

Groton Electric's mission statement:

To provide our customers reliable power and excellent service at affordable prices.



Left to right: Chairman Bruce Easom, Commissioner Kevin Lindemer, and Commissioner Rodney R. Hersh

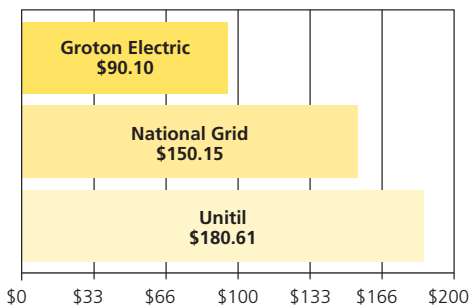
What it means to be a Public Power Utility

Public power utilities serve customer/owners, not stockholders—this translates to lower rates, outstanding service and unparalleled reliability.

For over 100 years, Groton Electric has been providing electric service to the ratepayers of Groton as a public power utility.

Unlike large, investor-owned utilities, public power utilities are community-owned, locally controlled and not-for-profit. This means there is a commitment to serving the local community which results in lower rates and exceptional service. In fact, Groton Electric currently has the sixth lowest rate in the state of Massachusetts for a 750 kWh bill.

A Typical 750 KWh Bill



Groton Electric is governed by a three-member Board of Commissioners whose current members are town residents Bruce Easom, Rodney Hersh and Kevin Lindemer. They serve for a three-year term and the terms are staggered so that townspeople vote each

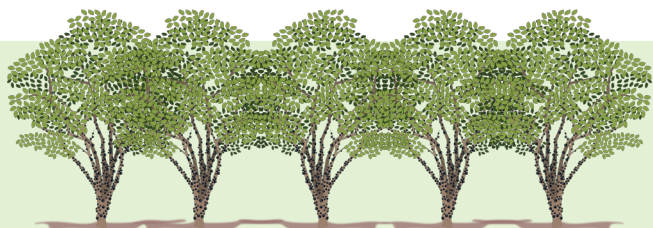
year to elect a board member. The Commissioners are the policy makers and authorize all major expenditures. They meet monthly in open session at the office located on Station Avenue. Meetings are scheduled each month (usually on the second Monday) at 7 p.m. Residents of Groton are welcome and encouraged to attend these open forum meetings.

Our commissioners dedicate countless hours of time and energy in their commitment to the Light Department. Decisions are not always easy, but the commissioners work together for the common good of the department and the ratepayers. Since they receive no stipend, you can be assured their dedication is genuine.

Some of the things that distinguish a public power utility are:

- **Superior Customer Service**—providing excellent responsiveness to customer/owners
- **Reliability**—keeping the lights on and providing quick response to outages as they occur
- **Price**—providing lower cost electric service than investor-owned utilities (neighboring towns pay 100.4% and 67% more than Groton Electric)
- **Community Advocacy**—reflecting the values of our community and the benefits of local ownership

Our customers can rely on their community-owned and operated Light Department to provide unsurpassed service and reliability at the best possible price. That's what being a public power utility means to Groton Electric.



GELD trims trees for the safety and reliability of your electric service

The natural beauty in Groton includes the large number of lush trees that line the country roads and cover the landscape. Unfortunately, trees and power lines don't mix.

Trees are an important part of our environment. That's why Groton Electric is committed to balancing the importance of trees with the equally important need to provide safe and reliable electricity to the ratepayers of Groton.

To do this, we must control the growth of vegetation around power lines and other energized equipment. Tree limbs that come into contact with power lines are one of the most common causes of both brief and prolonged power outages, especially during storms. When trimming and cutting, we (and GELD's tree-trimming contractors) follow best recognized and accepted forestry standards; however, we do trim aggressively since we may not return to each area of town for several years.

Our main priority is to eliminate trees or branches that are potential safety hazards. We employ tree-trimming contractors who are also certified arborists—they only remove trees that are or will become a direct threat to our distribution system.

Also important to note: the trees we remove are within the public utility easement—this easement was specifically designed to allow utilities to mow, trim, or remove branches and trees that may affect the reliability of the electric system.

We set our standards high and we believe it is in the best interest of all customers when we can avoid unnecessary power outages due to downed trees and overgrowth in the electric lines.

Thank you for your understanding as we work to balance responsible vegetation management and reliable electric service.

November 1 to November 15

\$1 EACH

LED Energy Efficient Light Bulbs

Bring this coupon to the Groton Electric Light Department office at 23 Station Avenue November 1 to November 15 to receive energy-efficient LED light bulbs for \$1 each.

Limit 10 per household



Sizes Available: 40 Watt (clear), 60 Watt (frosted), and 75 Watt (for recessed lighting) incandescent equivalents

GELD HOURS

Monday 7:30 a.m.–7 p.m.

Tuesday–Thursday 7:30 a.m.–4 p.m.

Friday 8 a.m.–1 p.m.

Our Holiday Schedule

November 24: Thanksgiving–CLOSED

November 25: OPEN 8 a.m.–1 p.m.

December 23: OPEN 1/2 Day, 7:30–11:30 a.m.

December 26: Christmas Observed–CLOSED

December 30: OPEN 1/2 Day 7:30–11:30 a.m.

January 2: New Year's Observed–CLOSED

