

Letter from the General Manager



Georgetown Light is an exceptional organization, one that is committed to providing customers with a reliable system which is both efficient and cost-effective.

During the past year, Georgetown Light continued to give back to the community. We worked with local Veterans to maintain and install flags along Main Street, helped to renovate American Legion Park alongside the Georgetown Department of Public Works, presented electrical safety programs to local students, and participated in a vehicle day at Georgetown Peabody Library. In addition, we hosted a customer appreciation day during Public Power Week and met with local seniors to educate them on consumer safety and discuss any concerns regarding the cost of power. And, we continue to keep you, our customers, informed about the utility, staff and programs through this quarterly newsletter.

We at Georgetown Light are committed to our ratepayers to provide the best service we can 24/7.

On behalf of myself, the Light Commissioners and the employees, we wish you and yours a very happy and safe holiday season and a happy and prosperous new year.

Sincerely,

David Schofield
General Manager

Public Power Week was a success

More than 100 customers stopped by Georgetown Light to celebrate Public Power Week at the Searle Street office. In addition to learning more about public power and their local public power utility, customers enjoyed refreshments and giveaways.

Leonard and Jeannette Laing were the lucky winners of a basket filled with energy conservation materials.



Cathy, Steve and Lia Greenbaum learned about energy saving tips from Georgetown Light Business/Customer Service Coordinator Karen Marchand.



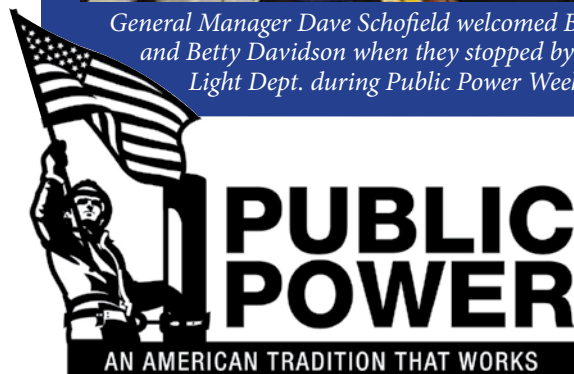
Georgetown Town Administrator Michael Farrell helped General Manager Dave Schofield kick off the Public Power Week celebration.



General Manager Dave Schofield welcomed Bob and Betty Davidson when they stopped by the Light Dept. during Public Power Week.



Jacoby and Jace Alves learned about the equipment used by our Lineworkers.



Georgetown Light electronically maps its system

Georgetown Light recently conducted a town-wide electronic mapping of its electric system through mPower Innovations. The process involved physically recording each pole, transformer, wire and related equipment on all streets throughout the community and entering the collected data into the system.

The electronic mapping system will enable staff to remotely access the data in the event of an outage, making it easier to pinpoint the problem and address the issue, according to Georgetown Light General Manager Dave Schofield.

Customers who have any questions about the work should call (978) 352-5730.

In Memorium

Georgetown Light was saddened to hear about the passing of a former employee, Edward Powell. Ed was an employee of the Department for twelve years from 1990 – 2002. We send our condolences to Ed's family.



Location:

Georgetown Light Office
94 Searle Street
Georgetown, MA 01833
Tel: 978-352-5730
Fax: 978-352-5733

Customer Service hours:

Monday - Thursday
7:00 a.m. - 5:00 p.m.
info@georgetownlight.com

Emergency number:

978-352-5730

Payment options:

Walk in payment
94 Searle Street
Online payment
www.invoicecloud.com/georgetownlight

Drop Box payment

Water Dept. parking lot -
corner of West St. and Moulton St.

Light Dept parking lot at
94 Searle Street

Holiday closings:

Thursday, December 24 – Christmas Eve
Friday, December 25 – Christmas
Thursday, December 31 – New Year's Eve
Friday, January 1 – New Year's Day
If you have an emergency, call
Georgetown Light at (978) 352-5730.

Commissioners:

John Smolinsky, Chairman
Peter Dion
Scott Edwards

General Manager:

David Schofield



Save energy this winter!

- According to the Alliance to Save Energy, if all holiday light strings sold this year were ENERGY STAR certified, Americans would save about \$45 million a year.
- Consider buying a smart thermostat this winter. You can change settings from anywhere through the internet, and some can even learn your behavior patterns and set a schedule for you.
- When you are asleep or out of the house, turn your thermostat back 10° to 15° for eight hours and save around 10% a year on your heating and cooling bills.
- Unplug the "Energy vampires" that are everywhere in your home. Remember that your cell phone charger, gaming system and power strips all use energy – even when you're not using them. Consider unplugging certain electronics that you don't use on a daily basis, and try to change the way you use other equipment. If you don't think you'll use your computer for two hours, consider shutting it down. And only turn on your printer when you need it.



Beware of Scams

Georgetown Light has alerted its customers of a scam that involves a bogus telephone call from an individual claiming to represent a collection agency for Georgetown Light. The caller demands immediate payment to ensure that electricity is not terminated to the customer's home or business.

These calls do not come from Georgetown Light, and are not authorized by them.

Georgetown Light reminds its customers that billing and credit inquiries and correspondence regarding active accounts will come directly from the Georgetown Light Customer Service office, not a third-party collection agency.

"We operate under strict guidelines set by the Department of Public Utilities," Georgetown Light General Manager Dave Schofield said. "These guidelines require several written notifications, not phone calls, before power is shut off."

According to the General Manager, some scammers are sophisticated and leave a telephone number. When that number is called, they answer, giving the name of Georgetown Light Department. "If you get one of these calls, hang up and call us at (978) 352-5730."

Customers should never give out their financial and banking information over the telephone unless they are the ones who generated the telephone call to Georgetown Light, nor should they agree to send payment via money order to anyone claiming to represent Georgetown Light.

Customers who have any suspicions about a telephone call from someone claiming to represent Georgetown Light should immediately notify the department at (978) 352-5730.

