

## Congratulations to the winners of “the let there be light” contest

Groton Electric would like to thank all of the participants in the holiday lighting contest. The winners will receive a credit applied to their January 31, 2014 electric bill. It was a great experience and we received positive feedback from everyone involved. We learned a lot during the first year and will make some positive changes for future contests.

We would also like to thank members of the Groton Women’s Club who braved the elements to judge the contest.

*A very special thank you to:*

Jan Dillon, Berta Erickson, Norma Garvin, Terry McPartlan, Nancy Olson, and Peg Wheatley. They did a great job and their efforts are greatly appreciated!

Our plan is to make this an annual tradition; so, if you weren’t able to participate this year, we hope you will join in the fun next year.

We welcome your suggestions.



**BEST OVERALL**—68 Wharton Row—**\$100 prize**



**MOST ORIGINAL**—90 Townsend Road—**\$50 prize**



**MOST TRADITIONAL**  
107 Pepperell Road—\$50 prize



**MOST CREATIVE**  
16 Lawrence Drive (Snowman tea party with a gingerbread skating rink by Bill Gavazzi)—\$50 prize

**Our website has had a face lift...**

Check out our updated website at [www.grotonelectric.org](http://www.grotonelectric.org)

Learn how to view or pay your electric bill online, find energy savings tips and use our energy calculator, read about the history of GELD, view outages, newsletters and minutes, and much more...

If you have questions or feedback regarding the site, please contact Tammi at 978-448-1150 or via email at [tlemire@grotonelectric.org](mailto:tlemire@grotonelectric.org).

**GELD has a new mission statement**

*Our mission statement has changed. After many years with the same mission statement, the administrative team has brought the statement into the 21<sup>st</sup> century.*

**GELD's new mission is: to provide our customers reliable power and excellent service at affordable prices.**

It's short and sweet and...to the point. GELD provides reliable power to our customers; GELD has excellent customer service; GELD has affordable prices. In fact, in the state of Massachusetts for the 12-month average rate ending December 31, 2013, we currently have the seventh lowest rate for a 750 kilowatt-hour (kWh) bill and the third lowest rate for a 500 kWh bill.

**A third party processes our online bills and payments**

We have contracted with Billtrust for our online billing and payment system. Please understand there are some processes that GELD has no control over. The online system was designed for the customer to be in full control of their online account from creating their username and password, to entering bank account and threshold information.

GELD customer service has access to the information on the site, so we can help when there is a problem, but most entry items are customer generated and can be changed through the online account.

**Be a Good Neighbor**

Help needy local families stay warm this winter with a contribution to the Salvation Army's Good Neighbor Energy Fund. Send your donation to the nearest Salvation Army office, or use the green donation envelope we're enclosing with January 31 bills.

If you need help with your utility bills due to financial hardship, contact the Salvation Army office nearest you to see if you qualify, or go online to [salvationarmy-ma.org](http://salvationarmy-ma.org). You can also call fuel assistance at 978-448-1100 or the Groton Trust Fund at 978-448-1173.