

## General Manager's Letter



It goes without saying that the past seven months have been challenging as we continue to navigate what many refer to as 'the new normal.' COVID-19 restrictions and our commitment to keeping our staff and customers safe have required us to keep our office

closed to the public for the time being. At the same time, our line crews have conducted business as usual, keeping the electricity on, and our office staff continues to provide outstanding customer service, keeping the department running smoothly.

Many Georgetown Light customers continue to work from home and some students are on remote or hybrid learning, causing some to use more electricity than they have in the past. This may be the time to take a look at ways you can reduce the amount of electricity you're using. Simple things like turning off the lights when you leave the room and putting lights on a timer can sometimes help. As a reminder, customers should take advantage of the remote home energy assessment available through Energy New England (ENE), our residential conservation services provider. Customers can use the video feature on their iPhone or Android phones as part of the audit. Residential customers who want a virtual energy assessment can complete the online intake form on the ENE website [ee.ene.org/energy-assessment](http://ee.ene.org/energy-assessment), or they can sign up by calling 888-772-4242 or emailing [solutions@ene.org](mailto:solutions@ene.org).

During the spring, Georgetown Light partnered with the Kiwanis Club to help local food pantries, public safety officers, first responders, frontline workers at essential businesses, and many local businesses. We are grateful to the many Georgetown Light customers, community groups and others who supported our efforts by making donations to help others.

Georgetown Light staff will continue to be vigilant and practice social distancing when interacting with customers. Although our business office is closed to the public until further notice, customers can conduct business by phone or email. We'll keep you posted on the website [www.georgetownlight.com](http://www.georgetownlight.com) and on social media when we will reopen to the public.

*Dave Schofield*

Dave Schofield,  
General Manager



## Georgetown Light Receives APPA Commendation for Electric Restoration Efforts



Georgetown Light received a national commendation from the American Public Power Association (APPA) for helping restore electricity to customers served by Norwich Public Utilities in the aftermath of Tropical Storm Isaias.

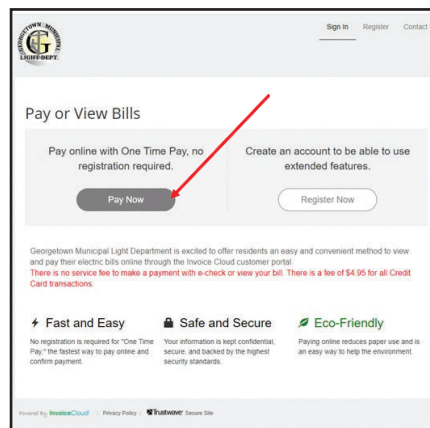
Georgetown Light crews were among more than 20 municipal light department crews who helped restore power in several New England locations

in August. Georgetown Light lineworkers worked alongside crews in Norwich, CT to safely restore power to nearly 6,500 customers. The crews were part of APPA's Mutual Aid Network, which coordinates with utilities and authorities during widespread power outages.

"We are pleased and proud to again be recognized by APPA for our mutual aid efforts," General Manager Dave Schofield said. "As a public power utility, Georgetown Light stands ready to help other electric utilities in an emergency. The response to Tropical Storm Isaias was an example of that commitment."

For more information about Georgetown Light and its commitment to mutual aid, visit our website [www.georgetownlight.com](http://www.georgetownlight.com).

## Pay your Georgetown Light Bill on Invoice Cloud



The safest, easiest and fastest way to make a Georgetown Light payment is online directly through invoice cloud at [www.invoicecloud.com/georgetownlight](http://www.invoicecloud.com/georgetownlight).

"We encourage our customers to try the Invoice Cloud payment option," Business Manager Mary Snow said. "Payments made through a third-party payment system may be subject to mail delays and could jeopardize the customer's ability to take advantage of the prompt payment discount. Invoice Cloud basically cuts out the middleman and sends the payment electronically to us."

Customers who prefer to make their payment by check or money order, should use the drop boxes in the Georgetown Light parking lot at 94 Searle Street and in the Water Department parking lot on West Main Street and Moulton Street. All payments are picked up each business day, sanitized according to safe business practices, and posted. It typically takes two business days for payments to be credited to the customer's account. Please take this into account when making a payment.

Those who prefer to mail their payment can send their payment by check or money order with the remit stub and envelope provided in your bill. Payments made by mail may take between five to seven days to post to the account. Customers should send in their payments well in advance to account for any mail delivery delays.

### 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 option temporarily unavailable.

Payment online  
www.invoicecloud.com/georgetownlight

Drop Box payment  
Water Dept. parking lot -  
W Main St at Moulton

Light Dept parking lot at  
94 Searle Street

### Holiday Closings:

October 12 - Columbus Day  
November 11 - Veterans' Day  
November 26 - Thanksgiving  
December 24 and 25 - Christmas

If you have an emergency, call  
Georgetown Light at (978) 352-5730.

### Commissioners:

Nick Lawler, Chairman  
Peter Dion  
John Smolinsky

### General Manager:

David Schofield



## Public Power Week Will Look a Little Different

Georgetown Light's Public Power Week celebration during the week of October 4th through 10th will look a little different this year as a result of COVID-19 restrictions.

"We always look forward to the annual open house during Public Power Week," General Manager Dave Schofield said. "It gives us an opportunity to see our customers and celebrate the unique benefits of public power. While we won't be able to celebrate in person this year, we will be holding our annual Public Power Week raffle."

### What is Public Power?

According to APPA, public power utilities are not for profit, community-owned and locally controlled. One in seven Americans are served by a public power utility. More than 2,000 communities in 49 states and 5 U.S. territories have a public power utility.

As a whole, public power utilities have **lower rates** than other types of electric utilities. Residential customers of public power utilities pay an average of 11% less than customers of investor-owned utilities – for the average U.S. household, that's \$176.79 saved each year or about \$15 per month.

Public power utilities also deliver **more reliable** electric service. Outside of major adverse events, like storms, customers of a public power utility are likely to be without power for less time - 75 minutes a year, compared to 142 minutes a year for customers of private utilities.

Public power utilities invest back into their communities through payments in lieu of taxes, providing hometown jobs, and supporting local causes and charities.

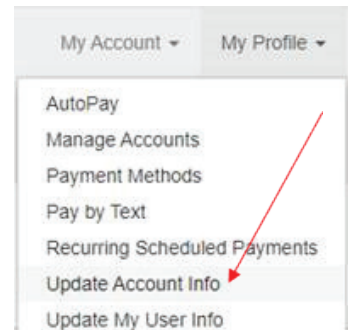
### Public Power Raffle Basket



Customers can enter to win a **Georgetown Light Rtic Cooler** filled with various energy efficient prizes by using our Invoice Cloud system.

To enter the raffle: Customers have one of two ways to be eligible for the prize. Register your account on Invoice Cloud, OR if you are already registered, add your phone number to your existing account by logging in, select "My Profile" and "Update Account Info" where you can add your phone number.

Anyone who registers or adds their number to an existing account between September 30th and October 30th will be entered into the drawing.

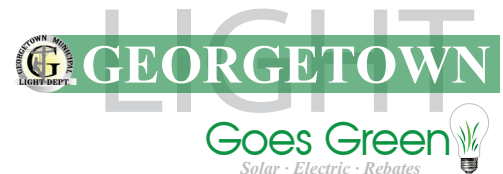


## Tree Trimming Program

Georgetown Light's preventative maintenance program includes trimming tree branches and limbs to ensure the delivery of safe, efficient and uninterrupted electric service throughout the community. Branches and tree limbs that rest on or near Georgetown Light wires are trimmed to avoid service disruptions during heavy snowfall and dangerous winds.

The tree trimming program also involves the removal of trees and limbs that professional arborists have determined to be unsafe, diseased or dead. The arborists evaluate the health of each tree to determine the best course of action, including whether the tree can be saved or needs to be removed.

To view the complete tree trimming program go to [www.georgetownlight.com](http://www.georgetownlight.com)



## Rebate Programs

Georgetown Municipal Light Department offers exclusive rebates and incentives to our customers for savings on both natural resources and money. Georgetown Goes Green will help reduce your home's environmental impact and lower your electric bill.

- Appliance Rebates
- Electric Vehicles
- Heat Pump & Mini Split Rebates
- Home Energy Audits
- Solar Rebate Program
- Weatherization Incentives

Start saving energy and money by going to the Georgetown Goes Green webpage: [www.georgetownlight.com](http://www.georgetownlight.com)