

# General Manager Newsletter

## North Attleborough Electric Department

JANUARY 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.



*Happy Holidays from NAED!*

*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](http://www.naelectric.com)

### Happy New Year from NAED!

Did you know we have paperless billing available? Please visit us at [www.NAElectric.com](http://www.NAElectric.com) to sign up!



## II. CHANGES TO OUR ENERGY EFFICIENCY PROGRAMS beginning January 1, 2020:

### 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

**ALL Energy Efficiency rebate applications** are sent directly to Energy New England (ENE) in Mansfield. All applications can be **mailed to NAED rebates c/o, Energy New England (ENE), 5 Hampshire Street, Suite 100, Mansfield, MA 02048**. The email for questions and submission is [rebates@ene.org](mailto:rebates@ene.org) and using "NAED rebates" as the subject line is helpful but not a requirement.

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 \$5,000 (for a large service-\$2,000 for a small service) for commercial customers to retro-fit LED lighting in their facilities.

Customers can also view more info about NAED's rebates from our website: <https://ee.ene.org/utilities/north-attleborough-electric-department-naed/>



### III. 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).*

### IV. NAED starts new Fiscal Year on 01/01/2020

As we prepared our Budget and Capital Investment Plan for 2020, we kept the goal of providing superior service at competitive rates to all residents in North Attleborough. Our citizens are whom we serve and we do so with pride. We strive to keep outages and response times to a minimum through carefully considered and smart investments in our Distribution system. In 2020 you may see NAED crews working on Reservoir St & Old Post Rd, Pain & Millard Rd, and the Industrial Park. We also hope to complete our Behind the Meter Generation project at the Sherman Substation, allowing NAED to reduce our power supply costs which in turn helps to keep our rates low. We look forward to a busy and productive year ahead and we hope to see you all at our next Public Power Appreciation Day event in October 2020 (Date TBD).

### 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.

### VII.

The NAED Energy Smart Calendars for 2020 are here!! You can pick up a copy at the NAED office, Town Hall, Council on Aging and all schools. Thank you again to all the 3<sup>rd</sup> & 4<sup>th</sup> graders who participated this year. NAED looks forward to this annual event and we enjoy sharing the children's artwork with our customers!



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

