

Concord Municipal Light Plant Updates

March 12, 2025

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Organization and Industry

- CMLP is closely watching changes on the state and federal level that may have implications on the Light Plant’s operations and projects. These include:
 - The Inflation Reduction Act money that was would help offset a material amount of the solar and battery project at the middle school as well as the large battery. It remains untouched for the moment.
 - Changes in the Mass Save program made by the Governor in response to consumer concerns over high gas and electricity bills ([link here](#)). The [DPU writes](#) “After careful consideration, the Department orders the Program Administrators to reduce the budget for the Three-Year Plans by a total of \$500 million. When approving the use of ratepayer funds, the Department must assess the reasonableness of customer bill impacts, balanced against the long-term benefits that the investments will provide. The Department notes its strong support for the Program Administrators’ decarbonization efforts and the pursuit of the Commonwealth’s climate and equity goals yet is cautious about increasing ratepayer burdens when the benefits of the energy efficiency programs, particularly those focused on decarbonization, may not be evident to customers through lower bills. The Department is further concerned that the Program Administrators are proposing significant budget increases at a time when customers are facing unprecedented challenges due to an extended period of high inflation, and overall concern about high energy costs.”

- CMLP held an all staff meeting and training session on Friday, February 14th. All CMLP Senior Managers provided updates on their departmental activities, and we discussed future plans, goals, and the vision for the future. Thank you to all staff who attended!



- Director Jason Bulger attended a General Manager’s Roundtable at the New England Public Power Association on February 19th. Sixteen GMs were in attendance and discussed a range of topics from energy storage ordinances to attracting and retaining talent.
- CMLP has been involved in the Town’s 250th planning, and the CMLP Director attended a recent MEMA-led tabletop exercise at the Concord Public Safety building. Staff are developing a response plan in the event there is an outage in an area that has an active roadblock or is along the parade route.
- Staff, our consultants, and lobbyists continue to monitor the situation in Washington, D.C. for signs of changes that may impact CMLP. The list is almost too long to mention, but know that we are monitoring. The APPA has a brief summary of actions taken to date: <https://www.publicpower.org/periodical/article/appa-details-trumps-energy-related-executive-orders-and-memorandums>
- The ISO-NE has prepared a filing to address potential Canadian energy tariffs. CMLP keeps only 20% or less of its energy position open to market pricing, and Canadian power makes up just a fraction of the spot market. Anticipated impacts of tariffs, while material across the ISO-NE territory, would not likely cause a need for any rate or PCA adjustments in Concord.

Energy Management

- Energy Management staff are working with the Climate Action Committee to plan and staff the 2nd annual Green Homes Tour. Signups are welcome!



Concord Clean Comfort, the Climate Action Committee and Mothers Out Front Concord present:

Concord Green Home Tours

Saturday, March 15th 1-3:30pm

Times are changing! Think about ditching that old, dirty oil and gas and switching to the future of clean, affordable, and healthy living. We're talking about 21st-century electric heating, cooking, and car travel that'll make you feel good AND help preserve a future for our planet.

Find out what more and more Concord residents are doing to combat climate change, improve air quality, generate clean energy, and move toward a safer, healthier, greener, and more resilient future. This free home tour features several electrified Concord homes, by your neighbors who have done it. Find out how they made the switch and how the experience has been.

Sign up to visit one or more homes during the tour here:
bit.ly/GHT-2025

Or scan the QR code with your mobile phone camera!



- Experience for yourself the comfort of a heat-pump heated home in winter.
- See the latest technology for induction cooking, water heating, EV charging and solar power generation.
- Hear the unfiltered story from another homeowner and ask all your questions.
- Meet a Heating/Cooling Coach from CMLP, who can guide you on your heating, cooling and weatherization needs.
- Talk with one of CMLP's EV Specialists, who can answer your questions about buying, charging and driving an EV.
- Find out about the electrified rebates and incentives offered by Concord Light.

- Heating/Cooling Coach Ethan Herberman conceived of the idea of putting posters in publicly accessible buildings in Concord that are heated solely with heat pumps, to bolster awareness that cold climate heat pumps are capable of keeping buildings comfortably warm throughout frigid New England winters. The posters ask viewers, “Are you warm enough?” And inform viewers that “You will find no fossil fuel heating at this location. Only heat pumps.” A poster was installed at 141 Keyes on February 5th, at Emerson Umbrella on February 11th, in time for a winter camp that brought hundreds of local parents to the building, and at West Concord Union Church at the end of February. The posters will remain in place until mid-March.



- Energy Efficiency & Electrification Specialist Pamela Cady compiled and formatted much of the data required on 521 solar arrays in Concord for ISO-NE’s PP12 Appendix A Data Request, a new reporting requirement. She has also set up processes that will allow us to efficiently file the required quarterly updates with the ISO.

- In collaboration with ENE’s EV Specialist Team, Energy Management staff fielded a survey to assess the familiarity of CMLP’s customers with EVs and with the EV-related rebates and services that CMLP provides. The survey also asked respondents about the benefits they associate with EVs and the concerns they associate with EV ownership. Three hundred ninety-four customers responded to the survey. Several notable outcomes include:
 - 39% of respondents do not own an EV, but are considering one, indicating significant growth potential for EV ownership in Concord
 - Environmental benefits and reduced carbon emissions were the most common benefit that respondents associated with EVs, with 83 – 85% of respondents choosing those benefits. 61% cited rebates and tax credits as a benefit of EVs, and 76% said that financial rebates/incentives were the type of support that would help them most in considering an EV or helped them when they purchased an EV.
 - Charging availability and range limitations were the most commonly cited concerns, at 66% and 72% respectively.
- We will field the survey again in December 2025, to gauge how knowledge and attitudes have changed as result of a year-long series of articles we are publishing in our e-newsletter, addressing benefits, concerns and the EV-related rebates and services available.

Battery Storage and Solar Project Updates

- CMLP is negotiating a site license agreement with the school superintendent or School Committee. After a final legal review, it is hoped that we can move forward with the issuance of the RFP.
- We have had conversations with our counsel about the bid document as well as the site license.

Advanced Metering Project Updates

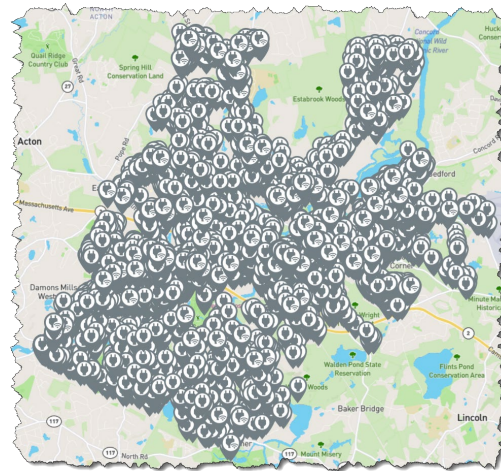
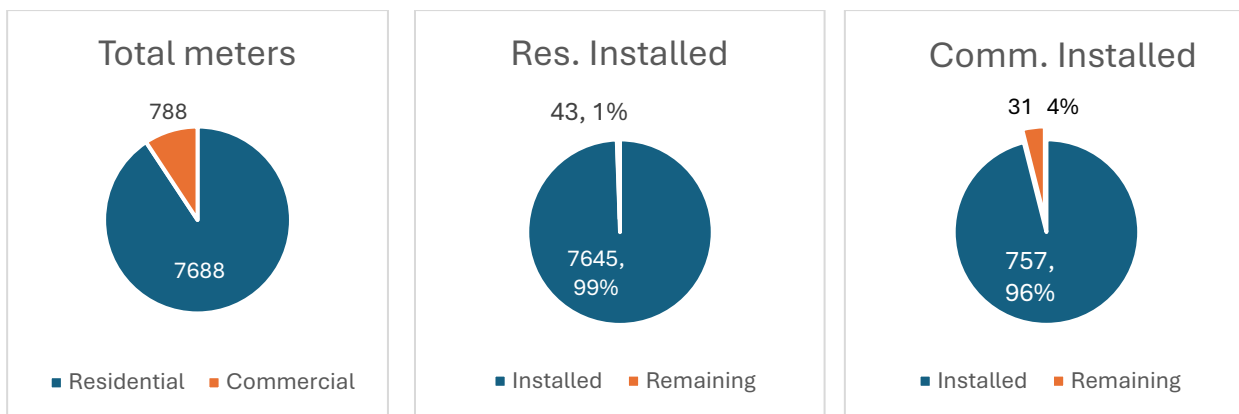


Figure 1: February 2025 Meters

- We are wrapping up the last of the AMI meters installations with approximately 74 meters left to install — 43 residential (of which approximately 16 are opt out) and 31 commercial meters.
- After the recent ice and snowstorm, it became apparent that reading the opt-out meters can present challenges for Metering. Many customers had not cleared a path to their meter, and it was dangerous for the meter technician trying to walk on the icy surface to the meters while avoiding a slip and fall or other injury. Other customers have locked, gated driveways not allowing us access to their meters. In these cases, the customers will receive an estimated bill, but we cannot estimate a bill more than once or for consecutive billing periods per DPU regulations. Customer Service will be sending a letter to opt-out customers reminding them of their responsibility (as described in CMLP’s Terms and Conditions) to keep clear access to their meter and that they need to allow us access to the meter monthly; otherwise CMLP has the right to change their meter to a new AMI meter.



Engineering and Operations

- Tree trimming will continue for the next several weeks, spanning half of our service territory (mostly in the eastern and western parts of town).
- Staff did a terrific job responding to several issues during a high wind event on March 7th. The largest outage was ~9 customers, but there were many small incidents in a short period of time.
- We have scheduled NEPPA to come in for 3 days in mid-March to provide first aid, CPR, and AED training for all CMLP staff.
- We have completed the procurement of the SCADA system and are looking forward to kickoff meetings with the vendor to better understand timing and next steps.
- In late February our contractor completed an infrared camera survey of our overhead system and some key underground areas. They will compile findings into a report that will let us know if there are any issues resulting in unexpected heat build-up from inadequate insulation, gaps in connection points, or other issues. This was one of the AEGIS recommendations, and we are well on our way to completing it.
- One of the primary HVAC blower motors at CMLP failed and is in the process of being replaced. We have secured an annual contract for maintenance at the properties in our control.
- The ice machine at CMLP is failing and needs to be replaced. We are planning on replacing it with a machine from a current vendor that will result in a monthly payment and will be maintained for optimal operation.
- CMLP had several damaged areas of its roof during the high wind event on March 7th. We will work with our vendor on that.

Power Supply

- CMLP continues to work on expansion of solar at the landfill along with battery storage. Meetings with vendors continue each month.
- We will discuss a potential option to extend our Seabrook contract with the Light Board after some analysis of the proposal by ENE and CMLP staff.

Customer Service / Metering

- Rick Rogers, Customer Services Specialist, resigned his position effective Monday, March 3rd, after 2 1/2 years with us. The CSS position was posted on Indeed and Mass Municipal Association job boards on February 21st and will remain open until March 14th. To date, we have received more than 105 applications.

- As a result of the vacancy, the Customer Service team has had to postpone the 3-month project to migrate to Cloud-based iVUE Connect Service for our database usage and other planned projects. Donna De Gray, Customer Service Supervisor, will take on the additional duties of the vacant position including collections and account maintenance for Cycle 22 until the CSS position is filled.
- The DPU Winter Moratorium on disconnecting residential customers' electricity will be lifted on March 15th. The first DQ2 notices going out and the first Cutoff notice for this collections season will be for Cycle 20 (this cycles bills on the 10th of the month) on March 17th with the first potential disconnection of service on April 1st. We expect a high volume of collection activity and possible disconnections for the first few months of the season.
- The CSSs are beginning to provide more customer support for the Broadband Division. Dale Hartling trained the CSSs on how to work with Service Orders in iVUE Connect for customers' Broadband service plan changes. This is the first of several Service Orders that Customer Service will be trained in to assist Broadband with the future and is a milestone planned for several years.
- Customer Service staff completed a rough first draft of Frequently Asked Questions for the Time of Use rate roll out which can be used on CMLP's website and other marketing collateral. Carole Hilton will work with Laura Scott on next level of review and edits.