

# General Manager Newsletter

## North Attleborough Electric Department

SEPTEMBER 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](mailto: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.*

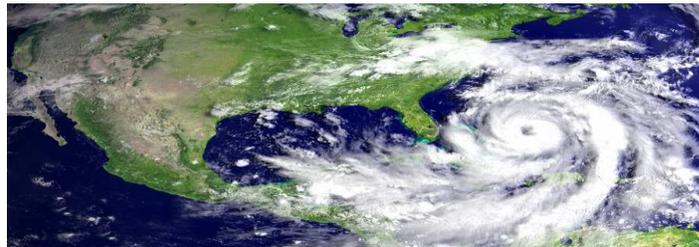


### I. Additional COVID Relief Discount Approved

The Board voted on August 25, 2021 to provide an additional month of relief through a 10% bill discount, August usage (September bill). 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. The Board will consider further discounts at its next meeting.

### II. Tropical Storm Henri

We are happy to report that Henri did not make an impact on the Town of North Attleborough. However, NAED was ready, prepared and monitoring the storm as it approached. Our line crew, meters, substation, managers and customer service staff were on site and ready to get to restoration efforts. September is a busy month for Tropical storms and hurricanes. We will continue to monitor the weather and work diligently to keep the lights on. The Massachusetts Emergency Management Agency (MEMA) reminds all residents to prepare themselves, their families, and their home for tropical storms and hurricanes. Hurricane season runs from June to November each year. Visit <https://www.mass.gov/info-details/hurricane-safety-tips> for more information.



### III. Vegetation Management

NAED performs annual vegetation management in the early spring into the summer months. Vegetation is the No. 1 cause of service interruptions. We have a new 3-year contract with Stanley Tree Service. We will be posting area maps and annual scheduled work zones on our website in the coming weeks.

275 Landry Avenue  
North Attleborough, MA 02760  
Telephone: 508-643-6300  
Fax: 508-699-5603 [www.naelectric.com](http://www.naelectric.com)

#### IV. NAED Online Services

**How do I?** At the NAED website, [www.naelectric.com](http://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](http://www.naelectric.com).

#### VII. Town & NAED Receive Electric Vehicle Charging Grant

The Town of North Attleborough working with NAED has received notice of a Grant award for electric vehicle charging station funding through the Massachusetts Electric Vehicle Incentive Program (MassEVIP) Public Access Charging. Three locations will be receiving charging stations in the coming months: NA High School, NA Town Hall, and the Church Street public parking lot. NAED will be leading the effort through procurement and project management to get these locations deployed. As we look to the future, electric vehicles will become more and more common and will need charging infrastructure in place to support their adoption.

*NAED offers a rebate for Electric Vehicle chargers installed in your home. Please visit our energy efficiency webpage [www.naelectric.com](http://www.naelectric.com) for more info.*

#### VIII. NAED and North TV-Summer Show

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 Audits

View our Energy Efficiency page at [www.naelectric.com](http://www.naelectric.com) for a no cost energy audit and 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

#### FIND US ONLINE AT:



North Attleborough  
Electric Department



@NAEDNews



@WeAreNAED

