

**DON'T FORGET TAX  
EXEMPTION FORMS**

*We're now updating our database to validate tax-exempt customers and ensure that we have all legally required documentation.*

*Customers classified as tax-exempt by CMLP were sent letters this fall asking them to complete and return the Sales & Use Tax Exemption form required for their company. Forms were due at CMLP by November 14, 2014.*

*If you missed the deadline, your account(s) has been re-set as non-exempt, although you can still*

*apply for tax-exempt*

*status. Find forms at [mass.gov/dor/forms/online-forms-index.html](http://mass.gov/dor/forms/online-forms-index.html).*

*Please note that customers are responsible for submitting documentation as required by law to maintain tax-exempt status. Unfortunately, once the tax is charged, state law does not allow CMLP to issue a credit or refund.*

## *Rate study to shed light on 2015 rates*

CMLP has initiated a rate study as part of our budgeting and planning process for 2015 and beyond. The study will provide assurance that electric rates are set at the right levels to maintain financial stability for CMLP, and that they are equitable for the citizens and businesses of Concord.

Energy New England, a public power-owned consulting firm in Foxborough, is performing the

study. Under review are electric rates and charges for residential and commercial customers alike.

When the study is complete, CMLP staff will work closely with the Municipal Light Board to review the results and propose any needed modifications in keeping with Town values and initiatives. A public hearing is expected in January 2015, with any rate changes going into effect in February 2015.

## *Do you own or manage rental property?*

Security deposits will be required from new Concord Light residential customers beginning January 15, 2015, unless the recorded property owner is identical to the residential service account holder. CMLP's deposit policy has not changed for non-residential accounts.

The residential deposit may also be waived for existing customers with an excellent payment history (no arrears), or for new customers who provide a reference letter from their previous electric utility certifying no late payments for the last two years.

Deposit amounts will equal three months' average usage, with a minimum of \$200. Usage will be based on the previous 12 months' consumption for the premises, if available, or will be estimated by CMLP.

Existing residential accounts may be required to establish or maintain a deposit if the account becomes 45 days delinquent within the first 12 months of service, or if a customer has two or more payments rejected by CMLP's bank within the first 12 months of service.

Security deposits remain on a customer's account as long as the account is active, and will be returned with interest after the account is closed and all arrears to CMLP are paid. Residential customers can also request a review of their account for a deposit return after 24 months.

For CMLP's complete deposit policy, visit [concordma.gov/cmlp](http://concordma.gov/cmlp) or call our office.



**BEFORE THE  
SNOWPLOWS COME...**

*Tell employees and snow removal contractors where all outside electrical equipment serving your business is located, and warn them to steer clear. Consider marking locations where ground-level equipment may become snow-covered.*

*Remind workers to look up to avoid contact with overhead lines, and tell them not to dump snow onto electrical equipment, or to block access to it.*

*Make sure everyone knows that downed lines should always be considered live and dangerous. If anyone sees a downed line, or anything out of the ordinary about outside electrical equipment, they should stay well away and call CMLP for help.*

## Concord's Light Board works for you

Concord Municipal Light Plant is a municipal utility owned by the people of Concord and governed by local citizens to benefit all customers. CMLP is one of 40 municipal utilities in Massachusetts, each independent, yet united in our commitment to low rates and outstanding service.

Here in Concord, our Light Board consists of five volunteers appointed by the Town Manager. The Board usually meets every second Wednesday at 7:30 a.m. at CMLP's Public Meeting Room. We encourage our customers to attend—please check the Calendars section at [concordma.gov](http://concordma.gov) to verify

meeting dates and times.

For more information about the Light Board's work, including its 2014-15 goals and objectives, visit [concordma.gov/pages/ConcordMA\\_LightPlant/board](http://concordma.gov/pages/ConcordMA_LightPlant/board).



Concord Municipal Light Plant Board members include, seated from left, Dan Gainsboro, Gary Clayton (Chair) and Peggy Briggs. Standing are Lynn Salinger and Jim Terry.

## Cut your heating costs with ETS

If you're looking for a way to cut heating costs this winter, ETS—electric thermal storage—could be the answer. ETS heaters provide round-the-clock warmth at a bargain rate, using proven technology that is clean, quiet, and environmentally friendly.

ETS heaters work by using electricity during off-peak hours to store heat that can be used anytime. ETS benefits include:

- *It qualifies for a low, off-peak electric rate.*
- *There's a rebate from CMLP of \$100 per installed kilowatt of capacity—a 35-kilowatt boiler would qualify for a \$3,500 bill credit.*
- *You can choose either a central furnace or individual room units.*
- *Whole-building retrofits can be done one unit at a time to fit budgets.*
- *There are no worries about fuel deliveries or carbon monoxide.*
- *ETS is smart grid and smart meter ready.*
- *It cuts overall peak demand and power costs.*

**There's a guarantee.** If you are not completely satisfied with your ETS heating system during its first heating season, CMLP will remove it at no charge and reimburse you the invoice price for the unit(s) excluding installation and electric service upgrade costs.



Call Carole Hilton at 978-318-3158 or email [Chilton@concordma.gov](mailto:Chilton@concordma.gov) for more details.

