

Mansfield Live wire

A newsletter for
customers of the
Mansfield Municipal
Electric Department

www.mansfieldelectric.com

March 2010

RATES HAVE NOT CHANGED

Electric bills have a new design

Your electric bill looks different this month, thanks to an updated design aimed at making it clearer and easier to read.

“The new format allows us to include more information, which we think will be useful to our customers,” said MMED Director Gary Babin. “The improvements should also make bills more convenient to review and understand.”

Elements of the bill have been reorganized and expanded for at-a-glance access to information. Key changes include moving the remit copy – or payment stub – from the bottom of the bill to the top, and a new consolidated billing information section with a detailed summary of recent usage. The summary also now shows each customer’s rate class.

Charges are detailed as before, but individual components are spelled out more fully in the new bill. In addition, there is a column containing the rate per kilowatt-hour charges for calculating by usage. **Please note that electric rates have not changed.**

Added benefits include a larger area for customer messages, and electric usage history displayed as both a graph and a table.

We can now combine multiple bills

If you have multiple electric accounts, we are now able to mail multiple bills in one envelope for your convenience. This improvement to our system, which is in response to customer requests, has some restrictions due to software requirements.

For bills to be combined, the name and mailing address on each account must match exactly, and the accounts need to be billed in the same MMED billing cycle.

If you would like your multiple bills combined into one envelope, we would be happy to review your options and help you adjust your billing information if necessary. Just gather all your account numbers and call us at 508-261-7361.



*See inside
for a detailed
explanation of
the new bill.*

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Understanding your new bill

Electric bills in Mansfield have a new look this month, with changes designed to make them clearer and more informative.

Here's a brief description of the key differences:



Send payment to:
TOWN OF MANSFIELD
P.O. BOX 55858
BOSTON MA 02205-5858



REMIT PORTION

Please write your account number on your check and enclose this portion of the bill with your payment.

Service Location	Bill Date
100 SUNSHINE LANE	02/03/2010
Account Number	Due Date
0012345678	02/19/2010
IF YOU PAY BY 02/19/2010, PAY >>	
	\$260.29
IF YOU PAY AFTER 02/19/2010, PAY >>	
	\$264.39

Please fill-in Amount Paid

\$

Remit copy now at top of bill

Autopayment information with date of transaction, if applicable

MARY ANDERSON
100 SUNSHINE LANE
MANSFIELD, MA 02048-2947

Consolidated billing information

137092010000049590000100000260290219106

MANSFIELD ELECTRIC DEPARTMENT

CUSTOMER COPY - KEEP FOR YOUR RECORDS

Account Number	Customer	Service Location	Book	Bill Date	Due Date					
0012345678	MARY ANDERSON	100 SUNSHINE LANE	0385	02/03/2010	02/19/2010					
Meter Number	Read Dates		Bill Days	Meter Readings		Difference	Multiplier	Usage	Units	Rate Class
56789	Current	Previous	19	Current	Previous	414	1	414	KWH	RES

Expanded area for customer messages

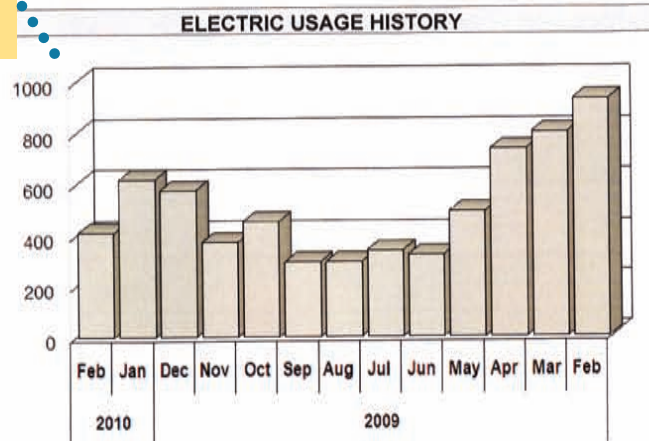
MESSAGES: ** FINAL BILL FOR THIS ACCOUNT **

PAYMENT: 12/08/2009 57.00
BALANCE FORWARD: 196.83

Customer rate classification

Payment activity since last bill

Chart showing past usage trend



CODE	CHARGE DESCRIPTION	RATE	USAGE	CHARGE
710	CUSTOMER CHARGE			4.00
715	GENERATION CHARGE	0.112400	414	46.53
711	DISTRIBUTION CHARGE	0.039500	414	16.35
713	NYPH HYDRO CREDIT	(0.025400)	300	(7.62)
781	50 WATT SEC LIGHT			8.30

Detailed rate information

NEW CHARGES TOTAL 67.56
TOTAL DUE 264.39
EARLY PAYMENT DISC (4.10)

Discount for early payment by due date

Detailed description of charges

Month	Feb	Jan	Dec	Nov	Oct	Sep	Aug	Jul	Jun	May	Apr	Mar	Feb
Days	19	31	28	29	32	30	32	30	29	32	31	28	32
kWh	414	622	581	375	458	297	298	343	326	497	740	806	935
Per Day	22	20	21	13	14	10	9	11	11	16	24	29	29

Table with usage history

125 High Street, Unit 2 • Mansfield, MA 02048 • Phone 508-261-7361 • Fax 508-261-7391 • www.mansfieldelectric.com

See page 4 for a detailed explanation of five line items that appear in the Charge Description section of each residential electric customer's bill. If you have any questions or concerns about your bill, please feel free to call our office.

Here are definitions for five line items

Here are definitions for five line items that appear on residential electric bills in the Charge Description section:

PLANNING

OUTDOOR PROJECTS THIS SPRING?

Before you start to dig a hole, no matter how shallow or deep, call Dig Safe at 1-888-DIGSAFE (1-888-344-7233) to find out what is underground. Make sure that any contractors you use call first, too.

Calling Dig Safe first is not only smart, it's also free and it's the law. One call, and they will notify member utilities to mark their underground lines so that you can avoid them. You can also make a request online at digsafe.com.



CUSTOMER CHARGE – This portion of your bill covers the basic costs of maintaining your account on a monthly basis, regardless of the amount of electricity you use. Such services include metering, meter reading, customer service, and billing. Mansfield Electric's residential customers have a \$4 monthly Customer Charge.

DISTRIBUTION CHARGE – For residential customers, this charge reflects the cost of delivering the energy to your home over our power lines. It also includes the cost of constructing and maintaining electrical lines. The Distribution Charge is calculated by taking your kilowatt-hours and multiplying them by \$0.0395.

HYDROPOWER CREDIT – The State of Massachusetts has arranged for the purchase of discounted electrical energy through the Power Authority of the State of New York (PASNY). These savings are passed on to residential customers only. If you have used 300 or more kilowatt-hours, your Hydropower Credit is currently \$7.62. If you have used less than 300 kilowatt-hours, your Hydropower Credit is calculated by taking your kilowatt-hours and multiplying them by \$0.0254.

GENERATION CHARGE – The Generation Charge is calculated by taking your kilowatt-hours and multiplying them by \$0.1124 (Jan.– Mar. 2010). This charge reflects the actual cost of purchasing and transmission of the power delivered to MMED's customers. The rate will change on a quarterly basis as these costs fluctuate month to month due to changes in the price of oil, nuclear fuel, or other supply factors.

EARLY PAYMENT DISCOUNT – A 20% discount is allowed on the Distribution Charge if payment is received at the Department's office not later than 15 days from the billing date. No discount is allowed when arrears are due. Such discounts do not apply to the Generation Charge or the Customer Charge.

•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

125 High St., Unit 4, 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