

CONCORD business

A newsletter for Concord Municipal Light Plant's business customers

news

Summer 2017

We're making plans for a bright future



Concord Municipal Light Plant is in the midst of an exciting strategic planning process to continue our proud tradition of meeting customer needs with the highest quality services.

This ongoing work includes an active partnership with Concord's Energy Future Task Force to identify opportunities to meet the changing marketplace and the global demand for a reduced carbon economy.

As part of our planning effort, we're now developing three strategic initiatives that we plan to roll out within the next two years – new billing/financial software, smart meters, and LED streetlights. Together, these three integrated initiatives will allow CMLP to make significant strides towards a carbon-free power supply, a dynamic and reliable grid, and a more flexible business model.

Specifically, the new software will streamline our information systems, and allow us to offer customers an improved portal with updated features such as access to more details about billing and energy use.

Smart meters offer more flexible load management and energy efficiency options, and will enable us to more closely match our electric distribution system's capacity with customer needs. The new meters will also help us to more precisely identify and track outages in order to speed power restoration.

By replacing existing streetlights with state-of-the-art LEDs, we'll use less energy, cut maintenance costs, and have the flexibility to control individual lights to make the best use of our street lighting.

For now, these three initiatives are still in the planning and development stage. We'll keep you updated as plans progress in the upcoming months.

Vision Statement

CMLP will partner with our customers, civic institutions, and employees to foster a vital community, in the near and in the long term, in which to live, raise a family, work, and operate a business.



**CONCORD MUNICIPAL
LIGHT PLANT**

ELECTRIC | BROADBAND | ENERGY MANAGEMENT

Check out our new logo!

Concord Municipal Light Plant has a new logo that we're now introducing throughout our utility, and have incorporated it into this redesigned newsletter.

As part of a strategic planning effort, we recognized that our former logo no longer accurately represented our business, the services we offer now, and what we may offer in the future.

The updated logo is designed to reflect our longstanding history of providing outstanding customer service, along with our commitment to employing the best available technology whenever possible. It will be used across multi-platforms such as trucks, printed material, signs, etc.

CONCORD MUNICIPAL LIGHT PLANT Emergency Contact Numbers

Keep these emergency numbers handy, and you'll be sure that any outage you report gets to the proper CMLP staff quickly and efficiently.

Power Outage

Monday-Friday, 8 a.m. to 4:30 p.m.

978-318-3101

After hours

978-318-3400 (Concord Police)

Concord Light Broadband Internet Outage

978-318-3199 (24 hours a day)

Find updates on power restoration efforts at concordma.gov/cmlp.



Your internet privacy is important to us

Here's another great reason to switch to Concord Light Broadband: peace of mind. We are committed to your privacy and will never share or sell your personal information.

Unlike some other internet providers, CMLP will only collect your email address and what's needed to make sure your service is working. We will never collect, share or sell your personal details and browsing history – including data like your shopping habits, your location, the apps you use, and information about everything you search for online.

Along with privacy protection, we also offer a 100% fiber optic system that delivers faster and more reliable service, competitive rates, and the personal service and local values of Concord's Town-owned electric utility.

Call CMLP at 978-318-3101 for more information or go to concordma.gov/broadband to sign up today.



CONCORD MUNICIPAL LIGHT PLANT

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Follow our LE(a)D!

LED lights are saving energy and money

CMLP is on track to save more than 8,000 kilowatt-hours per year on lighting costs, thanks to a recently completed project that replaced existing fluorescent lights at our Elm Street offices with energy-efficient LEDs.

The new lights, funded with state grant money, are compatible with our building's dropped ceilings and were installed by CMLP electrician Marty Boormeester. Not only does each LED fixture use less electricity than an old fluorescent one, but CMLP found it needed 54 fewer LED fixtures to light the same spaces, reducing energy use even more.

The changes are already saving energy and money, as our third quarter energy use in FY17 is 2% lower than the same time last year. In the future, we plan to have an online portal for individual employees to adjust lighting levels at their workstations, allowing us to save additional energy where employees prefer lower light levels.

If you'd like to save electricity with a lighting upgrade at your workplace, we can help. Our High Efficiency Lighting Program can link you with a free lighting audit from AECOM or Guardian Energy Management Solutions, and CMLP offers rebates of up to 50% of your project costs. For more details, visit concordma.gov/870/Commercial-Lighting-Programs.

We're moving to monthly billing for all customers

CMLP is in the process of implementing a new financial and billing system that will provide customers with enhanced access to their account information, usage data, e-billing and more.

The new system requires all customers to be on a monthly billing cycle, which will mean a change for some customers. Effective June 1, all new accounts will be set up on a monthly billing cycle. If you have rental property that is currently billed bi-monthly, it will be billed monthly with the next new tenant change (move in/move out).

Customers who make scheduled payments by wire, EFT, direct debit, web, etc. will now have monthly debits from their accounts. Customers with accounts that have a payment plan set up will have their payment amounts recalculated to reflect monthly billing and will receive a new agreement in the mail to sign and return to us.

We will provide updates on the timing of the bill cycle changes for existing customers as we get closer to the new billing system conversion. Water/sewer bills will also be moving to monthly billing at a later time. We appreciate your understanding as we go through this transition. For questions, please call Customer Service at 978-318-3101.

Monday – Friday 8 a.m. to 4:30 p.m.
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978-318-3199 24-hour Broadband Help Desk



@CMLPmedia

Utility news and information, including Concord Light Broadband announcements.



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