

# Watts & Drops

APRIL 2026



## Public Power: Neighbors Helping Neighbors

LELWD line crews assisted Hudson Light and Power in the early morning hours of April 7th with scheduled repairs in Hudson. "Public Power at its core, is about neighbors helping neighbors," posted Hudson Light. (Photo above courtesy of Hudson Light and Power.)

## Reserve Shade Trees for Fall Planting

The Free Shade Tree Program begins accepting applications starting Arbor Day, April 24, 2026. LELWD residential customers may request one or two shade trees to be planted in their lawn in October.

Applications will be accepted through Labor Day or until 100 trees are reserved. Since 2016, the program has planted 1,310 trees, which provide natural cooling and consume carbon dioxide. For complete details and to reserve trees, visit [www.lelwd.com/green-rewards/trees](http://www.lelwd.com/green-rewards/trees).



## How Are We Doing? Take the Customer Survey

LELWD electric and water customers are being asked to complete a satisfaction survey to help the utility improve its services. The online questionnaire will be open from April 27th through May 22nd.

The survey should take 8 to 11 minutes to complete, and even less for customers receiving only electric service. To access the survey, scan the nearby QR code or visit [lelwd.com](http://lelwd.com).

A 2024 survey completed by nearly 1,000 ratepayers resulted in LELWD's new customer notification system. Ratepayers can select the type of notifications, including service disruptions and general information delivered by voice, email and text messages.



The survey also resulted in LELWD winning the silver-level Public Power Customer Satisfaction Award from the American Public Power Association.

The survey is being conducted by GreatBlue Research, Inc., which will collect the responses and compile the results. The anonymity of the survey participants will be maintained by GreatBlue, and no personally identifiable information will be provided to LELWD.

Anyone with questions about the survey may call GreatBlue Research, Inc. at 860-740-4000 or LELWD at 978-540-2222.

## Bring Paper Waste for Shredding, Recycling

LELWD is hosting a free paper shredding and recycling service on May 2nd, from 9 a.m. to 12 p.m., at 39 Ayer Road, Littleton. The event is open to residents of Littleton and Boxborough.

The event is first-come, first-served, with a limit of five banker boxes of paper per person to be shredded onsite and later recycled. The shredding truck will be here for three hours or until it is full.

Due to the recycling process, no other materials will be accepted. Only paper can be shredded on the mobile truck. All empty boxes, bags, or plastic containers will be returned to the customer with no exceptions. For more information, visit [www.lelwd.com](http://www.lelwd.com).





39 Ayer Road, PO Box 2406  
Littleton, MA 01460

978-540-2222

**Office Hours:**

Mon. - Thurs. 6:30 a.m. - 4:30 p.m.

Closed Fridays

Visit [www.LELWD.com](http://www.LELWD.com) to learn more about us. Find LELWD on  

## LELWD Recognized for Reliability

LELWD's customers lost electricity for a total of 8.2 minutes on average in 2025, compared to 169 minutes for consumers nationwide. In 2024, Littleton and Boxborough averaged 30 minutes total on average, compared to 149 minutes nationwide.

Recently, the American Public Power Association awarded the Excellence in Reliability Award for 2025 to LELWD, the ninth consecutive year it has received the honor.

The reliability starts with dedicated line crews who respond on a moment's notice to restore power in all kinds of conditions. It also starts with maintenance and system upgrades, such as installation of sturdier tree wire and squirrel guards across the system.

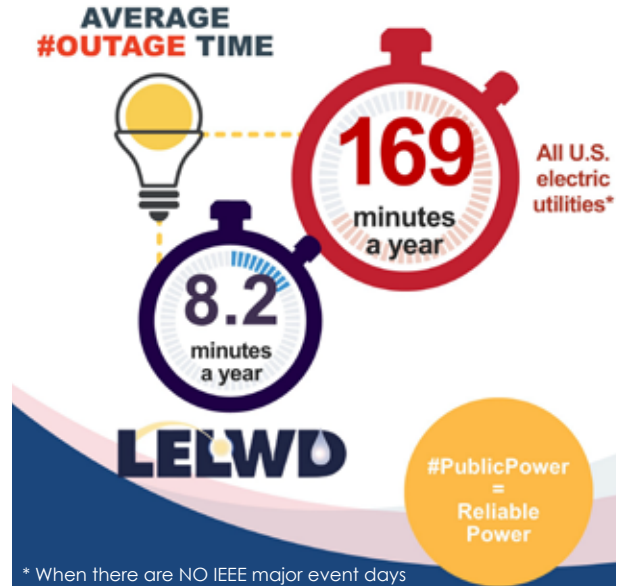
## LELWD Wins Platinum Safety Award

LELWD has earned the Safety Award of Excellence for safe operating practices in 2025 by the American Public Power Association.

With 89,470 worker-hours, LELWD earned the second-tier, Platinum-Level Award in the category for utilities with 60,000 - 109,999 worker-hours of annual worker exposure.

The safety award is a testament to the commitment of all employees to prevent work-related injuries. The LELWD's employees, adhering to safety protocols and procedures, have helped limit the number of workplace injuries. The internal safety committee involves people from each department addressing the latest safety needs and putting plans into action.

"In Public Power, safety excellence isn't achieved by chance. It's earned through unwavering discipline, strong leadership, and a culture where every team member looks out for one another," said Jon Beasley, Chair of APPA's Safety Committee and Vice President of Electric Cities of GA. "These Safety Award recipients stand as proof that commitment and consistency save lives, strengthen communities, and set the benchmark for our entire industry."



Equipment to keep line workers safe includes hard hats, arc-rated clothing, harnesses, insulated gloves and eye protection.