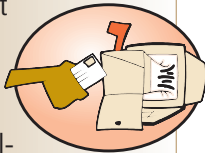


JUNE-JULY 2011

**Paperless billing
option is available**

RMLD's paperless billing option is up and running, which means that all customers can now choose to receive and pay electric bills online. Just visit rmld.com, look for the red banner on our website, and follow the instructions.



This is a voluntary choice. All other payment methods remain the same.

Paperless billing reduces clutter and simplifies life—no more filing paper statements or running to the mailbox. It also benefits the environment by saving trees and the energy used to manufacture paper.

It's easy to get help if you sign up and later change your mind about paperless billing, wish to be removed from our email list, or have any questions about the paperless billing process. Simply call us at 781-944-1340 or 781-942-6596.

In Brief

Look for us in the community

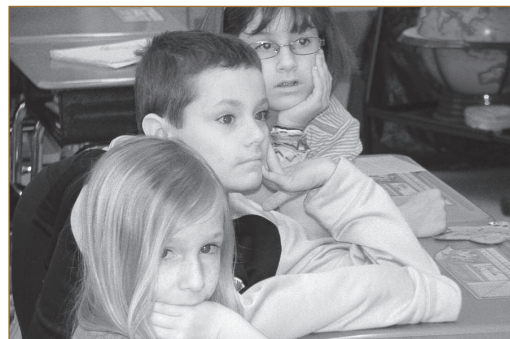
RMLD is regularly out and about in the communities we serve, connecting with our customers and helping to make the local area a better place in which to live and work.

We recently visited Reading's Barrows School, for example, to teach third-graders about electricity, safety and conservation. The visit was part of an ongoing program that includes annual visits to schools throughout our service area.

RMLD staff also participated in Wilmington High School's career fair this spring, when we talked with stu-

dents about the electric utility business. And you may have spotted General Manager Vinnie Cameron joining other local business leaders on the catwalk in May at an event sponsored by the Reading/North Reading Chamber of Commerce.

A community project now underway will soon bring a new energy project to RMLD completed by a team of six North Reading High School students. The project will generate electricity for the power grid using both solar energy and human power from a bicycle in our lobby.



KEEPING KIDS SAFE – Barrows School third-graders pay close attention to a safety lesson when Community Relations Manager Priscilla Gottwald visited with Hazard Hamlet, an interactive display of electrical hazards. An electric bike was also popular.



FUTURE CAREERS – General Line Foreman Tom O'Connor, right, and Engineering Project Manager Ken Evans talk to students about utility careers at Wilmington High School's career fair this spring.



STUDENT POWER – Kurt Jenney, on the bike, and Pat Beane, both juniors at North Reading High School, work on a project at RMLD that will generate electricity from human power and solar energy. RMLD Energy Efficiency Engineer Jared Carpenter and Kurt's dad Scott Jenney are supervising the work.



COMMUNITY SUPPORT – General Manager Vinnie Cameron joined other local business leaders to model casual wear at the Fourth Annual Women Celebrating event this spring at the Woburn/Boston Hilton.

RMLD Directory

Customer Service & Billing
781-944-1340 or 781-942-6598

Customer Service Manager
781-942-6480

Emergency
781-944-1340 or 781-942-6598

Payment Locations

RMLD office:
230 Ash St., Reading
Monday-Friday, 8:00 a.m.- 4:30 p.m.
Drop-off box is in the parking lot.

Town of Reading drop box
Town Hall parking lot
16 Lowell St., Reading

Lucci's
223 Lowell St., Wilmington
(Two drop-off boxes with daily pick-up)

Karen's Bakery
Colonial Shopping Center Lynnfield

New England Beverage
158 Main St., North Reading
(Outside drop-off box only)

Holiday Closing
Independence Day, Monday, July 4

Events

Reading-North Reading Chamber of Commerce events:

Wednesday, June 15, 8 to 9:30 a.m., Meeting with eight area Chambers, Montvale Plaza, 54 Montvale Ave., Stoneham. State Senator Katherine Clarke, Rep. James Dwyer and Rep. Jason Lewis featured speakers. Free.

Wednesday, June 22, 5:30 to 9 a.m., Growing Your Small Business, Longwood Place, 75 Pearl St., Reading. Presenters from the Massachusetts Small Business Center, hot buffet, \$15 members/\$20 others.

Thursday, June 23, 5 to 7 p.m., After Hours Mixer on Grumpy Doyle's patio, 530 Main St., Reading, \$10 members/\$15 others.

Wednesday, July 20, 4 p.m. registration, 6:15 p.m. race start. Second Annual Run For Your Supper 5K Road Race, Ipswich River Park, North Reading.

For complete details call Irene Collins at 978-664-5060, email rnrchambercom@aol.com or visit readingnreadingchamber.org.

Stoneham Theatre Events:
June 2-19, Girls Night –The Musical
June 30 – July 24, Sisters of Swing

Stoneham Theatre Box Office, 781-279-2000, or visit stonehamtheatre.org.

Customer survey results are in

We thank those who participated in our customer telephone survey this winter. The results will help us to better understand our customers and to improve services to meet current needs. Here are some of the key results, excluding “don't know” responses:

Customers gave RMLD the highest positive rating among all their utility providers. The average positive rating given to RMLD across eight organizational characteristics was 92.2%.

Some 58.4% correctly reported Reading Municipal Light Department is a community-owned municipal utility, while another 16.5% believed it is a business or private investor-owned company, with the rest unsure.

More than one-third of respondents reported that rates are the most im-

portant service characteristic, followed by reliability and customer service. Nearly three-quarters said they support RMLD purchasing energy from renewable sources.

The top reported measures taken to lower energy use at home were turning off lights and buying energy-efficient appliances. Some 60.1%, reported to be aware of various RMLD rebate offers.

Most customers said they prefer to communicate with RMLD by phone, but also said they read our newsletter and visit rmld.com for information. Fewer than 10% supported contact through social media.

If you have questions or would like more information about this survey, please contact Priscilla Gottwald at pgottwald@rmld.com or 781-942-6419.



COMMUNITY NEWS



• **Seventh Annual Reid's Ride** to fight cancer in young adults begins **July 17, at 7:30 a.m.** at Lynnfield High School. Registration is at 6:30 a.m. For details or to volunteer, call Lorraine Sacco at 781-632-2025.

• **ADA's New England Bicycle Tour** is **July 9-15** to benefit the American Diabetes Association. To help or to ride, email Tim Wilson at timnec@comcast.net or visit newenglandclassic.org.

• **Burbank YMCA** will hold Friends and Family Day on **June 18, from 11 a.m. to 2 p.m.**, a free event during Reading Town Day. A free self-defense seminar is set for **July 29, from 6:30 to 7:30 p.m.**; sign up at the Welcome Center Desk. For details visit ymcaboston.org/burbank or call 781-944-9622.

• **North Reading Parks & Recreation** will host a concert/BBQ series on Wednesdays from **July 7 through Aug. 11** at Ipswich River Park, 15 Central St., North Reading. BBQ begins at **5 p.m.**, concert at **6:15 p.m.** Cost is \$3/per car. For details visit northreadingma.gov/recreation.

• **Reading Public Library** starts summer reading for all at the end of June. Stop by or visit readingpl.org for details about all programs. Also, see the library at the Farmer's Market at the Train Depot every Tuesday starting in mid-July.

• **Flint Memorial Library** in North Reading will begin summer reading sign-ups and festivities in June. Teens: You Are Here, pizza party, **June 21, 5:30 to 6:30 p.m.** Children: One World, Many Stories, ice cream social, **June 23, 6 to 7:30 p.m.**

• **Wilmington Library** will hold a 21+ summer social featuring the Dave Rasmussen Boiler Room Sextet jazz ensemble on **August 19, at 7 p.m.** Cost is \$10 per person; refreshments following concert.

• **Lynnfield Public Library** has Global Games Night for all ages set for **July 13, at 6:30 p.m.** Drop in to try games from all over the world. A Sharing Food Around the World Pajama Party is set for **Aug. 10, at 6:30 p.m.** All ages welcome to drop-in for stories and refreshments. Please wear pajamas.

READING MUNICIPAL LIGHT DEPARTMENT

230 Ash Street, Reading, MA • 781-944-1340 • 781-942-6598 • Fax: 781-942-2409

• E-mail: pgottwald@rmld.com www.rmld.com