



For Release:  
March 29, 2016

Media Contact:  
Scott Edwards, LELWD, 978-540-2222  
Tobias Sellier, APPA, 202-467-2927

## **Littleton Electric Recognized for Exceptional Reliability**

LITTLETON – Littleton Electric Light Department has received national recognition for achieving exceptional electric reliability in 2015. The recognition comes from the American Public Power Association (APPA) — a national trade group that represents more than 2,000 not-for-profit, community-owned electric utilities such as LELD.

“This honor recognizes utilities that are statistically thriving when it comes to reliability,” said Michael Hyland, APPA Senior Vice President, Engineering Services.

APPA took LELD’s reliability data compiled through its eReliability Tracker Service and compared it to the top quartile of system outage duration from national reliability data collected by the Energy Information Administration — an independent agency that collects, analyzes and disseminates national energy data. APPA’s analysis showed LELD significantly outperformed the electric industry average.

“Every day, LELD works to maintain the reliability of our electrical system while keeping the rates among the lowest in the state. The APPA recognition demonstrates LELD continues to be a leader in customer service and reliability,” said Scott Edwards, General Manager of Littleton Electric Light and Water Departments.

The APPA analysis of 2015 data showed LELD outperforming utilities in the Northeast and utilities of similar sizes nationwide. For example, the average number of instances an LELD

customer experienced a service interruption was 0.2, less than half the Northeast region's average of 0.48 and less than a third of the 0.73 average for similar-sized utilities.

LELD crews perform extensive maintenance on the system year-round to prevent outages and improve reliability. In 2015, LELD took steps to improve reliability in the Guggins Road neighborhood by replacing underground distribution electric line with cable-in-conduit. In the Long Lake area, crews upgraded the overhead lines with new tree wire that has a protective outer layer to prevent system faults caused by downed tree limbs.

Littleton Electric Light and Water Departments have been providing reliable power to Littleton and Boxborough, and clean drinking water to Littleton, for more than a century. With a focus on maintaining low rates, LELWD is dedicated to customer and community service. For more information on LELD and its commitment to reliability, visit [www.LELWD.com](http://www.LELWD.com).

**###**