

Planning construction or renovations?

Please call us if you're planning new construction, renovations, or any changes that may affect your electric service. We can offer advice in areas such as technical issues, energy-efficiency, rate requirements, and money-saving programs from Concord Light you may qualify to use.

In fact, if you ever have any questions or concerns about your electric service, we at Concord Light hope you will let us know right away. Call us at 978-318-3101. We're proud to serve our local businesses, large and small.



Smart tips for winter storm safety

Before a storm:

- If a severe storm is coming, consider modifying your workday or production schedule to minimize the impact of a possible power loss.

- If you don't have permanent surge suppression measures in place, disconnect nonessential equipment or systems containing electronic components or run by computers.

Transient voltages caused by storm damage could harm sensitive equipment.

- Make sure snow removal workers know the locations of transformers or other electrical equipment located at ground level on the property. Tell them not to plow snow onto transformers or block access to electric meters.

If you lose power:

- Check fuses and circuit breakers. If the problem doesn't seem to be in your building, call Concord Light at 978-318-3101, or after business hours call 978-318-3400. Stay away from downed wires or damaged electrical equipment.

- If you own a standby generator, use it only if a licensed electrician installed it and you fully understand how to operate it safely. An improperly installed or operated generator could damage your building and threaten the lives of its occupants and our lineworkers.

For more information about emergency preparedness, visit ready.gov. You can also call our office for answers to specific questions.

Concord Light has a new warehouse

Construction is complete on a new warehouse at Concord Light's Operations Center, 1175 Elm St.

The facility includes about 7,500 square feet of secure storage space for inventory, with room for many items previously stored outside such as transformers and cable.

The space contains shelving for storage, four overhead doors for vehicle passage, and open floor space for project staging.

The improved space provides better organization for both electrical and telecommunications stock and equipment, and features a five-ton overhead crane to help load and unload equipment from vehicles and trailers. The inside workspace also allows lineworkers to load trucks without exposure to bad weather.



A five-ton overhead crane is installed at Concord Light's new warehouse.

briefs

• **STREAMLINE YOUR PAYMENT PROCESS.** Online bill payment is a fast and secure way to pay your electric bill. To get started, visit concordma.gov/cmlp and go to Electric Service, then Online Payment. Want an even easier option? Choose Direct Payment, and your electric and/or water bill can be automatically paid from your bank account. Call us at 978-318-3101 for details.

• **SIGN UP FOR OUR E-NEWSLETTER.** To get our e-newsletter, send your email address to chilton@concordma.gov with “e-newsletter” in the subject line. You can also sign up online at concordma.gov/cmlp through the newsletters link.

Check your thermostats

Make sure your thermostats give true readings. If, for instance, a thermostat setting of 68 degrees is heating the air to an actual temperature of 72, your HVAC system is running more than necessary and costing you extra money. Check your thermostats this way:

Run your system until a stable temperature is reached. Next measure the real temperature by taking a reading right next to the thermostat using a thermometer you know is accurate. If you can't adjust the thermostat, have a technician adjust or replace it.



Heat your business for less with ETS

ETS—electric thermal storage—heat is a smart way to cut your heating costs, and Concord Light is ready to help your business use it.

Call Carole Hilton at 978-318-3158 to learn how ETS heat costs less than oil or natural gas, thanks to a

low, off-peak electric rate. Ask about our installation incentives, too.

You're also welcome to drop by our Operations Center to see the ETS units heating our building. We'd love to show you how easy it could be to start saving.

How to plug into electrical safety

Plugs are so familiar that it's easy to forget they can be a source of fires or electrical accidents. Keep your workplace safe by treating them with care.

Common plugs include two blades or prongs, while three-prong plugs also have a ground pin that connects exposed metal parts of an appliance to the building's wiring system ground. Never cut off the ground pin from a three-prong plug to fit it into a two-prong outlet, as this could cause an electrical shock.

Plugs also come in “polarized” and “non-polarized” varieties. Polarized plugs have one blade wider than the other, and help reduce the potential for shock. You should

never try to force polarized plug blades into a non-polarized outlet.

While you can buy plug adapters to allow your plugs to fit into almost



any outlet, this can be risky as it may not protect you from a potential shock. To be safe, you should have a qualified electrician inspect your receptacles

and install wiring consistent with your business's current needs.

Also, remember to avoid overloading outlets. Plug only one high-wattage appliance into each receptacle outlet at a time. If outlets or switches feel warm, you have frequent problems with blowing fuses or tripping circuits, or see flickering or dimming lights, call a qualified electrician.



**Concord Municipal
Light Plant**
Monday-Friday
8:00 a.m. - 4:30 p.m.

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