billing to **PAPERLESS** bills; See how to sign up at www.naelectric.com.

VII. Budget Season at NAED

During the months between October & December, NAED staff is engaged with all aspects of financial planning for the upcoming fiscal year. Planning activities include department budgets, Power Supply forecasting, Revenue forecasting, Capital Improvement projects, department Strategic plans and applicable financial reporting required by law.

As part of 2022's financial planning we have kicked off a Cost of Service study to review NAED's financial requirements for the next 5 years. This goal is to focus on delivering excellent reliability, customer service, and safety while not increasing rates. This study should conclude in December.

VIII. NAED and North TV

Members of the NAED team talk about Cybersecurity, Electricity & Engineering, our summer employee project, and much more. Tune in here: <https://community.northtv.net/north-attleborough-electric-show/north-attleborough-electric-show-summer-2021-edition>

VI. Energy Efficiency Rebates

View our Energy Efficiency page at www.naelectric.com for our rebate programs.



IX. 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 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

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