

## General Manager's Letter



Spring 2020 is a time we will never forget, even as we begin the slow process of reopening businesses and easing toward what will be a new normal. Georgetown Light, like all municipal offices, closed to the public, yet business went on as usual, behind closed

doors, and in some cases, remotely.

Our crews are still on the job, answering calls as needed, and our office staff are continuing to answer customer questions and keep the department running smoothly, even if the office is closed to the public. Kudos to Georgetown Light employees and to our customers for working together as we face these challenges together.

COVID-19 has not only caused the loss of lives and affected the health of many, this pandemic has affected the livelihoods of many people who have lost their jobs or have been furloughed from their positions. During these unprecedented times, Georgetown Light joined with the Kiwanis Club to help local food pantries by donating gift cards which have been distributed to local residents in need. We also donated gift cards to local public safety officers, first responders, and frontline workers at grocery stores and other essential businesses as a way to thank them for their work on our behalf. At the same time, our efforts supported several local businesses from whom we purchased the gift cards.

As life begins to regain some sense of normalcy, Georgetown Light staff will continue to be vigilant and practice social distancing when interacting with customers. Our business office will remain closed to the public until further notice but will be open for customers to 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.

In the meantime, now that the weather is warm, we will be relying on air conditioning to keep us cool. Please remember to conserve electricity whenever you can so that we can all stay cool!

Dave Schofield,  
General Manager



## Georgetown Light Helps Local Business and Residents in Need

The Georgetown Municipal Light Department and the Kiwanis Club of Georgetown recently partnered together to buy and distribute gift cards to local businesses as a way to thank store workers on the front lines and first responders during the COVID-19 pandemic and stay at home advisory.

Gift certificates were distributed to every police officer, fire fighter, and first responder in Georgetown, as well as all Crosby's Market employees through this joint program. Donations were also made to the food pantry at Trestle Way and gift certificates to Market Basket were donated to the community's four food pantries.

"Georgetown Light staff and commissioners were honored to join our fellow residents in this partnership to thank those working on the front lines during this unprecedented time," General Manager Schofield said. "As soon as we learned of their plan, we jumped on board to match their efforts."

"Due to the pandemic, we aren't able to meet as usual or hold our annual fund raisers, but our members wanted to continue supporting our community," Kiwanis president Roger Mercaldi, Jr. added. "Our members held a zoom meeting during which we decided to support our local first responders, local businesses, food pantries, Trestle Way, and others."

Kiwanis members and Georgetown Light representatives purchased gift certificates from several local businesses, many of whom also contributed. Donations from the community were also received which enabled them to purchase additional gift certificates from more local businesses to continue efforts to help support those in need.

Additional information can be obtained on the Kiwanis Club of Georgetown Facebook page.



Georgetown Light General Manager Dave Schofield (back center), joined Kiwanis Club members in presenting gift cards to Georgetown Police Chief Donald Cudmore (front row, second from left), and Fire Chief Fred Mitchell (front center). Kiwanis Club members also visited Crosby's Marketplace to present store workers with their gift cards.



## Mary Snow Promoted to Business Manager

Mary Snow of Georgetown was recently promoted to Business Manager, succeeding Karen Marchand who retired earlier this year.

Mary received her Bachelor of Science in Business Management from Westfield State University in 2008 and is a 2004 graduate from Georgetown High School. Before joining Georgetown Light in 2015 Mary worked as a Customer Service Coordinator and Referral Program Manager.

Since joining Georgetown Light Mary has been able to utilize her business experience while continuing to grow in the electric utility field. She is currently enrolled in the Public Utility Management Program with Northeast Public Power Association and is looking forward to continued success and service with the Georgetown Electric Dept.

### **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:**

September 7 - Labor Day

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

### **Commissioners:**

John Smolinsky, Chairman  
Nick Lawler  
Peter Dion

### **General Manager:**

David Schofield



## **Tree Trimming Program is in Full Swing**

Georgetown Light crews maintain an aggressive preventative maintenance program throughout the year to ensure the delivery of safe, efficient and uninterrupted electric service to customers. This is crucial to maintaining the reliability of our 50 miles of overhead and underground lines.

Tree trimming crews have started working throughout the Town to make sure tree branches and limbs do not rest on or near its lines. In addition to regular tree trimming, crews also remove dangerous trees and limbs which could impede or affect service to our customers. As a result of our efforts, we are fortunate to have a minimal number of downed trees and limbs during the winter months.

## **ENE Offers Virtual Energy Assessments**

The stay-at-home advisory has meant that most of us are home for longer periods of time as we work and learn from home. As a result, energy consumption and energy bills may have increased in many Georgetown homes. That's why it is important to make an energy saving plan for your home now.

Georgetown Light and its energy efficiency partner Energy New England (ENE), want to help customers stay safe while still keeping their energy consumption under control. During this unprecedented time, ENE is offering virtual home energy assessments via smartphones and android platforms to Georgetown Light residential customers. This will replace the traditional energy assessment performed by ENE energy advisors in the home.

During the virtual audit, trained and experienced Residential Energy Advisors will capture the information about the home from the video feature on the smartphone or android phone to assess the home's energy efficiency to identify heating, lighting, and weatherization opportunities that can save money on utility bills.

Residential customers who want a virtual energy assessment can complete the online intake form on the ENE website ee.ene.org/energy-assessment, or they can sign up by calling 888-772-4242 or emailing solutions@ene.org.

## ***Take a Little Break ... .. and enjoy our GMLD Word Search!***

### **WORD BANK**

BUCKET	OUTAGE
BULB	POLE
CIRCUIT	SUBSTATION
ELECTRIC	TRUCK
LINEMAN	WATT
METER	

## **How to Pay your Georgetown Light Bill**

As we continue to practice social distancing and limit interaction with others, the safest and easiest way to make your Georgetown Light payment is online directly through invoice cloud at [www.invoicecloud.com/georgetownlight](http://www.invoicecloud.com/georgetownlight). Invoice Cloud allows two options of payment; ACH routing or Credit Card which has a \$4.95 charge. ACH has no service fees. Invoice Cloud is the fastest way to have a payment processed.

For customers who prefer to make their payment by check or money order, payments can be made using 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.

Those who prefer to mail their payment can send their payment by check or money order to Georgetown Municipal Light Department, 94 Searle Street, Georgetown, MA 01833. Payments made by mail may take between seven to ten days to post to the account.

## **Mary Snow Appears on HGTV's House Hunters**

Our own Business Manager, Mary Snow, and her search for the perfect home was featured on a recent episode of HGTV's House Hunters. Mary and her father, former Georgetown Light General Manager Wayne Snow, toured several homes in Georgetown before she settled on the perfect home in Newburyport. Mary's episode "Time's Up in Boston" can be seen on Season 191 Episode 1 of House Hunters on HGTV.

