

**READING MUNICIPAL
LIGHT DEPARTMENT**

**BOARD
OF
COMMISSIONERS
REGULAR SESSION**

APRIL 27, 2011



**READING MUNICIPAL LIGHT DEPARTMENT
BOARD OF COMMISSIONERS MEETING**

230 Ash Street
Reading, MA 01867
April 27, 2011
7:30 p.m.

- 7:30 p.m. 1. Opening Remarks/Approval of Meeting Agenda
- 7:35 p.m. 2. Introductions
- 7:40 p.m. 3. Presentation – Residential Customer Survey - Michael Vigeant, Center for Research (Tab A)
- 8:00 p.m. 4. Reorganization of RMLD Board (Tab B)
- 8:15 p.m. 5. Report from Board Committee (Tab C)
- a. Power & Rate Committee – Vice Chair Hahn
 - ❖ Report of April 20 Meeting
 - b. Policy Committee – Commissioner Soli
 - ❖ RMLD Policy 10, Revision 5. RMLD Credit Card/Petty Cash
- 8:35 p.m. 5. Approval of March 30, 2011 Board Minutes (Tab D)
- 8:40 p.m. 6. General Manager's Report – Mr. Cameron (Tab E)
- a. NEPPA Annual Conference August 21-24 Samoset Resort, Rockland, Maine
- 8:45 p.m. 7. Financial Report – March, 2011 – Mr. Fournier (Tab F)
- a. Pension Trust
- 8:55 p.m. 8. Power Supply Report – March, 2011– Mr. Seldon (Tab G)
- 9:05 p.m. 9. Engineering and Operations Report – March, 2011 - Mr. Sullivan (Tab H)
Gaw Update
- 9:15 p.m. 10. General Discussion
- 9:20 p.m. **BOARD MATERIAL AVAILABLE BUT NOT DISCUSSED**
Rate Comparisons, April, 2011
E-Mail responses to Account Payable/Payroll Questions
- 9:25 p.m. Upcoming Meetings
RMLD Board Meetings
Wednesday, May 25, 2011
Wednesday, June 29, 2011
- 9:30 p.m. Adjournment

PRESENTATION
BOARD REFERENCE TAB A





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.



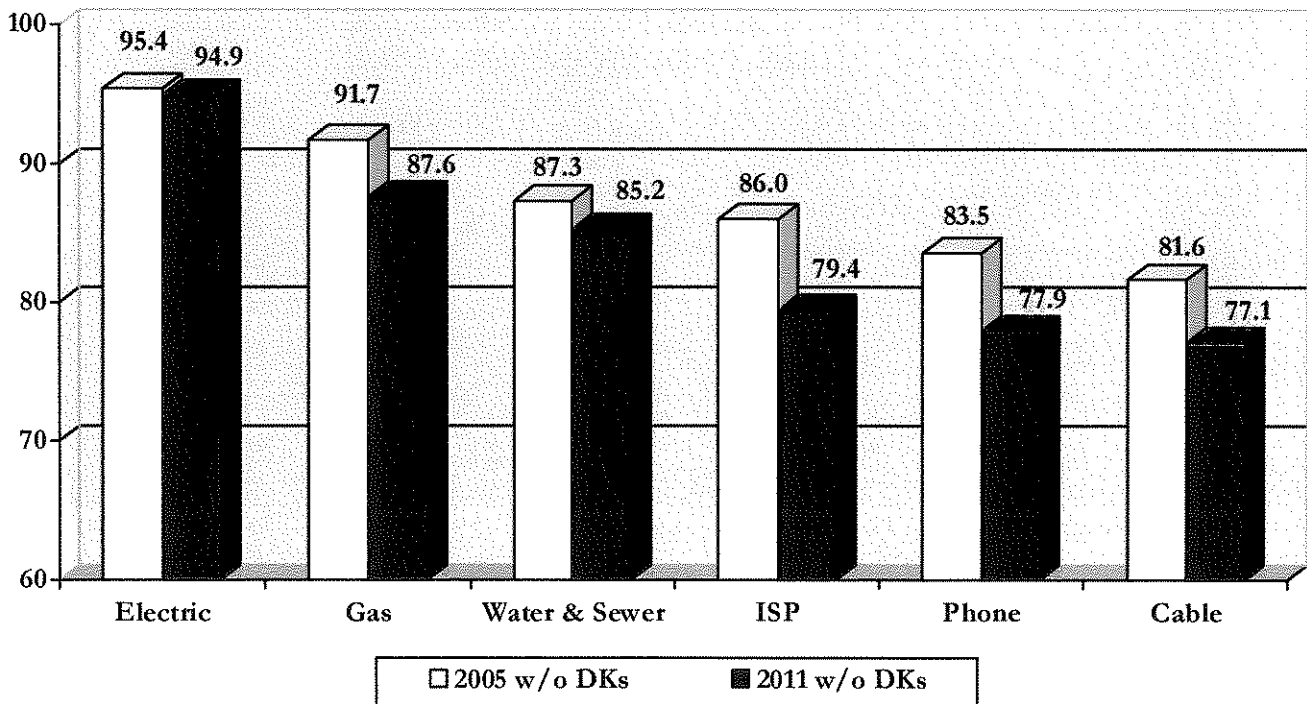
RATING AREA ORGANIZATIONS

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>

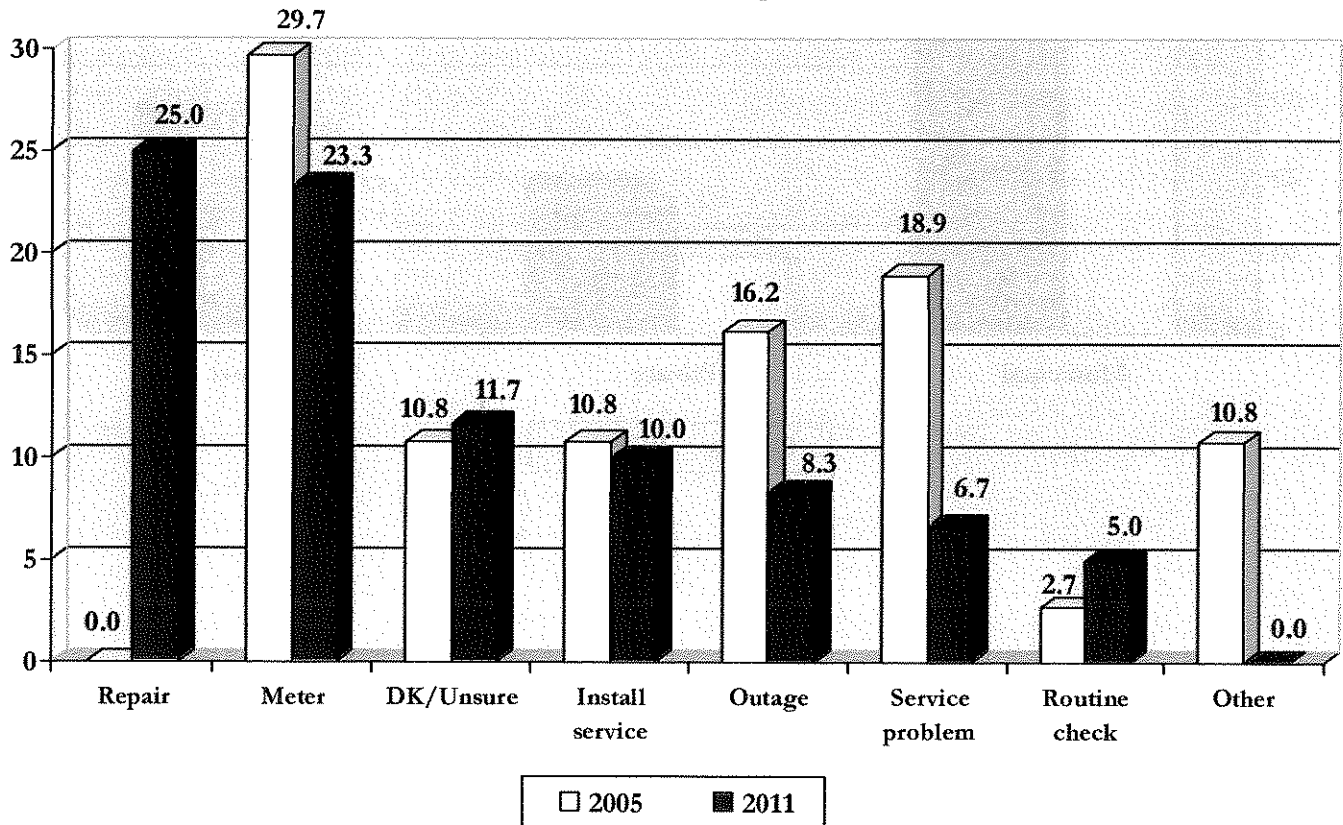


All respondents reporting a visit from a field representative were asked to provide researchers with the purpose for the visit.

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

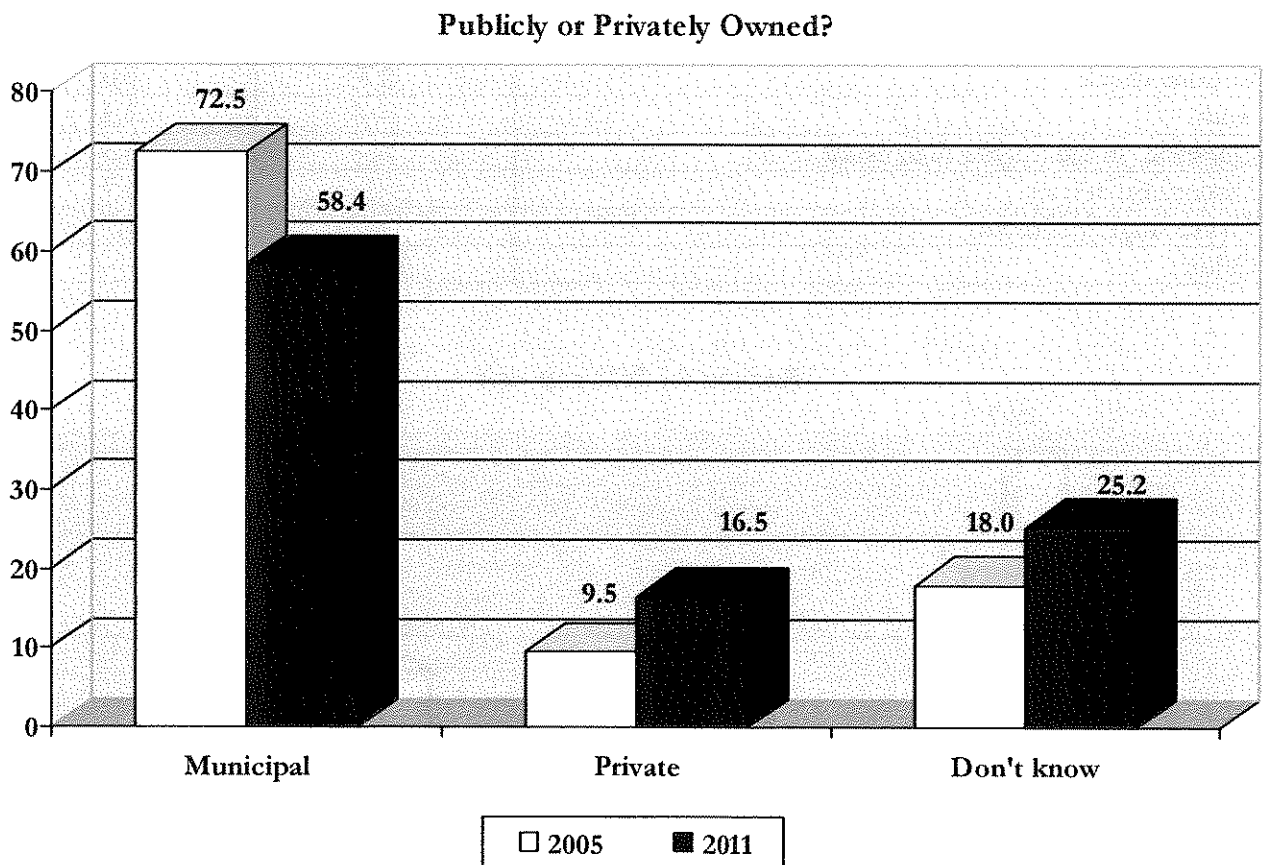


INFORMATION & AWARENESS

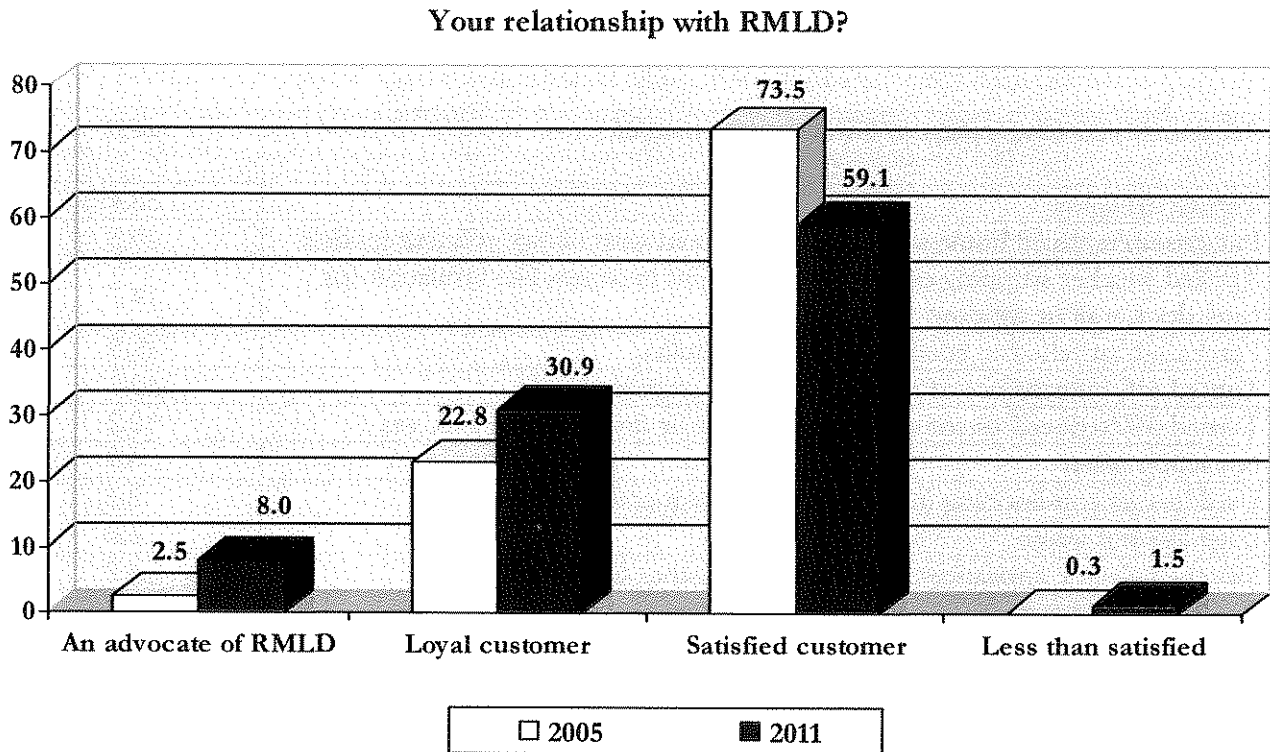
All respondents were asked by researchers to indicate if their electric company was a “Community Owned Municipal Utility” or a “Business Owned or Private Investor Owned Company.”

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
Total agree	83.5
Total disagree	8.4



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 have taken 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



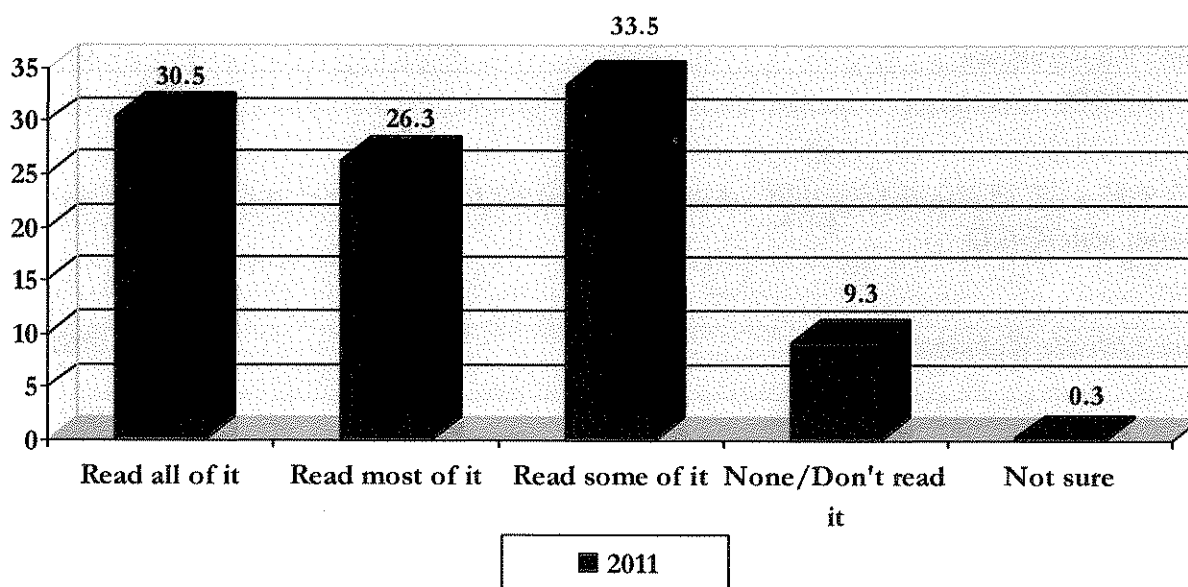
COMMUNICATION

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.

How thoroughly do you read "In Brief"?



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.

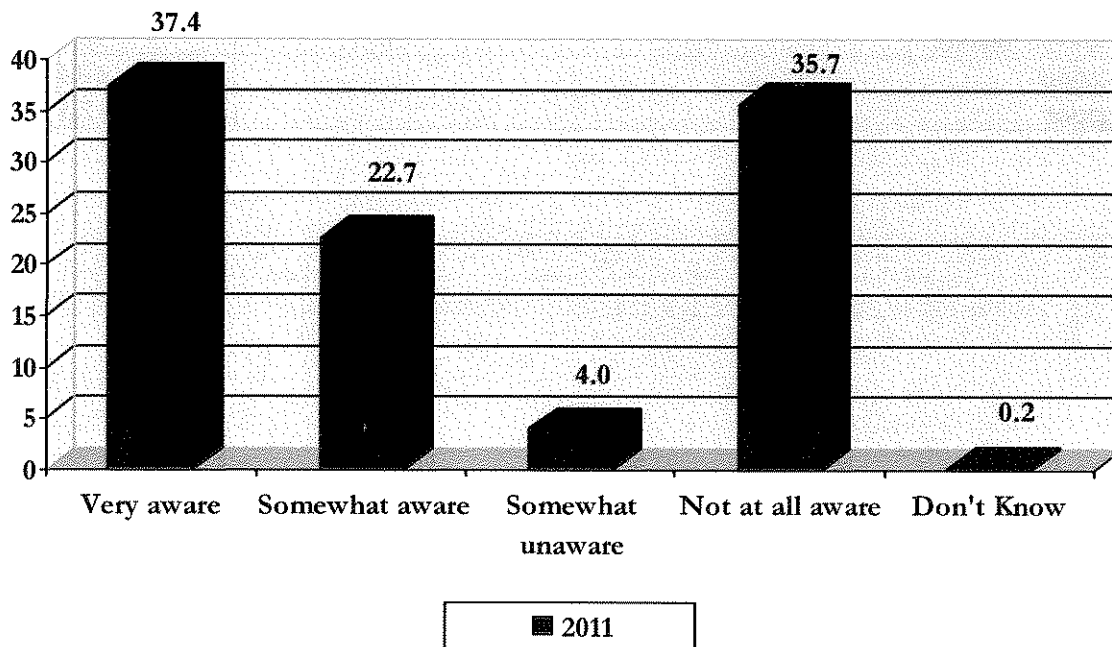
While one-fifth of all respondents, 20.4% reported being “very” (4.7%) or “somewhat likely” (15.7%) to purchase an electric vehicle within the next five years, three-quarters of respondents, 74.4% reported being “somewhat unlikely” (8.5%) or “not at all likely” (65.8%).

<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.

Aware of RMLD rebate offers?



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
Total good	64.8
Total poor	7.5



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.

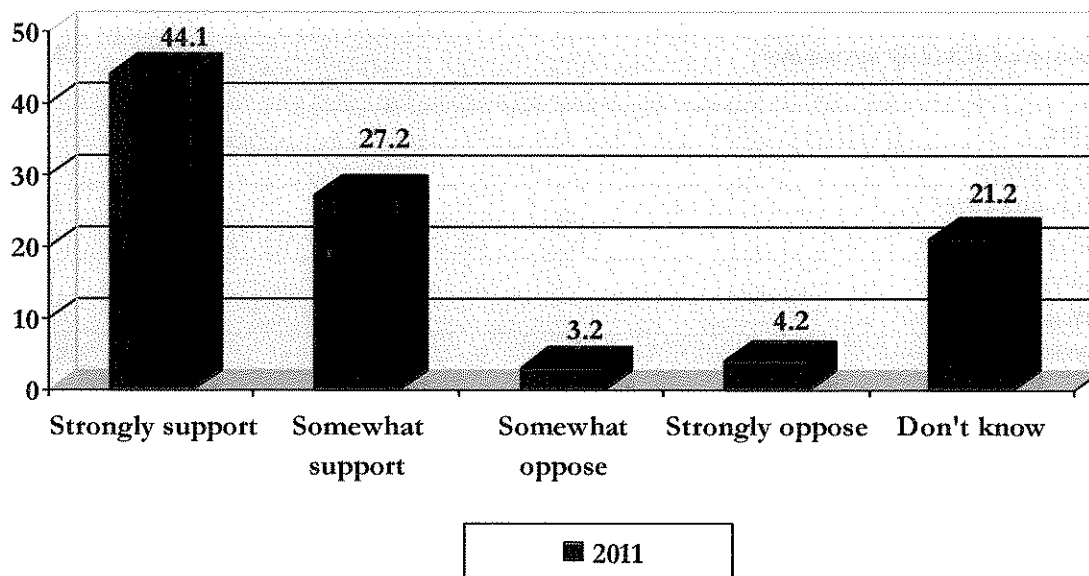
<i>Which possible additions might you like to see added to the “In Brief” newsletter?</i>	<i>2005</i>	<i>2011</i>
Current rate information	50.8%	16.2
Conservation tips	50.0	29.2
Local events/news	37.5	5.2
RMLD news	35.8	6.2
Public notes	34.5	0.7
Don’t know/unsure	26.3	32.4
Other	2.5	10.0

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?



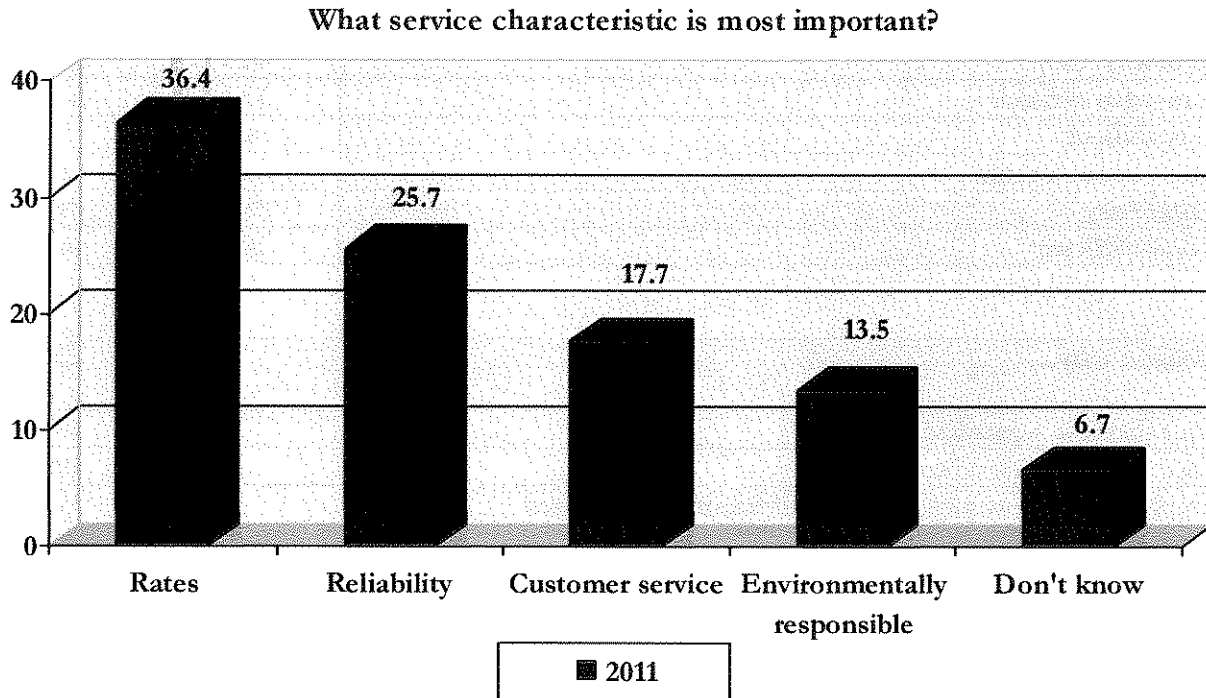
After being made aware that RMLD is in the process of upgrading its meters to support smart grid technology, respondents were asked to indicate how likely they might be to utilize internet capabilities to access their real-time (up-to-the-minute) electricity usage, if it were able to help them better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



REORGANIZATION OF THE BOARD
BOARD REFERENCE TAB B



**RMLD Board of Commissioners Committees and Assignments April 2010 to April 2011
April 30, 2010**

Budget Committee

*Philip Pacino, Chair
Richard Hahn
Gina Snyder*

Recommend Operating and Capital Budgets to the Board.
Recommend actuaries and actuary findings to the Board.
Make recommendation to RMLD Board for legal counsel.

Power & Rate Committee

*Richard Hahn, Chair
Mary Ellen O'Neill
Robert Soli*

Recommend power contracts to the Board.
Recommend rate changes to the Board.

Audit (Including Town of Reading Audit)

*Philip Pacino
Robert Soli*

Recommend audit findings to the Board.
One member of Audit Committee meets at least semiannually with the Accounting/Business Manager on RMLD financial issues.

Town of Reading Audit Committee – Sit on the Town of Reading Audit Committee and select firm that performs annual financial audit or RMLD pension trust.
This term expires on June 30, 2011.

General Manager

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

Review GM evaluation process.

Policy

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

Recommend changes of Board policies to RMLB.

Joint Committee-Payment to the Town of Reading

*Philip Pacino
Robert Soli
Two RMLD Board of Commissioners
Two Citizens' Advisory Board Members
One Reading Selectmen*

Recommend to the RMLD Board payment to the Town of Reading.

Assignments

Accounts Payable

*Richard Hahn
Robert Soli
Gina Snyder
Mary Ellen O'Neill (First Backup)
Philip Pacino (Second Backup)*

Review and approve payables on a weekly basis. This position is rotational. It requires three primary signers and one back up. No Commissioner may serve more than three consecutive years on this Committee and must take a year leave before returning to this Committee.

Assignments

Payroll – Four Month Rotation

*Mary Ellen O'Neill, April-July
Robert Soli, August-November
Richard Hahn, December-March
Philip Pacino (First Backup)*

Review and approve payroll. This position is rotational every four months. It requires primary signer and one back-up. No Commissioner can serve more than three consecutive years on this Committee and must take a year leave before returning to this Committee.

REPORT OF BOARD COMMITTEE
BOARD REFERENCE TAB C



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."

REGULAR SESSION MEETING
MINUTES
BOARD REFERENCE TAB D



Reading Municipal Light Board of Commissioners

Regular Session
230 Ash Street
Reading, MA 01867
March 30, 2011

Start Time of Regular Session: 7:30 p.m.

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

Attendees:

Commissioners:

Mary Ellen O'Neill, Chairman

Gina Snyder, Commissioner

Richard Hahn, Vice Chair - Absent

Philip B. Pacino, Secretary

Robert Soli, Commissioner

Staff:

Vinnie Cameron, General Manager

Jared Carpenter, Energy Efficiency Engineer

Robert Fournier, Accounting/Business Manager

Kevin Sullivan, E&O Manager

Beth Ellen Antonio, Human Resources Manager

Jeanne Foti, Executive Assistant

Jane Parenteau, Energy Services Manager

Citizens' Advisory Board

Anthony Capobianco, Member

Thomas Ollila, Member

Guest:

David Talbot, Reading Town Meeting Member

Chairman 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. The meeting was video taped for distribution to the community television stations in North Reading, Wilmington and Lynnfield.

Opening Remarks/Approval of Meeting Agenda

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

Introductions

Chairman O'Neill introduced Citizens' Advisory Board Member Tom Ollila who welcomed the new CAB representative from Reading, Tony Capobianco.

Chairman O'Neill also introduced David Talbot, a Reading resident and town meeting representative from Precinct 5.

Quarterly Conservation Program Update – Mr. Carpenter (Attachment 1)

Chairman O'Neill stated that Jared Carpenter, Energy Efficiency Engineer, will be making his quarterly conservation energy efficiency update.

Mr. Carpenter presented the Reading Municipal Light Department's Energy Conservation Program as of March 2011, that included such topics as current program updates, current projects, demand response, 230 Ash Street building and project review.

Mr. Carpenter addressed the following:

Current Programs Update

Mr. Carpenter reported that over the last couple of weeks there has been a large increase in interest by customers relative to installing solar in their homes. Mr. Carpenter said that the solar projects include a 9.6 kW project which is underway with two solar projects completed since his last update with a total of eight installations. Mr. Carpenter said that there may be a lot more growth than expected.

Mr. Carpenter reported that there have been 230 residential audits performed: 64 in 2010, 108 in 2009, and 58 in 2008. Mr. Carpenter commented that the commercial customer audit interest is growing.

Quarterly Conservation Program Update – Mr. Carpenter (Attachment 1)

Current Programs Update

Mr. Carpenter mentioned the residential data collection cards that were mailed by the RMLD, noting that there has been an excellent response to these. Mr. Carpenter mentioned that the Net Present Value from energy conservation programs, the kilowatt hours avoided through 2027, translates into \$6 million.

Current Projects

Mr. Carpenter reported that the current science program with students from North Reading High school includes a solar-powered bike that puts power back on the grid.

Mr. Carpenter stated that the RMLD is in early discussions about a loan assistance program for its customers.

Mr. Carpenter said that on the demand response program, the RMLD is looking to create tailor-made programs for residential, municipal, and commercial customer buildings.

Mr. Carpenter reported that an evaluation done through the Energy Star Portfolio indicates that the RMLD building is not very efficient. Mr. Carpenter said that a goal of a 40% improvement in energy efficiency is attainable at a cost of \$40,000 in the first year which would include 218 Ash Street and the building at 230 Ash Street. Mr. Cameron said that Mr. Carpenter has brought these energy efficiency measures to him and is committed within the next year to improve the energy efficiency of the building.

Mr. Carpenter showed a chiller project that came to fruition after a year and a half of effort. Discussion followed.

Mr. Talbot expressed his concern about the incentives in the current system to increase electricity sales. He also expressed his interest in reducing the number of electric hot water heaters in the service area and recommended that the RMLD develop a program to encourage customers to switch preferably to solar hot water heaters.

Chairman O'Neill thanked Mr. Carpenter for his presentation.

Report from Board Committee – Commissioner Soli Policy Committee

Mr. Soli reported that Policy Committee met on Monday, March 28 with all three members present. Mr. Soli commented that the committee worked hard on the draft of a new policy for credit card use and petty cash at the RMLD. The committee voted 3:0:0 to recommend this policy to the Board. Mr. Soli said that the policy is not here this evening, but will be presented in the future.

Approval of February 23, 2011 Board Minutes

Ms. Snyder made a motion seconded by Mr. Soli to accept the Regular Session meeting minutes of February 23, 2011 as presented.

Motion carried 3:0:1. Mr. Pacino abstained.

General Manager's Report – Mr. Cameron

Mr. Cameron reported on the following:

2010 Department of Public Utilities Report

Mr. Cameron said that the annual DPU report is ready for signing by the commissioners before Executive Session. Ms. Foti will notarize the signatures. Mr. Cameron stated that Vice Chair Hahn has already signed the DPU Report.

RMLD Fiscal Year 2012 Capital and Operating Budget

The RMLD will have the draft fiscal year 2012 Capital and Operating Budgets ready on Thursday, March 31.

Time of Use Rates

The Industrial and Residential Time of Use rates will be filed on Friday, April 1 and this will begin the thirty day comment period.

Educational Opportunity for High School Students

The RMLD along with North Reading resident Scott Jenney are looking for two or three high school students who are interested in working on an energy project.

General Manager's Report – Mr. Cameron

Earth Day Bike Swap

The Reading Cities for Climate Protection Committee will hold its annual bike swap at the RMLD on Friday April 8, from 8 am to noon and on Saturday, April 9, 8 am to 3:30 pm.

Residential Customer Survey

The residential customer survey was conducted in February. The survey results can be presented at the next RMLD Board meeting by Michael Vigeant from the Center for Research.

Friends and Family Day

The RMLD will participate in Friends and Family Day on Saturday, June 18 in Reading.

Report on American Public Power (APPA) Legislative Rally

Mr. Cameron prepared a memo on the APPA Legislative Rally which the Board has received, but there is additional information from the rally that is on the General Manager's Conference Room table.

NEPPA Annual Conference August 21-24 Samoset Resort, Rockland, Maine

Mr. Cameron reported that the annual NEPPA Conference is being held August 21 to August 24 at the Samoset Resort in Maine. Mr. Cameron encourages everyone to book a hotel room. Mr. Cameron said that he, along with interested Board and CAB members, will need approval to attend. This can be done at the next Board meeting.

Financial Report – February, 2011 – Mr. Fournier (Attachment 2)

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

Mr. Fournier reported Net Income for February was \$241,000 decreasing year-to-date Net Income to \$2.2 million. The year to date budgeted Net Income is \$1.3 million which is over budget by \$923,000 or 70%. Mr. Fournier said that the year to date Fuel Revenue exceeded Fuel Expenses by \$146,000. The energy conservation expenses exceeded energy conservation revenues by \$34,000. The Gaw soil remediation is at \$1.2 million this fiscal year bringing the total cost to \$2.4 million.

Mr. Fournier noted that the Base Revenues are over budget by \$3 million or 11%. Actual Base Revenues were \$31 million compared to the budgeted amount of \$28 million. Purchased Power Base costs were under budget by \$12,000 with both the Purchased Power Base and Budgeted at \$18.6 million. Mr. Fournier said that the Operating and Maintenance expenses were over budget by \$500,000 or 6%. Actual O&M expenses were \$8.6 million compared to the budgeted amount of \$8.1 million.

The Depreciation Expense and Voluntary Payments to the Towns are on budget. Cumulatively, all five divisions were over budget by \$463,000 or 3.6% with most of this attributable to the Gaw soil remediation expense.

Discussion followed.

Mr. Pacino said that he would like to see a report on the Pension Trust at the next Board meeting.

Power Supply Report – February, 2011– Ms. Parenteau (Attachment 3)

Ms. Parenteau reported on the Power Supply Report for February 2011. Ms. Parenteau reported that RMLD's load for February was 55.3 million kilowatt hours which was a 2.8% increase compared to February 2010. Energy costs were \$2.983 million which is equivalent to \$.054 per kilowatt hour. RMLD sales totaled approximately 56.3 million kilowatt hours and as a result, the RMLD overcollected by \$77,000 resulting in a Deferred Fuel Cash Reserve balance of \$2.472 million.

In February and March, the Fuel Charge Adjustment was \$.056 per kilowatt hour and in April will decrease by \$.003 to \$.0535 per kilowatt hour.

Ms. Parenteau reported that the RMLD purchased approximately 18% of its energy requirement from the ISO Spot Market with the average cost of \$51.47 per megawatt hour. The RMLD hit a demand of 108 megawatts on February 1, 2011 at 7:00 p.m. at 17 degrees compared to the peak of 104 megawatts which occurred in February 10, 2010 at 7:00 p.m. at 32 degrees. Ms. Parenteau pointed out that 2011 was considerably colder than 2010. In 2010, the heating days were 931, with the norm being 1,037; in 2011 it is up by 39 days. The RMLD's monthly capacity requirement was 205.111 megawatts. The RMLD paid \$1.516 million for capacity which is equivalent to \$7.39 per kilowatt month.

Ms. Parenteau reported that on the transmission side the costs were \$744,000 which was up 14% from January.

Power Supply Report – February, 2011– Ms. Parenteau (Attachment 3)

Ms. Parenteau said that the RMLD was able to finalize the Swift River contract. The RMLD is receiving output from Pepperell Hydro, Woronoco and Turners Falls, these contracts were effective in March. Ms. Parenteau reported that on March 22 some staff members went to the Pepperell site. Ms. Parenteau said that they are hoping to set up an open house for sometime in May with the staff, RMLD Board members, the Citizens' Advisory Board and citizens to visit Pepperell Hydro.

Engineering and Operations Report – February, 2011 - Mr. Sullivan (Attachment 4)

Gaw Update

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

Mr. Sullivan said that the only change to the Gaw update schedule is the transfer scheme which represents 1-1.5 weeks of work. Mr. Sullivan reported for the month they are up \$2,200 with the project at \$6.843 million, with the anticipated final project cost at \$7 million. The soil remediation paid and unpaid invoices total \$2.446 million, up \$8,000 from the prior month due to reporting requirements. The soil remediation is in the reporting phase with two reports to the Massachusetts DEP, both the RAMSI (Release Abatement Measures and Completion) and RAO (Response Action Outcome) that are necessary to complete the project.

Mr. Sullivan said that in the variance report there are eight projects completed and there may be one project at the end of the year that will be carried over.

Mr. Sullivan commented on the following projects worked on during the month: Project 1, 4W14 Reconductoring – West Street Project - work has begun; Project 4, Boutwell Street – completed; Project 5, Chestnut Street – work has begun; Project 11, Transformer Replacement – almost completed; Project 36, 3W8 Salem Street & Baystate Road - in process; Project 37, Elm Street – completed and Project 38, 115kV Insulator Project – in process.

Mr. Sullivan said that on the service installations on the residential side there were approximately 20 to 25 services and on the commercial side there were three services. In routine construction there were 35 cutouts replaced making a total of 300 for fiscal year 2011.

Mr. Sullivan reported on the Reliability Report which was a great month for reliability. The Customer Average Interruption Duration Index (CAIDI) dropped significantly; with the average outage being 47 minutes, due to outages being resolved quickly. The CAIDI rolling average is down by three minutes. The System Average Interruption Frequency Index (SAIFI), the rolling average, decreased to 1.56. The Months between Interruptions (MBTI) is 24 months from 19 months for customers on the system.

Mr. Sullivan provided an update on the reliability statistics number that included wind and snow: number of calls 124, outage incidents 13, customers affected 262, feeder outages 0, area outages 7, and service outages 6.

Mr. Sullivan reported that on the meter project upgrade project 2,600 meter have been installed with 5,000 being installed by the end of the fiscal year. Mr. Sullivan said that the apartment buildings have been completed and they are working on residences in Reading. Mr. Pacino said that there were no complaints relative to the meter installations at 5 Washington Street, Reading where the installations went very smoothly.

Discussion followed.

General Discussion

Chairman O'Neill stated that at the next RMLD Board meeting on April 27 new officers and Committee members will be selected. She asked Board members to think about which committees they might like to serve on in the upcoming year in anticipation of the new assignments in April. Mr. Cameron noted that a listing of current committee assignments will be in the April Board books.

Chairman O'Neill said that on the Budget Committee everyone has attended in the past, and the Budget Committee will endeavor to meet jointly with the Citizens' Advisory Board the week of April 11. Mr. Cameron added that in order to be in conformance with the Twenty Year Agreement one of the two Citizens' Advisory Board meetings must be held outside of Reading.

Chairman O'Neill commented that there needs to be a Power & Rate Committee meeting next month to look at the new proposed streetlight rate. There also needs to be a Policy Committee meeting prior to the April Board meeting.

Rate Comparisons, March, 2011

Mr. Soli said that the RMLD small commercial rate is 7.4% higher than the other small commercial rates in the comparisons. Mr. Cameron said that the RMLD does not have a small commercial rate. Mr. Cameron commented that the only other rate in the whole chart lower than the RMLD's is Peabody's residential rate at .2%. Mr. Cameron said that the Small Commercial Customer rate differential has to do with the load factor.

Discussion followed.

E-Mail responses to Account Payable/Payroll Questions

Upcoming Meetings

RMLD Board Meetings

Wednesday, April 27, 2011 and Wednesday, May 25, 2011

Executive Session

At 8:55 p.m. Mr. Pacino made a motion seconded by Ms. Snyder that the Board go into Executive Session to approve the Executive Session meeting minutes of February 23, 2011 to discuss strategy with respect to Chapter 164 Section 47D, exemption from public records, release of 2010 Executive Session minutes and to return to Regular Session to approve the 2010 Executive Session minutes and subsequent adjournment.

Motion carried 4:0:0.

Mr. Pacino Aye; Chairman O'Neill, Aye; Ms. Snyder, Aye; and Mr. Soli; Aye.

Release of 2010 Executive Session Minutes

Mr. Pacino made a motion seconded by Ms. Snyder that the following Executive Session meeting minutes be released: January 27, 2010, February 24, 2010, March 31, 2010, April 28, 2010, May 26, 2010, June 30, 2010, September 29, 2010, October 27, 2010, and December 1, 2010.

Motion carried 4:0:0.

Adjournment

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

Motion carried 4:0:0.

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

Philip B. Pacino, Secretary
RMLD Board of Commissioners

GENERAL MANAGER'S REPORT
BOARD REFERENCE TAB E



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

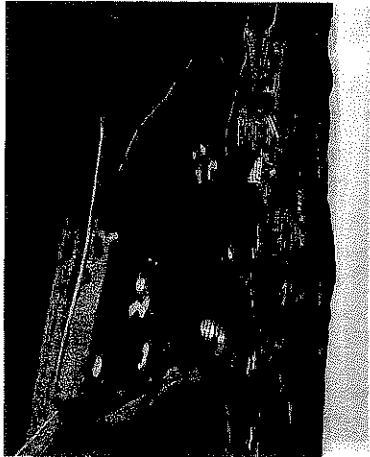
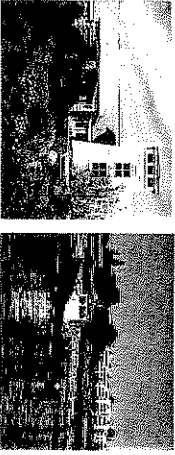
Samoset - Maine's Premier Oceanfront Resort

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 abundant 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.



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.

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 Sitz, 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

Registration	\$1,600
Corporate Member, Single Registration	\$1,000
Individual Corporate Members	\$1,600
Associate Members	\$1,000
Non-Member, Single Registration	\$1,750
Student and Graduate	\$250
Child (age 12-17)	\$100

ACCOMMODATIONS

Hotel Reservations must be made directly with the Samoset Resort (800) 341-1850. Mention the NEPPA conference to receive the conference rate of \$122 plus tax per night. For more information on the resort and travel information go to www.samoset.com.

Registration by July 7

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

FINANCIAL REPORT BOARD REFERENCE TAB F

FINANCIAL REPORT WILL BE AVAILABLE PRIOR TO BOARD MEETING



POWER SUPPLY REPORT
BOARD REFERENCE TAB G



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%
NYP&A	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 (kWs)	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%
NYPA	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%
NYPA	\$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%
Integrus	\$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).

ENGINEERING AND OPERATIONS
REPORT
BOARD REFERENCE TAB H



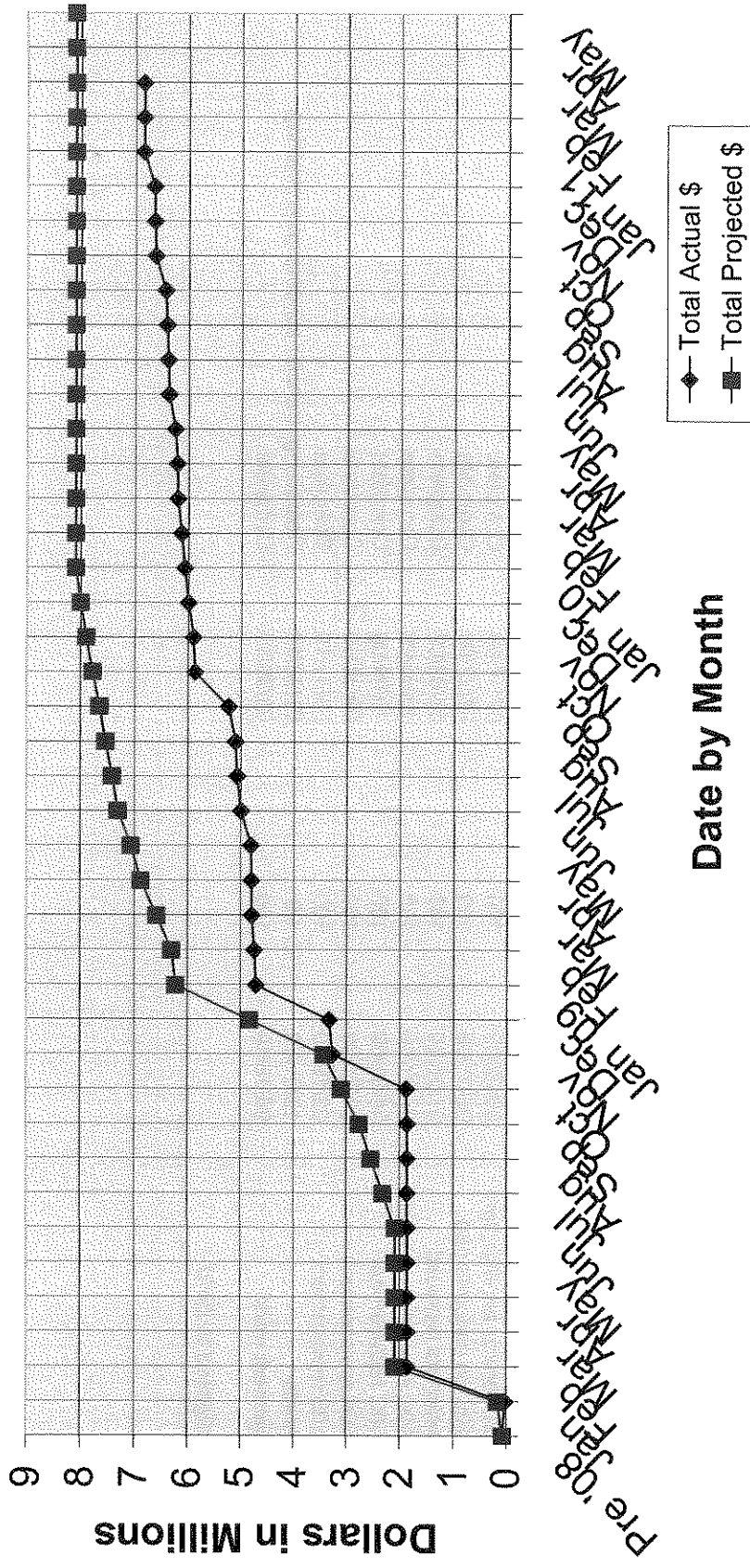
Gaw Transformer Upgrade Project

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	Item	<u>Budget</u>		<u>Expenditure</u>		<u>Delta</u> by FY
			Cumulative	Actual	Cumulative	Actual	
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		0.000			
Contract Labor	2011	0.545		0.341			
Procured Equipment		0.030		0.007			
RMLD Labor		0.064		0.101			
Feeder Reassignment		0.236		0.048			
Project Sub-Total		0.875	8.095	6.843	6.843		
Project Total					6.843		-1.253





**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.

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

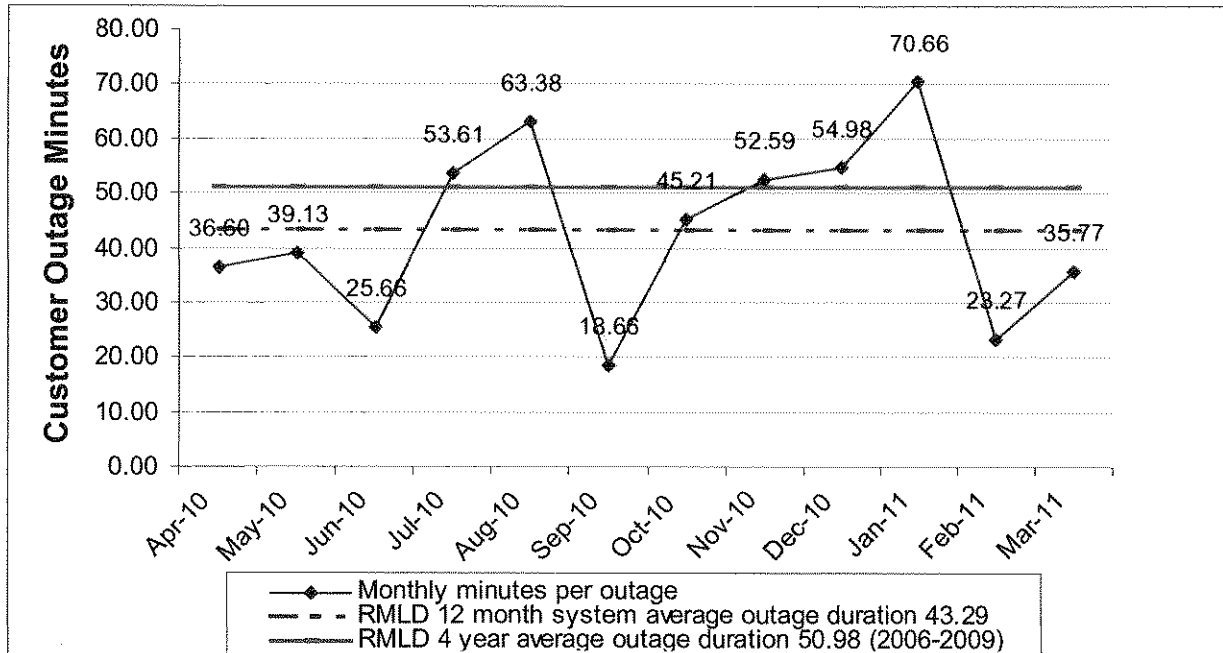
Customer Average Interruption Duration Index (CAIDI) – Measures how quickly the RMLD restores power to customers when their power goes out.

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.



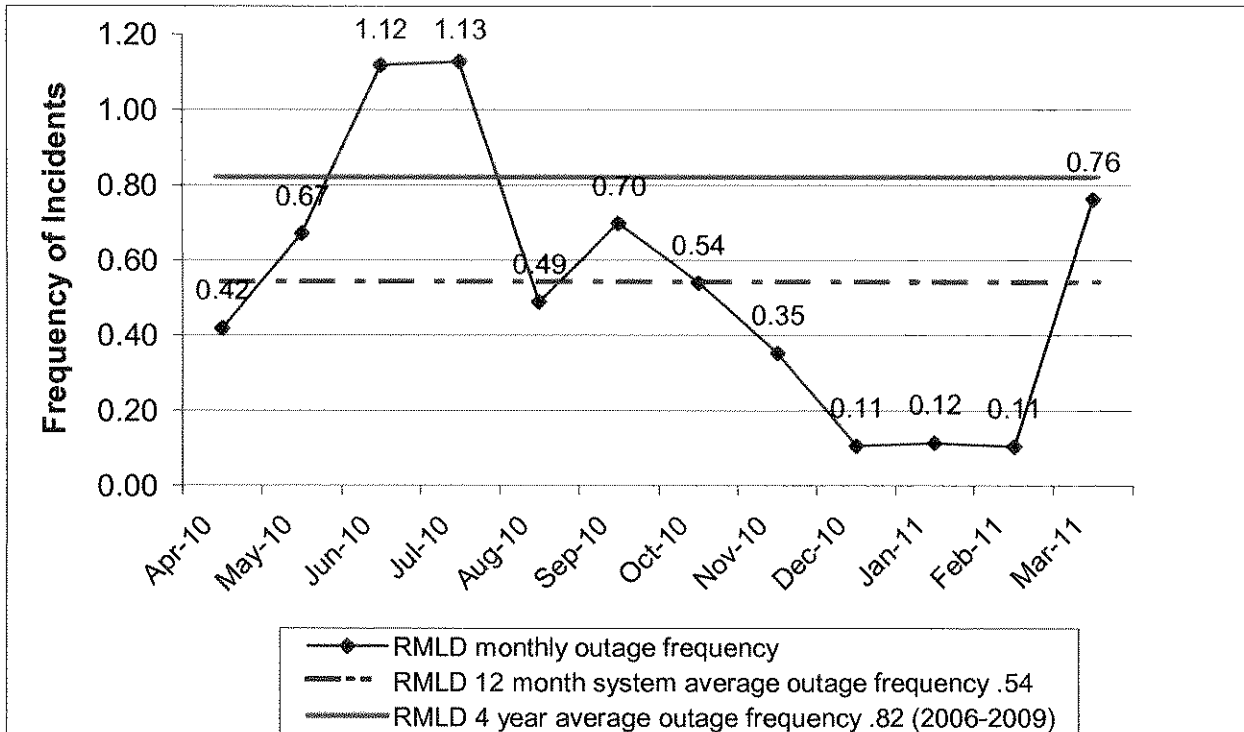
System Average Interruption Frequency (SAIFI) – Measures how many outages each customer experiences per year on average.

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.

BOARD MATERIALS AVAILABLE
BUT NOT DISCUSSED



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 25,500 kW Demand	SMALL COMMERCIAL 1,000 kWh's 10,000 kW Demand	SCHOOL RATE 35000 kWh's 130.5 kW Demand	INDUSTRIAL - TOU 100,500 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
NATIONAL GRID							
TOTAL BILL	\$108.61	\$226.37	\$142.64	\$1,088.76	\$155.70	\$4,323.37	\$12,126.90
PER KWH CHARGE	\$0.14482	\$0.15091	\$0.14264	\$0.14815	\$0.14417	\$0.12352	\$0.11075
% DIFFERENCE	8.53%	25.37%	22.38%	21.84%	-9.60%	4.11%	2.85%
NSTAR COMPANY							
TOTAL BILL	\$118.08	\$237.43	\$185.30	\$1,093.99	\$165.37	\$6,083.66	\$13,873.48
PER KWH CHARGE	\$0.15744	\$0.15629	\$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%
PEABODY MUNICIPAL LIGHT PLANT							
TOTAL BILL	\$95.88	\$186.28	\$126.16	\$1,001.79	\$166.55	\$4,874.49	\$11,668.93
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	-0.31%	-10.05%	13.81%	7.37%	-2.20%	14.70%	15.06%
WAKEFIELD MUNICIPAL LIGHT DEPT.							
TOTAL BILL	\$104.24	\$202.17	\$136.86	\$1,038.54	\$167.38	\$4,860.58	\$13,410.12
PER KWH CHARGE	\$0.13896	\$0.13478	\$0.13688	\$0.14227	\$0.15499	\$0.13687	\$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.

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.

4/20/2011

