

Reading Municipal Light Board of Commissioners

Regular Session

230 Ash Street

Reading, MA 01867

April 27, 2011

Start Time of Regular Session: 7:34 p.m.

End Time of Regular Session: 9:15 p.m.

Attendees:

Commissioners:

Richard Hahn, Chairman

Gina Snyder, First Secretary

Robert Soli, Commissioner

Philip B. Pacino, Vice Chair

Mary Ellen O'Neill, Second Secretary

Staff:

Vinnie Cameron, General Manager

Jeanne Foti, Executive Assistant

Priscilla Gottwald, Community Relations Manager

Kevin Sullivan, E&O Manager

Beth Ellen Antonio, Human Resources Manager

Robert Fournier, Accounting/Business Manager

William Seldon, Senior Energy Analyst

Citizens' Advisory Board

John Norton, Secretary

Guest:

Michael Vigeant, The Center for Research

Ms. O'Neill called the meeting to order and stated that the meeting of the Reading Municipal Light Department (RMLD) Board of Commissioners is being broadcast live at the RMLD's office at 230 Ash Street, Reading, MA. Live broadcasts are available only in Reading due to technology constraints. This meeting was video taped for distribution to the community television stations in North Reading, Wilmington and Lynnfield.

Opening Remarks/Approval of Meeting Agenda

Ms. O'Neill asked the Board members present if there were suggested changes or additions to the agenda. There were none.

Introductions

Ms. O'Neill read from a card sent by customer Sally Hilgendorff in Reading, "that wanted to congratulate us for successfully increasing renewable energy in our power supply portfolio," and asks us "to keep up the fantastic efforts, there are a lot of us out there who are grateful," to RMLD for these efforts.

Ms. O'Neill introduced Citizens' Advisory Board Secretary John Norton.

Presentation – Residential Customer Survey - Michael Vigeant, Center for Research (Attachment 1)

Ms. Gottwald introduced Mr. Michael Vigeant, President of The Center for Research. Ms. Gottwald said that telephone interviews were conducted in February to 400 residential customers within the towns of Lynnfield, North Reading, Reading and Wilmington.

Mr. Vigeant stated that the survey represents a snapshot in time, explaining that the survey was developed to independently and objectively collect views on service provided to customers by RMLD and to measure awareness on a number of key issues. Mr. Vigeant reported that the customer calls were made February 10 to February 17.

Mr. Vigeant highlighted some of the areas within the report as follows:

Rating Area Organizations – Your electric company achieved a 94.9% rating, higher than other types of utilities such as gas (87.6%), water and sewer department (85.2%), internet (79.4%), phone (77.9%) and cable TV (77.1%).

Rating Reading Municipal Light Department – The average positive rating given to RMLD across eight organizational characteristics averaged 92.2%. Mr. Vigeant explained this represents a good number. Of customers who had contact with RMLD, 96.1% indicated they were satisfied with the service; 88.3% of those with contact with an RMLD field representative reported satisfaction.

Presentation – Residential Customer Survey - Michael Vigeant, Center for Research (Attachment 1)

Mr. Vigeant highlighted some of the areas within the report as follows:

Information & Awareness – 58.4% reported that they are aware that the RMLD is a “Community Owned Municipal Utility.” The survey results show that 8% of the customers view themselves as an advocate of RMLD. Mr. Vigeant reported that 83.5% of the customers feel that the RMLD is keeping prices low.

Communication – Mr. Vigeant reported that 90.4% reported reading all or at least some of the *In Brief* Newsletter. The *In Brief* received a 94.4% rating for being informative. Customers prefer dealing with the RMLD via phone by 66%.

RMLD Customer Questions – Mr. Vigeant said that 75.5% of the customers surveyed pay their bills by check. On the Time of Use Rate, 56.6% of customers are not aware of this rate. The RMLD’s website, 52.9% of respondents reported being not interested in using the RMLD’s website for services related to their account or paying their bill. RMLD rebate offers, 60.1% are aware of various rebate offers, but more than a third of customers are not at all aware. The RMLD does a very good or good job of educating the public on electrical industry issues according to 64.8% of respondents. The RMLD purchasing energy from renewable sources, 71.3% “strongly” or “somewhat” support this. 36.4% of customer respondents reported that rates is the most important service characteristic, followed by reliability, 25.7% and customer service at 17.7%.

Overall, the RMLD is viewed by its customer as a very favorable organization with good value. Discussion followed.

Ms. O’Neill thanked Mr. Vigeant for his presentation.

Reorganization of RMLD Board – Election of Officers

Chairman

Ms. Snyder made a motion seconded by Mr. Pacino to nominate Mr. Hahn for Chairman.

Mr. Pacino made a motion seconded by Mr. Hahn to close the nominations.

Motions carried 5:0:0.

Mr. Hahn said that this is his second stint as Chair and gave his heartfelt thanks to Ms. O’Neill for the last two years of hard work as Chairman and said that he will have big shoes to fill.

Vice Chair

Ms. O’Neill made a motion seconded by Chairman Hahn to nominate Mr. Pacino for Vice Chair.

Ms. O’Neill made a motion seconded by Chairman Hahn to close the nominations.

Motions carried 5:0:0.

Mr. Pacino thanked Ms. O’Neill for her work as Chairman for the last two years.

Secretary

Mr. Soli made a motion seconded by Mr. Pacino to nominate Ms. O’Neill as First Secretary.

Motion carried 5:0:0.

Mr. Soli made a motion seconded by Mr. Pacino to close the nominations.

Mr. Soli made a motion to reconsider seconded by Mr. Pacino.

Motions carried 5:0:0.

Mr. Pacino made a motion seconded by Ms. O’Neill for Ms. Snyder as First Secretary.

Mr. Soli made a motion seconded by Mr. Pacino to close the nominations.

Motions carried 5:0:0.

Mr. Soli made a motion seconded by Mr. Pacino to nominate Ms. O’Neill as Second Secretary.

Mr. Pacino made a motion seconded by Mr. Soli to close the nominations.

Motions carried 5:0:0.

Appointment to RMLD Committees

Ms. Snyder made a motion seconded by Mr. Soli that the Board approve the following committees, Accounts Payable and Payroll assignments.

Motion carried 5:0:0.

Budget Committee

Philip Pacino, Chair; Richard Hahn, Mary Ellen O'Neill

General Manager Committee

Richard Hahn, Chair; Mary Ellen O'Neill, Philip Pacino

Power & Rate Committee

Richard Hahn, Chair; Gina Snyder, Robert Soli

Policy Committee

Robert Soli; Chair, Mary Ellen O'Neill, Gina Snyder

Audit (Including Town of Reading Audit)

Philip Pacino, Robert Soli

Joint Committee-Payment to the Town of Reading

Philip Pacino, Robert Soli, Two Citizens' Advisory Board Members
One Reading Selectmen

Assignments

Accounts Payable

Mary Ellen O'Neill

Robert Soli

Gina Snyder

Richard Hahn (First Backup)

Philip Pacino (Second Backup)

Assignments

Payroll – Four Month Rotation

Mary Ellen O'Neill, April-July

Robert Soli, August – November

Richard Hahn, December – March

Philip Pacino (First Backup)

Report from Board Committee (Attachment 2)

Power & Rate Committee – Vice Chair Hahn - Report of April 20 Meeting

Chairman Hahn said that there was a full agenda for the Power & Rate Committee meeting held on April 20. In attendance at this meeting were Ms. O'Neill, Mr. Soli and himself. Chairman Hahn reported that long term power supply was discussed in Executive Session, and it is anticipated that another meeting will take place in May to cover this. Chairman Hahn said that there was a new set of proposed streetlight rates in the last Cost of Service Study (COSS) and that there was a mismatch between the projected revenues in the COSS. Therefore a new set of streetlight rates was being proposed by the General Manager that would close this gap. Chairman Hahn stated that there are different types of rates for different types of lights; if you have a 50 watt incandescent or 400 watt high efficiency you pay a different rate. The rates for most of the lamps will go down. The Power & Rate Committee voted to recommend adoption of the proposed streetlight rates to the Board by a vote of 2:1:0 with Mr. Soli having the dissenting vote. The next item covered was the Commercial C Rate. The Committee recommended changing the on and off peak demand portion of this rate to the Board with a vote of 3:0:0. Chairman Hahn mentioned that the net metering rate was discussed. When a customer installs a solar panel on their side of the electric meter the output can be used to supply their own house which is deducted from the energy one would buy from the RMLD. A technical and rate guideline was proposed for net metering customers, which needed to be put into the form of a tariff and will be addressed at the next committee meeting.

Chairman Hahn said that the committee looked at terms and conditions with no changes made. The RMLD needs to go out for a Request for Proposal for energy supply; the Department has a formal plan in place because it is time to do this again. There was no action required by the Committee on this item.

Chairman Hahn reported that under the green choice program the Department is looking to add real projects to the program. Customers who wanted to support renewable energy could buy into Renewable Energy Certificates with our real power contracts with renewable generation facilities. The RMLD now has RECs and needs to decide how to modify the existing green program to reflect this reality. No action was taken, awaiting a recommendation from the General Manager. A water heater update was also provided with RMLD looking at direct load control devices rather than the time of use to reduce customers' electric usage and cost.

Mr. Soli added that the rates were voted on and these go to the CAB in May then come before the RMLD Board. Mr. Norton said that the next CAB meeting will be May 18.

Policy Committee – Commissioner Soli

RMLD Policy 10, Revision 5. RMLD Credit Card/Petty Cash

Mr. Soli stated that the Policy Committee met earlier this evening to discuss the policy on RMLD Credit Card/Petty Cash. Mr. Soli said that the committee had met prior to this in which suggested changes to the policy had been incorporated in the final copy.

Policy Committee – Commissioner Soli

RMLD Policy 10, Revision 5. RMLD Credit Card/Petty Cash

Mr. Soli reported that the policy states that there will be only one credit card, with the General Manager's name on it, which will be used for company business only. This is needed because there are instances where some companies will only accept a credit card and not a purchase order. This does not bypass the requisition process or the bidding process.

Mr. Soli said that the other instances for credit card use are for travel reservations after the travel request goes through the approval process. It is a limited application for one credit card. Mr. Soli explained that the petty cash vouchers will be aggregated on a monthly basis for approval and sent to the town who will issue a check to reimburse the petty cash. Mr. Soli reported that the Policy Committee voted 3:0:0 to recommend this policy to the Board.

Mr. Pacino asked why the committee has items under 3F: "Each petty cash voucher and the submission of credit card charge slips shall contain a signature line following the statement: "This/these purchase(s) were not excessive, fraudulent or illegal signed under penalty of perjury." Mr. Pacino wanted to know what is the reasoning for this and is it necessary. Mr. Soli explained that under Chapter 164, this is serious stuff. Mr. Pacino said that he does not see the logic behind this.

Mr. Pacino made a motion seconded by Ms. O'Neill to strike the language in 3F from the policy.

Motion carried 4:1:0. Mr. Soli voted against the motion.

Mr. Soli made a motion seconded Ms. O'Neill that the Board accept RMLD Policy Number 10, RMLD Credit Card/Petty Cash with the language in 3F stricken.

Motion carried 4:0:1. Mr. Soli abstained.

Approval of March 30, 2011 Board Minutes

Mr. Pacino made a motion seconded by Ms. Snyder to accept the Regular Session meeting minutes of March 30, 2011 as presented.

Motion carried 4:0:1. Chairman Hahn abstained.

General Manager's Report – Mr. Cameron (Attachment 3)

Mr. Cameron reported that he would like to attend the NEPPA Annual Conference August 21-24 Samoset Resort, Rockland, Maine.

Mr. Pacino made a motion seconded by Ms. Snyder to authorize the General Manager to attend the NEPPA Annual Conference August 21-24 Samoset Resort, Rockland, Maine.

Motion carried 5:0:0.

Messrs. Pacino, Hahn and Soli will be in attendance at the NEPPA Conference. Mr. Cameron said that he will be checking with NEPPA on Ms. Snyder's request for one day attendance at the NEPPA Conference.

Mr. Cameron said that May 1, 2011 will be the live date for its new E-Billing system for both residential and commercial customers. Any residential customer who did not fill out the RMLD update sheet and would like to receive their bill via e-mail should contact the RMLD. Those who provided their e-mail address will be sent an e-mail inviting them to receive their bill electronically. Mr. Cameron reported that Friends and Family Day will take place on June 18 at the Birchmeadow Field by Reading High School. Time of Use rates were advertised in the Chronicle.

Discussion followed.

Financial Report – March, 2011 – Mr. Fournier (Attachment 4)

Mr. Fournier reported on the Financial Report for March 2011 which represents the first nine months for fiscal year 2011.

Mr. Fournier reported that March was a break even month, the RMLD made a little less than \$1,000. The Year to Date Net Income is \$2.2 million. The year to date budgeted Net Income is \$1.2 million which is over budget by \$1.0 million. Mr. Fournier said that the year to date Fuel Revenues exceeded Fuel Expenses by \$100,000. The energy conservation expenses exceeded energy conservation revenues by \$141,000. The Gaw soil remediation is at \$1.2 million bringing the total cost this fiscal year to \$2.3 million.

Financial Report – March, 2011 – Mr. Fournier (Attachment 4)

Mr. Fournier reported major expenses over budget were the Maintenance of Line Transformers account which reflects the Gaw soil remediation expenses and the employee benefits account of \$314,000.

The Depreciation Expense and Voluntary Payments to the Towns are on budget. Cumulatively, all five divisions were over budget by \$500,000 or 3.7% with most of this attributable to the Gaw soil remediation expense.

Discussion followed.

Pension Trust

Mr. Fournier reported on the pension trust, noting that the only change from December 31, 2010 to March 31, 2011 is in the interest income and dividend of \$12,800, bringing the total net assets to \$4.8 million. This amount does not include the RMLD contribution which will be determined by the end of the fiscal year.

Discussion followed.

Power Supply Report – March, 2011– Mr. Seldon (Attachment 5)

Mr. Seldon presented the Power Supply Report for March 2011. Mr. Seldon reported that RMLD's load for March was 58.44 million kilowatt hours, a 0.94% increase compared to March 2010. Energy costs were \$2.94 million which is equivalent to \$.052 per kilowatt hour. RMLD sales totaled approximately 58.5 million kilowatt hours and, as a result, the RMLD overcollected by \$341,000 resulting in a Deferred Fuel Cash Reserve balance of \$2.8 million.

In March, the Fuel Charge Adjustment was \$.056 per kilowatt hour and in April it will decrease by \$.003 to \$.0530 per kilowatt hour. This will result in the RMLD undercollecting by \$22,000 with a Deferred Fuel Cash Reserve balance of \$2.79 million.

Mr. Seldon reported that the RMLD purchased approximately 22% of its energy requirement from the ISO Spot Market at average cost of \$4.63 per kilowatt hour. The RMLD hit a demand of 102,790 kilowatts on March 3, 2011 at 7:00 p.m. compared to the peak of 103,795 kilowatts which occurred in March 15, 2010 at 8:00 p.m. The RMLD's monthly capacity requirement was 213,465 kilowatts. The RMLD paid \$1.578 million for capacity which is equivalent to \$7.11 per kilowatt month.

Mr. Hahn asked for confirmation that RMLD purchased all attributes of the Swift River projects and why the capacity was at \$0. This is due to the fact that two of the three units are not currently supplying capacity.

Mr. Seldon reported that transmission costs for March were \$670,000, a decrease from the February 2011 cost of \$774,000.

Discussion followed.

Engineering and Operations Report – March, 2011 - Mr. Sullivan (Attachment 6)

Gaw Update

Mr. Sullivan reported on the Engineering and Operations Report for March 2011.

Mr. Sullivan said that Gaw had no activity this month. Mr. Sullivan stated that the transfer scheme still needs to be completed. There were no expenditures for the month and the total project cost remains at \$6.84 million.

Chairman Hahn asked if the control wiring was the only thing that needs to be completed. Mr. Sullivan responded, "yes." Chairman Hahn asked if this is going to be complete by July 31. Mr. Sullivan replied, "yes."

Mr. Soli was seeking clarification on the transfer scheme at the substation. Mr. Sullivan explained that one of the last pieces to complete at the substation is the transfer scheme, and its design is being improved.

Mr. Sullivan said that in the variance report there are many projects completed and next month Project 38, 115kV Insulator Project will be completed.

Mr. Sullivan commented on the following projects worked on during the month: Project 1 4W14 Reconductoring – West Street Project – work has begun; Project 5 Chestnut Street – being worked on; Project 36 3W8 Salem Street & Baystate Road – in process; and Project 38 115kV Insulator Project – in process. Mr. Sullivan added that Project 33 4W4 Reconductoring will be carried into fiscal year 2012.

Engineering and Operations Report – March, 2011 - Mr. Sullivan (Attachment 6)

Gaw Update

Mr. Sullivan said that on the service installations one single commercial service was at 55 Jonspin Road in Wilmington. Residential services: there were approximately 25-30 services for the month. In routine construction there were seven cutouts replaced making a total of 307 for fiscal year 2011.

Mr. Sullivan reported on the Reliability Report: the System Average Interruption Frequency Index (SAIFI) is up 12.5 minutes due to repairs made on a couple of feeder outages which affected 1,877 customers. The CAIDI rolling average is down marginally by 2.5 minutes. The Months between Interruptions (MBTI) is decreased by two months as of this month.

Mr. Sullivan provided an update on the reliability statistics number that included wind and snow: number of calls 124, outage incidents 13, customers affected 1,877, feeder outages 2, area outages 5, and service outages 6. Mr. Sullivan commented that this is the first time we have had feeder outages since October, the cause of one was trees, and the second was a failure of the insulator on the switch.

Discussion followed.

General Discussion

Mr. Norton said that he wanted to make a statement on the general budget discussion the Citizens' Advisory Board had last evening. Mr. Norton stated that he has been on the CAB for close to ten years and thought this new format for the Capital and Operating budgets was clearer. Mr. Norton wanted to take the opportunity to compliment the entire RMLD staff within house and in the field. Mr. Norton said that from time to time he receives compliments on RMLD's performance.

Ms. Snyder echoed Mr. Norton's compliments to the RMLD staff. Ms. Snyder said that the satisfaction levels noted in the survey were high and the staff should be complimented accordingly. Chairman Hahn said that he seconds that.

BOARD MATERIAL AVAILABLE BUT NOT DISCUSSED

Rate Comparisons, April, 2011

E-Mail responses to Account Payable/Payroll Questions

Upcoming Meetings

RMLD Board Meetings

Wednesday, May 25, 2011 and Wednesday, June 22, 2011.

Budget Committee and Power & Rate Committees will meet in May, e-mails will be sent to schedule these.

Adjournment

At 9:15 p.m. Mr. Pacino made a motion seconded by Ms. O'Neill to adjourn the Regular Session.

Motion carried 5:0:0.

A true copy of the RMLD Board of Commissioners minutes
as approved by a majority of the Commission.

Gina Snyder, Secretary
RMLD Board of Commissioners



2011
RESIDENTIAL CUSTOMER
SATISFACTION STUDY

Conducted on behalf of



February 2011

STATEMENT OF CONFIDENTIALITY AND OWNERSHIP

All of the analyses, findings, data, and recommendations contained within this report are the exclusive property of Reading Municipal Light Department with offices located in Reading, Massachusetts.

As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, The Center for Research maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondent.

Moreover, no information regarding these findings will be released without the express written consent of an authorized representative of Reading Municipal Light Department.



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INTRODUCTION

The Center for Research (CFR) is pleased to present the results to a 2011 *Customer Satisfaction Study* designed to assist Reading Municipal Light Department (RMLD) in understanding the levels of service satisfaction among customers in its service area.

The study included a telephone survey among customers living in Lynnfield, North Reading, Reading and Wilmington, Massachusetts.

This report summarizes statistics collected from a telephone survey administered during February 10th through February 17th, 2011. This study also tracks results collected from a 2005 benchmark survey of Reading Municipal Light Department customers for comparison.

Reading Municipal Light Department commissioned this study to independently and objectively collect views on service provided to customers by RMLD and also to measure awareness on a number of key issues.

Areas for investigation within this report include:

- Rating area organizations;
- Rating Reading Municipal Light Department;
- Information and awareness on key issues; and
- Demographics.

Section II of this report discusses the methodology used in the study while Section III includes highlights based on an analysis of the findings. Section IV is a summary of findings while Section V is an appendix containing the survey instrument and composite aggregate data.



METHODOLOGY

Using a quantitative research design, CFR completed 401 interviews with Reading Municipal Light Department customers.

Interviews were conducted February 10nd through February 17th, 2011 among Reading Municipal Light Department customers.

Using a list of customers in Lynnfield, North Reading, Reading and Wilmington provided by RMLD, CFR created an nth name stratified sample to ensure randomness. This sample was used by CFR researchers to call prospective respondents.

Survey design at CFR is a careful, deliberative process to ensure fair, objective and balanced surveys. Staff members, with years of survey design experience, edit out any bias. Further, all scales used by CFR (either numeric, such as one through ten, or wording such as strongly agree, somewhat agree, somewhat disagree or strongly disagree) are balanced evenly. And, placement of questions is carefully accomplished so that order has minimal impact.

Training of the researchers and a pre-test both occurred during the first night of fielding, which took place on February 10th, 2011.

All telephone interviews were conducted from CFR headquarters located in Meriden, Connecticut. Research was conducted primarily during the hours of 5:00 p.m. and 9:00 p.m. weekdays and 10:00 a.m. and 4:00 p.m. on weekends.

CFR used a callback procedure to ensure the randomness of the sample and to reduce non-response bias. When a randomly selected customer was not available during the first telephone contact, additional callbacks were made in order to complete the interview. A demographic profile of respondents may also be found in the Appendix of this report.

CFR researchers and senior staff completed all facets of this *Customer Satisfaction Study*. These aspects included: survey design, sample stratification, pre-test, fielding, editing, coding, computer programming, analysis and report preparation.

Statistically, a sample of 401 completed telephone interviews represents an accuracy level of +/- 5.0% at the midpoint of a 95% confidence level.

In theory, a sample survey of Reading Municipal Light Department customers would differ no more than +/- 5.0% than if all customers were contacted and included in the survey.

That is, if random probability sampling procedures were reiterated over and over again, sample results may be expected to approximate larger population values within +/- 5.0%.



HIGHLIGHTS

RATING AREA ORGANIZATIONS

- With “don’t know” responses removed from the data, respondents reported the following positive ratings (1-4 on a ten point scale) for a list of area organizations and companies providing services to them.
 - Your electric company (94.9%)
 - Your gas company (87.6%)
 - Your water and sewer department (85.2%)
 - Your internet provider (79.4%)
 - Your phone company (77.9%)
 - Your cable TV company (77.1%)

RATING READING MUNICIPAL LIGHT DEPARTMENT

- The average positive rating given to RMLD across eight organizational characteristics was 76.8% in 2011 (from 77.4% in 2005). This moves to 92.2% when “don’t know” responses were removed from the data (from 92.8% in 2005).
- Importantly, when “don’t know” responses were included, the lowest rating was recorded for “Community service” (54.1%), however, when “don’t know” responses were removed, this number moved to a positive rating of 91.2%. This shift shows an opportunity for education among residents to show the ways RMLD is involved in the local community.
- Of the 44.6% (or 179 respondents) who had contact with RMLD, 96.1% (from 95.8% in 2005) reported being “very satisfied” (81.6% in 2011 from 82.4% in 2005) or “somewhat satisfied” (14.5% in 2011 from 13.4% in 2005) with the customer service employee that handled their call or visit.
- Of the 15.0% (or 60 respondents) who had contact with an RMLD field representative, 88.3% (from 97.3% in 2005) reported being “very satisfied” (78.3% in 2011 from 81.1% in 2005) or “somewhat satisfied” (10.0% in 2011 from 16.2% in 2005) with the way the employee handled the visit. Readers should note the decrease in satisfaction is completely attributed to an increase in “Don’t know” responses (11.7% in 2011 from 2.7% in 2005) and not due to dissatisfied ratings.

INFORMATION & AWARENESS

- Nearly three-fifths of all respondents, 58.4% (from 72.5% in 2005), reported Reading Municipal Light Department is a “Community Owned Municipal Utility,” while another 16.5% (from 9.5% in 2005) believed it is a “Business or Private Investor Owned



Company.” Remaining respondents, 25.2% (from 18.0% in 2005), reported to be “unsure.” Readers should note, after running a number of cross tabulations, it appears the largest percentage of respondents providing an incorrect or “unsure” response are comprised of those age 65 or older and those having lived in town more than 30 years.

- While 8.0% of respondents (from 2.5% in 2005) reported being “an advocate of RMLD,” 30.9% (from 22.8% in 2005) reported being a “loyal customer” and 59.1% (from 73.5% in 2005) reported being a “satisfied customer.”
- Importantly, more than four-fifths of respondents, 83.5%, either “strongly agreed” (45.6%) or “somewhat agreed” (37.9%) that RMLD is doing all it can to keep customer prices low regardless of changing fuel prices and economic factors.
- The top reported measures that respondents have taken to lower energy usage or reduce energy consumption in their homes were:
 - Turned off lights (58.4%)
 - Purchased/replaced home appliances/equipment with energy efficient models (19.5%)
 - Applied weather stripping or purchased efficient measures like insulation for roof, door, wall or window (18.7%)
 - Purchased/switched to energy efficient light bulbs (18.5%)
 - Turned off/reduced use of electronics (TV, computer, etc.) (12.7%)
- The most frequently reported measures that respondents reported they plan to take in the future to lower energy usage or reduce energy consumption in their homes were:
 - No action planned (60.1%)
 - Turn off lights (16.0%)
 - Apply weather stripping or purchased efficient measures like insulation for roof, door, wall or window (9.7%)
 - Purchase/replaced home appliances/equipment with energy efficient models (7.0%)
 - Use less hot water (4.0%)
- Reported barriers that prevent respondents from implementing measures or actions that might reduce energy consumption in their home were:
 - None (69.3%)
 - Money/cost (17.5%)
 - Lack of information or guidance (3.0%)
 - Kids (2.0%)
- Reported drivers that currently motivate respondents to modify habits and behaviors to actively conserve electricity in their home were:
 - Financial/cost incentive (66.1%)
 - Environmental (20.9%)
 - Fuel cost increases (16.5%)
 - Nothing- have always actively conserved (9.0%)



- While more than two-fifths of respondents, 40.9%, reported currently looking for information about RMLD in the “utility’s bill insert,” significant percentages of respondents report going to the “website” (25.7%) or looking in the “utility’s newsletter/brochure” (15.0%).
- When asked where they would prefer to look for information, 35.2% reported “utility’s bill insert.” This was followed by “website” (31.4%) and the “utility’s newsletter/brochures” (16.2%).

COMMUNICATION

- Of the 83.3% (or 334 respondents) who recalled receiving “In Brief,” 90.4% reported reading all or at least some of it.
- Overall, the large majority of respondents, 94.4%, reported that “In Brief” is either “very good” (46.7%) or “good” (47.7%) on being informative.
- Two-thirds of all respondents, 66.8%, reported that their preferred method of communicating with RMLD is through the “phone.”

RMLD CUSTOM QUESTIONS

- While the vast majority of respondents, 86.0%, reported not using or participating in any social media websites, 9.2% reported they would like to interact with RMLD through “Facebook.”
- Three-quarters of respondents, 75.5%, reported they currently pay their RMLD bill via “mail check” (44.6%) or “direct payment from checking account” (30.9%)
- More than half of all respondents, 52.9%, reported being “not at all interested” in using RMLD’s website for a number of services related to their electric account and paying their bill.
- Importantly, more than half of all respondents, 56.6%, reported being “not at all aware” that they can reduce their electric bill by choosing the time-of-use rate.
- One fifth of all respondents, 20.4%, reported being either “very likely” (4.7%) or “somewhat likely” (15.7%) to purchase an electric vehicle within the next five years.
- While three-fifths of respondents, 60.1%, reported to be either “very aware” (37.4%) or “somewhat aware” (22.7%) of various RMLD rebate offers, more than one-third, 35.7%, reported to be “not at all aware.”
- Nearly two-thirds of respondents, 64.8%, reported that RMLD does a “very good” (21.7%) or “good” (43.1%) job of educating the public on electrical industry issues.



- Three-quarters of respondents, 75.9%, reported to be either “very aware” (38.7%) or “somewhat aware” (37.2%) of various RMLD’s services, while 17.7% reported to be “not at all aware.”
- Nearly three-quarters of respondents, 71.3% reported they either “strongly support” (44.1%) or “somewhat support” (27.2%) RMLD purchasing energy from renewable sources.
- Finally, more than one-third of respondents, 36.4%, reported that “rates” are the most important service characteristic. This was followed by “reliability” (25.7%) and “customer service” (17.7%).



SUMMARY OF FINDINGS

All respondents interviewed reported to researchers to being at least eighteen years of age, one of the heads of the household and currently a customer of and receive a regular monthly electric bill from Reading Municipal Light Department.



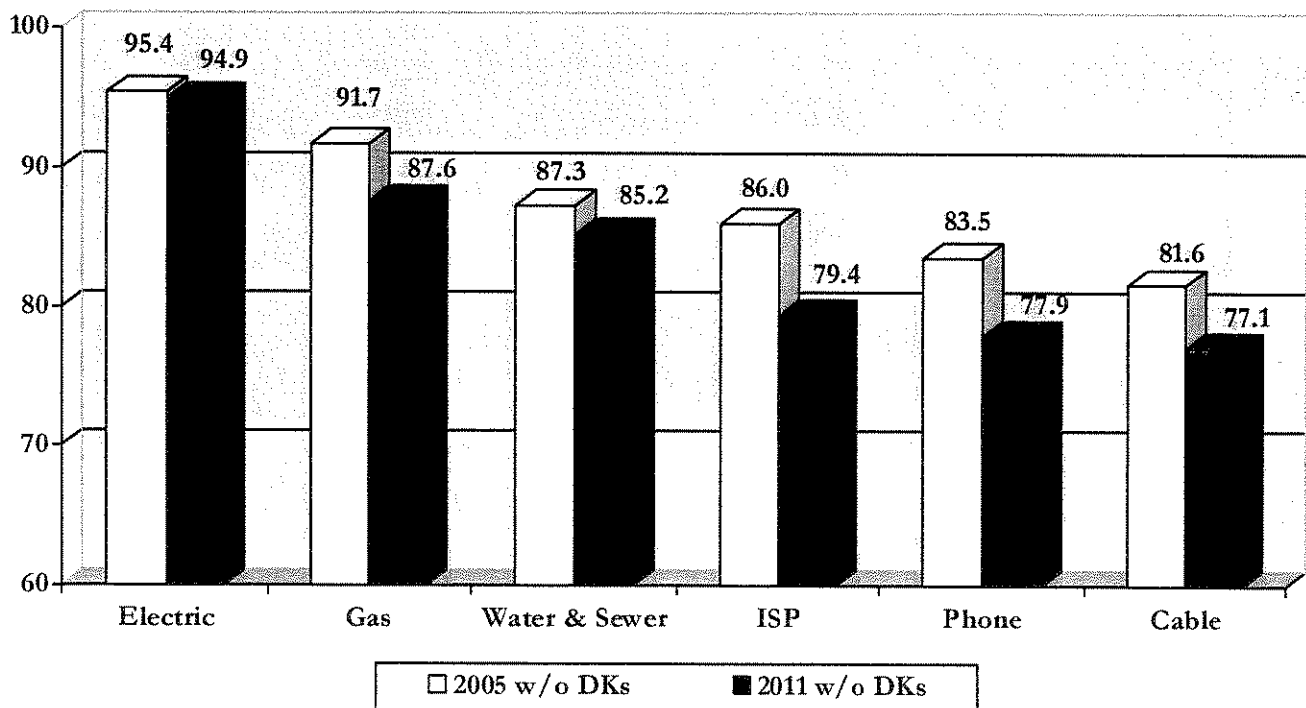
RATING AREA ORGANIZATIONS

Respondents were asked: "Please think for a moment about the overall quality of customer service you receive from area organizations. As I read a list of area organizations and companies providing services to you, please rate each on the quality of their overall customer service. Please use a scale of one to ten where one is very good and ten is very poor."

The following table presents the cumulative totals for those respondents offering a rating of 1-4 (positive) on the ten-point scale for both 2005 and 2011. The second and fourth columns in the table present the results including those respondents offering a "don't know" response, while the third and final columns present the results with "don't know" responses removed from the data.

<i>Service Organizations</i>	<i>2005 With DKs</i>	<i>2005 w/o DKs</i>	<i>2011 With DKs</i>	<i>2011 w/o DKs</i>
Your electric company	93.3%	95.4	92.5	94.9
Your gas company	49.5	91.7	35.2	87.6
Your water and sewer department	69.0	87.3	64.6	85.2
Your internet provider	61.3	86.0	67.3	79.4
Your phone company	81.3	83.5	75.6	77.9
Your cable TV company	74.5	81.6	72.1	77.1

Positive Ratings for Service Companies



RATING READING MUNICIPAL LIGHT DEPARTMENT

Researchers read a list of “different organizational characteristics” and asked those surveyed to rate the job Reading Municipal Light Department is doing in those areas. Again, a scale of one (1) to ten (10) was employed.

<i>Organizational Characteristics</i>	<i>2005 w/DK's</i>	<i>2005 w/o DK's</i>	<i>2011 w/ DK's</i>	<i>2011 w/o DK's</i>
Reliable service	95.8%	97.7	96.0	97.5
Helpful and knowledgeable staff	71.8	96.6	71.1	96.3
Honesty/Integrity	86.8	96.1	86.3	96.1
Communicating with customers	83.0	94.6	83.3	94.6
Responsiveness to customers	79.5	95.2	76.6	93.9
Community service	57.3	92.7	54.1	91.2
Helping customers conserve electricity	76.3	91.0	72.8	86.6
Rates	68.8	78.3	73.8	81.1
Average	77.4	92.8	76.8	92.2

In an open-ended format question, those who provided unfavorable responses (8-10 rating) to any of the organizational characteristics above were asked to provide the reason why.

<i>Why poor ratings? (Rating of 8-10)</i>	<i>2005 (N=7)</i>	<i>2011 (N=25)</i>
High rates	85.7%	32.0
Bill too high/too expensive	---	32.0
Poor communication	---	24.0
A lot of outages	---	4.0
Need more information on how to conserve	---	4.0
Denied rebate	---	4.0
Problem receiving a discount which was promised	14.3	---



Researchers continued and asked each respondent *“Please think back to the last time you called or visited an office of Reading Municipal Light Department for any reason.”*

Nearly one-quarter of all respondents, 23.7%, indicated having “had contact with Reading Municipal Light Department in the past year,” while 53.4% stated they “had no contact with Reading Municipal Light Department.”

<i>Contact with RMLD?</i>	<i>2005</i>	<i>2011</i>
Less than 6 months ago	9.0%	14.5
6 months to 1 year ago	11.5	9.2
Over one year ago	15.0	20.9
Did not call or visit	62.8	53.4
Don't know	---	2.0

For those who indicated having contact with Reading Municipal Light Department in the past (44.6%), researchers asked, overall, how satisfied they were with the customer service employee that handled their call or visit.

<i>Customer Service Satisfaction</i>	<i>2005 (N=142)</i>	<i>2011 (N=179)</i>
Very satisfied	82.4%	81.6
Somewhat satisfied	13.4	14.5
Somewhat dissatisfied	3.5	1.7
Very dissatisfied	---	0.6
Don't know/unsure	0.7	1.7
Total satisfied	95.8	96.1
Total dissatisfied	3.5	2.3

Again, researchers probed those respondents indicating some level of dissatisfaction in the previous question by asking why they were dissatisfied. The question was asked in an open-ended format and provided the following results:

<i>Reason for Dissatisfaction</i>	<i>2011 (N=4)</i>
Did not show up	25.0%
Lack of assistance	25.0
No one got back to me	25.0
Rushed tree job	25.0



Those respondents having contact with Reading Municipal Light Department (44.6%) were asked to report the purpose of their call. The table below identifies the results as compared with the previous study.

<i>Purpose for contact</i>	<i>2005 (N=142)</i>	<i>2011 (N=179)</i>
Outage	35.2%	19.6
To pay bill	---	19.6
Don't know/Unsure	9.9	12.8
High bill question	7.7	7.3
Question on bill (Not complaint)	21.8	6.1
Service call	10.6	6.1
Rebate	---	4.5
Downed Wire/Wire issue	---	3.9
Install service	2.1	3.4
Pick up calendar/light bulbs	---	3.4
Schedule a visit	---	2.8
Streetlight issue	---	2.8
Address change	1.4	1.7
Request meter check	1.4	1.7
Power surge protection	0.7	1.7
Disconnect service	0.7	1.1
Energy audit	---	0.6
Payment arrangement	---	0.6
Tree maintenance	---	0.6
Other	8.5	---

Similar to the question posed for contact with *customer service employees*, researchers asked each respondent when the last time a field service employee from Reading Municipal Light Department visited their home for any reason.

A small amount of all respondents, 15.0%, reported a visit from a RMLD field representative in the past, while more than four-fifths, 81.8%, stated a field representative had not visited their home.

<i>Visit from Reading Field Representative?</i>	<i>2005</i>	<i>2011</i>
Less than 6 months ago	1.5%	3.0
6 months to 1 year ago	2.8	1.5
Over one year ago	5.0	10.5
Did not visit	89.8	81.8
Don't know/unsure	1.0	3.2



Those respondents (15.0% or 60 respondents) reporting a visit from a field service employee were then asked how satisfied they were with the way the employee handled the visit.

<i>Field Representative Satisfaction</i>	<i>2005 (N=37)</i>	<i>2011 (N=60)</i>
Very satisfied	81.1%	78.3
Somewhat satisfied	16.2	10.0
Somewhat dissatisfied	---	---
Very dissatisfied	---	---
Don't know/unsure	2.7	11.7
<i>Total satisfied</i>	<i>97.3</i>	<i>88.3</i>
<i>Total dissatisfied</i>	<i>---</i>	<i>---</i>

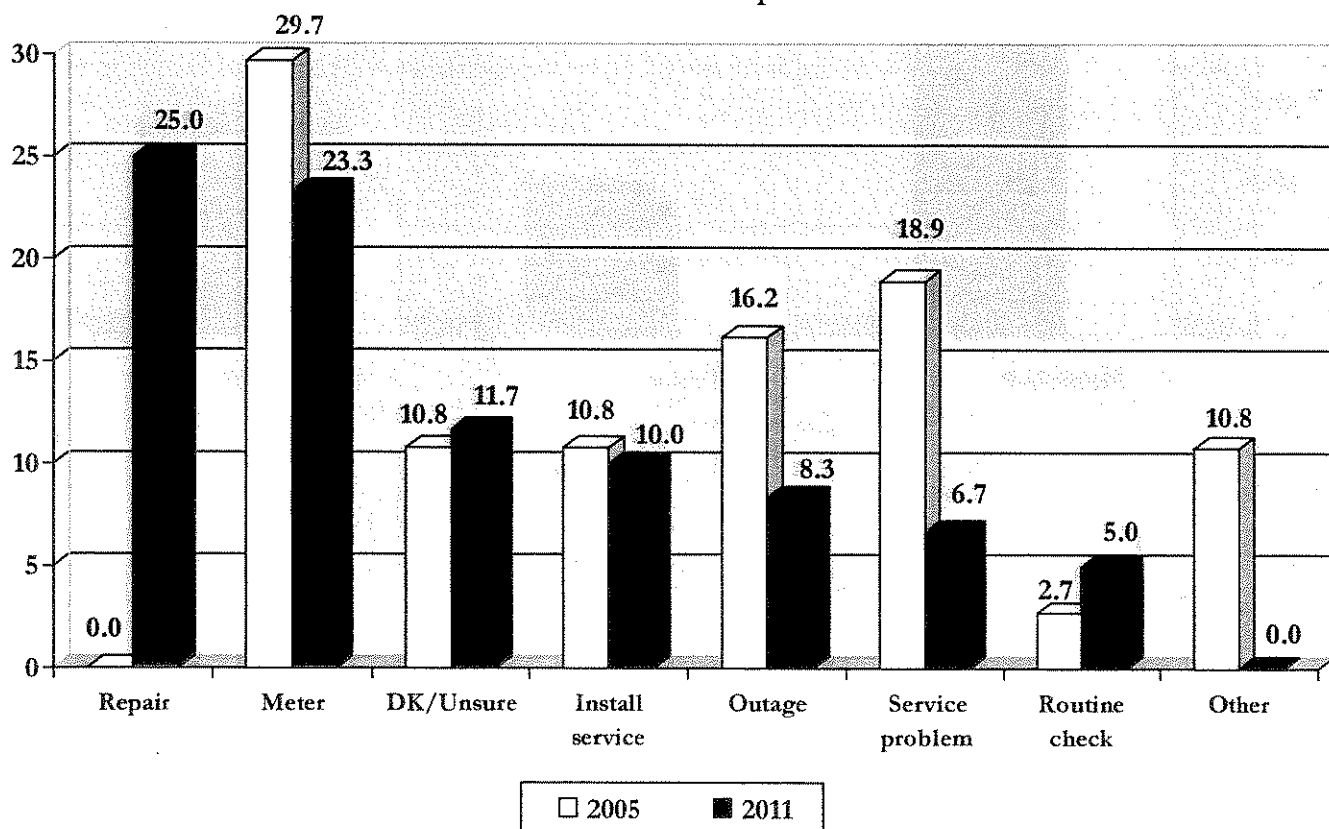


All respondents reporting a visit from a field representative were asked to provide researchers with the purpose for the visit.

A complete list of reasons is presented in the table below.

<i>Reason for visit from field representative</i>	<i>2005 (N=37)</i>	<i>2011 (N=60)</i>
Repair	---%	25.0
Meter	29.7	23.3
Don't know/unsure	10.8	11.7
Install service	10.8	10.0
Outage	16.2	8.3
Service problem	18.9	6.7
Routine check	2.7	5.0
Audit	---	3.3
Question on bill (higher than usual)	---	3.3
Disconnect service	---	1.7
Power surge protection	---	1.7
Other	10.8	---

Reason for field rep visit

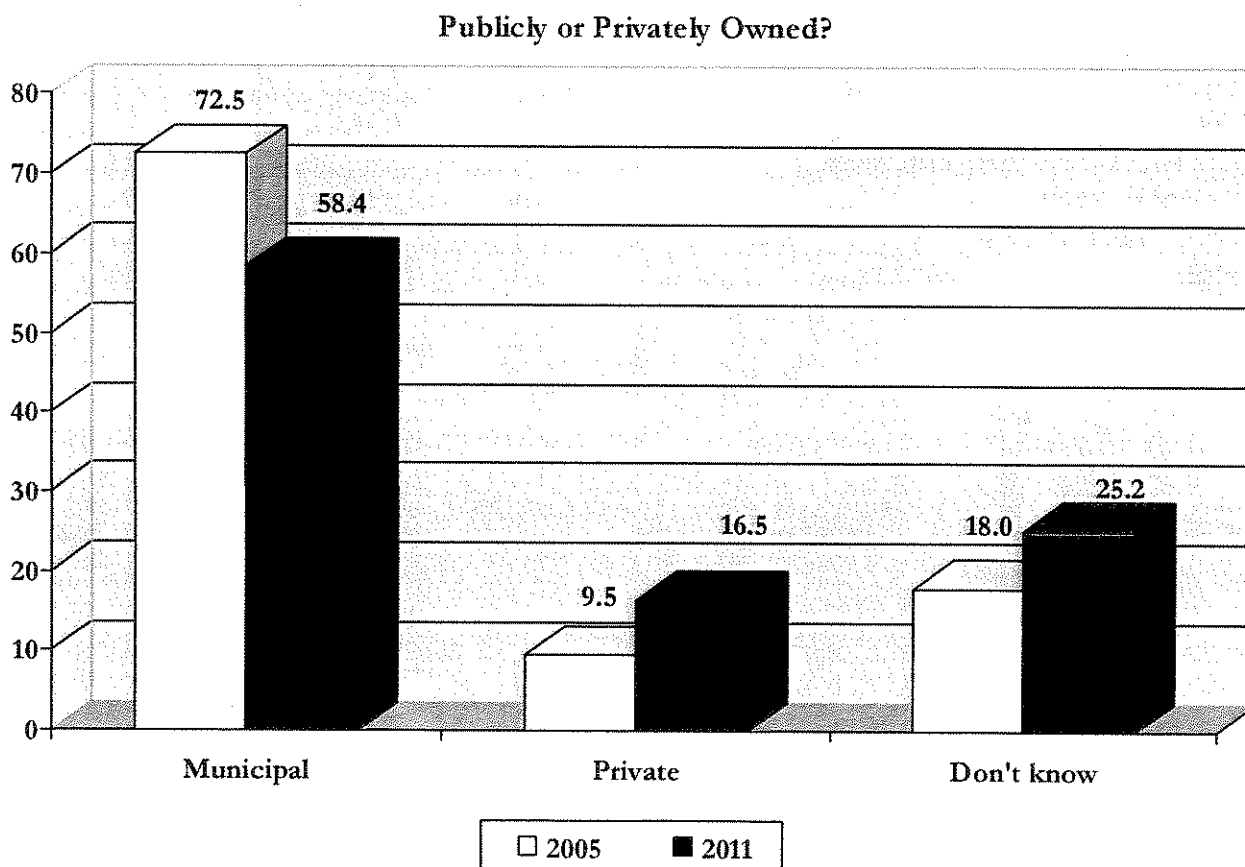


INFORMATION & AWARENESS

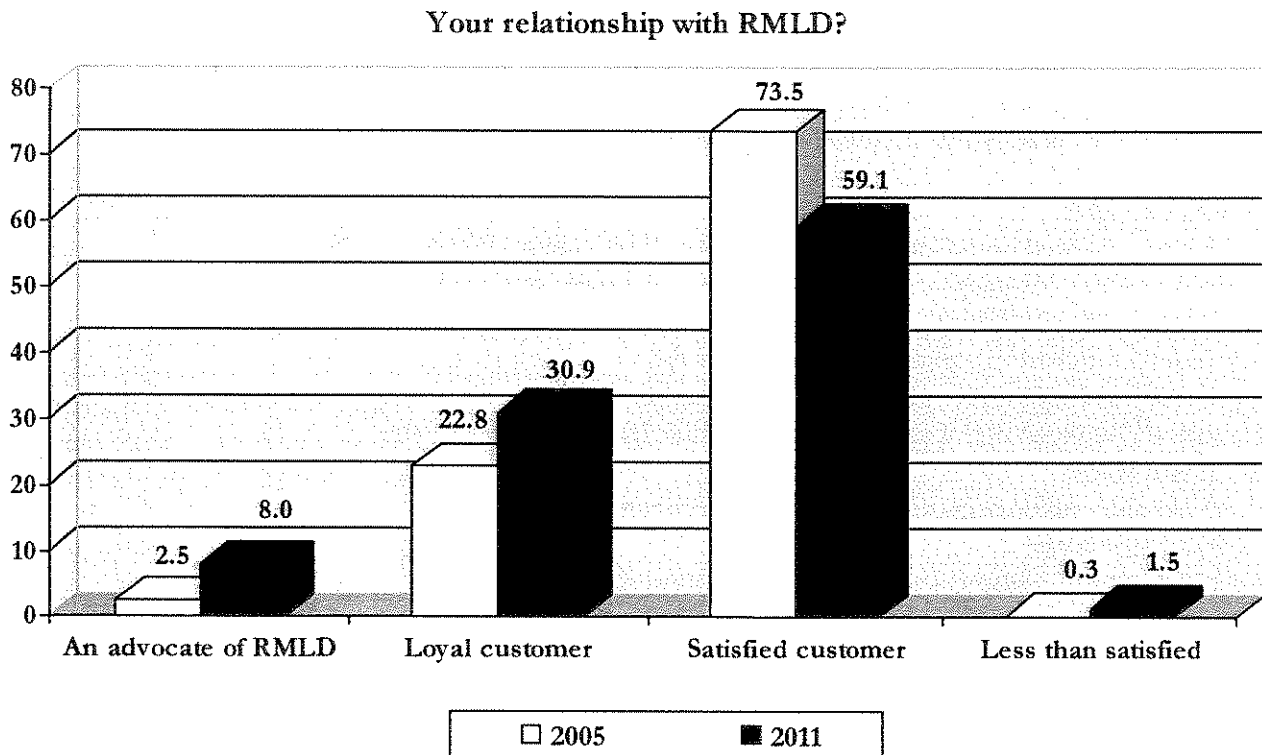
All respondents were asked by researchers to indicate if their electric company was a “Community Owned Municipal Utility” or a “Business Owned or Private Investor Owned Company.”

Over half of all respondents, 58.4%, reported RMLD is a “Community Owned Municipal Utility,” while another 16.5% believe it is a “Business or Private Investor Owned Company.” The remaining respondents, 25.2%, reported to be “unsure.”

Results for 2005 and 2011 are presented in the table below.



All respondents were asked to describe their relationship Reading Municipal Light Department. The chart below presents the results as collected.



In a question new to the 2011 survey, all respondents were asked if they strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statement: *“Regardless of changing fuel prices and economic factors, Reading Municipal Light Department is doing all it can to keep customer prices low.”*

As presented in the following table, over four-fifths of respondents, 83.5%, either “strongly agree” (45.6%) or “somewhat agree” (37.9%) that RMLD is doing all it can to keep customer prices low.

<i>RMLD is doing all it can to keep customer prices low...</i>	<i>2011</i>
Strongly agree	45.6%
Somewhat agree	37.9
Somewhat disagree	4.7
Strongly disagree	3.7
Don't know/unsure	8.0
<i>Total agree</i>	<i>83.5</i>
<i>Total disagree</i>	<i>8.4</i>



Respondents were asked what measures, if any, they or others in their home may have taken to lower energy usage or reduce energy consumption in their home.

Over half of respondents, 58.4% suggested they “turned off lights” as the primary measure taken to lower energy usage. Readers should not multiple responses were accepted and presented in the table below.

<i>Measures you <u>have taken</u> to lower energy usage?</i>	<i>2011</i>
Turned off lights	58.4%
Purchased/replaced home appliances/equipment with energy efficient models	19.5
Applied weather stripping or purchased efficient measures like insulation for roof, door, wall or window	18.7
Purchased/switched to energy efficient light bulbs	18.5
Turned off/reduced use of electronics (TV, computer, etc.)	12.7
Turned off/reduced use of small appliances (hair dryer, alarm clock, etc.)	12.2
No action taken	8.7
Used less air conditioning (turned off more frequently)	8.2
Used less hot water	6.0
Switched electric appliances to natural gas or other fuel source	4.2
Remodeling projects with focus on increased energy efficiency ratings	4.0
Washed clothes/dishes using cold water rather than hot/ran full loads/used less	3.5
Used less air conditioning (set on warmer temperature)	2.0
Lowered thermostat	2.0
Used appliances during off-peak periods	1.7
Closed off rooms/area of home to use	1.5
Cooked less/used grill more frequently	1.2
Hung clothes to dry or used dryer less	0.7
Solar panels	0.7
Had an energy audit	0.5
Turned off pool, spa, sauna, waterbed, sprinklers or irrigation pumps	0.2
Refused/don't know/unsure	0.2
Disconnected/got rid of second refrigerator or freezer	0.2
Less people in home (travel, death, etc.)	0.2



Respondents were asked what measures, if any, they or others in their home may **plan to** take in order to lower energy usage or reduce energy consumption in their home.

Three-fifths of all respondents, 60.1% reported they plan on taking no action. The table below presents the results as collected. Multiple responses were once again accepted.

<i>Measures you plan to take to lower energy usage?</i>	<i>2011</i>
No action planned	60.1%
Turn off lights	16.0
Apply weather stripping or purchase efficient measures like insulation for roof, door, wall or window	9.7
Purchase/replace home appliances/equipment with energy efficient models	7.0
Use less hot water	4.0
Remodeling projects with focus on increased energy efficiency ratings	2.7
Switch to/purchase energy efficient light bulbs	2.7
Turn off/reduce use of electronics (TV, computer, etc.)	2.5
Switch electric appliances to natural gas or other fuel source	2.2
Refused/don't know/unsure	2.2
Use less air conditioning (turned off more frequently)	2.0
Turn off/reduce use of small appliances (hair dryer, alarm clock, etc.)	2.0
Use less air conditioning (set on warmer temperature)	1.0
Wash clothes/dishes using cold water rather than hot/ran full loads/used less	0.7
Have a home energy audit	0.5
Solar panels	0.5
Disconnect/get rid of second refrigerator or freezer	0.2
Close off rooms/area of home to use	0.2
Use appliances during off-peak periods	0.2
Cook less/use grill more frequently	0.2
Turn off pool, spa, sauna, waterbed, sprinklers or irrigation pumps	---
Hang clothes to dry or used dryer less	---



Respondents were asked what barriers may prevent them from implementing any measures or actions that might reduce energy consumption in their home.

The table below presents the barriers reported.

<i>Barriers to conserving electricity...</i>	<i>2011</i>
None	69.3%
Money/cost	17.5
Don't know/unsure	3.0
Lack of information or guidance	3.0
Kids	2.0
Time	1.5
Old house	1.5
Rent/apartment	1.5
Other	1.2

As a follow-up, respondents were asked what factors currently motivate or drive them to modify habits and behaviors and actively conserve electricity.

The table below presents the drivers most frequently reported.

<i>Drivers to conserve electricity...</i>	<i>2011</i>
Financial/cost incentive	66.1%
Environmental	20.9
Fuel cost increases	16.5
Nothing- have always actively conserved	9.0
Don't know/unsure	3.5
Nothing- don't try to conserve and don't plan to	3.0
Increased knowledge/knowing what to do	1.2
Pressure from kids	0.5
Special rates (peak or time-of-use)	0.5



All respondents were read a short list of products and services and asked for each how likely they might be to participate in if the product or service were available from Reading Municipal Light Department.

A detailed list of results is presented in the table below.

<i>Program or service</i>	<i>Yes, have & will in future</i>	<i>Yes, have & won't in future</i>	<i>No, plans for future</i>	<i>No, no plans for future</i>	<i>Don't know</i>
Rebates on energy efficient appliances or lighting	44.9%	4.5	18.7	28.7	3.2
Low or no cost home energy audit services on energy efficiency	17.2	6.5	17.0	52.9	6.5
On-peak/off-peak billing for your electric rates	14.7	3.2	12.0	45.4	24.7
Seminars and presentations on reducing electricity costs and consumption	5.2	1.0	12.7	78.3	2.7

All respondents were asked to indicate where they currently look for information about RMLD. The largest number of 2011 respondents, 40.9%, reported looking at the "Utility's Bill Insert."

The table below presents responses as collected. Readers should note that multiple responses were accepted.

<i>Where do you currently look for information on RMLD?</i>	<i>2011</i>
Utility's bill insert	40.9%
Website	25.7
Utility's newsletter/brochure	15.0
None/don't look for information	11.0
Direct contact	8.7
Newspaper stories	7.0
Direct mail	6.2
Newspaper ads	5.7
Friends and co-workers	1.5
Don't know/unsure	1.2
Phone	1.0
Television ads	0.7
Television stories	0.2
Community organizations	0.2



As a follow-up, all respondents were asked to indicate where they **would prefer** to look for information about RMLD. The largest number of 2011 respondents, 35.2%, reported preferring “Utility’s Bill Insert.”

<i>Where would you prefer to look for information on RMLD?</i>	<i>2011</i>
Utility’s bill insert	35.2%
Website	31.4
Utility’s newsletter/brochures	16.2
Direct contact	8.2
None	7.2
Newspaper stories	7.0
Direct mail	6.5
Newspaper ads	4.0
E-mail	1.5
Television ads	1.0
Friends and co-workers	1.0
Phone	1.0
Don’t know/unsure	0.7
Radio ads	0.5
Community organizations	0.5
Television stories	0.2
Radio stories	0.2

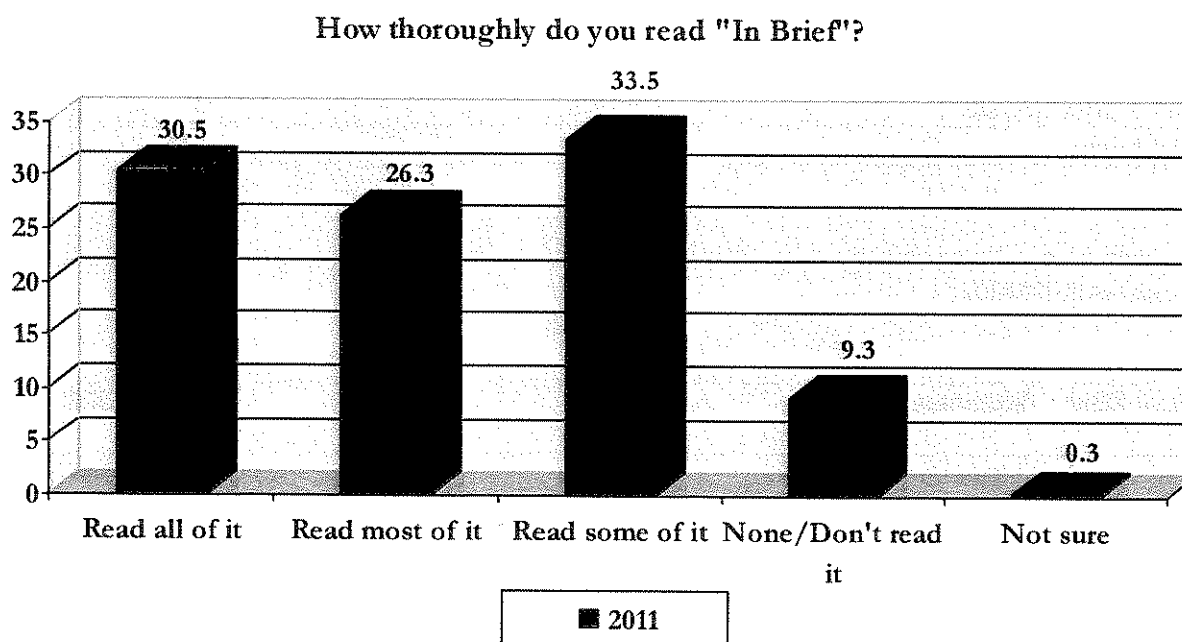


COMMUNICATION

When asked, over four-fifths of all respondents, 83.3%, recalled receiving the Reading Municipal Light Department newsletter called "In Brief" included with their bills.

Those recalling the newsletter (83.3%) were then asked to indicate how thoroughly they usually read the newsletter.

As presented in the chart below, the majority of respondents, 90.4%, reported reading all or at least some of the newsletter.



Those reading all or at least a portion of the newsletter were then asked to rate "In Brief" on being informative.

The clear majority of respondents, 94.4%, suggested "In Brief" is either "very good" (46.7%) or "good" (47.7%) on being informative.

<i>How would you rate "In Brief" on being informative?</i>	<i>2011 (N=302)</i>
Very good	46.7%
Good	47.7
Poor	2.0
Very poor	0.3
Don't know/unsure	3.3
Total informative	94.4
Total uninformative	2.3



RMLD CUSTOM QUESTIONS

All respondents were asked to indicate their preferred method of communication with RMLD.

As presented in the following table, over two-thirds of respondents, 66.8%, reported their preferred method of communicating with RMLD is through "phone."

<i>What is your preferred method of communication with RMLD?</i>	<i>2011</i>
Phone	66.8%
Email	15.5
Mail	13.2
In person/direct contact	2.2
Don't Know/unsure	2.2
Social Media	---

As a follow-up, all respondents were asked what social media sites, if any, they would like to use to interact with RMLD.

<i>Social Media Websites...</i>	<i>2011</i>
Don't use/participate in social media	86.0%
Facebook	9.2
Don't know/unsure	3.2
Twitter	0.7
LinkedIn	0.7
Other	---



Respondents were then asked to indicate their current primary method for paying their RMLD bill. Nearly half of respondents, 44.6% stated that “mail check” was the method they primarily used.

<i>Payment method</i>	<i>2005</i>	<i>2011</i>
Mail check	61.8%	44.6
Direct payment from checking account online	10.5	30.9
Drop off payment at 230 Ash St.	8.8	8.7
Credit card	3.8	7.0
Drop off at a payment box (other than 230 Ash St.)	7.0	6.5
Check/debit payment over phone	---	0.7
Credit card payment over phone	---	0.5
Not the bill payer in the home	---	0.5
Don't know unsure	---	0.5
Online payment	6.0	---

When asked how they currently access the internet, over two-fifths of respondents, 42.9%, reported having access to the internet “at both home and work.”

<i>Access to the internet</i>	<i>2011</i>
At both home and work	42.9%
At home	39.2
Do not have access to the internet	16.2
Don't know/unsure	1.2
At work	0.5



All respondents were read the following statement: "How interested are you in using the RMLD website for services such as paying monthly bills, accessing account information, changing an address, setting up new service, terminating existing service, energy audits, signing up for budget payment plans or other services? Would you say..."

As presented in the following table, more than two-fifths of respondents, 41.6%, reported being either "very interested" (24.9%) or "somewhat interested" (16.7%) in using the RMLD website for the above mentioned services.

<i>Interest in using RMLD's website?</i>	<i>2011</i>
Very interested	24.9%
Somewhat interested	16.7
Somewhat uninterested	4.5
Not at all interested	52.9
Don't know/unsure/need more information	1.0
<i>Total interested</i>	<i>41.6</i>
<i>Total uninterested</i>	<i>57.4</i>

All respondents were asked how aware they were of the option to reduce their electric bill by selecting the time-of-use rate. While nearly two-fifths of all respondents, 37.9%, reported they were "very" (16.0%) or "somewhat aware" (21.9%), another 60.6% said they were "somewhat unaware" (4.0%) or "not at all aware" (56.6%).

<i>Aware of time-of-use rates?</i>	<i>2011</i>
Very aware	16.0%
Somewhat aware	21.9
Somewhat unaware	4.0
Not at all aware	56.6
Don't know/unsure	1.5
<i>Total aware</i>	<i>37.9</i>
<i>Total unaware</i>	<i>60.6</i>



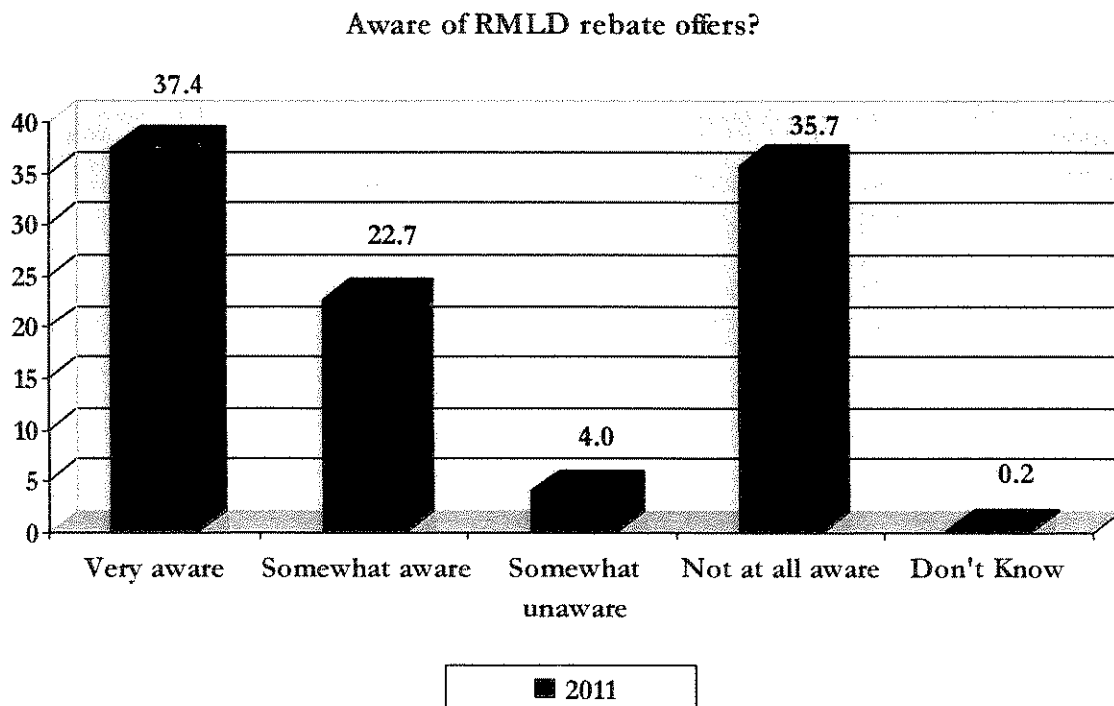
Following, all respondents were asked how likely they might be to purchase an electric vehicle in the next five years.

While one-fifth of all respondents, 20.4% reported being “very” (4.7%) or “somewhat likely” (15.7%) to purchase an electric vehicle within the next five years, three-quarters of respondents, 74.4% reported being “somewhat unlikely” (8.5%) or “not at all likely” (65.8%).

<i>How likely to buy an electric vehicle in the next five years?</i>	<i>2011</i>
Very likely	4.7%
Somewhat likely	15.7
Somewhat unlikely	8.5
Not at all likely	65.8
Don't know/unsure	5.2
Total likely	20.4
Total unlikely	74.4

All respondents were then read the following statement: “How aware are you that RMLD offers rebates on items such as: appliance rebates ranging from \$25 to \$100 on Energy Star appliances, a \$10 rebate on smart strip power strips and rebates on a photovoltaic (solar) installation.”

As indicated in the chart below, three-fifths of respondents, 60.1%, suggested they were aware of RMLD’s rebate programs.



All respondents were asked if they are currently using oil to heat their hot water, and subsequently, would they consider changing to an electric hot water heater if installation and maintenance costs were less than replacing their current method and operating costs were about the same.

Just over two-fifths of respondents, 43.6%, reported “no, I would not consider changing from oil,” while less than one-fifth, 16.5%, reported “yes, I would consider changing from oil to electric.”

<i>Would you consider the switch from oil to electric to heat hot water?</i>	<i>2011</i>
No, would not consider changing from oil	43.6%
Don't know/unsure	18.7
Yes, would consider changing from oil to electric	16.5
I use gas	12.2
Already using electric hot water heater	9.0

When asked to rate RMLD on educating the public about relevant issues in the electric industry, the majority of respondents, 64.8%, rated RMLD as being “very good” (21.7%) or “good” (43.1%) at educating the public on issues in the electric industry.

<i>How well does RMLD educate the public on electrical industry issues?</i>	<i>2011</i>
Very good	21.7%
Good	43.1
Poor	6.0
Very poor	1.5
Not applicable/don't seek information about electric industry	15.7
Don't know/ unsure	12.0
<i>Total good</i>	<i>64.8</i>
<i>Total poor</i>	<i>7.5</i>



All respondents were then read the following statement: “How aware are you that RMLD provides services such as: budget billing, 10% discount on monthly bills, credit card payments, drop box payments, home energy audits, in-lieu-of tax payments, public school educational programs and membership in local civic organizations?”

As presented in the table below, three-quarters of respondents, 75.9%, suggested they were aware of RMLD’s various services.

<i>How aware of RMLD services?</i>	<i>2011</i>
Very aware	38.7%
Somewhat aware	37.2
Somewhat unaware	5.5
Not at all aware	17.7
Don’t know/unsure	1.0
Total aware	75.9
Total unaware	23.2

All respondents were read a list of possible additions to the RMLD monthly newsletter “In Brief” and asked which of the following pieces of information they would like to see added.

Readers should note that multiple responses were accepted and are presented in the table below.

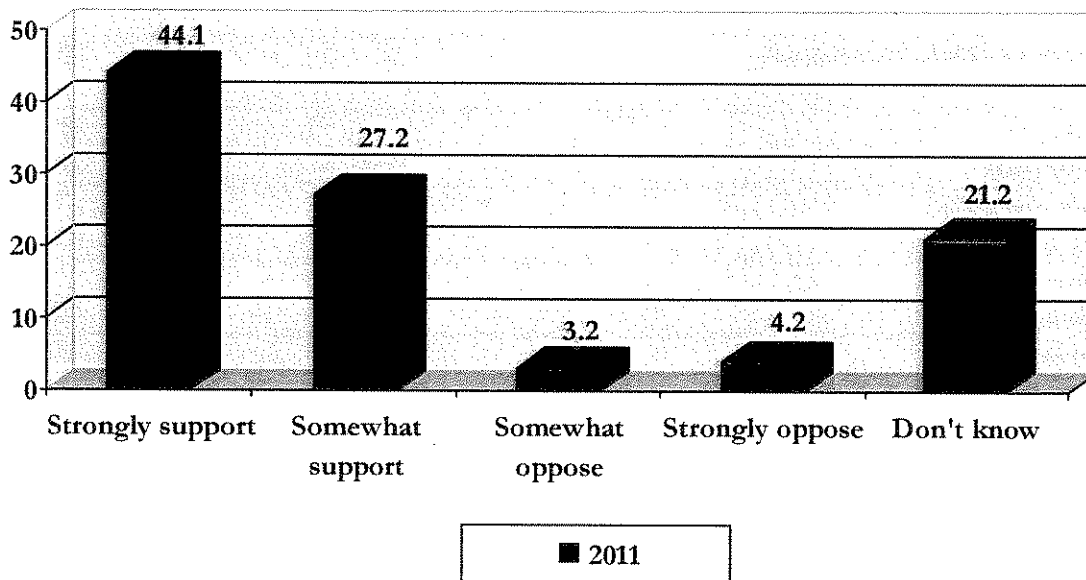
<i>Which possible additions might you like to see added to the “In Brief” newsletter?</i>	<i>2005</i>	<i>2011</i>
Current rate information	50.8%	16.2
Conservation tips	50.0	29.2
Local events/news	37.5	5.2
RMLD news	35.8	6.2
Public notes	34.5	0.7
Don’t know/unsure	26.3	32.4
Other	2.5	10.0

Other responses include: “track consumption” (6.0%) and “all of the above” (4.0%).



When asked about RMLD's recently signed contracts to purchase energy from renewable resources, nearly three-quarters of respondents, 71.3% reported they either "strongly support" (44.1%) or "somewhat support" (27.2%) the new purchase of renewable energy, whereas a smaller amount of respondents, 7.4%, either "somewhat oppose" (3.2%) or "strongly oppose" (4.2%) RMLD purchasing energy from these renewable sources.

Support RMLD purchasing energy from renewable resources?



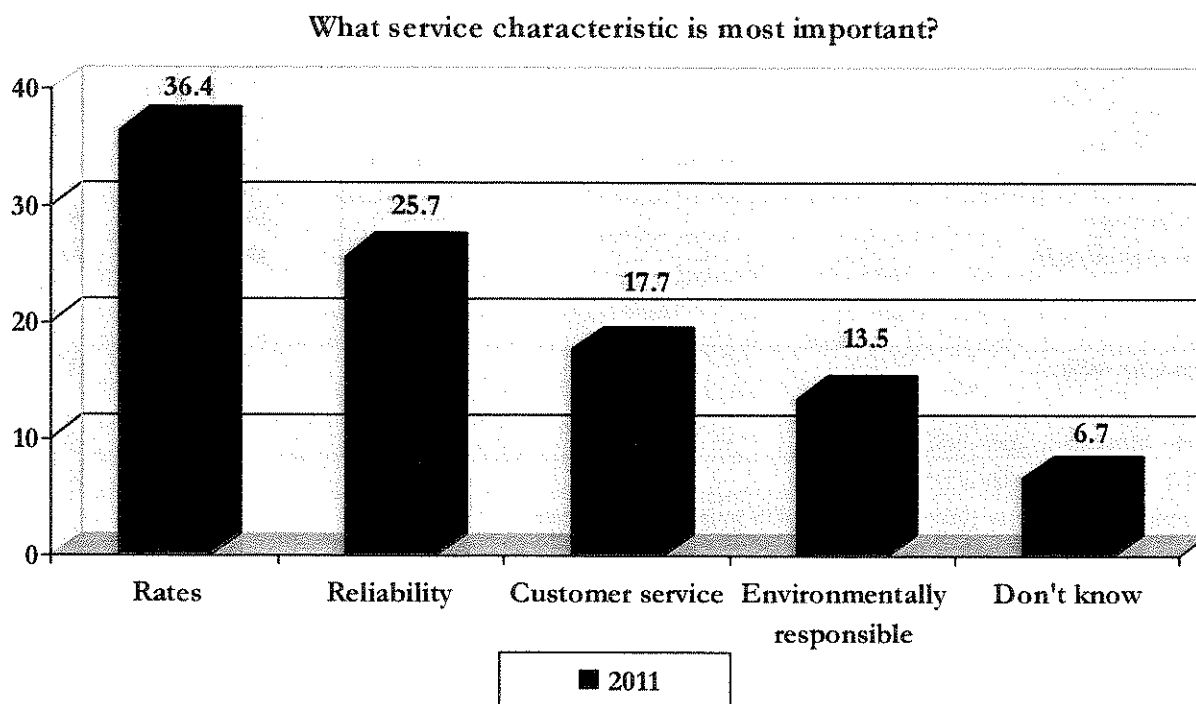
After being made aware that RMLD is in the process of upgrading its meters to support smart grid technology, respondents were asked to indicate how likely they might be to utilize internet capabilities to access their real-time (up-to-the-minute) electricity usage, if it were able to help them better manage their usage and energy costs.

As presented in the following chart, over half of respondents, 53.6%, reported being either "very likely" (25.7%) or "somewhat likely" (27.9%) to use the internet to access their electrical usage information in real time.

<i>How likely to use internet to access real-time electricity reports?</i>	<i>2011</i>
Very likely	25.7%
Somewhat likely	27.9
Somewhat unlikely	6.7
Not at all likely	35.4
Don't know/unsure	4.2
Total likely	53.6
Total unlikely	42.1



Respondents were then asked which service characteristic they believe is the most important to them. As presented in the following chart, more than one-third of respondents, 36.4%, reported that “rates” are the most important service characteristic.



In an open-ended format question, all respondents were asked to name any other products or services that RMLD should offer in an effort to provide better service.

The table below presents a complete list of responses as collected.

<i>What RMLD can do to provide better service?</i>	<i>2005</i>	<i>2011</i>
Nothing/Satisfied	83.1%	89.5
Lower rates/discounts for seniors	3.0	2.5
More conservation programs/information/audits	2.1	2.4
Rebates/incentives/appliance rebates	1.0	2.0
Better website/more options online	---	1.5
Don't know/unsure	---	1.2
Ways to monitor usage	---	1.0
Quicker power restoration	0.8	---
Offer additional services (cable, internet, appliances)	0.9	---
Improve street lighting	0.8	---



DEMOGRAPHICS

<i>Ease of maintaining standard of living?</i>	<i>2005</i>	<i>2011</i>
Very easy	8.8%	12.5
Somewhat easy	46.8	34.4
Somewhat difficult	35.3	35.4
Very difficult	4.5	9.5
Don't know/unsure	4.8	8.2
Total easy	55.6	46.9
Total difficult	39.9	44.9

<i>Reason why...</i>	<i>2011</i>
Price increase – gasoline	18.9%
Price increase – electric rates	18.3
Employment – low paying job/insufficient pay increases	17.8
Price increase – heating oil	15.6
Increase/high taxes	15.6
Employment – loss of job/no job	13.3
Price increase – natural gas rates	12.8
Cost of living /everything	11.1
Fixed income	7.8
Debt – credit card, loans	6.7
Economy	6.1
Don't know/unsure	6.1
Insurance – cost increase, copay, premiums	5.6
Children in school – private/college	4.4
Housing market/mortgage rates	2.8
Health problems/medical bills	2.8
Children - general/just had another	1.7
Housing – repairs, upgrades, additions, problems	1.7
Automotive/Transportation costs – commute, repairs, replacement, problems	1.1

<i>Age?</i>	<i>2005</i>	<i>2011</i>
18 to 24	0.8%	0.2
25 to 34	2.3	4.5
35 to 44	7.3	13.2
45 to 54	26.3	20.0
55 to 64	20.3	19.7
65 or older	36.5	34.2
Refused	6.8	8.2



<i>Highest grade completed?</i>	<i>2005</i>	<i>2011</i>
Eighth grade or less	0.5%	---
Some high school	1.3	1.2
High school graduate	24.8	19.7
Some technical school	1.5	---
Technical school graduate	1.8	2.0
Some college	15.3	13.0
College graduate	30.3	32.9
Post-graduate or professional degree	16.0	22.7
Refused	8.8	8.5

<i>Income before taxes?</i>	<i>2005</i>	<i>2011</i>
Under \$9,999	1.0%	---
\$10,000 to less than \$25,000	7.3	2.5
\$25,000 to less than \$40,000	6.8	3.0
\$40,000 to less than \$50,000	6.5	1.7
\$50,000 to less than \$60,000	3.8	4.5
\$60,000 to less than \$75,000	3.5	4.5
\$75,000 or more	12.8	24.7
Don't know	1.5	3.0
Refused	57.0	56.1

<i>Dwelling type...</i>	<i>2005</i>	<i>2011</i>
Single family home	90.5%	83.0
Townhouse or multi-family house	3.3	4.7
Apartment building	2.8	2.5
Mobile home	---	---
Condo	---	4.2
Other	3.0	---
Don't know/unsure/ refused	---	5.4

<i>Heat your hot water with electricity?</i>	<i>2005</i>	<i>2011</i>
Yes	24.0%	17.0
No	72.0	77.6
Don't know	4.0	5.5



<i>Does your house have air conditioning?</i>	<i>2011</i>
Yes	36.2%
No	60.3
Don't know	3.5

<i>Method used to heat your home?</i>	<i>2005</i>	<i>2011</i>
Oil	64.5%	60.3
Gas	30.0	31.7
Electricity	3.8	2.5
Wood	---	0.5
Other/don't know	1.9	5.0

<i>Own or rent current residence?</i>	<i>2005</i>	<i>2011</i>
Own	92.8%	89.0
Rent	6.5	5.2
Don't know/refused	---	5.7

<i>Are you the person who pays the electric bill?</i>	<i>2008</i>	<i>2010</i>
Yes	77.0%	82.8
No	15.8	10.5
Sometimes	6.8	4.2
Don't know/unsure	---	2.5

<i>Length of time living in</i>	<i>2005</i>	<i>2011</i>
1 to 5 years	11.5%	15.2
6 to 10 years	6.3	10.5
11 to 15 years	8.7	9.8
16 to 20 years	13.8	10.0
21 to 30 years	19.2	14.7
More than 30 years	40.5	39.8



<i>Gender...</i>	<i>2005</i>	<i>2011</i>
Male	39.8%	47.4
Female	60.3	52.6

<i>Town...</i>	<i>2005</i>	<i>2011</i>
Lynnfield	23.5%	12.0
North Reading	25.8	21.9
Reading	25.3	35.9
Wilmington	25.5	30.2



APPENDIX

INTERPRETATION OF AGGREGATE RESULTS

The computer-processed data for this survey is presented in the following frequency distributions. It is important to note that the wordings of the variable labels and value labels in the computer-processed data are largely abbreviated descriptions of the Questionnaire items and available response categories.

The frequency distributions include the category or response for the question items. Responses deemed not appropriate for classification have been grouped together under the “Other” code.

The “NA” category label refers to “No Answer” or “Not Applicable.” This code is also used to classify ambiguous responses. In addition, the “DK/RF” category includes those respondents who did not know their answer to a question or declined to answer it. In many of the tables, a group of responses may be tagged as “Missing” – occasionally, certain individual’s responses may not be required to specific questions and thus are excluded. Although when this category of response is used, the computations of percentages are presented in two (2) ways in the frequency distributions: 1) with their inclusion (as a proportion of the total sample), and 2) their exclusion (as a proportion of a sample sub-group).

Each frequency distribution includes the absolute observed occurrence of each response (i.e. the total number of cases in each category). Immediately adjacent to the right of the column of absolute frequencies is the column of relative frequencies. These are the percentages of cases falling in each category response, including those cases designated as missing data. To the right of the relative frequency column is the adjusted frequency distribution column that contains the relative frequencies based on the legitimate (i.e. non-missing) cases. That is, the total base for the adjusted frequency distribution excludes the missing data. For many Questionnaire items, the relative frequencies and the adjusted frequencies will be nearly the same. However, some items that elicit a sizable number of missing data will produce quite substantial percentage differences between the two columns of frequencies. The careful analyst will cautiously consider both distributions.

The last column of data within the frequency distribution is the cumulative frequency distribution (Cum Freq). This column is simply an adjusted frequency distribution of the sum of all previous categories of response and the current category of response. Its primary usefulness is to gauge some ordered or ranked meaning.



Revision No. 5

RMLD POLICY #10

Effective Date: _____

RMLD CREDIT CARD/PETTY CASH_____
General Manager/Date_____
Chairman/Date**1. PURPOSE**

- A. To ensure that the RMLD's Credit Card and Petty Cash are used solely for RMLD business purposes and that their use follows the established guidelines.

2. RESPONSIBILITIES

A. RMLD Board of Commissioners

1. Responsible for review, through normal bills payable process, of expenditures made using the RMLD credit card and petty cash.

B. General Manager

1. Responsible for matching monthly credit card bill against vendor receipts and then forwarding it to the Accounting/Business Manager for payment. The General Manager shall note the reason for each expenditure on the monthly bill. Such notes should clearly explain the business nature of the charges.
2. Responsible for ensuring that the credit card is only used for RMLD purchases of materials, equipment and supplies for business purposes only and airfare and hotel reservations for business travel only.
3. Responsible for setting the criteria and ceiling amount of petty cash payments. Initially, but subject to change, the maximum amount for a petty cash reimbursement will be \$100.00. per voucher. The petty cash fund will be established at \$3,000.

C. Human Resources Manager

1. Responsible for ensuring that the credit card is returned and destroyed upon the General Manager leaving the employ of the RMLD.

D. Accounting/Business Manager

1. Responsible for reviewing monthly credit card bills with charge slips.
2. Ensure that petty cash vouchers are within the proper dollar limit and are completed in their entirety in order to be processed.
3. Ensure that appropriate signatures are submitted for every credit card purchase and petty cash voucher.
4. Will review with the General Manager any questionable charge slips.

POLICY ELEMENTS

- A. The RMLD credit card is issued to the General Manager solely as a convenience for purchasing materials, equipment, supplies, airfare and hotel reservations. All expenditures are to be business related. The General Manager and Accounting/Business Manager will review any expenditures in question. The General Manager will ensure that any expenditure determined not to be business related will be remunerated within seven business days.
- B. The General Manager will retain control of the credit card.
- C. The credit card is not to be used to circumvent Policy #9, Procurement, nor the internal purchasing process.
- D. Petty Cash is intended to reimburse employees for small incidental business expenditures. No employee shall use petty cash for any personal business.
- E. All documentation submitted to support a petty cash voucher must include the original paid invoice and/or the original paid receipt. All petty cash transactions must have the approval of a supervisor.
- F. Each petty cash voucher and the submission of credit card charge slips shall contain a signature line following the statement: "This/these purchase(s) were not excessive, fraudulent or illegal signed under penalty of perjury."

NEPPA 2011

ANNUAL CONFERENCE

Emerging technologies and public power



Samoset Resort, Rockport, Maine

August 21-24



The NEPPA 2011 Annual Conference

Have you read the training manual for your computer, software or smart phone? Are you confused about the role of social media in your utility? Are you intrigued by the possibility that tidal or solar power could help meet the world's demand for energy?

This year's conference deals with the opportunities and challenges presented by emerging technologies in the workplace, social media, renewable power generation, and the electric utility industry. Our speakers will focus on how to leverage technology to become more productive and effective; how to use social media to better serve your customers and your community; and how to tap the sun and tides to generate clean, renewable energy for your

utility. On Tuesday, our speakers will look at the major trends and developments in our nation and our industry, including wholesale power markets, transmission, and federal energy policy in a divided Congress. As always, this event will feature social activities where you will be able to speak with other utility officials, service providers and experts in the industry - all in a relaxing and elegant atmosphere conducive to casual networking.

If you are a regular attendee at this annual event, please register early and book your room now. If you've never been to a NEPPA conference, this is a good time and a great location to start.

Samoset - Maine's Premier Oceanfront Resort

Just south of Camden, Maine along the blue waters of Penobscot Bay lies the Samoset Resort, a legendary landmark which continues a tradition of gracious hospitality and service reminiscent of a bygone era. The 230-acre ocean-side resort has been recently restored to create an ambience that combines old-world charm with new-world convenience and is designed to afford spectacular views of the ocean just outside.

The resort features a championship golf course, tennis courts, hiking and walking paths and indoor and outdoor swimming pools. All guest rooms and suites feature king or double queen beds, marble baths, data ports, hair dryers and luxury amenity products. Each has either a private balcony or terrace overlooking the ocean or golf course.

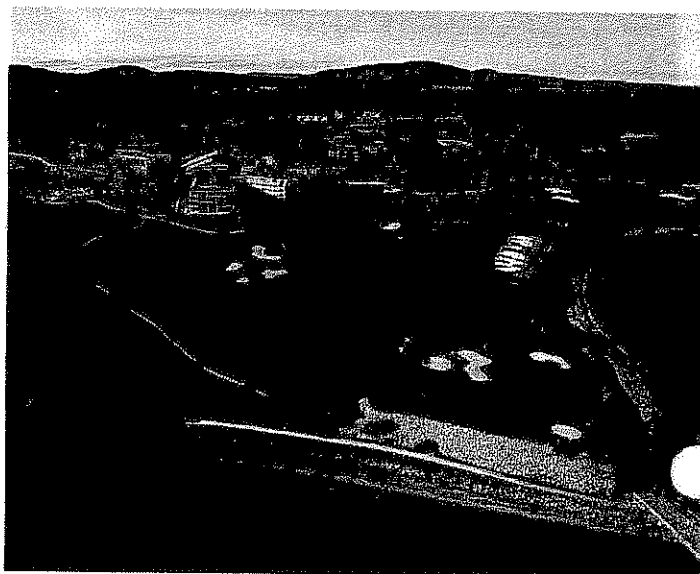
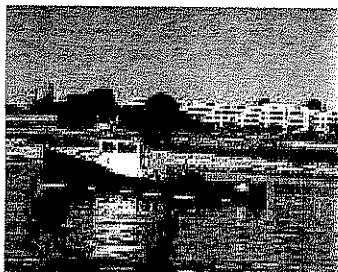
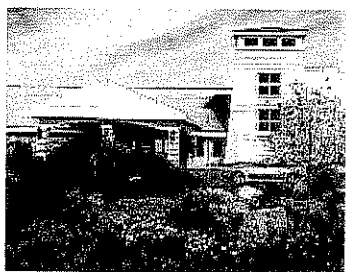
Within minutes of the resort are several charming coastal villages and antique, craft and outlet shops abound in nearby Camden, Rockport, Rockland and Lincolnville.

This year's conference will include a traditional Maine lobster bake in a picturesque seaside garden overlooking the golf course and the ocean.

Golf Tournament

NEPPA's Annual Conference Golf Tournament will be held at the resort's championship golf course that winds through seaside vistas, woods and gardens. The course offers some of the most magnificent views and formidable holes in golf. Particularly daring are the seven seaside holes that skirt the rugged coastline and expose even the best shots to sometimes unpredictable wind.

There will be a \$120 charge to participate in the tournament which includes carts, prizes and green fees. For more information on the Golf Course go to www.samosetresort.com/golf.



Preliminary Program Highlights and Events

Sunday Evening

Welcoming Reception with Cocktails and Light Refreshments

Monday Morning

Leveraging Technology to Improve Productivity & Efficiency

Steve Turner of Turner Time Management will demonstrate time-saving computer shortcuts and quick search tools to find things faster, as well as the most efficient way to process and organize e-mails.

Social Media's Role in Public Power

Jackie Pratt, marketing manager at Shrewsbury Electric & Cable Operations, will share her utility's experience using various forms of consumer-generated media.

Tidal, River and Ocean Power Systems for New England

Christopher Sauer, President & CEO of Ocean Renewable Power Company, will discuss breakthrough technology and eco-conscious projects that use river and ocean energy to produce clean, predictable electricity to power our homes and businesses while protecting our environment.

Solar Energy and the Grid: Developments and Prospects

Sandra Burton, regional director for the Solar Electric Power Association, will describe the growing role of solar power in our nation's energy mix, and some of the technological, market and policy issues to be addressed in advancing this vital renewable resource.

Monday Afternoon

Roundtable discussion

Technical and Legal Issues Related to Renewable Energy Projects

This informal roundtable discussion will focus on some of the challenges involved in planning, siting and building community-based renewable energy projects, along with the related legal and contractual issues involved in such projects.

Monday Evening

Reception and Banquet

Tuesday Morning

America's Electric Future: The Next Twenty-Five Years

Roger Gale, president & CEO of GF Energy, will provide an overview of the major trends, technologies and political realities which will shape America's electric utility industry in the next quarter century.

Wholesale Power Markets and Transmission in New England: A FERC Perspective

Hon. Marc Spitzer, commissioner, Federal Energy Regulatory Commission, will offer a federal regulator's perspective on the performance of unregulated power markets in New England, along with the costs and benefits of new transmission projects in our region.

Energy Policy and the 112th Congress

Deborah Sliz, president & CEO of Morgan Meguire, LLC, will bring her intimate knowledge of the U.S. Congress and federal energy policy to Maine, and tell us what's going on behind the scenes, and who is making it happen.

Tuesday Evening

Lobster Bake

Wednesday Morning

Farewell Breakfast

FEES PER PERSON

Includes all meals. Does not include hotel.

Full Member	\$ 600
Corporate Members (one complimentary fee)	\$ 0
Additional Corporate Members	\$ 600
Associate Member	\$ 650
Non-members	\$ 750
Guest and Children over 17	\$ 200
Children (age 1-16)	\$ 100

ACCOMMODATIONS

Hotel reservations must be made directly with the Samoset Resort (800) 341-1650. Mention the NEPPA conference to receive the conference rate of \$242 plus tax per night. For more information on the resort and travel information, go to www.samoset.com.

Register by **July 7**.

Hotel cancellations are the responsibility of the individual and must comply with hotel policies.

NEPPA 2011 Annual Conference Registration Form

CONTACT NAME _____	EMAIL _____
COMPANY _____	
ADDRESS _____	
PHONE _____	FAX _____

Please indicate below the number of attendees, total cost and names as they will **appear on the name badges**. Please note: All children must be registered in order to attend meal functions. Indicate age(s) of children to assist with program planning.

#	FULL MEMBER @ \$600 TOTAL \$ _____	NAME(S): _____

FIRST CORPORATE MEMBER one complimentary registration @ \$ 0 NAME: _____		
#	ADDITIONAL CORPORATE MEMBERS @ \$600 TOTAL \$ _____	NAME(S): _____

#	ASSOCIATE MEMBER @ \$ 650 TOTAL \$ _____	NAME(S): _____




#	NON-MEMBERS @ \$ 750 TOTAL \$ _____	NAME(S): _____

#	GUEST OR CHILDREN OVER 17 @ \$ 200 TOTAL \$ _____	NAME(S): _____

#	CHILDREN (AGE 1-16) @ \$ 100 TOTAL \$ _____	NAME(S): _____

#	SINGLE DAY RATE @ \$ 300 TOTAL \$ _____	NAME(S): _____

Total to be billed or charged to company or firm \$ _____

<input type="checkbox"/> PLEASE SEND INVOICE FOR \$ _____ (MEMBERS ONLY)
<input type="checkbox"/> CHECK ENCLOSED FOR \$ _____
<input type="checkbox"/> PLEASE CHARGE A TOTAL OF \$ _____ TO MY: _____
<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 




_____ EXP. _____

SIGNED _____

PRINT NAME _____

SEND CREDIT CARD RECEIPT TO THE FOLLOWING ADDRESS: _____

If you would like to make a separate payment for guests, fill out below.

<input type="checkbox"/> PLEASE SEND INVOICE FOR \$ _____ (MEMBERS ONLY)
<input type="checkbox"/> CHECK ENCLOSED FOR \$ _____
<input type="checkbox"/> PLEASE CHARGE A TOTAL OF \$ _____ TO MY: _____
<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> 

_____ EXP. _____

SIGNED _____

PRINT NAME _____

SEND INVOICE AND/OR CREDIT CARD RECEIPT TO THE FOLLOWING ADDRESS: _____

CANCELLATION POLICY:

Conference cancellations received by August 5 will be entitled to a full refund. **Cancellations after August 5 will be subject to a prorated refund based on any costs incurred by the Association.** Note: Any questions, special dietary needs, or accommodations for disabilities, please call Kristin DiGirolamo or Sheila Boone at (508) 482-5906 or kristind@neppa.org or sboone@neppa.org.

Dt: April 25, 2011

To: RMLB, Vincent F. Cameron, Jr., Jeanne Foti

Fr: Bob Fournier

Sj: Financial Report March 31, 2011

The results for the first nine months ending March 31, 2011, for the fiscal year 2011 will be summarized in the following paragraphs.

1) Change in Net Assets or Net Income: (Page 3A)

For the month of March, the net income or the positive change in net assets was \$720, increasing the year to date net income to \$2,236,624. The year to date budgeted net income was \$1,214,457 the difference being \$1,022,167, or 84.17%. Year to date fuel revenues exceeded fuel expenses by \$109,095. Year to date energy conservation expenses exceeded energy conservation revenues by \$141,572. Year to date GAW soil remediation expenses totalled \$1,256,863, keeping the total cost to date for this project to \$2,353,294.

2) Revenues: (Page 11B)

Year to date base revenues were over budget by \$3,536,119 or 11.37 %. Actual base revenues were \$34.6 million compared to the budgeted amount of \$31.1 million.

3) Expenses: (Page 12A)

*Year to date purchased power base expense was under budget by \$94561 or .45%. Actual purchased power base costs were \$20.8 million compared to the budgeted amount of \$20.9 million.

*Year to date operating and maintenance (O&M) expenses combined were over budget by \$564,587 or 6.26%. Actual O&M expenses were \$9.6 million compared to the budgeted amount of \$9.0 million. The major expenses that were over budget were maintenance of line transformers (\$637,762) and employee benefits (\$314,371).

*Depreciation expense and voluntary payments to the Towns were on budget.

4) Cash: (Page 9)

*Operating Fund balance was at \$6,728,886.

*Capital Funds balance was at \$4,800,265.

*Rate Stabilization Fund balance was at \$5,393,426.

*Deferred Fuel Fund balance was at \$2,435,207.

*Energy Conservation balance was at \$167,310.

5) General Information:

Year to date kwh sales (Page 5) were 4.96%, or 25.7 million kwh ahead of last year's figure. GAW revenues to date are \$404,325.

6) Budget Variance:

Cumulatively, the five divisions were over budget by \$525,003 or 3.68 %.

FINANCIAL REPORT

MARCH 31, 2011

ISSUE DATE: APRIL 25, 2011

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUSINESS-TYPE PROPRIETARY FUND
STATEMENT OF NET ASSETS
3/31/11

		PREVIOUS YEAR	CURRENT YEAR
ASSETS			
CURRENT			
UNRESTRICTED CASH	(SCH A P.9)	4,913,308.32	6,731,886.19
RESTRICTED CASH	(SCH A P.9)	14,934,322.28	16,189,511.08
RESTRICTED INVESTMENTS	(SCH A P.9)	4,400,000.00	2,200,000.00
RECEIVABLES, NET	(SCH B P.10)	8,063,269.11	7,263,588.23
PREPAID EXPENSES	(SCH B P.10)	1,835,323.01	1,618,472.55
INVENTORY		1,419,450.95	1,594,945.67
TOTAL CURRENT ASSETS		<u>35,565,683.67</u>	<u>35,598,403.72</u>
NONCURRENT			
INVESTMENT IN ASSOCIATED CO	(SCH C P.2)	108,967.43	85,253.67
CAPITAL ASSETS, NET	(SCH C P.2)	65,643,284.17	67,391,870.95
TOTAL NONCURRENT ASSETS		<u>65,752,251.60</u>	<u>67,477,124.62</u>
TOTAL ASSETS		<u>101,317,935.27</u>	<u>103,075,528.34</u>
LIABILITIES			
CURRENT			
ACCOUNTS PAYABLE		5,737,639.16	4,980,600.89
CUSTOMER DEPOSITS		493,771.43	518,723.97
CUSTOMER ADVANCES FOR CONSTRUCTION		590,040.02	330,793.90
ACCRUED LIABILITIES		1,140,442.51	1,168,888.61
TOTAL CURRENT LIABILITIES		<u>7,961,893.12</u>	<u>6,999,007.37</u>
NONCURRENT			
ACCRUED EMPLOYEE COMPENSATED ABSENCES		2,873,114.33	3,020,032.75
TOTAL NONCURRENT LIABILITIES		<u>2,873,114.33</u>	<u>3,020,032.75</u>
TOTAL LIABILITIES		<u>10,835,007.45</u>	<u>10,019,040.12</u>
NET ASSETS			
INVESTED IN CAPITAL ASSETS, NET OF RELATED DEBT		65,673,905.48	67,391,870.95
RESTRICTED FOR DEPRECIATION FUND (P.9)		5,545,661.50	4,800,265.08
UNRESTRICTED		19,293,982.15	20,864,352.19
TOTAL NET ASSETS	(P.3)	<u>90,482,927.82</u>	<u>93,056,488.22</u>
TOTAL LIABILITIES AND NET ASSETS		<u>101,317,935.27</u>	<u>103,075,528.34</u>

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
NONCURRENT ASSET SCHEDULE
3/31/11

SCHEDULE C

SCHEDULE OF INVESTMENTS IN ASSOCIATED COMPANIES	PREVIOUS YEAR	CURRENT YEAR
NEW ENGLAND HYDRO ELECTRIC	41,937.50	23,538.60
NEW ENGLAND HYDRO TRANSMISSION	67,029.93	61,715.07
TOTAL INVESTMENTS IN ASSOCIATED COMPANIES	<u>108,967.43</u>	<u>85,253.67</u>
SCHEDULE OF CAPITAL ASSETS		
LAND	1,265,842.23	1,265,842.23
STRUCTURES AND IMPROVEMENTS	6,997,681.11	6,885,443.43
EQUIPMENT AND FURNISHINGS	13,054,854.55	13,013,253.95
INFRASTRUCTURE	<u>44,324,906.28</u>	<u>46,227,331.34</u>
TOTAL UTILITY PLANT	<u>65,643,284.17</u>	<u>67,391,870.95</u>
TOTAL NONCURRENT ASSETS	<u>65,752,251.60</u>	<u>67,477,124.62</u>

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUSINESS-TYPE PROPRIETARY FUND
STATEMENT OF REVENUES, EXPENSES AND CHANGES IN FUND NET ASSETS
3/31/11

	MONTH LAST YEAR	MONTH CURRENT YEAR	LAST YEAR TO DATE	CURRENT YEAR TO DATE	YTD % CHANGE
OPERATING REVENUES: (SCH D P.11)					
BASE REVENUE	2,939,624.37	3,564,066.20	29,558,229.60	34,648,641.07	17.22%
FUEL REVENUE	3,138,855.35	2,992,700.15	33,399,974.65	31,294,028.16	-6.31%
PURCHASED POWER CAPACITY	580,133.13	40,088.46	3,152,192.03	1,238,886.84	-60.70%
FORFEITED DISCOUNTS	71,658.94	84,719.86	652,010.42	782,175.27	19.96%
ENERGY CONSERVATION REVENUE	41,027.59	36,810.09	415,864.43	386,744.34	-7.00%
GAW REVENUE	0.00	53,456.19	0.00	404,325.74	100.00%
PASNY CREDIT	(75,633.25)	(92,444.57)	(389,266.09)	(613,513.29)	57.35%
TOTAL OPERATING REVENUES	6,695,667.13	6,679,396.38	66,789,005.04	68,142,288.13	2.03%
OPERATING EXPENSES: (SCH E P.12)					
PURCHASED POWER BASE	2,323,039.53	2,189,648.87	20,837,453.69	20,841,468.45	0.02%
PURCHASED POWER FUEL	3,009,718.08	2,937,424.70	31,078,465.50	30,572,419.82	-1.63%
OPERATING	474,172.08	826,419.80	6,099,456.67	6,480,203.40	6.24%
MAINTENANCE	264,324.16	191,547.44	2,184,788.53	3,109,635.95	42.33%
DEPRECIATION	280,105.78	287,729.05	2,520,952.02	2,589,561.45	2.72%
VOLUNTARY PAYMENTS TO TOWNS	104,500.00	110,000.00	940,246.00	985,885.00	4.85%
TOTAL OPERATING EXPENSES	6,455,859.63	6,542,769.86	63,661,362.41	64,579,174.07	1.44%
OPERATING INCOME	239,807.50	136,626.52	3,127,642.63	3,563,114.06	13.92%
NON-OPERATING REVENUES (EXPENSES)					
CONTRIBUTIONS IN AID OF CONST	4,835.13	12,051.60	561,075.84	47,139.02	-91.60%
RETURN ON INVESTMENT TO READING	(182,222.50)	(180,990.00)	(1,640,002.50)	(1,628,910.00)	-0.68%
INTEREST INCOME	16,097.28	22,083.39	154,747.04	92,119.44	-40.47%
INTEREST EXPENSE	(1,253.81)	(1,006.13)	(17,050.21)	(11,301.33)	-33.72%
OTHER (MDSE AND AMORT)	54,623.78	11,955.27	256,798.90	174,462.42	-32.06%
TOTAL NONOPERATING REV (EXP)	(107,920.12)	(135,905.87)	(684,430.93)	(1,326,490.45)	93.81%
CHANGE IN NET ASSETS	131,887.38	720.65	2,443,211.70	2,236,623.61	-8.46%
NET ASSETS AT BEGINNING OF YEAR			88,039,716.12	90,819,864.61	3.16%
NET ASSETS AT END OF MARCH			90,482,927.82	93,056,488.22	2.84%

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUSINESS-TYPE PROPRIETARY FUND
STATEMENT OF REVENUES, EXPENSES AND CHANGES IN FUND NET ASSETS
3/31/11

	ACTUAL YEAR TO DATE	BUDGET YEAR TO DATE	VARIANCE*	% CHANGE
OPERATING REVENUES: (SCH F P.11B)				
BASE REVENUE	34,648,641.07	31,112,522.00	3,536,119.07	11.37%
FUEL REVENUE	31,294,028.16	30,922,864.00	371,164.16	1.20%
PURCHASED POWER CAPACITY	1,238,886.84	4,127,433.00	(2,888,546.16)	-69.98%
FORFEITED DISCOUNTS	782,175.27	684,475.00	97,700.27	14.27%
ENERGY CONSERVATION REVENUE	386,744.34	409,463.00	(22,718.66)	-5.55%
GAW REVENUE	404,325.74	210,000.00	194,325.74	92.54%
PASNY CREDIT	(612,513.29)	(450,000.00)	(162,513.29)	36.11%
TOTAL OPERATING REVENUES	68,142,288.13	67,016,757.00	1,125,531.13	1.68%
OPERATING EXPENSES: (SCH G P.12A)				
PURCHASED POWER BASE	20,841,468.45	20,936,030.00	(94,561.55)	-0.45%
PURCHASED POWER FUEL	30,572,419.82	31,313,265.00	(740,845.18)	-2.37%
OPERATING MAINTENANCE	6,480,203.40	6,553,617.00	(73,413.60)	-1.12%
DEPRECIATION	3,109,635.95	2,471,625.00	638,000.95	25.81%
VOLUNTARY PAYMENTS TO TOWNS	2,589,561.45	2,625,003.00	(35,441.55)	-1.35%
	985,885.00	990,000.00	(4,115.00)	-0.42%
TOTAL OPERATING EXPENSES	64,579,174.07	64,889,550.00	(310,375.93)	-0.48%
OPERATING INCOME	3,563,114.06	2,127,207.00	1,435,907.06	67.50%
NONOPERATING REVENUES (EXPENSES)				
CONTRIBUTIONS IN AID OF CONST	47,139.02	300,000.00	(252,860.98)	-84.29%
RETURN ON INVESTMENT TO READING	(1,628,910.00)	(1,631,250.00)	2,340.00	-0.14%
INTEREST INCOME	92,119.44	337,500.00	(245,380.56)	-72.71%
INTEREST EXPENSE	(11,301.33)	(9,000.00)	(2,301.33)	25.57%
OTHER (MOSE AND AMORT)	174,462.42	90,000.00	84,462.42	93.85%
TOTAL NONOPERATING REV (EXP)	(1,326,490.45)	(912,750.00)	(413,740.45)	45.33%
CHANGE IN NET ASSETS	2,236,623.61	1,214,457.00	1,022,166.61	84.17%
NET ASSETS AT BEGINNING OF YEAR	90,819,864.61	88,039,716.12	2,780,148.49	3.16%
NET ASSETS AT END OF MARCH	93,056,488.22	89,254,173.12	3,802,315.10	4.26%

* () = ACTUAL UNDER BUDGET

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
RECONCILIATION OF CAPITAL FUNDS
3/31/11

SOURCE OF CAPITAL FUNDS:

DEPRECIATION FUND BALANCE 7/1/10	4,801,693.77
CONSTRUCTION FUND BALANCE 7/1/10	0.00
INTEREST ON DEPRECIATION FUND FY 11	11,857.71
DEPRECIATION TRANSFER FY 11	2,589,561.45
FORCED ACCOUNTS REIMBURSEMENT	0.00
GAW SUBSTATION FY 11	<u>497,085.00</u>
 TOTAL SOURCE OF CAPITAL FUNDS	 7,900,197.93

USE OF CAPITAL FUNDS:

PAID ADDITIONS TO PLANT THRU MARCH	2,602,847.85
PAID ADDITIONS TO GAW THRU MARCH	497,085.00
TOTAL USE OF CAPITAL FUNDS	<u>3,099,932.85</u>

GENERAL LEDGER CAPITAL FUNDS BALANCE 3/31/11	<u><u>4,800,265.08</u></u>
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PAID ADDITIONS TO GAW FROM FY 11	497,085.00
PAID ADDITIONS TO GAW FROM FY 10	1,372,876.00
PAID ADDITIONS TO GAW FROM FY 09	3,136,764.00
PAID ADDITIONS TO GAW FROM FY 08	1,895,975.00
TOTAL	<u><u>6,902,700.00</u></u>

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SALES OF KILOWATT HOURS
3/31/11

SALES OF ELECTRICITY:	MONTH LAST YEAR	MONTH CURRENT YEAR	LAST YEAR TO DATE	CURRENT YEAR TO DATE	YTD % CHANGE
RESIDENTIAL SALES	18,353,938	19,615,870	189,544,591	204,757,072	8.03%
COMM. AND INDUSTRIAL SALES	30,066,818	31,221,033	305,149,590	315,588,856	3.42%
PRIVATE STREET LIGHTING	70,918	71,623	639,051	647,348	1.30%
TOTAL PRIVATE CONSUMERS	<u>48,491,674</u>	<u>50,908,526</u>	<u>495,333,232</u>	<u>520,993,276</u>	5.18%
MUNICIPAL SALES:					
STREET LIGHTING	237,395	239,009	2,135,557	2,149,605	0.66%
MUNICIPAL BUILDINGS	803,076	832,640	7,547,519	7,585,349	0.50%
TOTAL MUNICIPAL CONSUMERS	<u>1,040,471</u>	<u>1,071,649</u>	<u>9,683,076</u>	<u>9,734,954</u>	0.54%
SALES FOR RESALE	263,452	272,911	2,508,953	2,696,782	7.49%
SCHOOL	1,241,819	1,205,018	10,949,461	10,775,818	-1.59%
TOTAL KILOWATT HOURS SOLD	<u>51,037,416</u>	<u>53,458,104</u>	<u>518,474,722</u>	<u>544,200,830</u>	4.96%

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
KILOWATT HOURS SOLD BY TOWN
3/31/11

MONTH	TOTAL	READING	LYNNFIELD	NO. READING	WILMINGTON
RESIDENTIAL	19,615,870	5,966,023	2,522,684	4,465,571	6,661,592
COMM & IND	31,221,033	4,001,364	249,176	4,791,298	22,179,195
PVT ST LIGHTS	71,623	14,039	1,360	19,851	36,373
PUB ST LIGHTS	239,009	80,436	32,437	39,837	86,299
MUNI BLDGS	832,640	255,064	136,137	153,474	287,965
SALES/RESALE	272,911	272,911	0	0	0
SCHOOL	1,205,018	411,938	253,013	161,040	379,027
TOTAL	<u>53,458,104</u>	<u>11,001,775</u>	<u>3,194,807</u>	<u>9,631,071</u>	<u>29,630,451</u>

YEAR TO DATE

RESIDENTIAL	204,757,072	63,885,861	29,116,626	47,527,719	64,226,866
COMM & IND	315,588,856	39,400,721	2,559,067	47,668,595	225,960,473
PVT ST LIGHTS	647,348	125,967	12,240	190,253	318,888
PUB ST LIGHTS	2,149,605	723,924	292,085	357,493	776,103
MUNI BLDGS	7,585,349	2,051,058	1,301,816	1,520,676	2,711,799
SALES/RESALE	2,696,782	2,696,782	0	0	0
SCHOOL	10,775,818	3,815,186	2,286,736	1,406,040	3,267,856
TOTAL	<u>544,200,830</u>	<u>112,699,499</u>	<u>35,568,570</u>	<u>98,670,776</u>	<u>297,261,985</u>

LAST YEAR
TO DATE

RESIDENTIAL	189,544,591	59,248,986	26,886,534	43,823,295	59,585,776
COMM & IND	305,149,590	37,918,784	2,473,604	47,765,689	216,991,513
PVT ST LIGHTS	639,051	125,615	12,240	188,342	312,854
PUB ST LIGHTS	2,135,557	707,759	295,659	357,324	774,815
MUNI BLDGS	7,547,519	2,024,185	1,264,297	1,430,204	2,828,833
SALES/RESALE	2,508,953	2,508,953	0	0	0
SCHOOL	10,949,461	4,008,192	2,220,727	1,397,640	3,322,902
TOTAL	<u>518,474,722</u>	<u>106,542,474</u>	<u>33,153,061</u>	<u>94,962,494</u>	<u>283,816,693</u>

KILOWATT HOURS SOLD TO TOTAL

MONTH	TOTAL	READING	LYNNFIELD	NO. READING	WILMINGTON
RESIDENTIAL	36.69%	11.16%	4.72%	8.35%	12.46%
COMM & IND	58.41%	7.49%	0.47%	8.96%	41.49%
PVT ST LIGHTS	0.13%	0.03%	0.00%	0.04%	0.06%
PUB ST LIGHTS	0.45%	0.15%	0.06%	0.07%	0.17%
MUNI BLDGS	1.56%	0.48%	0.25%	0.29%	0.54%
SALES/RESALE	0.51%	0.51%	0.00%	0.00%	0.00%
SCHOOL	2.25%	0.77%	0.47%	0.30%	0.71%
TOTAL	<u>100.00%</u>	<u>20.59%</u>	<u>5.97%</u>	<u>18.01%</u>	<u>55.43%</u>

YEAR TO DATE

RESIDENTIAL	37.62%	11.74%	5.35%	8.73%	11.80%
COMM & IND	57.99%	7.24%	0.47%	8.76%	41.52%
PVT ST LIGHTS	0.12%	0.02%	0.00%	0.03%	0.07%
PUB ST LIGHTS	0.40%	0.13%	0.05%	0.07%	0.15%
MUNI BLDGS	1.39%	0.38%	0.24%	0.28%	0.49%
SALES/RESALE	0.50%	0.50%	0.00%	0.00%	0.00%
SCHOOL	1.98%	0.70%	0.42%	0.26%	0.60%
TOTAL	<u>100.00%</u>	<u>20.71%</u>	<u>6.53%</u>	<u>18.13%</u>	<u>54.63%</u>

LAST YEAR
TO DATE

RESIDENTIAL	36.56%	11.43%	5.19%	8.45%	11.49%
COMM & IND	58.86%	7.31%	0.48%	9.21%	41.86%
PVT ST LIGHTS	0.12%	0.02%	0.00%	0.04%	0.06%
PUB ST LIGHTS	0.41%	0.14%	0.06%	0.07%	0.14%
MUNI BLDGS	1.46%	0.39%	0.24%	0.28%	0.55%
SALES/RESALE	0.48%	0.48%	0.00%	0.00%	0.00%
SCHOOL	2.11%	0.77%	0.43%	0.27%	0.64%
TOTAL	<u>100.00%</u>	<u>20.54%</u>	<u>6.40%</u>	<u>18.32%</u>	<u>54.74%</u>

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
FORMULA INCOME
3/31/11

TOTAL OPERATING REVENUES	(P.3)	68,142,288.13
ADD:		
POLE RENTAL		99,586.40
CUSTOMER DEPOSIT INTEREST INCOME		1,205.69
LESS:		
OPERATING EXPENSES	(P.3)	(64,579,174.07)
CUSTOMER DEPOSIT INTEREST EXPENSE		(11,301.33)
FORMULA INCOME (LOSS)		<u><u>3,652,604.82</u></u>

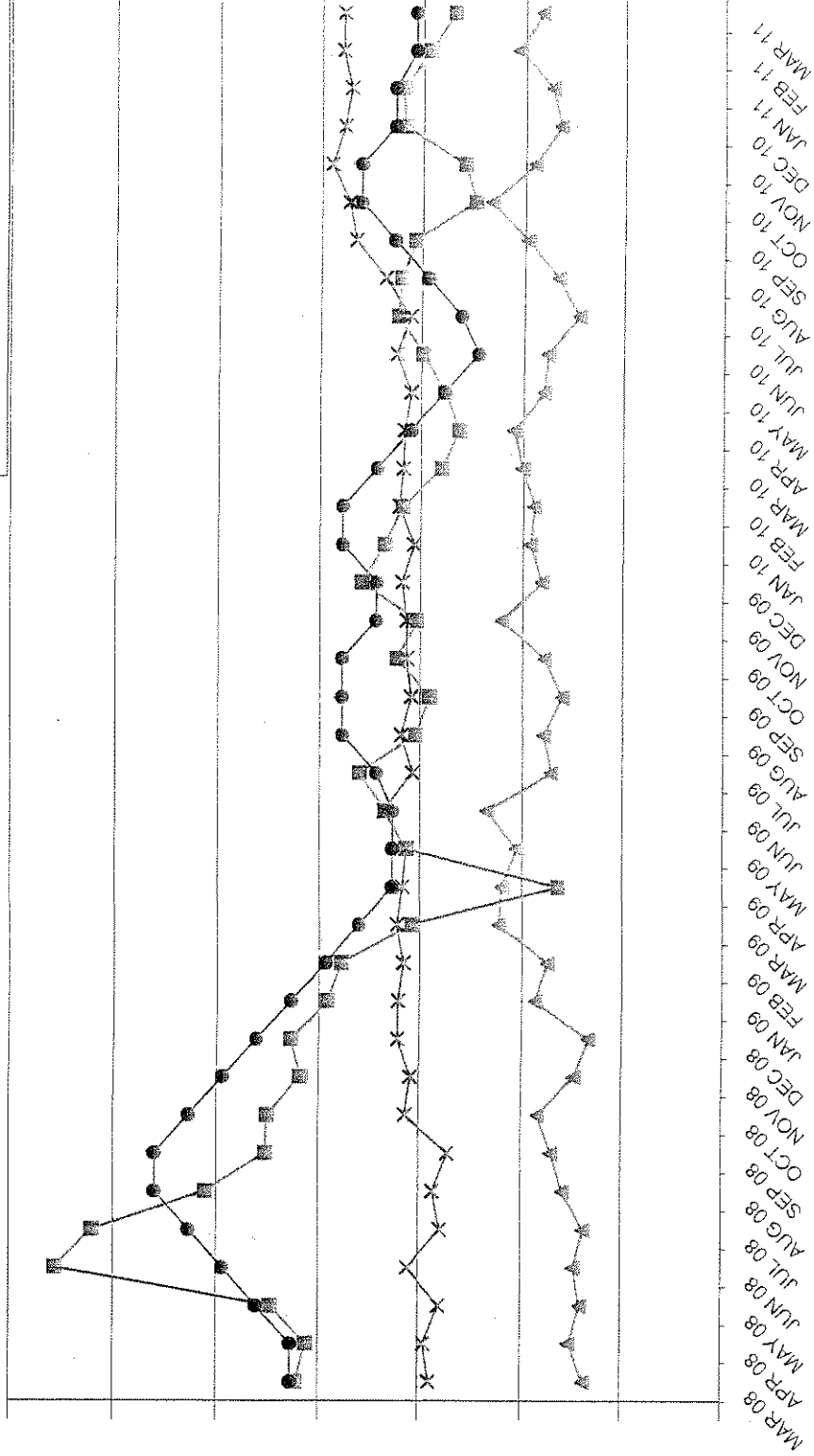
TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
GENERAL STATISTICS
3/31/11

		MONTH OF MAR 2010	MONTH OF MAR 2011	% CHANGE		YEAR MAR 2010	THRU MAR 2011
				2010	2011		
SALE OF KWH	(P.5)	51,037,416	53,458,104	-3.99%	4.96%	518,474,722	544,200,830
KWH PURCHASED		57,958,559	58,516,206	-2.78%	4.47%	536,307,980	560,301,773
AVE BASE COST PER KWH		0.040081	0.037420	11.07%	-4.27%	0.038854	0.037197
AVE BASE SALE PER KWH		0.057597	0.066670	2.98%	11.68%	0.057010	0.063669
AVE COST PER KWH		0.092010	0.087618	-13.45%	-5.21%	0.096802	0.091761
AVE SALE PER KWH		0.119099	0.122652	-11.88%	-0.21%	0.121430	0.121173
FUEL CHARGE REVENUE (P.3)		3,063,223.10	2,900,255.58	-24.98%	-7.06%	33,010,708.56	30,681,514.87
LOAD FACTOR		76.49%	77.98%				
LOAD		103,795	102,790				

kwh analysis

- base cost
- fuel cost
- fuel revenue
- base revenue

\$0.115
 \$0.100
 \$0.085
 \$0.070
 \$0.055
 \$0.040
 \$0.025
 \$0.010



TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SCHEDULE OF CASH AND INVESTMENTS
3/31/11

SCHEDULE A

	PREVIOUS YEAR	CURRENT YEAR
UNRESTRICTED CASH		
CASH - OPERATING FUND	4,910,308.32	6,728,886.19
CASH - PETTY CASH	3,000.00	3,000.00
TOTAL UNRESTRICTED CASH	<u>4,913,308.32</u>	<u>6,731,886.19</u>
RESTRICTED CASH		
CASH - DEPRECIATION FUND	5,545,661.50	4,800,265.08
CASH - TOWN PAYMENT	860,175.00	873,750.00
CASH - DEFERRED FUEL RESERVE	3,671,637.31	2,435,207.14
CASH - RATE STABILIZATION FUND	2,401,280.37	4,393,426.47
CASH - UNCOLLECTIBLE ACCTS RESERVE	28,988.15	200,000.00
CASH - SICK LEAVE BENEFITS	1,404,855.29	2,036,029.60
CASH - INSURANCE RESERVE	35,251.72	0.00
CASH - HAZARD WASTE RESERVE	150,000.00	150,000.00
CASH - CUSTOMER DEPOSITS	493,771.43	518,723.97
CASH - ENERGY CONSERVATION	342,701.51	167,309.86
CASH - OPEB	0.00	614,798.96
TOTAL RESTRICTED CASH	<u>14,934,322.28</u>	<u>16,189,511.08</u>
RESTRICTED INVESTMENTS		
RATE STABILIZATION *	2,900,000.00	1,000,000.00
SICK LEAVE BENEFITS **	1,500,000.00	1,000,000.00
OPEB ***	0.00	200,000.00
TOTAL RESTRICTED INVESTMENTS	<u>4,400,000.00</u>	<u>2,200,000.00</u>
TOTAL CASH BALANCE	<u>24,247,630.60</u>	<u>25,121,397.27</u>

MAR 2010

* FED HOME LOAN MTG CORP	1,400,000.00;	DTD 07/02/09; INT 3.25%; MATURITY 07/15/14
* FED HOME LOAN MTG CORP	1,500,000.00;	DTD 01/23/09; INT 2.00%; MATURITY 01/15/13
** FED HOME LOAN MTG CORP	500,000.00;	DTD 01/23/09; INT 2.00%; MATURITY 01/15/13
** FED HOME LOAN MTG CORP	500,000.00;	DTD 06/01/09; INT 3.70%; MATURITY 06/11/16
** FED NATIONAL MTG ASSN	500,000.00;	DTD 05/07/09; INT 3.00%; MATURITY 05/15/15

MAR 2011

* FREDDIE MAC	1,000,000.00;	DTD 09/10/10; INT 2.00%; MATURITY 09/15/20
** FREDDIE MAC	1,000,000.00;	DTD 09/10/10; INT 2.00%; MATURITY 09/15/20
*** FREDDIE MAC	200,000.00;	DTD 09/10/10; INT 2.00%; MATURITY 09/15/20

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SCHEDULE OF ACCOUNTS RECEIVABLE
3/31/11

SCHEDULE B

SCHEDULE OF ACCOUNTS RECEIVABLE	PREVIOUS YEAR	CURRENT YEAR
RESIDENTIAL AND COMMERCIAL	3,859,660.67	3,623,841.25
ACCOUNTS RECEIVABLE - OTHER	346,205.93	141,023.91
ACCOUNTS RECEIVABLE - LIENS	157,671.62	90,956.75
ACCOUNTS RECEIVABLE - EMPLOYEE ADVANCES	1,067.16	892.14
SALES DISCOUNT LIABILITY	(252,163.79)	(309,980.18)
RESERVE FOR UNCOLLECTIBLE ACCOUNTS	(222,117.06)	(336,304.75)
TOTAL ACCOUNTS RECEIVABLE BILLED	3,890,324.53	3,208,429.12
UNBILLED ACCOUNTS RECEIVABLE	4,172,944.58	4,055,159.11
TOTAL ACCOUNTS RECEIVABLE, NET	<u>8,063,269.11</u>	<u>7,263,588.23</u>

SCHEDULE OF PREPAYMENTS

PREPAID INSURANCE	1,143,707.71	1,054,496.73
PREPAYMENT PURCHASED POWER	266,173.35	190,476.78
PREPAYMENT PASNY	271,753.66	239,666.63
PREPAYMENT WATSON	139,174.59	119,308.71
PURCHASED POWER WORKING CAPITAL	14,523.70	14,523.70
TOTAL PREPAYMENT	<u>1,835,333.01</u>	<u>1,618,472.55</u>

ACCOUNTS RECEIVABLE AGING MARCH 2011:

RESIDENTIAL AND COMMERCIAL	3,623,841.25
LESS: SALES DISCOUNT LIABILITY	(309,980.18)
GENERAL LEDGER BALANCE	<u>3,313,861.07</u>

CURRENT	2,425,954.18	73.21%
30 DAYS	399,129.89	12.04%
60 DAYS	192,119.45	5.80%
90 DAYS	106,614.02	3.22%
OVER 90 DAYS	190,043.53	5.73%
TOTAL	<u>3,313,861.07</u>	<u>100.00%</u>

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SCHEDULE OF OPERATING REVENUE
3/31/11

SCHEDULE D

	MONTH LAST YEAR	MONTH CURRENT YEAR	LAST YEAR TO DATE	CURRENT YEAR TO DATE	YTD % CHANGE
SALES OF ELECTRICITY:					
RESIDENTIAL SALES	2,386,629.57	2,637,393.10	25,222,718.63	27,120,411.32	7.52%
COMM AND INDUSTRIAL SALES	3,349,644.10	3,584,846.68	34,612,314.85	35,746,475.99	3.28%
PRIVATE STREET LIGHTING	10,256.30	10,861.05	94,231.85	95,396.85	1.24%
TOTAL PRIVATE CONSUMERS	<u>5,746,529.97</u>	<u>6,233,100.83</u>	<u>59,929,265.33</u>	<u>62,962,284.16</u>	5.06%
MUNICIPAL SALES:					
STREET LIGHTING	45,696.51	46,434.68	418,076.83	417,834.54	-0.06%
MUNICIPAL BUILDINGS	95,735.02	100,847.57	920,657.60	928,891.99	0.89%
TOTAL MUNICIPAL CONSUMERS	<u>141,431.53</u>	<u>147,282.25</u>	<u>1,338,734.43</u>	<u>1,346,726.53</u>	0.60%
SALES FOR RESALE	32,411.08	34,022.13	317,625.66	334,393.05	5.28%
SCHOOL	158,107.14	142,361.14	1,372,578.83	1,299,265.49	-5.34%
SUB-TOTAL	<u>6,078,479.72</u>	<u>6,556,766.35</u>	<u>62,958,204.25</u>	<u>65,942,669.23</u>	0.06
FORFEITED DISCOUNTS	71,658.94	84,719.86	652,010.42	782,175.27	19.96%
PURCHASED POWER CAPACITY	580,133.13	40,088.46	3,152,192.03	1,238,886.84	-60.70%
ENERGY CONSERVATION - RESIDENTIAL	9,183.84	13,728.15	94,820.91	110,647.91	16.69%
ENERGY CONSERVATION - COMMERCIAL	31,843.75	23,081.94	321,043.52	276,096.43	-14.00%
GAW REVENUE	0.00	53,456.19	0.00	404,325.74	100.00%
PASNY CREDIT	(75,632.25)	(92,444.57)	(389,266.09)	(612,513.29)	57.35%
TOTAL REVENUE	<u>6,695,667.13</u>	<u>6,679,396.38</u>	<u>66,789,005.04</u>	<u>68,142,288.13</u>	2.03%

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SCHEDULE OF OPERATING REVENUE BY TOWN
3/31/11

MONTH	TOTAL	READING	LYNNFIELD	NO. READING	WILMINGTON
RESIDENTIAL	2,637,393.10	805,425.72	338,325.82	600,314.34	893,327.22
INDUS/MUNI BLDG	3,685,694.25	515,408.48	47,469.75	585,063.32	2,537,752.70
PUB. ST. LIGHTS	46,434.68	16,227.98	5,649.79	7,678.41	16,878.50
PRV. ST. LIGHTS	10,861.05	2,005.80	198.43	3,422.13	5,234.69
CO-OP RESALE	34,022.13	34,022.13	0.00	0.00	0.00
SCHOOL	142,361.14	49,111.76	29,312.19	19,497.17	44,440.02
TOTAL	6,556,766.35	1,422,201.87	420,955.98	1,215,975.37	3,497,633.13

THIS YEAR TO DATE

RESIDENTIAL	27,120,411.32	8,499,900.69	3,826,269.77	6,301,171.76	8,493,069.10
INDUS/MUNI BLDG	36,675,367.98	4,986,079.82	467,375.24	5,710,970.37	25,510,942.55
PUB. ST. LIGHTS	417,834.54	146,230.55	50,932.81	68,886.95	151,784.23
PRV. ST. LIGHTS	95,396.85	17,997.26	1,788.87	29,608.24	46,002.48
CO-OP RESALE	334,393.05	334,393.05	0.00	0.00	0.00
SCHOOL	1,299,265.49	461,649.34	271,039.34	173,635.42	392,941.39
TOTAL	65,942,669.23	14,446,250.71	4,617,406.01	12,284,272.75	34,594,739.76

LAST YEAR TO DATE

RESIDENTIAL	25,222,718.63	7,905,999.30	3,561,539.94	5,837,045.95	7,918,133.44
INDUS/MUNI BLDG	35,532,972.45	4,752,931.25	448,519.26	5,683,483.43	24,648,038.51
PUB. ST. LIGHTS	418,076.83	144,723.32	51,738.62	69,395.84	152,219.05
PRV. ST. LIGHTS	94,231.85	18,132.30	1,806.51	29,095.19	45,197.85
CO-OP RESALE	317,625.66	317,625.66	0.00	0.00	0.00
SCHOOL	1,372,578.83	501,151.53	274,532.76	180,802.67	416,091.87
TOTAL	62,958,204.25	13,640,563.36	4,338,137.09	11,799,823.08	33,179,680.72

PERCENTAGE OF OPERATING INCOME TO TOTAL

MONTH	TOTAL	READING	LYNNFIELD	NO. READING	WILMINGTON
RESIDENTIAL	40.22%	12.28%	5.16%	9.16%	13.62%
INDUS/MUNI BLDG	56.21%	7.86%	0.72%	8.92%	38.71%
PUB. ST. LIGHTS	0.71%	0.25%	0.09%	0.12%	0.25%
PRV. ST. LIGHTS	0.17%	0.03%	0.00%	0.05%	0.09%
CO-OP RESALE	0.52%	0.52%	0.00%	0.00%	0.00%
SCHOOL	2.17%	0.75%	0.45%	0.30%	0.67%
TOTAL	100.00%	21.69%	6.42%	18.55%	53.34%

THIS YEAR TO DATE

RESIDENTIAL	41.13%	12.89%	5.80%	9.56%	12.88%
INDUS/MUNI BLDG	55.62%	7.56%	0.71%	8.66%	38.69%
PUB. ST. LIGHTS	0.63%	0.22%	0.08%	0.10%	0.23%
PRV. ST. LIGHTS	0.14%	0.03%	0.00%	0.04%	0.07%
CO-OP RESALE	0.51%	0.51%	0.00%	0.00%	0.00%
SCHOOL	1.97%	0.70%	0.41%	0.26%	0.60%
TOTAL	100.00%	21.91%	7.00%	18.62%	52.47%

LAST YEAR TO DATE

RESIDENTIAL	40.07%	12.56%	5.66%	9.27%	12.58%
INDUS/MUNI BLDG	56.44%	7.55%	0.71%	9.03%	39.15%
PUB. ST. LIGHTS	0.66%	0.23%	0.08%	0.11%	0.24%
PRV. ST. LIGHTS	0.15%	0.03%	0.00%	0.05%	0.07%
CO-OP RESALE	0.50%	0.50%	0.00%	0.00%	0.00%
SCHOOL	2.18%	0.80%	0.44%	0.29%	0.65%
TOTAL	100.00%	21.67%	6.89%	18.75%	52.69%

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUDGETED REVENUE VARIANCE REPORT
3/31/11

SCHEDULE F

	ACTUAL YEAR TO DATE	BUDGET YEAR TO DATE	VARIANCE *	% CHANGE
SALES OF ELECTRICITY:				
RESIDENTIAL	15,412,889.94	13,662,760.00	1,750,129.94	12.81%
COMM AND INDUSTRIAL SALES				
PRIVATE STREET LIGHTING	18,088,662.52	16,219,169.00	1,869,493.52	11.53%
MUNICIPAL BUILDINGS				
PUBLIC STREET LIGHTING	293,636.44	403,356.00	(109,719.56)	-27.20%
SALES FOR RESALE	180,629.96	191,498.00	(10,868.04)	-5.68%
SCHOOL	<u>672,822.21</u>	<u>635,739.00</u>	<u>37,083.21</u>	5.83%
TOTAL BASE SALES	34,648,641.07	31,112,522.00	3,536,119.07	11.37%
TOTAL FUEL SALES	<u>31,294,028.16</u>	<u>30,922,864.00</u>	<u>371,164.16</u>	1.20%
TOTAL OPERATING REVENUE	65,942,669.23	62,035,386.00	3,907,283.23	6.30%
FORFEITED DISCOUNTS	782,175.27	684,475.00	97,700.27	14.27%
PURCHASED POWER CAPACITY	1,238,886.84	4,127,433.00	(2,888,546.16)	-69.98%
ENERGY CONSERVATION - RESIDENTIAL	110,647.91	90,275.00	20,372.91	22.57%
ENERGY CONSERVATION - COMMERCIAL	276,096.43	319,188.00	(43,091.57)	-13.50%
GAW REVENUE	404,325.74	210,000.00	194,325.74	92.54%
PASNY CREDIT	(612,513.29)	(450,000.00)	(162,513.29)	36.11%
TOTAL OPERATING REVENUES	<u><u>68,142,288.13</u></u>	<u><u>67,016,757.00</u></u>	<u><u>1,125,531.13</u></u>	1.68%

* () = ACTUAL UNDER BUDGET

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
SCHEDULE OF OPERATING EXPENSES
3/31/11

SCHEDULE E

OPERATION EXPENSES:	MONTH LAST YEAR	MONTH CURRENT YEAR	LAST YEAR TO DATE	CURRENT YEAR TO DATE	YTD % CHANGE
PURCHASED POWER BASE EXPENSE	2,323,039.53	2,189,648.87	20,837,453.69	20,841,468.45	0.02%
OPERATION SUPER AND ENGIN-TRANS	0.00	0.00	0.00	0.00	0.00%
OPERATION SUP AND ENGINEERING EXP	41,750.56	33,316.24	309,509.67	338,964.90	9.52%
STATION SUP LABOR AND MISC	8,385.46	8,972.86	58,329.11	81,184.63	39.18%
LINE MISC LABOR AND EXPENSE	60,698.28	61,698.84	475,854.03	483,386.73	1.58%
STATION LABOR AND EXPENSE	37,690.82	30,377.05	349,468.99	335,095.23	-4.11%
STREET LIGHTING EXPENSE	5,695.97	10,510.91	38,109.11	69,790.81	83.13%
METER EXPENSE	34,383.43	20,537.47	297,687.68	239,376.13	-19.59%
MISC DISTRIBUTION EXPENSE	29,011.98	23,718.82	243,390.52	243,724.63	0.14%
METER READING LABOR & EXPENSE	4,554.71	4,966.12	54,323.05	55,028.38	1.30%
ACCT & COLL LABOR & EXPENSE	131,049.33	91,714.54	1,017,201.48	950,359.27	-6.57%
UNCOLLECTIBLE ACCOUNTS	12,500.00	15,000.00	112,992.92	135,000.00	19.48%
ENERGY AUDIT EXPENSE	54,033.33	26,549.63	350,566.08	284,876.34	-18.74%
ADMIN & GEN SALARIES	72,583.31	54,114.35	583,925.68	518,820.42	-11.15%
OFFICE SUPPLIES & EXPENSE	21,778.59	24,231.81	198,611.49	202,598.92	2.01%
OUTSIDE SERVICES	3,422.04	24,497.99	208,748.03	169,756.18	-18.68%
PROPERTY INSURANCE	30,646.58	31,705.39	282,583.03	279,477.49	-1.10%
INJURIES AND DAMAGES	3,782.60	5,386.50	43,411.27	33,496.46	-22.84%
EMPLOYEES PENSIONS & BENEFITS	(130,268.24)	181,366.81	941,575.66	1,244,718.42	32.20%
MISC GENERAL EXPENSE	16,248.83	15,549.83	121,362.24	131,898.64	8.68%
RENT EXPENSE	15,956.25	18,072.70	147,929.31	154,332.88	4.33%
ENERGY CONSERVATION	20,268.25	144,131.94	263,877.32	528,316.94	100.21%
TOTAL OPERATION EXPENSES	474,172.08	826,419.80	6,099,456.67	6,480,203.40	6.24%
MAINTENANCE EXPENSES:					
MAINT OF TRANSMISSION PLANT	227.08	227.08	2,043.74	2,043.76	0.00%
MAINT OF STRUCT AND EQUIPMT	11,172.09	12,130.38	70,148.17	123,645.04	76.26%
MAINT OF LINES - OH	144,319.39	110,309.75	893,170.17	1,009,287.84	13.00%
MAINT OF LINES - UG	923.64	15,157.99	130,892.88	107,305.82	-18.02%
MAINT OF LINE TRANSFORMERS **	54,276.29	0.00	648,436.89	1,309,140.19	101.89%
MAINT OF ST LT & SIG SYSTEM	23.23	(22.49)	(106.38)	(141.27)	32.80%
MAINT OF GARAGE AND STOCKROOM	44,982.56	72,764.50	369,133.88	467,920.87	26.76%
MAINT OF METERS	0.00	1,974.35	531.31	13,239.79	2391.91%
MAINT OF GEN PLANT	8,399.88	(20,994.12)	70,537.87	77,193.91	9.44%
TOTAL MAINTENANCE EXPENSES	264,324.16	191,547.44	2,184,788.53	3,109,635.95	42.33%
DEPRECIATION EXPENSE	280,105.78	287,729.05	2,520,952.02	2,589,561.45	2.72%
PURCHASED POWER FUEL EXPENSE	3,009,718.08	2,937,424.70	31,078,465.50	30,572,419.82	-1.63%
VOLUNTARY PAYMENTS TO TOWNS	104,500.00	110,000.00	940,246.00	985,885.00	4.85%
TOTAL OPERATING EXPENSES	6,455,859.63	6,542,769.86	63,661,362.41	64,579,174.07	1.44%

** FY 11 YTD total includes GAW soil remediation expenses totalling \$1,256,862.93
Total costs to date for entire project is \$2,353,294.73

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUDGETED OPERATING EXPENSE VARIANCE REPORT
3/31/11

SCHEDULE G

OPERATION EXPENSES:	ACTUAL YEAR TO DATE	BUDGET YEAR TO DATE	VARIANCE *	% CHANGE
PURCHASED POWER BASE EXPENSE	20,841,468.45	20,936,030.00	(94,561.55)	-0.45%
OPERATION SUPER AND ENGIN-TRANS	0.00	0.00	0.00	0.00%
OPERATION SUP AND ENGINEERING EXP	338,964.90	330,751.00	8,213.90	2.48%
STATION SUP LABOR AND MISC	81,184.63	63,532.00	17,652.63	27.79%
LINE MISC LABOR AND EXPENSE	483,386.73	405,587.00	77,799.73	19.18%
STATION LABOR AND EXPENSE	335,095.23	319,110.00	15,985.23	5.01%
STREET LIGHTING EXPENSE	69,790.81	50,143.00	19,647.81	39.18%
METER EXPENSE	239,376.13	362,179.00	(122,802.87)	-33.91%
MISC DISTRIBUTION EXPENSE	243,724.63	259,476.00	(15,751.37)	-6.07%
METER READING LABOR & EXPENSE	55,028.38	48,247.00	6,781.38	14.06%
ACCT & COLL LABOR & EXPENSE	950,359.27	1,049,874.00	(99,514.73)	-9.48%
UNCOLLECTIBLE ACCOUNTS	135,000.00	135,000.00	0.00	0.00%
ENERGY AUDIT EXPENSE	284,876.34	365,420.00	(80,543.66)	-22.04%
ADMIN & GEN SALARIES	518,820.42	580,891.00	(62,070.58)	-10.69%
OFFICE SUPPLIES & EXPENSE	202,598.92	208,596.00	(5,997.08)	-2.87%
OUTSIDE SERVICES	169,756.18	216,396.00	(46,639.82)	-21.55%
PROPERTY INSURANCE	279,477.49	359,127.00	(79,649.51)	-22.18%
INJURIES AND DAMAGES	33,496.46	48,717.00	(15,220.54)	-31.24%
EMPLOYEES PENSIONS & BENEFITS	1,244,718.42	930,347.00	314,371.42	33.79%
MISC GENERAL EXPENSE	131,898.64	175,636.00	(43,737.36)	-24.90%
RENT EXPENSE	154,332.88	159,003.00	(4,670.12)	-2.94%
ENERGY CONSERVATION	528,316.94	485,585.00	42,731.94	8.80%
TOTAL OPERATION EXPENSES	6,480,203.40	6,553,617.00	(73,413.60)	-1.12%
MAINTENANCE EXPENSES:				
MAINT OF TRANSMISSION PLANT	2,043.76	2,250.00	(206.24)	-9.17%
MAINT OF STRUCT AND EQUIPMENT	123,645.04	142,063.00	(18,417.96)	-12.96%
MAINT OF LINES - OH	1,009,287.84	877,968.00	131,319.84	14.96%
MAINT OF LINES - UG	107,305.82	142,712.00	(35,406.18)	-24.81%
MAINT OF LINE TRANSFORMERS **	1,309,140.19	671,378.00	637,762.19	94.99%
MAINT OF ST LT & SIG SYSTEM	(141.27)	6,658.00	(6,799.27)	-102.12%
MAINT OF GARAGE AND STOCKROOM	467,920.87	526,708.00	(58,787.13)	-11.16%
MAINT OF METERS	13,239.79	2,898.00	10,341.79	356.86%
MAINT OF GEN PLANT	77,193.91	99,000.00	(21,806.09)	-22.03%
TOTAL MAINTENANCE EXPENSES	3,109,635.95	2,471,635.00	638,000.95	25.81%
DEPRECIATION EXPENSE	2,589,561.45	2,625,003.00	(35,441.55)	-1.35%
PURCHASED POWER FUEL EXPENSE	30,572,419.82	31,313,265.00	(740,845.18)	-2.37%
VOLUNTARY PAYMENTS TO TOWNS	985,885.00	990,000.00	(4,115.00)	-0.42%
TOTAL OPERATING EXPENSES	64,579,174.07	64,889,550.00	(310,375.93)	-0.48%

* () = ACTUAL UNDER BUDGET

** FY 11 YTD total includes GAW soil remediation expenses totalling \$1,256,862.93
Total costs to date for entire project is \$2,353,294.73

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
BUDGETED OPERATING EXPENSE VARIANCE REPORT
3/31/11

OPERATION EXPENSES:	RESPONSIBLE SENIOR MANAGER	2011 ANNUAL BUDGET	ACTUAL YEAR TO DATE	REMAINING BUDGET BALANCE	REMAINING BUDGET %
PURCHASED POWER BASE EXPENSE	JP	27,711,574.00	26,841,468.45	6,870,105.55	24.79%
OPERATION SUPER AND ENGIN-TRANS	KS	0.00	0.00	0.00	0.00%
OPERATION SUP AND ENGINEERING EXP	KS	441,828.00	338,964.90	102,863.10	23.28%
STATION SUP LABOR AND MISC	KS	85,205.00	81,184.63	4,020.37	4.72%
LINE MISC LABOR AND EXPENSE	KS	520,806.00	483,386.73	37,419.27	7.18%
STATION LABOR AND EXPENSE	KS	426,438.00	335,095.23	91,342.77	21.42%
STREET LIGHTING EXPENSE	KS	66,694.00	69,790.81	(3,096.81)	-4.64%
METER EXPENSE	DA	482,771.00	239,376.13	243,394.87	50.42%
MISC DISTRIBUTION EXPENSE	JD	347,115.00	243,724.63	103,390.37	29.79%
METER READING LABOR & EXPENSE	DA	64,358.00	55,028.38	9,329.62	14.50%
ACCT & COLL LABOR & EXPENSE	RF	1,397,984.00	950,359.27	447,624.73	32.02%
UNCOLLECTIBLE ACCOUNTS	RF	180,000.00	135,000.00	45,000.00	25.00%
ENERGY AUDIT EXPENSE	JP	494,776.00	284,876.34	209,899.66	42.42%
ADMIN & GEN SALARIES	VC	776,849.00	518,820.42	258,028.58	33.21%
OFFICE SUPPLIES & EXPENSE	VC	278,100.00	202,598.92	75,501.08	27.15%
OUTSIDE SERVICES	VC	293,500.00	169,756.18	123,743.82	42.16%
PROPERTY INSURANCE	JD	478,900.00	279,477.49	199,422.51	41.64%
INJURIES AND DAMAGES	JD	64,805.00	33,496.46	31,308.54	48.31%
EMPLOYEES PENSIONS & BENEFITS	JD	1,188,607.00	1,244,718.42	(56,111.42)	-4.72%
MISC GENERAL EXPENSE	VC	212,096.00	131,898.64	80,197.36	37.81%
RENT EXPENSE	JD	212,000.00	154,332.88	57,667.12	27.20%
ENERGY CONSERVATION	JP	643,730.00	528,316.94	115,413.06	17.93%
TOTAL OPERATION EXPENSES		8,656,562.00	6,480,203.40	2,176,358.60	25.14%
MAINTENANCE EXPENSES:					
MAINT OF TRANSMISSION PLANT	KS	3,000.00	2,043.76	956.24	31.87%
MAINT OF STRUCT AND EQUIPMT	KS	187,404.00	123,645.04	63,758.96	34.02%
MAINT OF LINES - OH	KS	1,199,735.00	1,009,287.84	190,447.16	15.87%
MAINT OF LINES - UG	KS	190,258.00	107,305.82	82,952.18	43.60%
MAINT OF LINE TRANSFORMERS **	KS	693,500.00	1,309,140.19	(615,640.19)	-88.77%
MAINT OF ST LT & SIG SYSTEM	JD	8,857.00	(141.27)	8,998.27	101.60%
MAINT OF GARAGE AND STOCKROOM	JD	676,532.00	467,920.87	208,611.13	30.84%
MAINT OF METERS	DA	3,875.00	13,239.79	(9,364.79)	-241.67%
MAINT OF GEN PLANT	RF	132,000.00	77,193.91	54,806.09	41.52%
TOTAL MAINTENANCE EXPENSES		3,095,161.00	3,109,635.95	(14,474.95)	-0.47%
DEPRECIATION EXPENSE	RF	3,500,000.00	2,589,561.45	910,438.55	26.01%
PURCHASED POWER FUEL EXPENSE	JP	39,512,664.00	30,572,419.82	8,940,244.18	22.63%
VOLUNTARY PAYMENTS TO TOWNS	RF	1,320,000.00	985,885.00	334,115.00	25.31%
TOTAL OPERATING EXPENSES		83,795,961.00	64,579,174.07	19,216,786.93	22.93%

** FY 11 YTD total includes GAW soil remediation expenses totalling \$1,256,862.93
Total costs to date for entire project is \$2,353,294.73

TOWN OF READING, MASSACHUSETTS
MUNICIPAL LIGHT DEPARTMENT
PROFESSIONAL SERVICES
3/31/2011

PROFESSIONAL SERVICES BY PROJECT

ITEM	DEPARTMENT	ACTUAL	BUDGET	VARIANCE
1 RMLD AND PENSION TRUST AUDIT FEES	ACCOUNTING	31,750.00	36,000.00	(4,250.00)
2 PENSION ACTUARIAL EVALUATION	ACCOUNTING	6,000.00	0.00	6,000.00
3 LEGAL- FERC/ISO ISSUES	ENERGY SERVICE	0.00	13,500.00	(13,500.00)
4 LEGAL- POWER SUPPLY ISSUES	ENERGY SERVICE	29,373.51	36,000.00	(6,626.49)
5 PROFESSIONAL SERVICES	ENERGY SERVICE	0.00	22,500.00	(22,500.00)
6 NERC COMPLIANCE	E & O	6,787.50	5,625.00	1,162.50
7 ENGINEERING STUDIES	ENGINEERING	0.00	11,250.00	(11,250.00)
8 LEGAL SERVICES- GENERAL	GM	85,936.41	37,503.00	48,433.41
9 LEGAL SERVICES- ARBITRATION	HR	3,481.90	0.00	3,481.90
10 LEGAL GENERAL	HR	2,663.18	31,500.00	(28,836.82)
11 LEGAL GENERAL	BLDG. MAINT.	0.00	1,125.00	(1,125.00)
12 SURVEY RIGHT OF WAY	BLDG. MAINT.	0.00	3,753.00	(3,753.00)
13 ENVIRONMENTAL	BLDG. MAINT.	1,472.00	3,753.00	(2,281.00)
14 ENGINEERING SERVICES	BLDG. MAINT.	0.00	6,390.00	(6,390.00)
15 INSURANCE CONSULTANT	GEN. BENEFIT	2,291.68	7,497.00	(5,205.32)
TOTAL		<u>169,756.18</u>	<u>216,396.00</u>	<u>(46,639.82)</u>

PROFESSIONAL SERVICES BY VENDOR

	ACTUAL
MELANSON HEATH & COMPANY PC	49,698.99
RUBIN AND RUDMAN	77,765.12
DUNCAN AND ALLEN	18,445.81
WILLIAM F CROWLEY ATTORNEY	650.00
CHOATE HALL AND STEWART	5,945.08
UTILITY SERVICES INC.	6,787.50
AMERICAN ARBITRATION ASSOCIATION	200.00
COVINO ENVIRONMENTAL ASSOCIATES	1,472.00
ROMARKE INSURANCE	2,291.68
FIG LEAF SOFTWARE INC	500.00
STONE CONSULTING INC.	6,000.00
TOTAL	<u>169,756.18</u>

4/25/2011
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RMLD
BUDGET VARIANCE REPORT
FOR PERIOD ENDING MARCH 31, 2011

DIVISIONS AND DEPARTMENTS	ACTUAL	BUDGET	VARIANCE	CHANGE
<u>ENGINEERING AND OPERATIONS:</u>				
E&O MGR	149,262	152,167	(2,905)	-1.91%
ENGINEERING	339,715	342,745	(3,031)	-0.88%
LINE	1,671,839	1,485,505	186,334	12.54%
METER READING	55,028	48,249	6,779	14.05%
METER TECHNICIANS	240,121	362,367	(122,245)	-33.74%
STATION OP	416,280	382,642	33,638	8.79%
STATION TECHS	1,446,025	816,718	629,307	77.05%
DIVISION TOTAL	4,318,270	3,590,393	727,877	20.27%
<u>ENERGY SERVICES DIVISION TOTAL</u>				
	842,503	923,380	(80,877)	-8.76%
<u>GENERAL MANAGER:</u>				
GENERAL MANAGER	304,983	274,177	30,806	11.24%
HUMAN RESOURCES	88,082	142,829	(54,746)	-38.33%
COMMUNITY RELATIONS	117,978	143,554	(25,575)	-17.82%
CAB	3,812	11,240	(7,428)	-66.09%
BOARD	3,664	7,125	(3,461)	-48.57%
DIVISION TOTAL	518,520	578,925	(60,405)	-10.43%
<u>FACILITY MANAGER:</u>				
GENERAL BENEFITS	1,764,000	1,579,173	184,827	11.70%
BUILDING MAINTENANCE	469,468	541,727	(72,260)	-13.34%
MATERIALS MANAGEMENT	243,736	260,603	(16,867)	-6.47%
DIVISION TOTAL	2,477,203	2,381,503	95,700	4.02%
<u>BUSINESS DIVISION:</u>				
ACCOUNTING	548,957	585,223	(36,266)	-6.20%
CUSTOMER SERVICE	450,051	498,677	(48,627)	-9.75%
MIS	408,059	438,023	(29,964)	-6.84%
MISCELLANEOUS DEDUCTIONS	5,241,935	5,284,372	(42,437)	-0.80%
DIVISION TOTAL	6,649,001	6,806,295	(157,293)	-2.31%
DIVISION TOTALS	14,805,498	14,280,496	525,003	3.68%
PURCHASED POWER - BASE	20,841,468	20,936,030	(94,562)	-0.45%
PURCHASED POWER - FUEL	30,572,420	31,313,265	(740,845)	-2.37%
TOTAL	66,219,387	66,529,791	(310,404)	-0.47%

RMLD
DEFERRED FUEL CASH RESERVE ANALYSIS
3/31/11

DATE	GROSS CHARGES	REVENUES	PASNY CREDIT	MONTHLY DEFERRED	TOTAL DEFERRED
Jun-10					2,326,112.09
Jul-10	4,555,108.56	3,536,618.90	(98,501.74)	(1,116,991.40)	1,209,120.69
Aug-10	4,151,871.47	3,658,721.48	(49,929.96)	(543,079.95)	666,040.74
Sep-10	3,437,081.39	4,007,231.89	(52,662.99)	517,487.51	1,183,528.25
Oct-10	2,586,224.15	3,632,858.99	(62,298.35)	984,336.49	2,167,864.74
Nov-10	2,717,341.26	3,468,972.22	(32,335.11)	719,295.85	2,887,160.59
Dec-10	3,582,794.01	3,213,832.76	(71,724.91)	(440,686.16)	2,446,474.43
Jan-11	3,620,814.67	3,629,698.16	(59,937.36)	(51,053.87)	2,395,420.56
Feb-11	2,983,759.61	3,153,393.61	(92,678.30)	76,955.70	2,472,376.26
Mar-11	2,937,424.70	2,992,700.15	(92,444.57)	(37,169.12)	2,435,207.14

RMLD
STAFFING REPORT
FOR FISCAL YEAR ENDING JUNE, 2011

	ACTUAL								
11 BUD	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
TOTAL	10	10	10	10	10	10	11	11	11
<u>GENERAL MANAGER</u>									
GENERAL MANAGER	2	2	2	2	2	2	2	2	2
HUMAN RESOURCES	1.5	1	1	1	1	1	1	1	1
COMMUNITY RELATIONS	1.5	1	1	1	1	1	1	1	1
TOTAL	5	4	4	4	4	4	4	4	4
<u>BUSINESS</u>									
ACCOUNTING	2	2	2	2	2	2	2	2	2
CUSTOMER SERVICE	9	8	8	8	8	8	8	7	7
MGMT INFORMATION SYS	6	6	6	6	6	6	6	6	6
MISCELLANEOUS	1	1	1	1	1	1	1	1	1
TOTAL	18	17	17	17	17	17	17	16	16
<u>ENGINEERING & OPERATIONS</u>									
AGM E&O	2	2	2	2	2	2	2	2	2
ENGINEERING	5	5	5	5	5	5	5	5	5
LINE	20	19	19	19	19	19	19	20	20
METER	6	6	6	6	6	6	6	6	5
STATION	9	9	9	9	9	9	9	9	8
TOTAL	42	41	41	41	41	41	41	42	40
<u>PROJECT</u>									
BUILDING	2	2	2	2	2	2	2	2	2
GENERAL BENEFITS	2	2	2	2	2	2	2	2	2
TRANSPORTATION	0	0	0	0	0	0	0	0	0
MATERIALS MGMT	4	4	4	4	4	4	4	4	4
TOTAL	8	8	8	8	8	8	8	8	8
<u>ENERGY SERVICES</u>									
ENERGY SERVICES	6	6	5	5	5	5	5	5	5
TOTAL	6	6	5	5	5	5	5	5	5
RMLD TOTAL	79	76	75	75	75	75	75	75	73
<u>CONTRACTORS</u>									
UG LINE	2	2	2	2	2	2	2	2	2
TOTAL	2	2	2	2	2	2	2	2	2
GRAND TOTAL	81	78	77	77	77	77	77	77	75

To: Vincent Cameron

From: Energy Services

Date: April 20, 2011

Subject: **Purchase Power Summary – March 2011**

Energy Services Division (ESD) has completed the Purchase Power Summary for the month of March, 2011.

ENERGY

The RMLD's total metered load for the month was 58,441,541 kWh, which was an increase of .94 % compared to March, 2010 figures.

Table 1 is a breakdown by source of the energy purchases.

TABLE 1

Resource	Amount of Energy (kWh)	Cost of Energy (\$/Mwh)	% of Total Energy	Total \$ Costs	\$ as a %
Millstone #3	3,715,996	\$5.54	6.35%	\$20,584	0.70%
Seabrook	5,863,252	\$8.74	10.02%	\$51,263	1.75%
JP Morgan	3,540,200	\$53.51	6.05%	\$189,453	6.45%
Stonybrook CC	1,420,437	\$57.82	2.43%	\$82,131	2.80%
Constellation	7,430,000	\$63.30	12.70%	\$470,319	16.01%
NYPA	1,861,173	\$4.92	3.18%	\$9,157	0.31%
ISO Interchange	13,003,517	\$46.28	22.22%	\$601,843	20.49%
NEMA Congestion	0	\$0.00	0.00%	-\$88,117	-3.00%
Coop Resales	75,457	\$132.12	0.13%	\$9,969	0.34%
Stonybrook Peaking	0	\$0.00	0.00%	\$38	0.00%
MacQuarie	19,083,000	\$70.91	32.61%	\$1,353,253	46.07%
Braintree Watson Unit	249,298	\$73.97	0.43%	\$18,441	0.63%
Swift River Projects	2,273,876	\$96.35	3.89%	\$219,089	7.46%
Monthly Total	58,516,206	\$50.20	100.00%	\$2,937,425	100.00%

Table 2

Resource	Amount of Energy (kWh)	Cost of Energy (\$/Mwh)	% of Total Energy
ISO DA LMP* Settlement	13,841,389	48.05	23.65%
RT Net Energy** Settlement	837,872	60.81	1.43%
ISO Interchange (subtotal)	13,003,517	46.28	22.22%

Table 2 breaks down the ISO interchange between the DA LMP Settlement and the RT Net Energy for month of March, 2011.

CAPACITY

The RMLD hit a demand of 102,790 kW, which occurred on March 3, 2011 at 7 pm.

The RMLD's monthly UCAP requirement for March, 2011 was 213,465 kW.

Table 3 shows the sources of capacity that the RMLD utilized to meet its requirement.

Table 3

Source	Amount (kW)	Cost (\$/kW-month)	Total Cost \$	% of Total Cost
Millstone #3	4,991	\$62.15	\$310,189	20.44%
Seabrook	7,902	\$56.67	\$447,824	29.50%
Stonybrook Peaking	24,981	\$1.99	\$49,749	3.28%
Stonybrook CC	42,925	\$3.28	\$140,872	9.28%
NYP&A	0	\$2.96	\$11,896	0.78%
HQICC	6,570	\$3.99	\$26,241	1.73%
ISO-NE Supply Auction	115,576	\$3.65	\$421,279	27.76%
Braintree Watson Unit	10,520	\$10.43	\$109,770	7.23%
Total	213,465	\$7.11	\$1,517,821	100.00%

*ISO DA LMP: Independent System Operator Day-Ahead Locational Marginal Price

**RT Net Energy: Real-Time Net Energy

Table 4

Resource	Energy	Capacity	Total cost	% of Total Cost
Millstone #3	\$20,584	\$310,189	\$330,774	7.42%
Seabrook	\$51,263	\$447,824	\$499,087	11.20%
Stonybrook CC	\$82,131	\$140,872	\$223,003	5.01%
HQICC	\$0	\$26,241	\$26,241	0.59%
Constellation	\$470,319	\$0	\$470,319	10.56%
NYP&A	\$9,157	\$11,896	\$21,053	0.47%
ISO Interchange	\$602,566	\$421,279	\$1,023,845	22.98%
NEMA Congestion	-\$88,840	\$0	-\$88,840	-1.99%
Coop Resales	\$9,969	\$0	\$9,969	0.22%
Stonybrook Peaking	\$38	\$49,749	\$49,787	1.12%
Integr&S	\$189,453	\$0	\$189,453	4.25%
MacQuarie	\$1,353,253	\$0	\$1,353,253	30.37%
Braintree Watson Unit	\$18,441	\$109,770	\$128,211	2.88%
Swift River Projects	\$219,089	\$0	\$219,089	4.92%
Monthly Total	\$2,937,425	\$1,517,821	\$4,455,246	100.00%

TRANSMISSION

The RMLD's total transmission costs for the month of March, 2011 are \$669,697. This is a 10% decrease from the February 2011 cost of \$744,186. In 2010, the transmission costs for the month of March, 2010 were \$625,865.

Table 5

	Current Month	Last Month	Last Year
Peak Demand (kW)	102,790	108,295	103,795
Energy (kWh)	58,516,206	55,387,717	57,958,559
Energy (\$)	\$2,937,425	\$2,983,760	\$3,009,718
Capacity (\$)	\$1,517,821	\$1,516,708	\$1,701,951
Transmission (\$)	\$669,697	\$744,186	\$625,865
Total	\$5,124,942	\$5,244,654	\$5,337,534

Table 5 shows the current month vs. last month and last year (March, 2010).

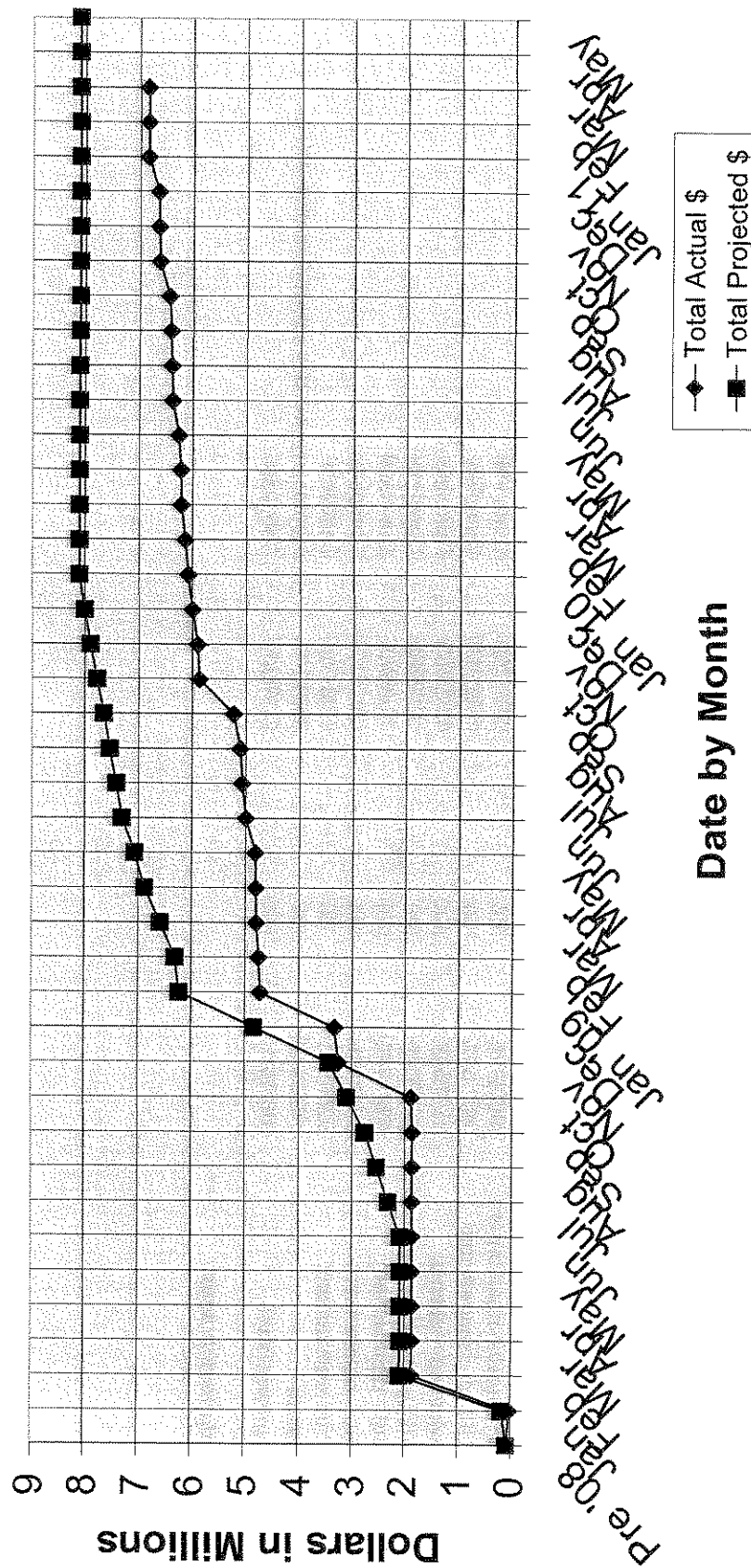
Gaw Transformer Upgrade Project

Schedule Milestones	Start Date	% Complete	Completion Date	Notes
Conceptual Engineering	Jul-08	100	Jun-09	Complete
Major Equipment Procurement	Feb-09	100	Oct-10	Complete
Design Engineering	Jul-08	100	Jun-09	Complete
Scheduled Transformer Delivery	Dec-08	100	Dec-08	Complete
Construction Bid	Jan-09	100	Mar-09	Complete
Construction Contractor	May-09	100	Dec-10	Complete
Construction Transformer Replacement	May-09	100	Oct-10	Complete
Construction Switchgear Upgrades	Dec-09	98	Jul-11	Remaining: transfer scheme control wiring
Construction RMLD Personnel	Jan-09	98	Jul-11	Remaining: transfer scheme control wiring

Tangible Milestones	Start Date	% Complete	Completion Date	Notes
Relocate Station Service transformers	06/22/09	100	07/17/09	Complete
Transformer 110C on concrete pad	06/01/09	100	07/22/09	Complete
115kV circuit switchers replaced	07/25/09	100	08/02/09	Complete
Transformer 110C secondary work	07/27/09	100	10/05/09	Complete
Transformer 110C replacement	08/31/09	100	10/09/09	Complete
Transformer 110A replacement	09/21/09	100	09/30/10	Complete
Transformer 110B replacement	02/19/10	100	03/31/10	Complete
Switchgear upgrade	12/01/09	98	07/31/11	Remaining: transfer scheme control wiring
Feeder Reassignment work	08/16/10	100	01/30/11	Complete

Changes highlighted in bold

Gaw Transformer Upgrade Project



Reconciling the Gaw Upgrade Project

<u>Capital Item</u> Description	Fiscal Yr	<u>Budget</u>		<u>Expenditure</u>		<u>Delta</u> by FY
		Item	Cumulative	Actual	Cumulative	
Transformer Payment	2008	2.080	2.080	1.836	1.836	-0.244
Contract Labor	2009	1.380		0.170		
Procured Equipment		0.360		0.101		
RMLD Labor		0.446		0.111		
Feeder Reassignment		0.282		0.000		
Transformer Payments		2.757	7.305	2.755	4.973	-2.332
Contract Labor	2010	0.285		0.838		
Procured Equipment		0.195		0.155		
RMLD Labor		0.200		0.380		
Feeder Reassignment		0.110	8.095	0.000	6.346	-1.749
Contract Labor	2011	0.545		0.341		
Procured Equipment		0.030		0.007		
RMLD Labor		0.064		0.101		
Feeder Reassignment		0.236	8.095	0.048	6.843	
Project Sub-Total		0.875	8.095	6.843	6.843	
Project Total					6.843	-1.253

READING MUNICIPAL LIGHT DEPARTMENT
FY 11 CAPITAL BUDGET VARIANCE REPORT
FOR PERIOD ENDING MARCH 31, 2011

#	PROJECT DESCRIPTION	TOWN	ACTUAL COST MARCH	YTD ACTUAL COST THRU 3/31/11	ANNUAL BUDGET AMOUNT	VARIANCE
<u>E&O Construction - System Projects</u>						
1	4W14 Reconductoring - West Street	W	36,646	78,963	234,470	155,507
2	4W14 Extension - Woburn Street	W		157,958	157,958	157,958
** 3	Station #4 Getaway 4W17 Replacements (FY10 Budget)	R		157,877	169,928	12,051
** 4	Boutwell Street	W		96,215	125,955	29,740
5	Chestnut Street	W	53,162	64,634	171,933	107,299
** 6	Haverhill Street - Reconductoring (FY10 Budget)	R		102,575	100,534	(2,041)
** 7	URD Completions-Perkins Farm-Lynnfield and Chestnut Village, North Reading (FY10 Budget)	NR, L		45,068	72,484	27,416
** 8	Salem St.to Glen Rd. 13kV Feeder Tie (FY10 Budget)	W		11,531	11,334	(197)
** 22	Wilmington - Main Street (FY10 Budget)	W		30,834	34,975	4,141
33	4W4 Reconductoring (formerly Project 3)	W			103,315	103,315
36	3W8 Salem Street & Baystate Road (formerly Project 6)	R	52,418	130,086	207,439	77,353
** 37	Eim Street (Formerly Project 7)	NR	1,886	155,262	132,011	(23,251)
<u>Station Upgrades</u>						
<u>Station #4</u>						
38	115kV Insulator Replacement (formerly Project 8)	R	8,553	68,058	144,323	76,265
9	115kV Disconnect Replacement	R			87,975	87,975
11	Transformer Replacement					
	Part 1 - Contractual Labor	R		340,235	545,500	205,265
	Part 2 - Procured Equipment	R		7,162	30,000	22,838
	Part 3 - RMLD Labor	R		102,061	64,324	(37,737)
	Part 4 - Feeder Re-Assignment	R		47,627	236,034	188,407
<u>Station #5</u>						
** 23	15kV Circuit Breaker Replacement (Carryover FY10 Bud)	W		125,552	158,731	33,179
<u>New Customer Service Connections</u>						
12	Service Installations-Commercial/Industrial Customers	ALL	1,063	49,832	55,055	5,223
13	Service Installations O/H & U/G - Residential Customers	ALL	19,492	149,509	200,345	50,836
14	<u>Routine Construction</u> Various Routine Construction	ALL	66,571	904,705	982,565	77,860
Total Construction Projects			<u>239,810</u>	<u>2,667,785</u>	<u>4,027,188</u>	<u>1,359,402</u>
<u>Other Projects</u>						
15	GIS			12,125	20,000	7,875
16	Transformers/Capacitors Annual Purchases		14,180	265,952	190,167	(75,785)
17	Meter Annual Purchases		4,568	238,739	765,875	527,136
18	Purchase Two New Small Vehicles				64,000	64,000
19	Replace Line Department Vehicles				360,000	360,000
20	Purchase Pole Trailer				15,000	15,000
21	Upgrade Lighting Stockroom and Meter Room			3,798	22,400	18,602
24	Enlarge Parking Area and Construct Island				10,775	10,775
27	Hardware Upgrades			1,410	33,700	32,290
28	Software and Licensing			3,648	96,476	92,828
Total Other Projects			<u>18,748</u>	<u>525,672</u>	<u>1,578,393</u>	<u>1,052,721</u>
TOTAL RMLD CAPITAL PROJECT EXPENDITURES			258,558	3,193,457	5,605,581	2,412,124
29	Force Account / Reimbursable Projects	ALL				
TOTAL FY 11 CAPITAL PROJECT EXPENDITURES			<u>258,558</u>	<u>3,193,457</u>	<u>5,605,581</u>	<u>2,412,124</u>
**	completed projects					

**Reading Municipal Light Department
Engineering and Operations
Monthly Report
March, 2011**

FY 2011 Capital Plan

E&O Construction – System Projects

1. **4W14 Reconductoring – West Street – Wilmington –** *Underground cable installation including setting up manholes for splicing.*
2. **4W14 Extension – Woburn Street - Wilmington –** *No activity*
3. **Station #4 Getaway 4W17 Replacements – Reading (FY10 Budget) –** *Project complete*
4. **Boutwell Street – Wilmington –** *Project complete.*
5. **Chestnut Street – Wilmington –** *Engineering labor; Install spacer cable; framed poles; pulled and clipped in messenger; install screw anchors; installed 336 cable; spliced cable.*
6. **Haverhill Street – Reading – Reconductoring - (FY10 Budget) –** *Project complete.*
7. **URD Completions –** *Project complete.*
8. **Salem Street to Glen Road 13 kV Feeder Tie – Wilmington – (FY10 Budget) –** *Project complete.*
22. **Wilmington – Main Street (FY 10 Budget) –** *Project complete.*
33. **4W4 Reconductoring – Wilmington –** *No activity.*
36. **3W8 Salem & Bay State Road – Reading –** *Installed spacers, spacer cable, and pulling rope; spliced; installed gang operated switch; transferred; installed taps; energized new spacer cable; installed new transformer; engineering labor.*
37. **Elm Street – North Reading –** *Project complete.*

Substation Upgrade Projects

38. **115kV Insulator Replacement – Station 4 – Reading –** *Changed out insulators; linemen and senior techs' labor.*
9. **115kV Disconnect Replacement – Station 4 – Reading –** *No activity.*

11. **Transformer Replacement – Station 4 – Reading – No activity.**
 Part 1 – Contractual Labor –
 Part 2 – Procured Equipment –
 Part 3 – RMLD Labor –
 Part 4 – Feeder Re-Assignment –

23. **15kV Circuit Breaker Replacement – Project complete.**

New Customer Service Connections

12. **Service Installations – Commercial/Industrial Customers** – This item includes new service connections, upgrades, and service replacements for the commercial and industrial customers. This represents the time and materials associated with the replacement of an existing or installation of a new overhead service, the connection of an underground service, etc. This does not include the time and materials associated with pole replacements/installations, transformer replacement/installations, primary or secondary cable replacement/installations etc. This portion of the project comes under routine construction. *Commercial service upgrade in March was 55 Jonspin Road, Wilmington.*
13. **Service Installations – Residential Customers** – This item includes new or upgraded overhead and underground services, temporary overhead services, and large underground development.
14. **Routine Construction** – The drivers of the Routine Construction budget category YTD are listed. This is not an inclusive list of all items within this category.

NOTE: Numbers will not be ready until next week.

Pole Setting/Transfers	
Maintenance Overhead/Underground	
Projects Assigned as Required	
Pole Damage (includes knockdowns) some reimbursable	
Station Group	
Hazmat/Oil Spills	
Porcelain Cutout Replacement Program	
Lighting (Street Light Connections)	
Storm Trouble	
Underground Subdivisions	
Miscellaneous Capital Costs	
TOTAL	

*In the month of March, zero cutouts were charged under this program. Approximately 7 cutouts were installed new or replaced because of damage making a total of 7 cutouts replaced this month.

Reliability Report

Two key industry standard metrics have been identified to enable the RMLD to measure and track system reliability. A rolling 12-month view is being used for the purposes of this report.

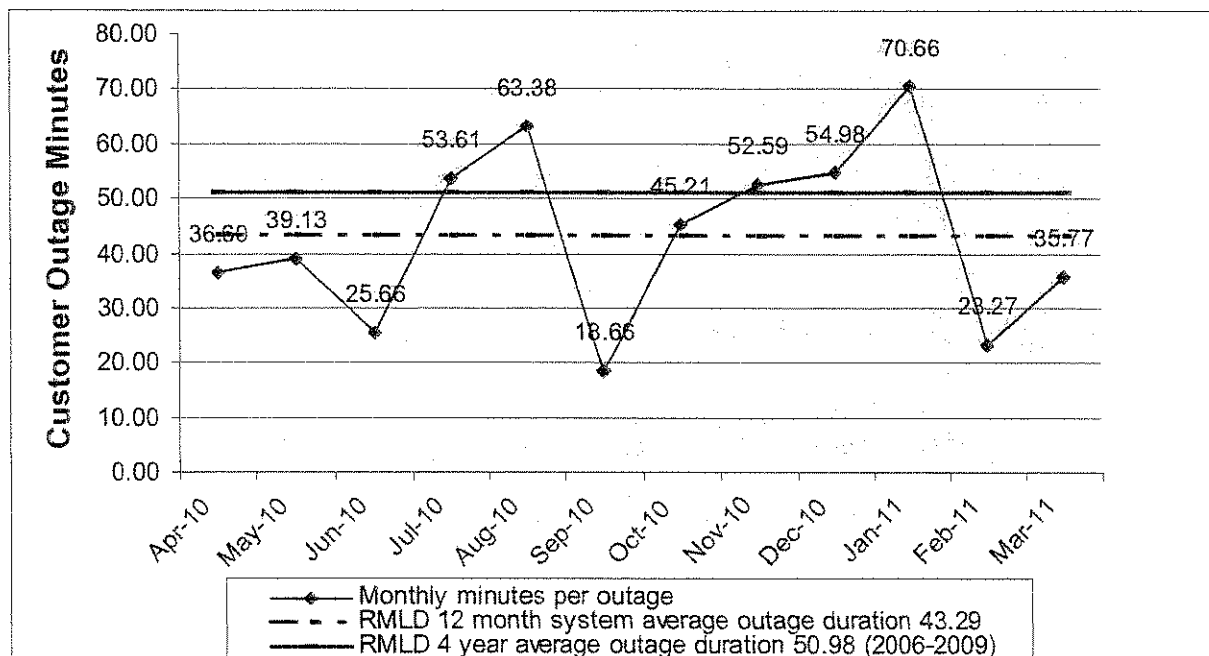
Customer Average Interruption Duration Index (CAIDI) – Measures how quickly the RMLD restores power to customers when their power goes out.

CAIDI = Total of Customer Interruption Duration for the Month in Minutes/ Total number of customers interrupted.

RMLD 12 month system average outage duration – 43.29 minutes

RMLD 4 year average outage (2006-2009) – 50.98 minutes per outage

On average, RMLD customers that experience an outage are restored in 43.29 minutes.



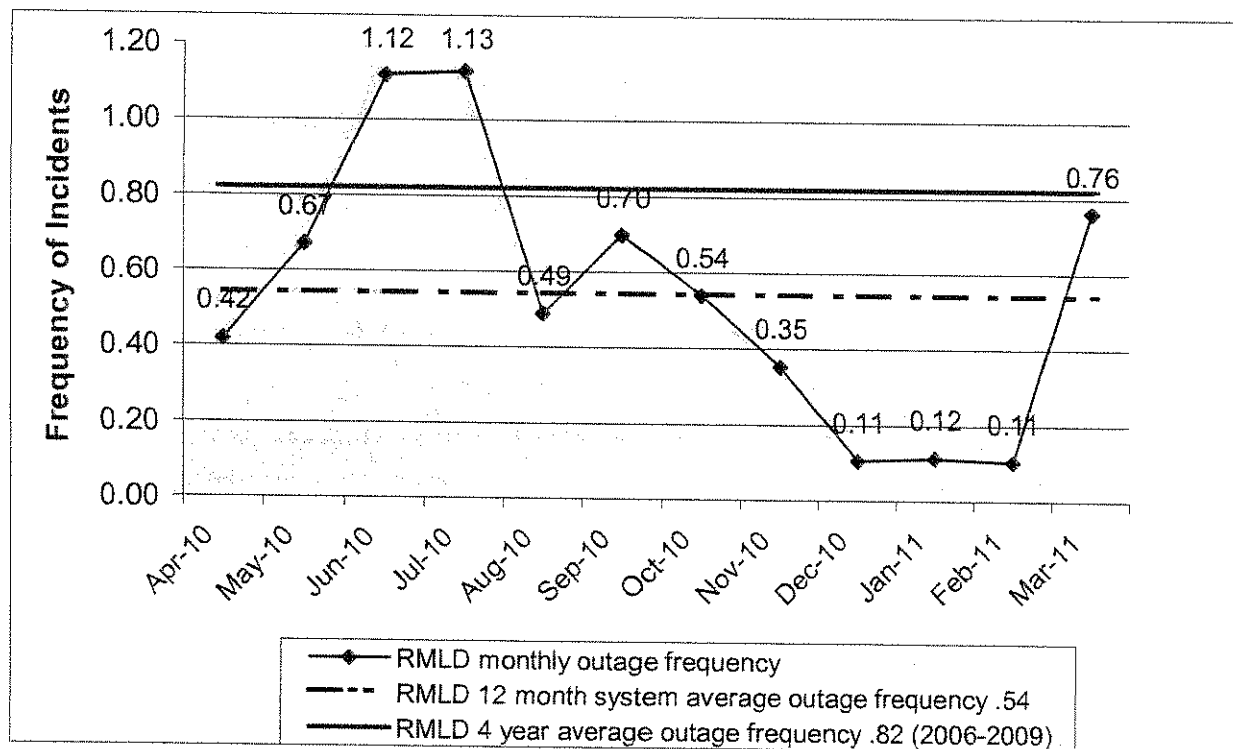
System Average Interruption Frequency (SAIFI) – Measures how many outages each customer experiences per year on average.

SAIFI = Total number of customer's interrupted / Total number of customers.

RMLD 12 month system average - .54 outages per year

RMLD 4 year average outage frequency - .82

The graph below tracks the month-by-month SAIFI performance.



Months Between Interruptions (MBTI)

Another view of the SAIFI data is the number of months Reading customers have no interruptions. At this time, the average RMLD customer experiences an outage every 22 months.

TOWN OF READING MUNICIPAL LIGHT DEPARTMENT
RATE COMPARISONS READING & SURROUNDING TOWNS

April-11

	RESIDENTIAL 750 KWH's	RESIDENTIAL-TOU 1500 KWH's 60/40 Split	RES. HOT WATER 1000 KWH's	COMMERCIAL 7,300 KWH's 25,000 KW Demand	SMALL COMMERCIAL 1,080 KWH's 10,000 KW Demand	SCHOOL RATE 3500 KWH's 120.5 KW Demand	INDUSTRIAL - TOU 109,500 KWH's 250,000 KW Demand 60/40 Split
READING MUNICIPAL LIGHT DEPT.							
TOTAL BILL	\$100.08	\$180.27	\$116.55	\$893.63	\$172.23	\$4,152.60	\$11,790.49
PER KWH CHARGE	\$0.13343	\$0.12018	\$0.11655	\$0.12241	\$0.15947	\$0.11865	\$0.10768
NATONAL GRID							
TOTAL BILL	\$108.61	\$226.37	\$142.64	\$1,008.76	\$155.70	\$4,323.37	\$12,126.90
PER KWH CHARGE	\$0.14482	\$0.15091	\$0.14264	\$0.14915	\$0.14417	\$0.12352	\$0.11075
% DIFFERENCE	8.53%	25.57%	22.38%	21.84%	-9.60%	4.11%	2.85%
NSTAR COMPANY							
TOTAL BILL	\$118.08	\$237.43	\$155.30	\$1,093.99	\$165.37	\$6,083.66	\$13,873.48
PER KWH CHARGE	\$0.15744	\$0.15829	\$0.15530	\$0.14986	\$0.15312	\$0.17382	\$0.12670
% DIFFERENCE	17.99%	31.71%	33.25%	22.42%	-3.98%	46.50%	17.67%
PEARBODY MUNICIPAL LIGHT PLANT							
TOTAL BILL	\$95.08	\$186.28	\$126.16	\$1,001.79	\$166.55	\$4,874.49	\$11,868.93
PER KWH CHARGE	\$0.12784	\$0.12419	\$0.12616	\$0.13723	\$0.15422	\$0.13927	\$0.10657
% DIFFERENCE	-4.20%	3.33%	8.25%	12.10%	-3.30%	17.38%	-1.03%
MIDDLETON MUNICIPAL LIGHT DEPT.							
TOTAL BILL	\$99.77	\$198.39	\$132.64	\$959.51	\$168.44	\$4,762.93	\$13,330.75
PER KWH CHARGE	\$0.13303	\$0.13226	\$0.13264	\$0.13144	\$0.15596	\$0.13608	\$0.12174
% DIFFERENCE	-0.37%	-10.05%	13.81%	7.37%	-2.20%	14.70%	13.06%
WAKEFIELD MUNICIPAL LIGHT DEPT.							
TOTAL BILL	\$104.24	\$202.17	\$136.88	\$1,038.54	\$167.38	\$4,860.58	\$13,410.12
PER KWH CHARGE	\$0.13898	\$0.13478	\$0.13688	\$0.14227	\$0.15499	\$0.13887	\$0.12247
% DIFFERENCE	4.16%	12.15%	17.44%	16.22%	-2.81%	17.05%	13.74%

Jeanne Foti

From: Vincent Cameron
Sent: Monday, March 28, 2011 1:59 PM
To: Mary Ellen O'Neill; Richard Hahn; Phil Pacino; Bob Soli; Gina Snyder
Cc: Bob Fournier; Jane Parenteau; Kevin Sullivan; Lee Ann Fratoni; Jeanne Foti
Subject: Account Payable Warrant - March 25

Hahn

1. Parenteau - Why buy an exercise bike? Why use employee credit card?

The RMLD is involved in a project with a resident and students in North Reading to develop a bike that will generate electricity to the grid (plug in). The bike and accessories were purchased by the RMLD. When complete the bike will be in the RMLD lobby for demonstration purposes. The press release from January on this will be attached to the payable.

The RMLD employees use a personal credit card for purchases from time to time. The RMLD Policy Committee is meeting tonight to reinstitute the Credit Card and Petty Cash Policy, which is needed.

2. United Rentals - What is an Arrow Board, what use?

The RMLD repaired a conduit under the West Street bridge, which had to be accessed from Rte. 93. The RMLD needed an arrow board to alert motorists of the work being done.

Soli

1. Std Electric - 120 of 105 watt bulbs - incandescent. Is this hoarding before they're discontinued? Would CFL's work in their place?

The RMLD does not hoard equipment. These are street lights bulbs purchased to replace the incandescent street lights on the system. The RMLD does not have CFL street lights.

2. United Rentals - What's an arrow board? Who makes sure it's returned when its mission is accomplished?

See Item 2 for Hahn. The RMLD sees that it is returned, which it was, after the job was complete..

Snyder

1. JP Morgan - This bill seems a little different, what is it a settlement of + why is the line item "sell"?

RMLD purchases monthly energy from JP Morgan. Under description: "Settlement of Physical Electricity" is how JP Morgan accounts for the transaction since they have multiple business ventures. JP Morgan is the "seller" and RMLD is the "buyer", thus the term "sell" following the Deal # on the invoice.

2. Barnard - Bill says 290.12 owed?

The refund was for \$151.86.

3. General refunds question: What does it cost RMLD to process these?

The refunds average about 20 minutes per occurrence or about \$15.

3/28/2011

4. Teredyne - Memo indicates RMLD needs actual kw measures + estimated savings after VFD installation.

Yes. We verify the savings after installation.

5. Yellow Freight - Documentation doesn't match refund.

One page shows a credit of \$140.93 and the second page shows a credit of \$136.63, which are the total credits. The page with the bill just shows a customer bill for reference and nothing else. I will look into whether we need the copy of the bill and save paper.

5. Hansen - Why was a truck driven to NH?

This employee drove a truck to NH to have it fixed at Lavin Enterprises in Hempstead, NH.

6. Wilson Bohannon - What are 300 padlocks for?

The RMLD secures it facilities including transformers, switches, etc., with padlocks that are opened with a master key. More padlocks are ordered from time to time.

Jeanne Foti

From: Vincent Cameron
Sent: Monday, April 04, 2011 10:23 AM
To: Mary Ellen O'Neill; Richard Hahn; Phil Pacino; Bob Soli; Gina Snyder
Cc: Bob Fournier; Kevin Sullivan; Lee Ann Fratoni; Steve Kazanjian; Jeanne Foti
Subject: Account Payable Questions 4/4/11

Hahn

1. Hanifan - Does \$149.96 need Mr. Fournier's signature?

Mr. Fournier's approves the expense report and his signature is on it.

Soli

1. Alpha - Is cooling unit Energy Star?

Yes.

2. Wakefield Police - Since they add 10% admin. fee I suggest taking them off RMLD's dance card.

Wakefield Police detail costs \$47.30/hour. Reading averages \$53.5/hour, North Reading averages \$49.35/hour, Lynnfield averages \$48.25/hour, and Wilmington is \$40. Three out of our four towns details are higher than Wakefield. I think I will keep Wakefield Police on the RMLD's "dance card".

Snyder

1. Cogsdale - What is a sales order processing module?

This software will be used for the third party billing (pole damages, etc.)

2. Commonwealth - I though the penalty was being split with the LSP.

The total fine (shown on page four of the ACOP) was \$11,485. CJ paid \$9,000 of the fine.

3. N. Reading What is the Master Box connection fee?

It is the fee for the fire alarm box at the North Reading Sub Station.

Jeanne Foti

From: Vincent Cameron
Sent: Tuesday, April 12, 2011 9:29 AM
To: MaryEllen O'Neill; Richard Hahn; Phil Pacino; Bob Soli; Gina Snyder
Cc: Bob Fournier; Kevin Sullivan; Beth Ellen Antonio; Lee Ann Fratoni; Jeanne Foti
Subject: FW: Account Payable Questions - April 8

Hahn

1. Show of the Month - Why do we join this organization?

RMLD joined the Show of the Month Club over 10 years ago as a low cost (\$30 for 2 years of membership) benefit we supply for our employees to use in booking shows and similar type events.

Snyder

1. Asplundh - Chip disposal is back on the bills. There should be a better way for using woodchips. e.g., Northeast Tree sells them to a facility that produces energy.

Chip disposal is up to Asplundh. The RMLD doesn't get involved with it. I suppose I can make a suggestion to them.

Jeanne Foti

From: Vincent Cameron
Sent: Wednesday, April 20, 2011 7:31 AM
To: MaryEllen O'Neill; Richard Hahn; Phil Pacino; Bob Soli; Gina Snyder
Cc: Bob Fournier; Lee Ann Fratoni; Kevin Sullivan; Joe Donahoe; Jane Parenteau; Jeanne Foti
Subject: Answer to Payables 4/18/11
Snyder

1. ISO Wire - Does the wire #50 need GM signature?

Yes.

2. Century Bank - Can you remind me when the new billing system will be in effect.

Not a new billing system. It is an enhancement to allow for electronic billing and lower credit card charges. We are targeting a May start.

3. Zanni - What's the story on this bill from March. We paid quite a few bills for this last month and PO is dated 4/4/11.

Snow was removed from under and around the ring bus at the Gaw Sub Station so that the ring bus insulators could be changed out. The Req was done and the PO was cut when the work was done and the RMLD was billed.

Soli

1. Rubin Rudman - What's with bankruptcy issues?

You are referring to the bill for the Long term Power Transactions. This activity is to ensure that the RMLD is protected in the event that a power supplier goes into bankruptcy.

