

Thank you for your support

Dear Valued Customers and Friends:

Mother Nature has certainly tested New England in 2011. After a year of wild weather including floods, tropical storms, high wind storms and an unusual snowstorm in October, we want to thank you—our ratepayers, customers and friends—for your continued support of your locally owned and operated light department.

We understand it's important for our customers to have electricity to feel safe, secure, and warm in their homes. That is why, when there are town-wide outages, our goal is to get the most people up and running as quickly as possible. Our strategy during the recent October snowstorm was to first clear all roads for public safety; then to energize the main roads; then the side streets; and finally individual homes that needed attention.

We truly appreciate that most of our customers were patient and understanding. Our line crews worked 24 hours through the first night of the storm, then 16-hour shifts for the next week. Our office staff was also available 24 hours per day during the storm to answer customer calls. We sincerely care about our customers—we are dedicated to restoring power to our neighbors and friends as quickly and safely as possible.

We also know that we are not perfect. These wild weather events help us to learn from the challenges we face during the event and to make us work smarter and better for the next ordeal. Please know that customer concerns are brought to the attention of management and we do our best to address these issues as they arise. Many customers questioned whose responsibility it is to fix the electric wires that have either pulled away from their house or completely off the house. The diagrams on the back show GELD's responsibility versus the homeowner's responsibility in regards to electrical repairs.

Our goal for the future is to have better communication between our office and line staff and to make outage restoration information available to our customers in various formats in a timelier manner. This may take some time, but we are committed to "providing power at the highest degree of reliability that fiscal prudence dictates." Our mission remains intact after 101 years because of sound business practices and our desire for exceptional customer service.

With sincerest thanks and appreciation from the Manager and the Employees of the Groton Electric Light Department.

Demand response program gets results!

The results are in on an innovative program designed to reduce costs for individual customers by using cutting edge technology to lower Groton's peak electric demand. Called residential demand response, the new program was a success in 2011.

After years of work and multiple challenges, Groton's high-tech residential demand response program is showing financial benefits. As a result, each participant will receive a credit on the December 31, 2011 bill.

The program currently has 29 volunteer participants who have demand response equipment installed to control their homes' central air conditioning during peak use periods.

The first financial benefit to the volunteer participants comes after a few demand response events in the summer of 2011—during hours of peak electric use, participants experienced a slight increase in their homes' temperature. The customer credit is based on calculated savings of 1.96 kilowatts per air handler multiplied by GELD's current capacity and transmission costs.

While the program is expensive to implement, we've kept costs as low as possible with the help of a grant from the American Public Power Association, by selecting vendors carefully, and with other measures. The GELD board has agreed to amortize the costs of this program over five years, which has allowed us to show a net benefit for each customer in 2011.

To request a power point presentation with more details about the program and its history, call our office at 978-448-1150 or e-mail tlemire@grotonelectric.org.

Want to join? Here's how it works:

If you qualify for the program, we will install a module at your air conditioner's air handler(s) and attach a gateway device to an open port on your Internet modem. This allows access and control of your thermostat during a demand response event.

During peak events, the home temperature will be increased by three degrees over a three-hour period. For more savings, you may choose to allow a modification of six degrees.

Our goal is to reduce GELD's transmission and capacity payments by reducing our contribution to the peak-hours for our region. We will pass along the savings to program participants. If you are interested or would like more details, please call Tammi or Barbara at 978-448-1150.

Get the Facts on Electrical Repairs



Confusion sometimes exists regarding which parts of an electrical service are the utility's responsibility and which belong to the homeowner. The guide below is a handy reference should your service become damaged. For easy access, we suggest that you keep this near your fuse box or circuit breaker panel.

GELD's Responsibility

Groton Electric is responsible for providing and installing the meter, completing the connections between the meter and the service conductors, and making the final connection at the point of delivery.

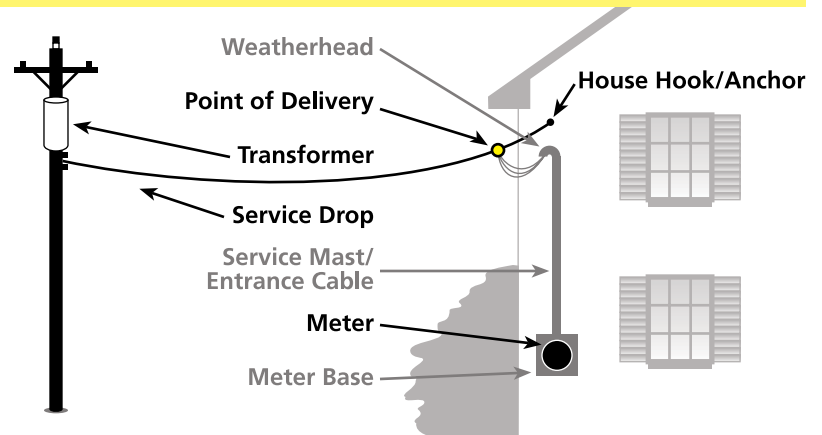
Service Drop

The wire that runs from the pole to the weatherhead.

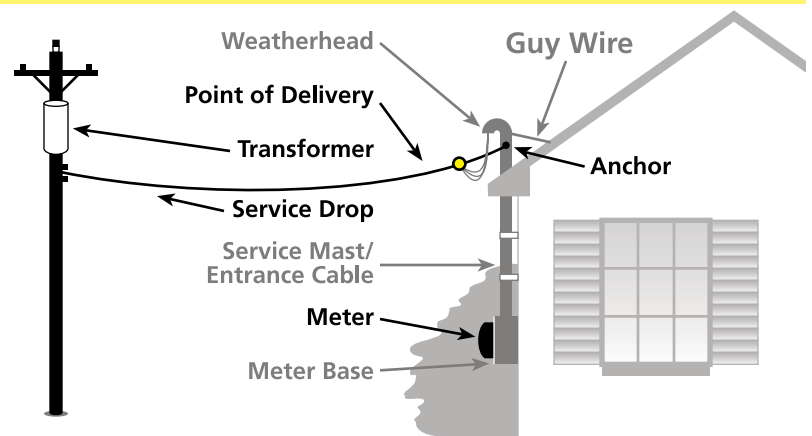
Meter

Measures electric consumption.

Typical Overhead Electrical Service



Overhead Service to Low Building



Customer's Responsibility

The customer is responsible for providing, installing, and maintaining all equipment from the point of delivery, except for the meter.

Weatherhead

This attaches to the service entrance and prevents water damage to the wiring.

Service Mast

The conduit that protects the conductor and provides support for the service drop

Service Entrance Cable

This cable runs from the weatherhead down the side of the house to the meter base.

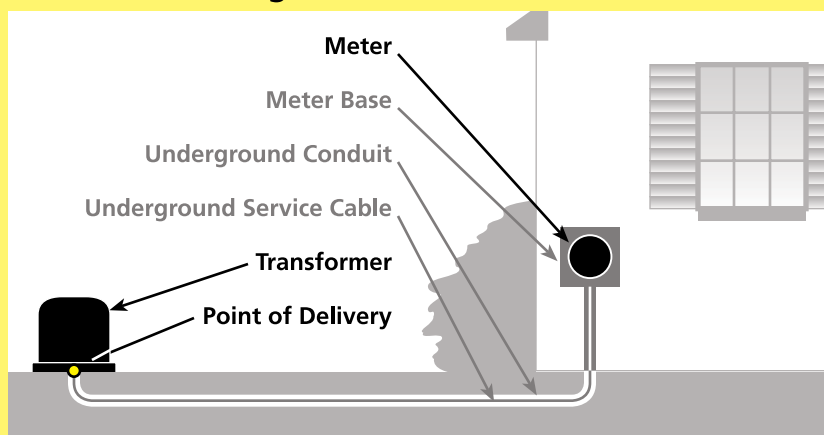
Meter Base

The meter mounting device.

Wiring & Electrical Panel

These are inside the house.

Underground Electrical Service



Groton Electric Light

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