

Signs on utility poles pose safety threat

With election and yard sale season upon us, please remember to refrain from posting signs on utility poles. Signs on utility poles pose a threat to our line workers, as protruding nails or staples can tear protective clothing or gloves, increasing the chance of injury. Boots or climbing spikes may also get caught, causing a fall. Please help our line workers stay safe by not attaching any signs to our poles.



LELD upgrades system, improves reliability (continued from p. 1)

These projects represent phase I of a \$1.5 million investment by LELWD in the Boxborough distribution system, according to Nick Lawler, E&O Manager, who added that the upgrades to spacer cable would continue throughout the town next year.



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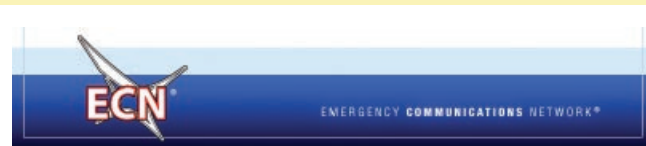
Office hours:

Monday - Thursday 6:30 a.m. - 5:00 p.m.

Business Office closed Fridays

email the editor at kgoddard@lelwd.com

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



Community Notification powered by ECN

Emergency Communications Network

If you haven't already done so, please take a minute to sign up for our Community Notification system. This web-based, high-speed telephone communication service allows us to make emergency notifications via a recorded message to all residents or just targeted geographical areas of the town, depending on the situation and the audience we need to reach.

Examples of situations for which a notification would be launched include drinking water contamination, utility outages, evacuation notices, missing persons, bomb threats and hazardous waste spills.

This system allows us to call both land lines and cell phones. Please make sure to enter both into the system, which is secure and can only be accessed by system operators at LELWD, or the Police and Fire Departments. Numbers or any other personal information is not shared with any other third party. For those without computers, simply call the LELWD office at 978-540-2222 and a business associate can take your information over the phone and enter it into the database.

To register:

1. From our homepage, www.lelwd.com, click on the **Community Notification Enrollment (CNE)** link.
2. At the enrollment page, enter all required fields (**Name, Address and Phone Numbers**).
3. Enter as many numbers (land line and cell) as you wish. This will ensure that all numbers are called in the event of a public notification.



LELD recycles CFLs

While energy efficient compact fluorescent bulbs (CFLs) will help you save money on your lighting costs, they contain small amounts of mercury and need to be disposed of properly. LELD offers a recycling receptacle for our residential customers. Just drop off your CFLs in the box located in the lobby of our administration building.

Watts & Drops

Newsletter of the Littleton Electric Light and Water Departments

Kevin Goddard, Editor

Fall 2010

LELD upgrades system, improves reliability

In Littleton, LELD operations staff has completed its work in conjunction with Mass Highway and the private contractor on the Goldsmith Street reconstruction project.

In Boxborough, LELD line workers have been upgrading the open wire construction on Massachusetts Avenue to spacer cable, which will significantly increase the reliability of our distribution system. Having completed the section from Middle Road to 1146 Massachusetts Avenue, they are now proceeding towards Adams Place.



Also in Boxborough, LELD contract crews have finished the upgrade of the open wire construction to spacer cable on Depot Road (between Liberty Square and Middle Roads), Liberty Square Road (between Massachusetts Avenue and Depot Road) and Middle Road. Crews have now progressed to Depot Road (from Route 2 to Liberty Square Road). When complete, these upgrades will greatly improve the reliability of one of our major circuits.

(continued on p. 4)



LELWD awards science & technology grants to schools

In the tradition of supporting the communities we serve, LELWD is pleased to announce the awarding of \$5,000 grants to the Blanchard Elementary School and the Littleton Public School system. We understand that tight budgets often preclude equipment purchases, particularly for science and technology curricula. These annual grants enable the schools to buy equipment and supplies that otherwise may be overlooked.

Recent LHS graduates Travis Nadow (on bike) and Tyler Wixom (at computer) used a grant from LELWD to create a pedal-powered generator, capable of creating 12 volts of power. Both just began the fall semester at the University of Massachusetts – Amherst.





New associates (left to right) Eileen Bailey, Lori Chapman and Elaine LaMachia.

New faces in the business office

With the retirement of three longtime employees over the summer, our business office has a new look this fall.

Lori Chapman, Elaine LaMachia and Eileen Bailey have joined LELWD as business associates, assuming the positions held for many years by Peggy Larsen, Sue Gilmore and Erlene Campbell.

While it is never easy to replace 25 years of institutional knowledge, our new employees are off to a great start, supporting the business and billing functions for the department. We congratulate Peggy, Sue and Erlene for their years of outstanding service to our customers and wish Lori, Elaine and Eileen well as they take up the standard.

Appliance rebates available

LELD offers rebates on the purchase of Energy Star® labeled refrigerators, high efficiency clothes washers, and room air conditioners. The program is offered to all LELD residential customers for appliances installed in new or existing homes within LELD's service area.



Energy Star® labeled appliances can save you up to 30% on your energy costs. To find out if an appliance is Energy Star®,

look at the energy guide that is attached to the appliance. If the appliance is Energy Star® rated, then the logo will appear in the guide as it does on the one below.

To qualify for the rebate:

- ❖ Go to www.energystar.gov to see a list of qualifying appliances.
- ❖ Purchase the qualified appliance from the dealer of your choice.
- ❖ Complete the rebate application, which can be downloaded from our website, www.lelwd.com or obtained at our Administration Building.

Your application will be processed within 4 to 6 weeks. If the application is approved, we will issue a credit on your next electric bill. If the application is not approved, we will mail you a letter explaining why. Maximum rebate amount is \$150.00.

Smart Strip surge protector automatically turns your peripherals off — even if you forget!

Plug your office or entertainment equipment into a Smart Strip and when you turn on/off the main device — the computer or TV — up to four peripherals turn on/off automatically! No more bending over or crawling under the desk to reach the switch on your surge protector. It even works with computer sleep modes. The strip also has two “constant hot” outlets for devices you want to leave on all the time like routers or cable boxes. So stop wasting energy powering equipment you’re not using.

LELWD has teamed with Sustainable Life Solutions to make these new products easy to get and affordable. The Smart Strip will be shipped directly to your home, and LELWD will pay \$10 towards the \$31 purchase price. That means you pay only \$21.*

Simply go to www.sustainablelivesolutions.com/store or call 1-866-863-0295 to order. On the Shopping Cart page use the Coupon Code LELWD to receive your discount.



*Discount offer good for LELWD customers only. Price does not include shipping or sales tax.

Senior citizen and disabled customer discounts available

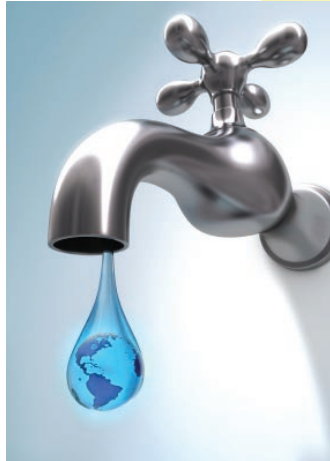
We waive the base customer charge for senior citizens (age 62 and over) and handicapped persons. Please call us at (978) 540-2222 to let us know if you fall within either of these categories and we will gladly remove the charge from your bill.

Water restrictions lifted

But Department Urges Continued Conservation

With the change of seasons and — finally — some appreciable rainfall over the last week of September, we have lifted the water use restrictions in place over the summer.

While the odd/even watering schedule has been rescinded, we continue to encourage our customers to monitor their water use. Without a serious change in our consumptive habits, we may be forced to institute seasonal restrictions from April through September next year as well, regardless of drought conditions. We need to practice conservation year-round and strike a better balance between winter and summer usage.



We are hopeful that our public education efforts have helped customers develop an awareness of consumption and an appreciation for conservation. We continue to promote the value of more wooded, natural settings with smaller lawn areas and more drought resistant plantings.

We sincerely appreciate the exemplary efforts our water customers made in observing the conservation restrictions. Without your compliance, we would not have been able to sustain the high demand this summer, which would have made managing our resources much more difficult — if not outright impossible — without more severe restrictions.

LELD reaches new system peak

Not surprisingly with the sustained hot weather this summer, LELD set a new system peak for electric usage on July 8, consuming 55.1 megawatts of power.



This usage was reached even with approximately 2 megawatts of load off line due to the curtailment of LELWD's offices and treatment plant, which we put on generation.

Goldsmith Street water main in service

The Goldsmith Street water main installation is officially complete and on-line for LWD. While some clean up work remains to be done, the new 12" main is fully charged and the old 10" transite main has been “decommissioned” from Littleton Common to Shaker Lane. We thank our customers for their patience and understanding over the course of this project, which required us to interrupt water service while connecting domestic services to the new main.

