

## INTERNET UPDATE

### Get emails about Concord Light Broadband

*We are continuing to work on starting up Concord Light Broadband. The service will provide a 100% fiber optic solution for Internet access that is faster and more reliable than other local options.*

*Our team has added capacity and is gearing up to perform installations. We still plan to begin service this fall. Sign up online for email updates with the most up-to-date information. Visit [concordma.gov/broadband](http://concordma.gov/broadband) and click on "Get Email Updates."*



## *New system improves outage management*

A new outage management system that will help us to restore power more quickly and provide more timely information to customers during emergencies is set to launch in November.

The OMS software system will allow Concord Light staff to input customer reports of outages, which the system will quickly group by location and analyze to predict electric system problems. The software is integrated with our Geographic Information System so it can access highly detailed geographic images and technical data about the local electric grid.



The new system will make it easier to determine the extent of outages, track multiple outages, and identify the problems that caused them. This means crews can be dispatched and problems resolved with more precision and speed.

It also will enable us to post up-to-date outage maps online at [concordma.gov/cmllp](http://concordma.gov/cmllp), and will provide more detailed outage location information that our staff can share with customers who call.

## *How to hold down your demand charge*

Demand charges, expressed in kilowatts (KW), are part of the G2 and G3 rates that apply to Concord's medium- and large-sized business customers. These charges help pay for the power supply capacity we must buy and the equipment we must maintain to be ready for peak periods of electricity demand.

If your business is billed at either of those rates, the monthly demand charge is calculated to reflect your highest demand for electricity over a 15-minute period during your billing cycle.

To hold down your demand charge, you should start by doing all

you can to reduce your overall electric use. Then, consider scheduling your use of electric equipment to minimize your total electric use at any one time.

For example, if you have electric ranges, parking lot lights, air conditioners, motors or other equipment that might be used simultaneously, you should try to schedule their use at different times of the day and night to minimize your peak loads.

For more details on how your business could better manage its energy use and save money, call us at 978-318-3101.

# briefs

• **GET YOUR NEWS BY EMAIL.** Would you prefer to receive an electronic version of this newsletter? Send your email address to [chilton@concordma.gov](mailto:chilton@concordma.gov) with “e-newsletter” in the subject line. You can also sign up online at [concordma.gov/cmlp](http://concordma.gov/cmlp) through the newsletters link.

## Work is personal at Engineering Division

Concord Light’s Engineering Division is responsible for much of the technical work required to maintain a reliable, efficient electric system. For the Division’s six staff members, it’s all about local service.

“Here, you know the people you are directly impacting,” explains Engineering and Operations



Engineering and Operations Manager Chris Roy

Manager Chris Roy, who joined our municipal utility in 2009. “It’s satisfying, having come from an investor-owned utility,

to be able to provide excellent customer service.”

In addition to Chris, the Division includes Electrical Engineer Jeff Cosgrove, Civil Engineer Tom Christensen, Senior Engineering Technician Jim Coakley, Engineering Technician Jay Stiga and Senior Account Clerk Rhonda Buscemi.

Among other duties, the Division handles engineering work on new projects, performs calculations to keep up with load growth, manages Geographic Information System maps, monitors the system for abnormalities, acts as substation operators during maintenance and

emergencies, responds to technical questions from customers and their contractors, and works on outage restoration.

“Engineers are called in when there is something significantly wrong, a problem is widespread, or if it requires station switching,” Chris said about emergency work. “We pitch in where necessary—we have chain saws in the truck.”

This customer focus and willingness to go the extra mile is typical for a municipal utility, Chris said, and results from workers who can concentrate on a relatively small area, know the customers, and care about the local quality of life. Accessibility is key, he added, as customers can call and easily reach someone who can help them.

“Customers of IOU systems don’t know what they’re missing,” he said. “Folks here are second to none. Where else but at a municipal utility would you get better service at a lower price?”



Concord Light’s Engineering Division

### Tax exempt forms are due now

*If you wish to apply for tax-exempt status for your business, you must complete the state's Form ST-13, “Small Business Energy Exemption Certificate,” and return it to Concord Light by January 1 each year.*

*The form is online at [concordma.gov/cmlp](http://concordma.gov/cmlp). Sales tax will be invoiced if your exempt form is not received each year by January 1. If you miss the deadline, you can still return the form. Unfortunately, once the tax is charged, state law does not allow us to issue a credit or refund.*



**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



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