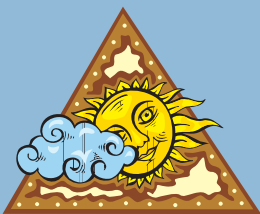


**JOIN OUR GOOGLE GROUP  
TO CUT THE PEAK**

The summer peak demand season begins June 1, and you can help us hold it down by joining Concord Light's Google Group (CMLP-CAP). Join the group to get an e-mail so you can voluntarily reduce your electric use when peak demand is predicted.



Cutting the peak holds down Concord's wholesale power costs, which helps hold down bills for everyone. It also benefits the environment by lessening the need to run our region's least efficient generating plants.

To join, send an e-mail with the subject and body blank to:

[Cmlp-cap+subscribe@googlegroups.com](mailto:Cmlp-cap+subscribe@googlegroups.com).

**UNDERGROUND WIRING ATTRACTS INTEREST**

## Concord Light shines at regional meeting

Concord's ongoing project to move all utilities in town underground was a key topic at a recent panel discussion on ways to practice environmental stewardship while improving electricity delivery and emergency response.



Christopher Roy

Christopher Roy, Concord Light's Engineering and Operations Manager, spoke at the event, which was hosted in Darien, CT by the Greenwich League of Women Voters and the Greenwich Tree Conservancy.

Discussion focused on the devastation caused last year by Hurricane Irene and the late October snowstorm that caused widespread damage and power outages throughout New England. As downed trees and branches caused most of the damage, the group explored ways to minimize tree damage during future storms.

Concord's system sparked interest because damage here was relatively limited

compared to nearby areas. Trees did not cause power problems in much of our community since half of the town's 107 miles of roads have been converted to underground utilities.

"The storms put our system to the test, and the underground areas did not have any problems," Roy said. "It definitely made a difference."

That difference extended to benefit the entire town, he explained. With half the town problem-free during the storms, Concord's crews could focus on the hard-hit overhead areas. This allowed faster response times, which resulted in much shorter outage times for customers who did experience problems.

Concord's enviable position comes after years of working to move utilities underground. The long-term project began in the late 1980s with a Town Meeting vote that supported a Light Board initiative. Work is funded by a 2% surcharge on utility bills and will progress, as funds allow, until the entire town has underground wiring.



**COMMUNITY OWNED** – Concord Light is owned by the people of Concord and governed by a Light Board of local residents who volunteer their time to oversee our local utility. Current Board members are, from left, Jim Terry, Brian Crouse, Bob Kusik, Jill Appel and Hugh Lauer, Chair.

## CONSTRUCTION UPDATE

- As part of the ongoing Underground Conversion project, Concord Light's digging crew is scheduled to work in 2012 in the areas of Belknap, Grant and Elsinore Streets. Work in this area will continue into 2013.
- Plans are underway to convert the Williams Road substation from 4,000 volts to 13,800 volts. This upgrade project will take approximately two years to complete, and will involve a significant amount of overhead equipment replacement in the area from the substation to south of Route 2. Project start date, finalized design, and conversion schedule are pending.

## Community Service

✓ **Solar Fair** – Concord Light staff, contractors and volunteers took part in the Comprehensive Sustainable Energy Committee's Solar Fair, where we talked about Concord Light's solar PV programs and presented a display of energy-efficient lighting. Concord Light's home energy audit provider, ECHO, discussed home energy efficiency. Concord residents who

have improved the energy performance of their home thanks to audit recommendations were also on hand to describe their experiences.

✓ **Hello, Girl Scouts!** – Eleven Girl Scouts visited Concord Light to meet with Energy Conservation Coordinator Jan Aceti, who talked about how to save energy in homes and businesses. The Scouts used thermal leak detectors and smoke sticks to detect heat-draining leaks and cracks, weatherstripped a door, and learned about energy-

efficient compact fluorescent and LED light bulbs

✓ **Helping the Salvation Army** – Concord Light's Barbara Janowsky recently joined other utility staffers from across the area to help the Salvation Army with their Good Neighbor Energy Fund program. Volunteers opened the green envelopes inserted with electric bills each winter and calculated donations made to help the needy pay their energy bills.

## Barbara Janowsky retires

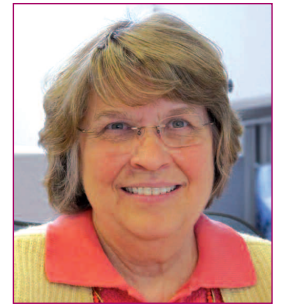
Senior Department Clerk Barbara Janowsky retired May 7 after 11 years service at Concord Light, performing a job she says she felt she was meant to do.

"It's been an honor to work for the Town of Concord, and to be able to assist customers and enlighten them in ways they can improve their energy usage," she said. Her job included handling collections, and she often was able to help customers by directing them toward agencies that could help them with their bills.

Compassionate and fair, Barbara frequently received thank you letters from customers, with

some noting that her assistance had been a turning point in their lives.

"I learned from customers about what resources were available, and worked with organizations to find grants to help people," she said. Barbara's



Barbara Janowsky

work was honored in 2011 with the Northeast Public Power Association's Carol A. Tracey Customer Service Award.

## Could you have direct buried electrical service?

If your home is 30 years old or more and has underground electrical service, you may have a potential problem buried in your yard called direct buried electrical service.

A direct buried service, which is allowed by code, includes electrical service cables placed directly in a trench and backfilled instead of being installed in a pipe. These services are commonly installed between a utility pole, electric handhole, electric pedestal and a meter socket.

The failure rate of these services has increased substantially as most of these services in town were installed during the 1980s and are reaching the end of their life expectancy. The cost of a service replacement depends on a

number of factors.

Some replacement cost factors include the length of the service, its location, excavation conditions, whether it includes high voltage cable, and whether it crosses a roadway or paved surface. Concord Light is not responsible for privately owned services, although the utility may assume some costs under certain limited conditions.

If a failure does occur, we will work with each homeowner to restore power on a temporary basis by using our Service Saver equipment or by installing a temporary service. For more information, or to find out if your home has direct buried electrical service, please call Engineering at 978-318-3116.



Wondering which energy saving actions save the most money and which save the least?

Find out at [concordma.gov/cmlp](http://concordma.gov/cmlp) through the Rebates/Renewable Energy/Conservation link. You'll find a wealth of energy-saving info, including how to prioritize your projects.



Concord Municipal Light Plant

Monday-Friday  
8:00 a.m. - 4:30 p.m.

1175 Elm St., P.O. Box 1029, Concord, MA 01742  
[www.concordma.gov/cmlp](http://www.concordma.gov/cmlp) • Tel (978) 318-3101 • Fax (978) 318-3105

Printed on 100% recycled paper using vegetable-based inks with low volatile organic compounds.

Copyright © 2012. All rights reserved. This publication cannot be reproduced in whole or in part without permission.