

New Lynnfield payment location needed

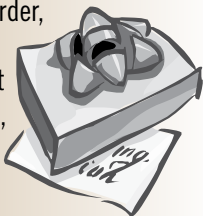
After more than 25 years as an RMLD payment location, Karen's Bakery in Lynnfield is no longer accepting RMLD payments. Pay bills online at rmld.com, by mail, or at pay stations listed in the directory on the back of this newsletter. We thank Karen's for their service, and are seeking another Lynnfield business to accept RMLD payments. Call Priscilla Gottwald at 781-942-6419.

Hot off the presses

RMLD's 2011 Annual Report is available now along with the 2012 version of our popular historical calendar. Pick them up while supplies last at local libraries, town halls, senior centers, RMLD payment locations or our office at 230 Ash St., Reading.

Great gift idea

Need a last-minute gift idea? Give the gift of light and warmth. RMLD gift certificates can be used like cash to pay RMLD bills. Call us to order, or drop by our office at 230 Ash St., Reading.



In Brief

Lessons learned from the storm

The record-setting snowstorm that hit our area in October caused an unprecedented level of damage and destruction to RMLD's wires and equipment, resulting in an unforeseen number of outages from fallen trees and limbs, heavy with leaves in mid-autumn.

Although we were prepared for a nor'easter that included heavy rains and snow, we did not foresee the magnitude of the storm. Inside and outside personnel worked around the clock from Saturday afternoon through Wednesday night when electric service was restored to all our customers.

In this technological age, we found that many customers were frustrated with the lack of immediate communication. We updated our phone message and website daily, kept in constant contact with the newspapers, gave updates twice a day to the town managers and town administrators, and were in contact with the fire and police departments at all times.

Even so, many of you who had charged cell phones requested that we send out more frequent and quickly accessible information so you would know we had your homes and businesses on our outage list and we could give you an approximate time you would get your electricity back.

Because there are many variables during storms that cause numerous simultaneous outages, it is difficult to predict when your power will be restored until all areas have been assessed and a restoration plan has been fully developed. At all times, our first concern is safety and we must secure public areas and streets, making them safe

before we can attempt to restore power.

We cut tree limbs on wires and work with the DPWs to clear streets of the many limbs and trees so that police, fire and medical personnel can get to homes and businesses in case of emergencies. We check for downed wires and de-energize when necessary. We then assess the area outages—where the highest number of customers have been affected to expedite the restoration effort.

We know you want information faster and we are investigating providing that to you through social media outlets like Facebook and Twitter. We are in the process of upgrading meters in the four towns and these new meters will eventually have the potential of notifying our Control Center that your home or business has lost its power, even if you're not on the premises. We hope these services will demonstrate to you that reliable service to you is our priority at all times.



RMLD crews worked around the clock to clear trees that caused damage during the nor'easter.

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)

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

Holiday Closing

Monday, December 26
Christmas holiday

Monday, January 2
New Year's holiday

Monday, January 15
Martin Luther King Jr. Day

Events

Stoneham Theatre Productions
Nov. 25 – Dec. 22, The Nutcracker
Nov. 26 – Dec. 23, Sisters' Christmas Catechism

Dec. 31, 7 and 10 p.m., New Year's Eve with The Platters and Special Guest Ron Gartner

Jan. 5 and 6, 8 p.m., Women in Comedy, a Loretta LaRoche production

Jan. 8, 2 p.m., The Four Freshmen

Jan. 12-22, The Edwards Twins, brothers who looks and sound like the stars

For info call 781-279-2200 or visit stonehamtheatre.com.

RMLD tours hydro station

Members of the RMLD Board of Commissioners and the Citizens' Advisory Board (CAB) joined General Manager Vinnie Cameron and Energy Services Manager Jane Parenteau on a tour of the Pepperell Hydro station last month. RMLD re-



▲ Inspecting the Pepperell Hydro station's inlet gate are, from left, Wilmington CAB member George Hooper, RMLD General Manager Vinnie Cameron and RMLD Commissioner Phil Pacino. The inlet gate regulates the flow of water to the powerhouse, which spins turbines, which generate electricity.

ceives three megawatts of power from the Pepperell project, enough to power 2,500 homes.

This plant is one of four owned by the Swift River Company, which supplies hydropower to RMLD. Contracts with the Swift River Company and Concord Power and Steam LLC, a biomass power producer, will increase RMLD's renewable energy resources to 9% by 2013.

Meter replacement project update



Work on our ongoing project to replace residential electric meters throughout our service territory will continue in Wilmington and North Reading in December and January. Work hours are Monday to Friday, 8 a.m. to 7 p.m., and

Saturday from 8 a.m. to 3 p.m.

There will be a brief outage of about five minutes during each replacement. We will attempt to notify each customer by knocking on the front door of homes before work begins. For apartment buildings, we will place notices in the common areas and on exterior doors. Updated information is posted on rmld.com and in the local newspapers.

COMMUNITY NEWS



• **RMHS Drama** will hold a Dickens Holiday Craft Fair on **Dec. 10, from 10 a.m. to 3 p.m.** at Reading Memorial High School, 64 Oakland Road. Enter through the Performing Arts Center. More than 50 vendors will sell gift items, jewelry, folk art, pottery, handbags and more. The event will feature free performances from local musical and dance groups, a raffle and bake sale. Sponsored by Parents Supporting Student Theatre (PSST).

• **Reading College Club** is planning Mixed Choir, Fermata Nowhere and Crescendudes, a trio of RMHS choruses, to kick off the celebration of the group's 2012 Centennial on **Feb. 1, at 7 p.m.** at the Reading Senior Center, 49 Pleasant St. presented by RMHS Music Director Kristin Killian. Call RCC President Davina Shuman at 781-944-7696 for details.

• **Reading Public Library** will host guest speaker Chris Stevens of Keurig as part of its Job Search Skills Series on **Dec. 7, from 7 to 8:30 p.m.** Call the library to register. Citizens Walkthrough, Reading Public Library Building Project – all are invited to attend an informational meeting and behind the scenes tour of the library on **Feb. 4, from 10:30 a.m. to noon.** Thoughts and questions are welcome.

• **Flint Memorial Library** in North Reading will host Downsize Your Stuff on **Jan. 17, at 7 p.m.** when Dave Downs of Downs

Entertainment will discuss ways to get organized. Is it Time for a Career Move? That's the subject to be explored by career consultant Fred Nothnagel on **Feb. 2, at 7 p.m.** Both events sponsored by the Friends.

• **Wilmington Library** will present Learn Your Consumer Rights on **Jan. 11, at 7 p.m.** Undersecretary Barbara Anthony, who heads the Office of Consumer Affairs and Business Regulation, will discuss your rights as a consumer. Registration begins **Dec. 12.**

Hear popular author Jay Atkinson discuss Boston mobsters and gangsters and his book, "Legends of Winter Hill," on **Feb. 2, at 7 p.m.** Registration begins **January 3.** Register for both events online at wilmlibrary.org, Calendar of Events, or call 978-694-2099.

• **Lynnfield Public Library's** BookLovers will discuss "In Patagonia" by Bruce Chatwin on **Jan. 19, from 6:30 to 7:30 p.m.** Join the group for conversation and light refreshments. Curious about Cuisine meets **Feb. 8** (snow date Feb. 9) **at 3 p.m.** to answer the question "Can I Really Make Cheese At Home?" All are welcome! For both events, contact Nancy Ryan at ryan@noblenet.org.

READING MUNICIPAL LIGHT DEPARTMENT

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