

Watts & Drops

Newsletter of the Littleton Electric Light and Water Departments

Jennifer A. Pederson, Editor

Spring 2006

Update on compressed work week

Preliminary results show that the compressed work week is yielding energy savings to the department. LELWD realized a 16% savings (normalized for weather) in kWh usage for the first and second months of the new schedule. A recent survey of our customers showed overwhelming support for the program; 95% of respondents either support the program or do not care about the change in hours as long as employees get their work done.

Please remember that LELD and LWD have emergency crews on standby after normal working hours. **Response to emergencies remains unchanged.** The trial period will continue until April 6th. As always, we welcome your feedback, any comments you have regarding the compressed work week can be sent to cssupport@lelwd.com.



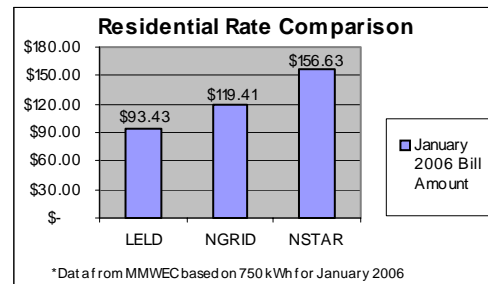
Businesses attend Energy Management Seminar

LELD recently hosted a two-day Energy Management Seminar for area businesses and local town officials. The course was taught by Richard Vaillencourt, PE of Canterbury Engineering Associates. Mr. Vaillencourt has degrees in both mechanical and electrical engineering combined with twenty years of practical experience in electrical construction, as a plant engineer (industrial), as a corporate energy manager (industrial), and working for several energy services companies before becoming an independent energy engineer. Rising energy costs have forced many businesses to look at ways their systems can be run more efficiently. Participants left the seminar with practical tools which will allow them to implement change in their facilities.



A message from the General Manager

As we leave another winter behind, energy costs from electricity to gasoline, fuel oil and natural gas were among the highest ever seen in New England. With an increased dependency on natural gas, Littleton's purchase power costs have mirrored the upward trend of the market over the past eight months. Although we held the line on rates through the use of rate stabilization funds, inevitably the continued escalation in natural gas prices forced us to account for them through increases in electric rates, approaching 25% by January of 2006. Even with this increase, as the graph below shows, our rates continue to be well below those of the investor owned utilities of our neighboring towns.



The forward market for energy prices is looking more optimistic, and we hope to pass any savings to our customers as soon as possible. We are also looking to again diversify our portfolio as more renewable resources, including wind power and biomass, become available.

As we have emphasized energy savings measures for our customers, we at LELWD through the compressed work week schedule and other energy savings measures, have been able to reduce our energy requirements by 16%. We will look for additional energy savings opportunities this spring and summer. We thank you for your patience and understanding and look forward to continuing to be your low cost, reliable provider of electricity.

Best Regards,

Savas C. Danos
General Manager

Customer satisfaction survey planned

LELWD has contracted with the Center for Research and Public Policy to conduct our fourth customer satisfaction survey. The telephone survey will be conducted over the next few months. If you receive a call, we would appreciate it if you would take the brief amount of time necessary to answer the questions. As your locally owned utility, LELWD strives to be responsive to our customers' needs. This survey helps us provide you with better service and allows us to determine your interest in new products and services we might offer in the future.



Signs on utility poles pose safety threat

During the spring election and yard sale season, please remember to refrain from posting signs on utility poles. Signs on utility poles pose a threat to our line workers. Protruding nails or staples can tear a lineworker's protective clothing or gloves, increasing the chance of injury.



Boots or climbing spikes may also get caught, causing a fall. The person responsible for the placement of any material on a pole may be subject to legal proceedings. Please help our lineworkers stay safe by not attaching any signs to our poles.



ELECTRIC LIGHT & WATER DEPARTMENTS

39 Ayer Road • PO Box 2406
Littleton, MA 01460
978-486-3104 • Fax: 978-486-8549
Office hours: 6:30 a.m. - 5:00 p.m.

email the editor at jpederson@lelwd.com

One of the 40 Municipal Electric Utilities of Massachusetts... **localight**

Keep your distance from downed wires

LELD would like to remind our customers that you should never approach a wire that is on the ground. It is very difficult to determine if a downed wire is telephone, cable television or electric. If it is a downed electrical wire, it may be energized which could cause serious injury or even death if you come into contact with it, or the area surrounding it. LELD linemen have the expertise and the equipment necessary to determine if it is a live wire. We have emergency personnel on call 24-hours a day, seven days a week. Please always err on the side of caution and call LELD at 978-486-3104 if you notice a wire on the ground.



Stormwater management

Stormwater is precipitation that falls on roofs, lawns or paved surfaces like driveways and is carried away by a system of stormwater pipes, or ditches and culverts. As it flows over the surfaces, stormwater picks up or is contaminated by debris, chemicals, dirt and other pollutants. The untreated water is discharged into our streams, ponds and wetlands, some of which are used for swimming, fishing and other recreation. Simply by putting fewer pollutants on the land, stormwater will be cleaner as it flows into our natural resources.

The Littleton Highway Department and LWD are working together to implement a federally-mandated Stormwater Management Program (SMP). The SMP is designed to help identify illicit stormwater discharges and to educate the public and businesses on stormwater pollution prevention.



As spring approaches and you start spending more time outside tending to your home and lawn, please remember these ways to help prevent stormwater pollution:

- Use pesticides and fertilizers sparingly.
- Plant grass or vegetation where soil is exposed.
- Put cigarette butts and other litter in the trash.
- Pick up pet waste and flush it down the toilet.
- Have your septic system pumped and inspected every 3 years, or as necessary.
- Clean up auto leaks or spills immediately with kitty litter or sand.
- Do not dump oil or chemicals down storm drains.