

Mansfield Live wire

A newsletter for
customers of the
Mansfield Municipal
Electric Department
www.mansfieldelectric.com
Fall 2009

WE LOOK FORWARD TO FEEDBACK

Welcome to the new Live Wire

This edition of *Live Wire* reintroduces MMED's newsletter. Due to budget cuts, *Live Wire* has been changed from a quarterly newsletter mailed directly to your home to a slimmed down, four-page version issued three times per year and inserted with your electric bill.

Also, many of the previous features, like the Recreation Department calendar and other information from Town departments, have been mostly eliminated. However, MMED hopes the information contained is informative and we look forward to your feedback.

Be sure your payments are not delayed

The Town of Mansfield has contracted with Century Bank to process our electric payments. If you write a check to pay your bill, this means you should now mail payments with remit coupons to P.O. Box 55858, Boston, MA 02205-5858.

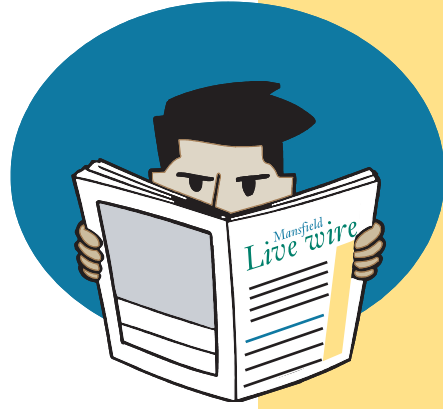
However, if you make payments online through your bank, you should have those checks sent to 125 High St., Unit 2, Mansfield, MA 02048, or to Six Park Row, Mansfield, MA 02048.

Here's why there are two payment addresses:

When you make a payment through your bank online, the bank sends a check without a copy of the bill from MMED that identifies the payer. As a result, Century Bank's payment processing center does not know where to apply these types of payments.

When this occurs, Century Bank sends the unidentified payments back to us via US mail. We then must print out bills to identify the payers and send them back to Century Bank for processing. Payments may not be applied to your account for up to 10 days, including the time it takes your bank to cut and mail the check. Having your bank send payments directly to us reduces this delay.

MMED also offers several convenient check-free ways to pay your electric bills. See page 2 for options that include credit cards, direct debit, and online payments from our website.



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Choose fast and easy ways to pay

The fastest and easiest way to pay your electric bill is to avoid checks entirely. Choose any of these options:

Want to set up a payment system once and then forget it? That's why we offer recurring credit card or recurring direct debit payments. Sign up once, and we can either charge your credit card or debit your checking or savings account automatically on the payment due date.

Want to pay online? View and pay your bill online on our website at mansfielelectric.com. This free service accepts payments with Visa, MasterCard, and Discover. You can also pay electronically from your checking account. You'll need a password to access this option.

For more details or to request a mailed application form, please call us at 508-261-7361. You can also download an application form from our website at mansfielelectric.com.

CALCULATE YOUR ENERGY

Wondering about your household's electric use? Visit our website at mansfielelectric.com to use the interactive appliance calculator. The calculator estimates how much energy each of your home's appliances use, and how much that energy use impacts your monthly bill. Once you know how much each appliance is costing you to run, you'll know which changes will have the biggest impact on your costs.

Appliance rebates can help you save

If you're in the market for a new appliance, we can help you save with an energy-efficient choice. Mansfield Electric offers our customers rebates of \$25 to \$100 on certain Energy Star-rated models. Eligible items include refrigerators, clothes washers, dishwashers, dehumidifiers, programmable clock thermostats, central air conditioning systems and window air conditioners.



Make the Energy Star choice, and you'll save two ways – first with a rebate from Mansfield Electric, and then with lower energy costs over the life of the appliance. That's because appliances with an Energy Star rating meet strict energy-efficiency guidelines set by the federal Environmental Protection Agency and the U.S. Department of Energy.

Energy-efficient choices can save families from 15% to 50% on their energy bills, with similar savings on greenhouse gas emissions. For the most savings, look for the Energy Star logo on product packaging and on the yellow EnergyGuide tags found on large appliances.

Customers must have an active residential account with MMED, and the appliance must be installed at the account location. This offer is limited to a total of \$100 in rebates per customer account for appliances purchased in the same calendar year.

Other restrictions apply, so before you buy, call Laurie Anderson at 508-261-7361 or visit mansfielelectric.com for complete program details.

Electric rates here remain competitive

Electric rates in Mansfield remain very competitive with other utilities across the state. In June, MMED was the eleventh lowest of 41 Massachusetts electric utilities for the cost of power to a typical residential homeowner using 750 kilowatt-hours (kWh). That cost in June was \$94.71, or 12.6 cents per kWh.

For the third quarter of 2009 (July through September) a Mansfield bill for the same amount of power dropped to \$88.56, or 11.8 cents per kWh.

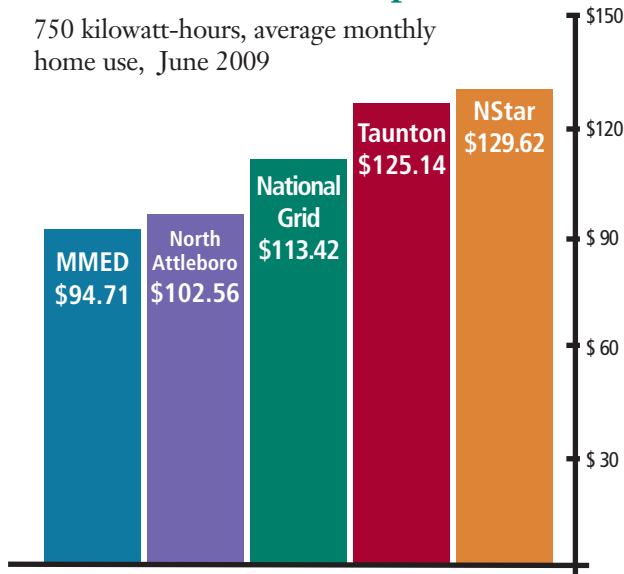
This is the result of a continuing decline in the Generation Charge portion of your bill, which estimates MMED's costs for the purchase and transmission of energy to your home. Since January 2008, that charge has ranged from a high of 13.23 cents per kWh in the third quarter of 2008 to 9.13 cents in the third quarter of 2009.

Power supply costs, which are subject to market fluctuations, are often outside our control.

However, as a municipal utility, MMED can quickly pass on power supply cost savings to our customers to keep bills as low and stable as possible.

Residential Bill Comparison

750 kilowatt-hours, average monthly home use, June 2009



Call for free, expert energy advice

Mansfield Electric offers free, expert energy advice to our residential customers. It's a great way to get ready for the cold weather ahead. Take advantage of these services, learn from the best, and look forward to saving energy and money this winter and beyond.

Start by calling 1-888-772-4242 to schedule an energy audit for a top-to-bottom analysis of your home's energy use. After the audit, you'll get a report that details what you can do to increase your home's energy efficiency, along with advice on how to make recommended changes.

You can also use the toll-free number to reach an energy advisor on weekdays during business hours for immediate advice on anything from the optimum levels of wall and attic insulation to facts on solar energy options. In addition, the advisor can send written information on energy conservation measures as well as tips on how to save energy.



IT'S TUNE-UP TIME

Don't forget to have your heating system professionally tuned up this fall. The earlier you have it done, the less likely you are to have problems on that first really cold winter day.

A system that is tuned up at least once a year will conserve energy, run more smoothly, and save you money all season.

LET US KNOW
WHAT YOU THINK

Have a question or comment for us? Use the customer feedback form in the contact section of our website at mansfieldelectric.com, or drop a note to us at: Live Wire, c/o Laurie Anderson, Mansfield Municipal Electric Department, Six Park Row, Mansfield, MA 02048. Also, please let us know if you have ideas for future newsletter topics. We'd love to hear from you!



energy tips

LOW-COST
AND NO-COST
ENERGY
SAVING IDEAS

Most of us are interested in cutting energy costs, especially with winter heating bills right around the corner. Luckily, saving energy doesn't always require a large investment of time or money. Here are some low-cost, no-cost ideas:

- Tour your home, and check for holes or cracks around walls, ceilings, windows, doors, light and plumbing fixtures, switches, and electrical outlets. Seal air leaks as needed, but do not caulk around water heater and furnace exhaust pipes.
- Check for open fireplace dampers. Dampers should always be closed when the fireplace is not in use.
- Look for ways to use lighting controls—like occupancy sensors, dimmers, or timers—to reduce lighting energy use.
- Replace standard, incandescent light bulbs with compact fluorescent light bulbs.
- Install a programmable thermostat to automatically match your home's temperature to your schedule. You may qualify for a rebate from MMED on the purchase. (See story on page 2.)
- Wash only full loads in a dishwasher and use the shortest cycle that will get your dishes clean. If operating instructions allow, turn off the dishwasher before the drying cycle, open the door and let the dishes dry naturally.
- Plug home electronics into power strips and turn them off when the equipment is not in use. TVs and DVDs in standby mode still use power.

•Mansfield•
Live wire

Mansfield Municipal
Electric Department

125 High St., Unit 4
Mansfield, MA 02048

Phone 508-261-7361

Fax 508-261-7391

DIRECTORY

Customer Service & Billing 508- 261- 7361
Emergency 508- 261- 7395
Off-hours Emergency..... 508- 261- 7300

PAYMENT BOXES:

Town Hall parking lot, Six Park Row, Mansfield
Front of Billing Office, 125 High St., Unit 2, Mansfield

PAYMENT LOCATION:

Town Hall, Treasurer's Office: Six Park Row, Mansfield
Monday, Tuesday & Thursday, 8 a.m. to 4 p.m.
Wednesday, 8 a.m. to 8 p.m.; Friday 8 a.m. to noon

PAYMENT, NEW SERVICE & CUSTOMER INQUIRIES

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