

General Manager's Letter



A new year has dawned and we're hunkered down to face the winter weather that has descended upon us. The winter of 2023 - 2024 started off with a wind and rain storm that brought down trees shortly before the

Christmas holidays. The North Street circuit was affected, causing two significant outages on North and Jewett, and Jewett and Thurlow Streets. During the first week of January, a weekend snow storm kept crews busy with snow affecting power lines that resulted in low hanging wires. Additionally, two separate events on the National Grid transmission lines that feed our substations first affecting the Andover and W. Main Street circuit, and later the Andover, W. Main, and North Street circuits. Kudos to our crews and staff who worked throughout the storms and restored power to our customers. We're proud to be a public power utility! That's why having a storm kit on hand is a good idea for all households. This kit should include extra batteries, a battery-operated radio, flashlights, extra water, and several days of non-perishable food and baby formula, just to name a few of the items that would be helpful. There is a complete list on the Department of Homeland Security's website: www.ready.gov/kit.

As we begin a new year, we are buoyed by the response we received from our customers who completed our customer satisfaction survey. Approximately 350 customers took the time to answer the survey, and the overwhelming majority are happy with the overall service they receive from Georgetown Light, as they are with customer service, the cost of service, and reliability. You can see the results elsewhere in the newsletter. Many thanks to the customers who participated in the survey and for letting us know how we're doing. You have our assurance that we'll continue to strive to keep our customers happy!

Stay safe, stay warm, and Happy New Year!

Dave Schofield

Dave Schofield,
General Manager



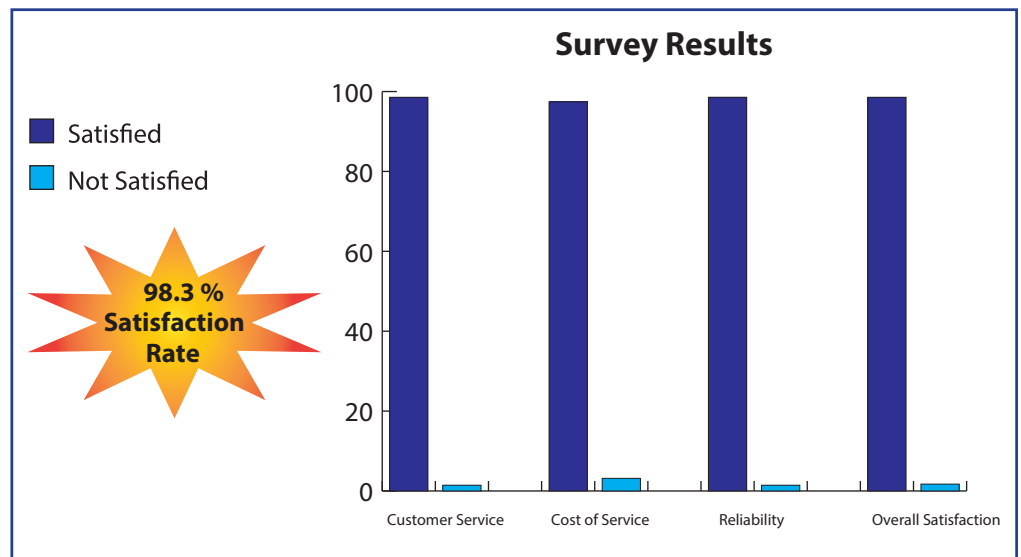
Thank You For Taking Our Survey....The Results Are In!

A big thank you to the approximately 350 ratepayers who took the time to answer our survey in early fall! We sincerely appreciate the feedback we received and the comments and suggestions made by more than 10% of our customers.

We are grateful and proud of the results that showed that the participating customers gave us a 98.3% Satisfactory rating across the board. The graph illustrates the summary of the answers to the question in the four categories: customer service, cost of service, reliability, and overall satisfaction.

Many customers also provided valuable feedback, as well as constructive comments and suggestions. Two areas were of specific interest: rebate programs, and paperless billing/online services for paying bills.

Georgetown Light has a robust energy rebate and incentive program in place through Energy New England that is continuously reviewed and expanded. (Take a look at the rebate program in this newsletter!)



REBATES & INCENTIVES

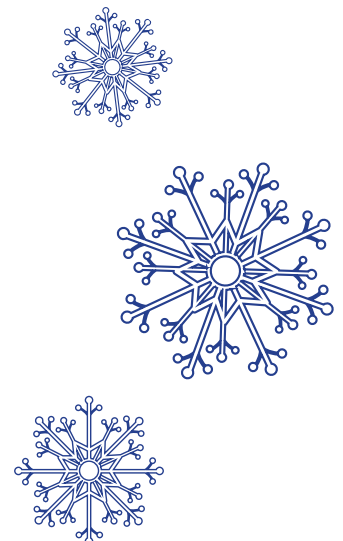
GEORGETOWN
Goes Green

Georgetown Light offers a wide range of rebates and incentives for customers. Go to www.georgetownlight.com or scan the code below.

Online Billing Services

Georgetown Light currently offers online billing services that customers can utilize. Although paperless billing is not currently available, Georgetown Light is working to implement this service in 2024. Stay tuned for the roll-out sometime this year.

In the meantime, customers can continue to utilize the online bill payment service offered through Invoice Cloud.



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

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:

February 19 – Presidents' Day

April 15 – Patriots Day

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

Commissioners:

Wayne Snow, Chairman
Peter Dion
John Smolinsky

General Manager:

David Schofield



WINTER STORM PREPAREDNESS

Our crews are available 24/7, if you experience an
electric emergency during off hours.

Please call 978-352-5730

and press 1 to speak with dispatch
who can have our on call crew respond.

In addition to our crews being available,
it is important to make sure you are also prepared.



by Safety Consultant Ray Gouley at the Georgetown Senior Center. Mary and Council on Aging Director Colleen Ranshaw-Fiorello (back row, left) joined the session attendees in displaying the safety booklets they received during the annual presentation.

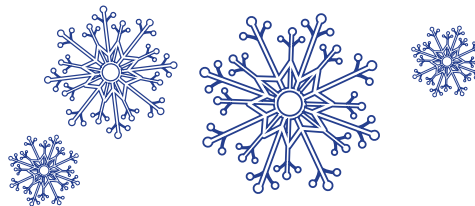
Keeping our Seniors Safe

Georgetown Light Business Manager Mary Snow (back row, second from right), represented Georgetown Light at the electrical safety presentation conducted



Public Power Week Open House

Georgetown Light celebrated the unique benefits of public power with an open house at its business office during Public Power Week. Light Commissioner Wayne Snow, right, and Select Board Chair Amy Smith, left, helped cut the cake for the festivities.



Holiday Tree Lighting

Georgetown Light General Manager Dave Schofield, left, joined committee members and Georgetown Light staff at the recent holiday tree lighting: (second from left to right) Wayne Snow, Mike Correale, TJ Middleton, Mary Snow, and Joe Laperchia.

Have you heard about AWESOME GEORGETOWN?

This local group of 20 Trustees gives “no strings attached” grants to applicants deemed to have the most awesome idea to enhance the Georgetown community in some positive way.

Awesome Georgetown awards ten, \$1,000 cash grants throughout the year and we want to hear your AWESOME idea.

Scan the QR code to submit your idea or attend a meeting to show your support.

Pitch Nights for 2024

Feb 28 | Mar 27 | Apr 24 | May 29 | June 26

Awesome
GEORGETOWN



SCAN ME