

CONCORD business

A newsletter for Concord Municipal Light Plant's business customers



news

Spring 2018

New Ground-Source Heat Pump Rebates for Small Commercial Properties

As we emerge from a cold winter, our thoughts are focused on keeping our workspace warm. But did you know that heat pumps can keep your business warm in the winter and cool in the summer?

Save Money and Improve the Comfort of Your Business

Ground-source (aka geothermal) heat pumps are highly efficient whole-building heating and cooling systems that can substantially reduce greenhouse gas emissions for commercial property owners and their tenants. They can also provide long-term energy cost savings if you currently have an oil, propane, or electric resistance heating system. They're even more cost effective when incorporated into a new building design.

CMLP is now offering thousands of dollars in rebates to customers who install ground-source heat pumps in new or existing buildings. Learn more at concordma.gov/1975/Ground-Source-Heat-Pumps.

From late February through July 2018, Concord commercial property owners will be able to purchase small scale ground-source heat pumps at competitive prices from a pre-qualified installer. Financing is available. This opportunity is available through Concord's participation in HeatSmart Carlisle/Concord/Lincoln, which is supported by our three towns to promote clean heating and cooling technologies. Learn more at HeatsmartCCL.org.

HeatSmart Carlisle/Concord/Lincoln is supported by the Massachusetts Clean Energy Center (MassCEC) and the Massachusetts Department of Energy Resources (DOER).

CMLP Celebrates 120th Birthday

We are one of 41 municipal utilities in MA, each independently owned by the communities they serve. Which means all utility benefits such as better service and other community benefits flow back to you. A nice birthday present for all of us.



Is Your Recent Electric Bill Higher than Usual?

This winter was one of the coldest in years which resulted in higher bills for many of our customers. Temperatures were 33% colder than average across Massachusetts (December 21, 2017 – January 20, 2018) based on degree day data for the past 20 years.

CMLP offers a Budget Plan to spread your estimated annual electric costs into equal, predictable monthly payments to help avoid seasonal bill changes. Contact CMLP Customer Service at 978-318-3101 for more information.

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)

Internet Outage

24 hours a day

978-318-3199

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



Any Changes in Your Account Information?

In order to ensure seamless communication, please email us at concordlight@concordma.gov with any contact changes in your business. We will immediately update your account information.

Go Paper-Free

You can receive an electronic version of Concord Light's business customer newsletter by sending 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 newsletter's link.

Working Together We Can Beat the Peak

The season for high electricity demand begins June 1, but you can help us beat the peak. Cutting the peak helps hold down Concord's wholesale power costs (and your cost as well) and benefits the environment by reducing the need to run our region's least efficient generating plants. You can help by voluntarily limiting your power use during peak periods – typically on hot weekday afternoons and early evenings.

Help us hold down summer peak demand and costs by joining Concord Light's Google Group (CMLP-CAP). Join the group to receive an email when peak demand is predicted, so you can voluntarily reduce your electric use. Send an email with the subject and body blank to Cmlp-cap+subscribe@googlegroups.com. If you're already part of the group, you need not rejoin this year.

Expand Your Wi-Fi for Only Pennies a Day

Extend your Wi-Fi to all the places you, your staff, and your customers use laptops and tablets within your business (even outside to your deck, parking lot or courtyard). With our GigaCenter and mesh satellites, now you can experience whole-business coverage – and beyond.



Contact us today to learn how to improve your Wi-Fi experience.

Protect Equipment from Single Phasing

Concord Light has a solid record of providing safe, reliable power to all customers. However, no utility can guarantee customers will always have continuous three-phase power.

Tree branches, lightning or small animals, for example, can all cause a failure with one of the three phases. That's why all commercial customers should put measures in place to protect motors and other devices from damage that could occur due to single phasing.

If you do not already have single-phase protection in place, contact a qualified electrical contractor to discuss protection options such as circuit breakers, UPS systems, or a switch that can detect phase loss. You can also contact our Engineering Division for advice.



**CONCORD MUNICIPAL
LIGHT PLANT**

ELECTRIC | BROADBAND | ENERGY MANAGEMENT

Monday – Friday 8 a.m. to 4:30 p.m.
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