



# CONCORD MUNICIPAL LIGHT PLANT

ELECTRIC | BROADBAND | ENERGY MANAGEMENT

**Date:** May 2, 2024

**To:** Municipal Light Board: Brian Foulds (Chair), Alice Kaufman, Warren Leon, John Dalton, and Bianca Taylor

**From:** Jason Bulger, CTO, Interim CMLP Director

**Subject:** Agenda for Virtual Light Board Meeting **May 8, 2024, 7:30 A.M.** (Zoom link below)

- |         |    |  |            |                |                 |
|---------|----|--|------------|----------------|-----------------|
| 7:30 AM | 1. | <b>Call to Order</b>   |            |                |                 |
| 7:30 AM | 2. | <b>Meetings and Minutes</b>  | 5 Minutes  | Chair          |                 |
|         |    | Vote to accept the minutes of November 15, 2023, December 13, February 14, March 13, 2024, April 10, 2024.   |            |                |                 |
|         |    | Upcoming Meetings:   |            |                |                 |
|         |    | June 12, 2024, July 10, 2024, August 14, 2024, September 11, 2024, October 9, 2024, November 13, 2024, and December 11, 2024.  |            |                |                 |
| 7:35 AM | 3. | <b>Election of Officers</b>  | 10 Minutes | Chair          | Discussion/Vote |
|         |    | <u>Background:</u> Each year after Town Meeting, Boards and Committees take up the topic of reorganization to elect different officers.  |            |                |                 |
|         |    | <u>Purpose:</u> To discuss and vote to appoint a Chair and a Clerk.  |            |                |                 |
| 7:45 AM | 4. | <b>Directors Update</b>  | 10 Minutes | Director       | Information     |
| 7:55 AM | 5. | <b>Broadband Update</b>  | 5 Minutes  | Director       | Information     |
| 8:00 AM | 6. | <b>Town Meeting Debrief</b>  | 20 Minutes | Chair          | Discussion      |
|         |    | <u>Background:</u> On May 1, 2024, Town Meeting approved a request to borrow up to \$10.4 million for a utility-scale energy storage in Concord.   |            |                |                 |
|         |    | <u>Purpose:</u> To discuss Town Meeting and broadly outline action items to move forward.  |            |                |                 |
| 8:20 AM | 7. | <b>Suspend regular meeting and open rate hearing</b>   | 10 Minutes | Director       | Vote            |
|         |    | <i>Requires a motion, a second, and roll call vote</i>   |            |                |                 |
|         |    | <u>Donate your REC Program rate</u>  |            |                |                 |
|         |    | <u>Background:</u> The Light Board previously voted to approve a flat \$9/month bill credit for those customers who wish to allow CMLP to claim those RECs. Counsel has advised we create a rate to do this. |            |                |                 |
|         |    | <u>Purpose:</u> Staff will present a \$9/month credit for customers who wish to enroll in the optional program to give their newly minted RECs to CMLP.  |            |                |                 |
|         |    | Close rate hearing and return to regular meeting   |            |                |                 |
|         |    | <i>Requires a motion, a second and roll call vote</i>  |            |                |                 |
| 8:30 AM | 8. | <b>SCADA System Updates</b>  | 20 Minutes | Asst. Director | Information     |
|         |    | <u>Background:</u> CMLP plans on rolling out a SCADA system to monitor and manage the electrical distribution network.   |            |                |                 |
|         |    | <u>Purpose:</u> To discuss explain the project goals and review the deliverables.  |            |                |                 |



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- |         |  |            |       |             |
|---------|--|------------|-------|-------------|
| 8:50 AM | 8. <b>CMLP Project Updates</b>   | 15 Minutes | Chair | Information |
|         | <u>Background:</u> Periodically the Light Plant staff wish to let the Board and the public know what projects occupy their time. |            |       |             |
|         | <u>Purpose:</u> To provide an update on operations and projects in process.  |            |       |             |
| 9:05 AM | 10. <b>Liaison &amp; Public Comments</b>   | 5 Minutes  | Chair | Information |
| 9:10 AM | 11. <b>Adjourn</b>   |            |       |             |

Distribution: Select Board (1 copy)

Kerry Lafleur	Carole Hilton	Joe Repoff	Matt Cummings
Jan Aceti	Laura Scott	Chris Carmody	Eric Simms
Jason Bulger	Mary Hartman	Michael Hale	

Join Zoom Meeting

<https://us02web.zoom.us/j/83853970051?pwd=akVzemJRQk8vNTJRUnNlOS9NNDFuQT09>

Meeting ID: 838 5397 0051

Passcode: 661712

One tap mobile

+16469313860,,83853970051#,,,,\*661712# US

+13017158592,,83853970051#,,,,\*661712# US (Washington DC)

Find your local number: <https://us02web.zoom.us/u/kbA1MReajb>

**Link to view recordings of previous Light Board Meetings:**

<https://www.youtube.com/@MinutemanMediaNetwork/search?query=Concord%20Light%20Board>

**Link to view the Director's Updates:**

<https://concordma.gov/1106/Municipal-Light-Board>

**Link to view the Broadband Monthly Updates:**

<https://www.concordma.gov/3148/Monthly-Updates>

# Concord Municipal Light Plant Updates

May 8, 2024

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## Organization, Transition, and Industry

- We expect an update soon from the Town Manager on next steps for the selection of a permanent Director.
- Massachusetts was awarded \$156 million in the EPA’s Solar for All competition, which is the largest award in New England and one of the largest in the country.
  - The program expects to deploy 125 megawatts of solar capacity, provide a 20 percent reduction in energy costs to more than 31,000 low-income and disadvantaged households, support 2,800 clean energy jobs, and decrease annual carbon emissions by 70,500 tons.
- The Level 2 charging station at the Rideout (replaced with Level 3 chargers) has been installed in the Stow Street parking lot between the Library and the Umbrella Arts Center. Thank you to the Engineering team, the Line Crew, and our in-house electrician Marty for all of your help getting that up and running!

## Energy Management

- Energy Management staff completed one of two annual Municipal Action Plan submissions to DOER, in which we list the current year’s expenditure forecasts for each of our programs, and the maximum rebate amount offered for each program.

- Energy Management staff has been working with Energy New England to put a quality assurance procedure in place to prevent errors in home energy assessment reports that are issued by ENE’s auditors.
- CMLP has mailed a postcard to every oil-heating household in Town, encouraging them to consider heat pumps as replacements for aging oil heating systems, and to use our coaching service for help in planning heat pump projects.

**Is your oil heater more than 20 years old?  
It may be time to consider a new approach.**

Heating with heat pumps will slash your carbon emissions, eliminate the need to insure against oil leaks and can lower your monthly energy bills. Heat pumps heat. They cool. They dehumidify. They’re keeping Concordians comfortable year-round, with no supplemental equipment needed.

**Heat pumps come with incentives worth up to \$12,000!**

How can you make sure you get the right system and land those incentives? Join the hundreds of Concordians who have taken advantage of CMLP’s **free** coaching service as they transitioned away from fossil fuel.

To set up a meeting with a coach, go to [ConcordCleanComfort.org](http://ConcordCleanComfort.org).



**CONCORD** Advancing heat pump technology **CLEAN COMFORT**

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- 87 Concord residents responded to our 2024 Drive & Save campaign by using the [Drive & Save Wizard](#) to prepare an estimate of how much they could save by driving an EV instead of a comparable gas-powered car. Respondents also filled out a survey about the Drive & Save Wizard itself. Those who filled out the survey were entered into a raffle to win a gift certificate to Salt Box Kitchen. ENE’s EV Specialists will follow up with campaign participants to ask if they have additional EV related questions.
- CMLP’s Energy Efficiency & Electrification Specialist, heating/cooling coaches and EV Specialists staffed a table at the Cooler Concord Climate Festival on April 20<sup>th</sup>. Staff is following up with Festival attendees who requested coaching services or EV support.



**WIN AN \$83 GIFT CARD!**

from Concord Drives Electric

Win an \$83 gift card to Saltbox Kitchen by trying our Drive & Save Wizard.

Discover your potential savings and which EV may work best for you. Then submit your name and email to enter for a chance to win!

Contest ends on April 27, 2024. Must be a Concord resident.

- Energy Management staff did some preliminary exploration of possible solutions to the commercial solar issues facing the developer of the 768 Elm St. (Paparazzi) property.
- Energy Management staff is finalizing plans for how heating/cooling coaches will communicate with coaching clients about:
  - How the quotes clients receive compare to average prices the coaches are seeing
  - Maintenance best practices for heat pumps
  - Planning Dept review requirements for proposed heat pump installations in historic districts
  - How satisfied customers are with heat pumps 10 months after installation

## Special Town Meeting

- On Monday, May 1, 2024, the residents present at the Special Town Meeting overwhelmingly supported Article 1 – In-Town Utility Scale Battery to authorize borrowing of up to \$10.4 million on in-town energy storage
- CMLP Staff, the Town Manager, Light Board members, Solar Task Force members, and members of the public all contributed to the success of this article, and we are extremely grateful for their support!

## Power Supply and Rates

- CMLP made its final purchase of renewable energy certificates for 2023. We had enough money to purchase 100% of sales for the first time. In 2022 we were able to purchase 99%. We expect to be able to purchase 100% again in 2024. For the 2023 year we ended up with \$230,000 dollars left. Per our new REC administration policy, \$130,000 will be returned to rate payers in bill credits. The remaining \$100,000 will be rolled over into the 2024 REC surcharge account. THIS IS HUGE NEWS and we will advertise it.
- The Associated Electric & Gas Insurance Services (AEGIS) company conducted a 2-day risk assessment of CMLP's procedures. AEGIS is a mutual insurance company that provides about 40% of CMLP's excess liability exposure. The assessment focused on downed wire and emergency call handling procedures. The written findings report will be out in about 30 days. The verbal review delivered on 5/1/24 found that CMLP is performing the correct preventative inspections and call handling training, but could improve its documentation procedures. This was a voluntary assessment that CMLP requested. The engineering and customer service team found the whole process extremely valuable.
- CMLP met with the developer of the former Pappa Razzi property to discuss potential net metering configurations. The property owner will be able to net meter the auxiliary car charging separate meter with the common area usage and attached solar but will not be able to offset tenant electric usage with the common area meter.

- CMLP met with the developer of 300 Baker Ave to discuss the upcoming Novo 40B developments along with the interest in adding solar and battery storage to the existing building.

## Middle School Solar

- On May 9, 2024, CMLP will appear before the Zoning Board of Appeals to seek a variance for the canopies, which extend about 15' into the setback.

## Advanced Metering Project Updates

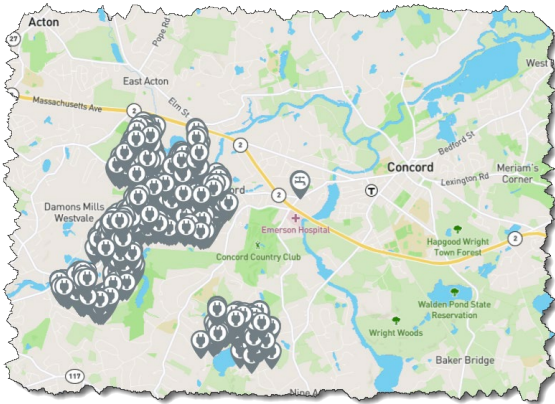


Figure 1: Advanced meters installed - March 2024

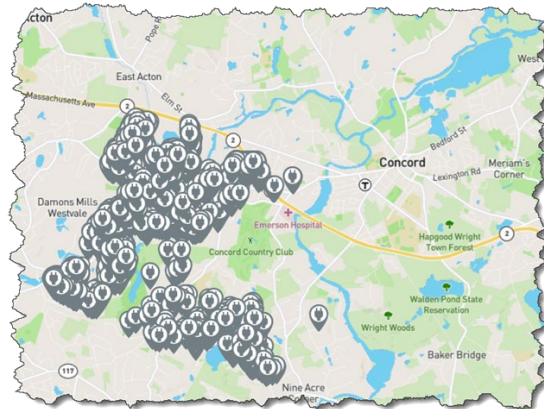


Figure 2: Advanced meters installed - April 2024

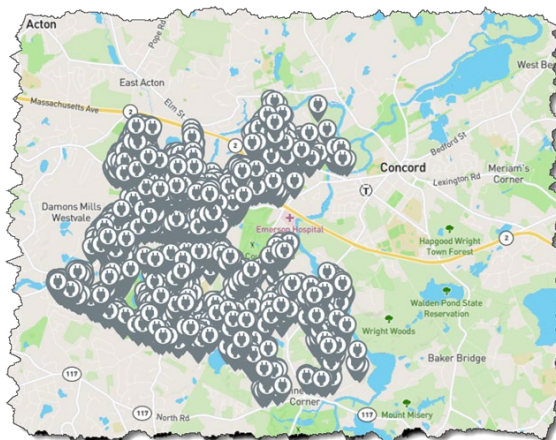
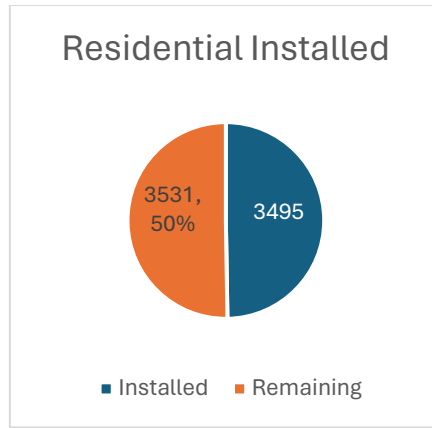
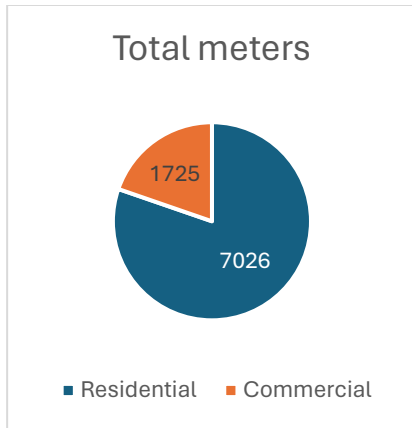


Figure 3: Advanced meters installed - May 2024

- We have between one and two external crew of two electricians installing advanced meters.
- We have installed over 700 meters since the April 10, 2024 Light Board meeting.



## Finance Division Updates

- 2023 Audit Fieldwork is completed. The report will have to wait until we get the outstanding journal entries from Town House. The Town went through a major financial system implementation in October of 2023 and currently has a new Town Accountant, so there have been delays in completing their audit.

## Customer Service / Metering

### Customer Survey

- Our customer survey has been live for a short while and already has 239 completed surveys! We are hoping to get as much feedback as possible, so we appreciate you spreading the word! View it here: <https://concordma.gov/cmllpsurvey>

**WE WANT YOUR FEEDBACK**  
**TALK TO US**  
*We're listening*  
**We value your opinion.**

**CMLP CUSTOMER SURVEY**

CMLP is conducting digital surveys of our customers to gather opinions, perceptions, and satisfaction with CMLP, customer service experiences, communication preferences and interest in programs and services. The survey takes about 10 minutes to complete.

You may receive an e-mail with the survey link from GreatBlue Research, Inc., our partner for this survey. You can also find the digital survey link on the CMLP website and SmartHub.

Use the QR code or link below to take the survey now:  
<https://concordma.gov/cmllpsurvey>

**CONCORD MUNICIPAL LIGHT PLANT**  
 ELECTRIC | PROGRAMS | ENERGY MANAGEMENT  
<https://concordma.gov/cmllp>

### Donate Your Solar RECs to CMLP Program

- The final step is a rate hearing by the Light Board on May 8, 2024. Once that has been approved, we can roll out the program!



# TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

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## April 2024 – Broadband Updates

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Concord Broadband is pleased to share the following updates and information from the past month. Please do not hesitate to contact us at [broadband@concordma.gov](mailto:broadband@concordma.gov) should you have any questions, concerns, or feedback.

### Operations

We are happy to report that our new Network Engineer, Victor, began in April, and we are thrilled to have him. He has already had a profound effect on operations, and we are so happy for his expertise and dedication.

### Town Network Upgrades

Concord Broadband staff oversee both the Broadband and Town networks. It just so happens that an overhaul of the Town's network is due. This change will see not just equipment replacements but also a topology change that will result in a faster, more resilient network.

Today's Town network relies on a fiber ring of its primary sites. This topology is a good choice when a hub-and-spoke topology is not possible due to limitations of the fiber between sites. But staff have worked hard to identify more fiber strands to allow direct connections from every site to a primary hub, plus additional fibers for redundancy. This new topology also takes into consideration the proliferation of cloud computing and the need for internet resources from most clients.

Staff have been at work on this project for many months, and we are nearing a time, hopefully in June, when we can cut over to the new network.

### Circuit Upgrades

Concord Broadband has steadily seen its usage grow over the past decade. We don't release specific data on throughput, but we speak in general terms and also release our usage curve throughout the day. It probably doesn't surprise anyone that our daily peak is between 7-10pm when people are home and begin streaming video. Concord Broadband currently has an ISP that provides bandwidth to our customers, and at this point in time we wish to increase that bandwidth. Fortunately, due to falling prices of bandwidth, we are going to be able to double our speed for the same price and add a second redundant link at the same time.

This work is expected to be completed in the next few months, further adding to the resilience of the fiber-to-the-home service offered in Concord.

### Upcoming Maintenance

No scheduled service-impacting maintenance is planned for the month of May.

We continue to test our next-generation equipment to prepare for future procurement and projects.

You can learn more about maintenance windows here:

<https://concordma.gov/3144/Broadband-Maintenance>

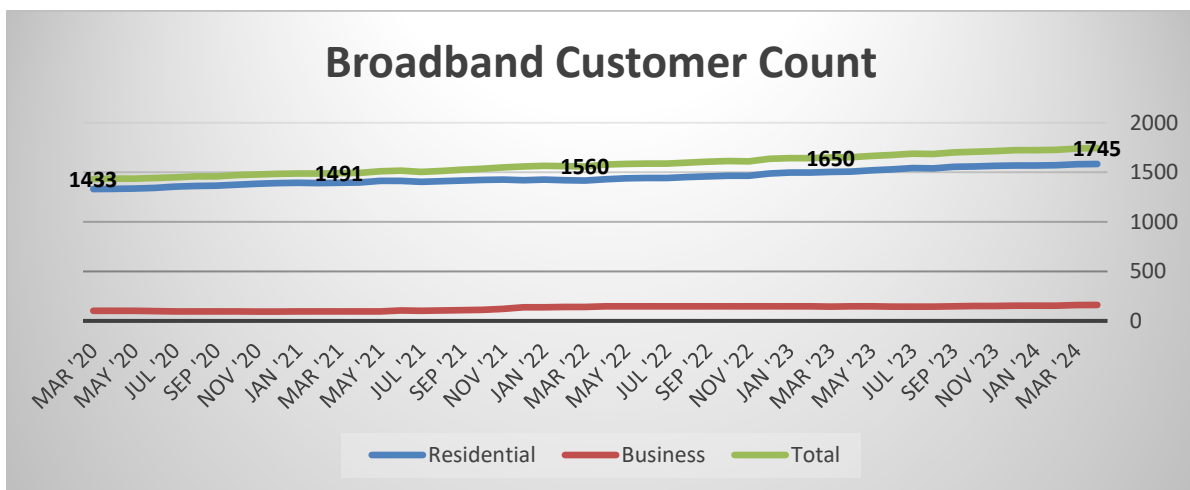
## Affordable Connectivity Program

The Light Board has approved a flat \$20 per month credit for any customer that is eligible for the electric rate assistance program. We will be communicating with residents soon to let them know the effective date of their ongoing credit.

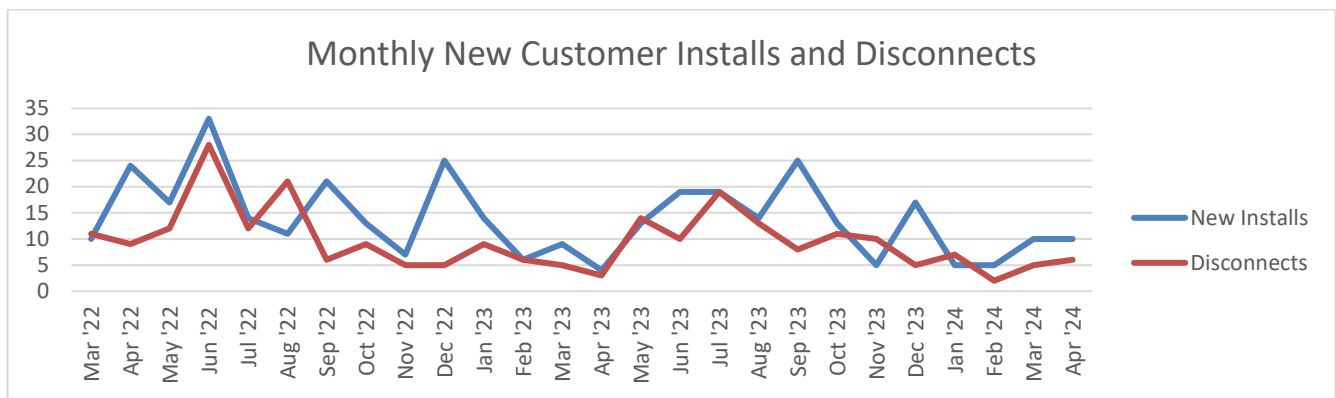
Each year, customers will reapply for the electric rate assistance rate and automatically receive the Broadband credit.

There is still no identified funding of the Affordable Connectivity Program now that it has run out of funding as of April of 2024.

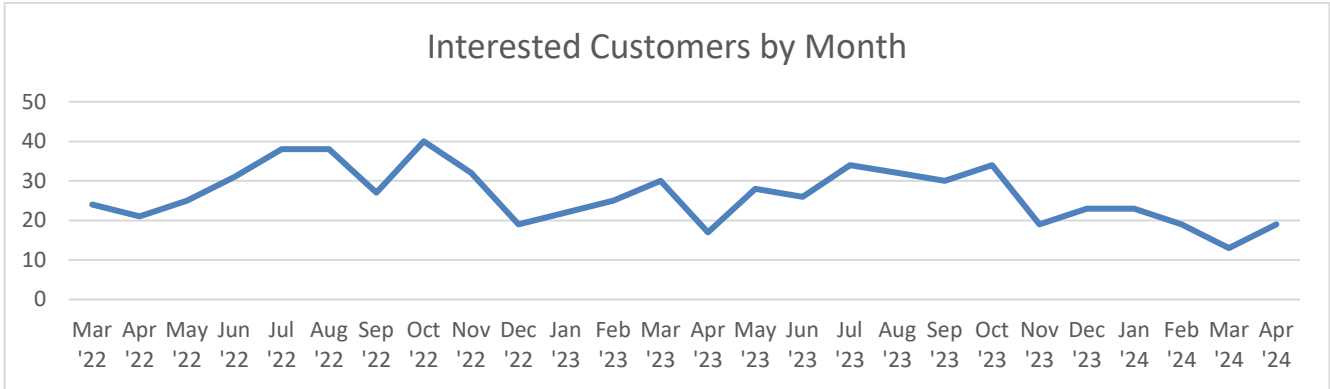
## Monthly Metrics and Business Data



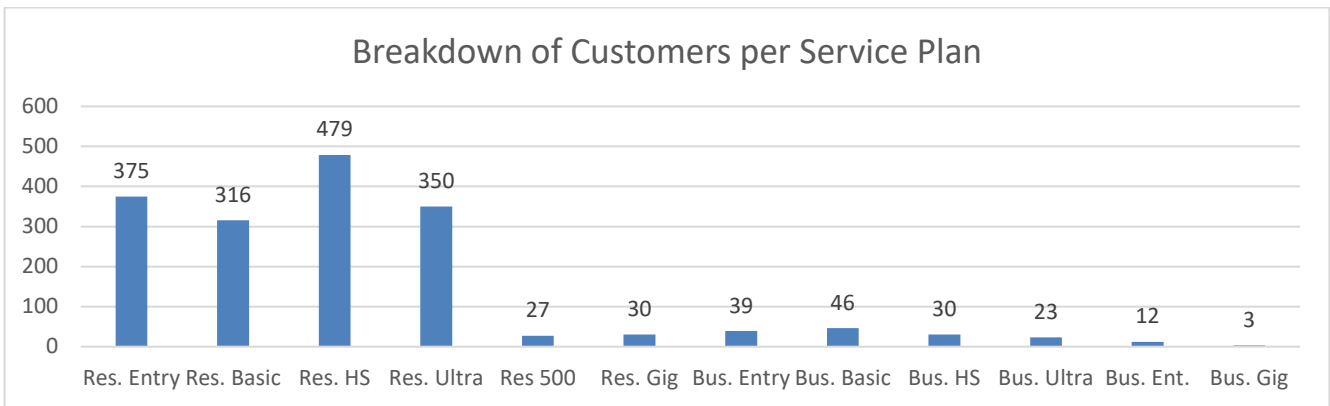
(Customer count: March 2020 – April 2024)



(The number of new installations and disconnects completed each month.)

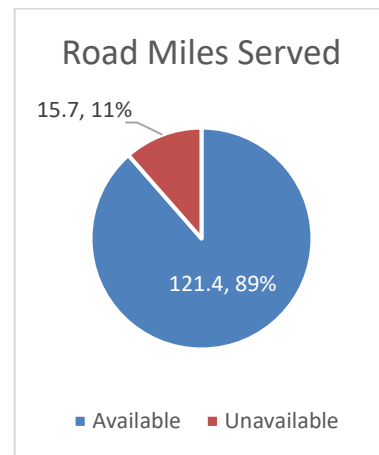
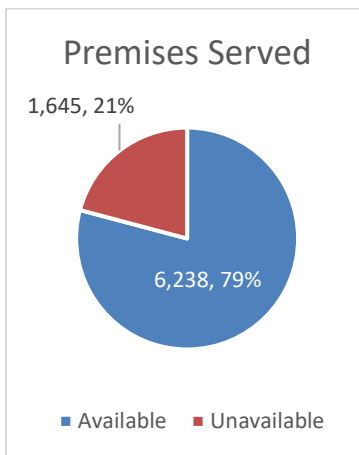
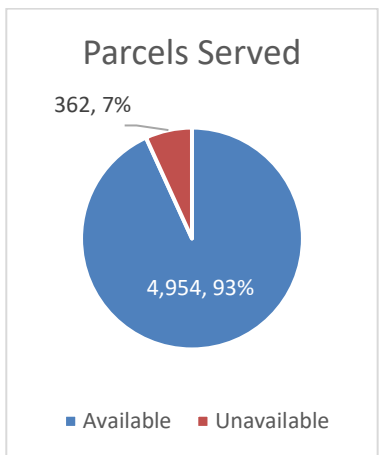


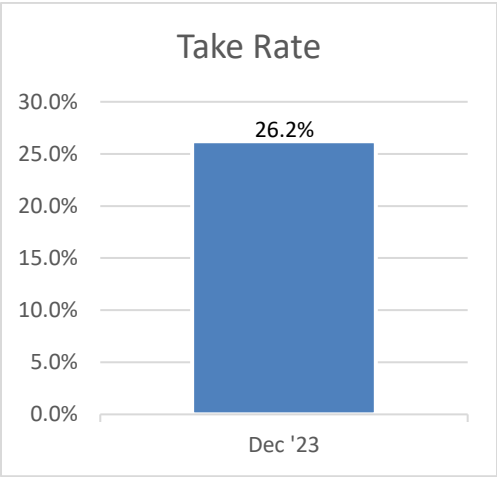
*(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)*



*(This is the number of each customer on our different service plans as of 4/30/2024.)*

## Other Metrics





*(As of 12/1/2023)*

## Appendix

### Fiber Broadband Completion Task Force's Draft Report Goals

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Policies (p.39)</b>				
<ul style="list-style-type: none"> <li>Universal Access</li> </ul>	Policy	Highest	Select Board/Town Meeting	
<ul style="list-style-type: none"> <li>Expansion outside current territory</li> </ul>	Policy	Low	Select Board/Town Meeting	Conversations happening
<ul style="list-style-type: none"> <li>Support Economic Vitality, Sustainability, Equity &amp; Inclusion</li> </ul>	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidy planned
<ul style="list-style-type: none"> <li>Affordable Housing</li> </ul>	Policy	Medium	Select Board/Housing Groups	Rate subsidy planned; working on Concord Housing Authority properties
<ul style="list-style-type: none"> <li>Public Safety</li> </ul>	Policy	Medium	Select Board/Town Manager	
<ul style="list-style-type: none"> <li>Education</li> </ul>	Policy	Medium	Select Board/School Dept.	
<ul style="list-style-type: none"> <li>Government Access (PEG)</li> </ul>	Policy	Medium	Select Board/PAAC	
<b>Recommended metrics for tracking (p.41)</b>				
<ul style="list-style-type: none"> <li>Parcels served</li> </ul>	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> <li>Premises served</li> </ul>	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> <li>Road miles served</li> </ul>	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> <li>Subscribers</li> </ul>	Metric	High	Town Staff/Light Board	Complete; will report monthly
<ul style="list-style-type: none"> <li>Take rate</li> </ul>	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
<ul style="list-style-type: none"> <li>Churn</li> </ul>	Metric	High	Town Staff/Light Board	Complete; included in monthly report
<ul style="list-style-type: none"> <li>Installations</li> </ul>	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
<b>Governance (p.39)</b>				
<ul style="list-style-type: none"> <li>Track progress against completion</li> </ul>	Metric	Highest	Light Board/Town Staff	We have been cleaning up the Master Address Table and will have something new to report soon. (3/2024)
<ul style="list-style-type: none"> <li>Rate of return policy</li> </ul>	Policy	High	Light Board/Town Staff	
<ul style="list-style-type: none"> <li>Financial goals with regular reporting</li> </ul>	Policy	High	Light Board/FinCom	Working on this
<ul style="list-style-type: none"> <li>Retained earnings and reserve policy</li> </ul>	Policy	High	Light Board/FinCom	

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Strategic Planning Goals (p.43)</b>				
• Marketing and growth	Metric	High	Light Board/Town Staff	
• Business return	Policy	High	Light Board/Town Staff	Working on this
<b>Budgeting Process for Fiber Expansion (p.41)</b>				
• Expand to fill existing opportunities	Planning	High	Light Board/Town Staff	
• External funding sources	Research	Medium	Light Board/Town Staff	Working on this
• ARPA Relief Funds Allocation, incl. Lost Revenue	Finance	Highest	Select Board/Town Manager	Complete
• Review/Confirm Internal Loan Findings	Finance	Highest	Financial Audit Comm/Staff	Complete
• Review and Rescind PILOF to MMN	Finance	High	Select Board/Town Manager	Complete
<b>Capital Planning Process (p.42)</b>				
• Review/Revise Debt financing schedule	Policy	Highest	Light Board/Town Staff	In progress; due to positive financial situation, anticipating being able to repay faster.
• Quantifying cost of expansion	Planning	Medium	Town Staff	Working on this
• How to fund expansion	Planning	Medium	Light Board/Town Staff	Working on this
• Revise/refine methods for computing ROI	Planning	Medium	Light Board/Town Staff	
<b>Construction and Logistics (p.42)</b>				
• Vibratory plow – direct buried fiber cables	Operations	Medium	Town Staff	Working on this
• Revise/Refine Communication conduit construction standards and guidance	Policy	Medium	Town Staff	
• Integrate Fiber construction with the Roads Program – focus on Streets without fiber that already have underground electric	Planning	High	Town Staff	Working on this

**CONCORD MUNICIPAL LIGHT PLANT  
ELECTRIC RATE SCHEDULES**

**RATE REC-1  
RESIDENTIAL SERVICE – RENEWABLE ENERGY CREDIT DONATION PROGRAM**

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Mass DPU No. 489

Effective: May 8, 2024

New

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The Concord Municipal Light Plant ("**CMLP**") shall pay and credit its customers for Massachusetts Class 1 Renewable Energy Credits on the basis of this rate schedule. The CMLP Rules and Regulations are incorporated by reference as a part of this rate schedule.

**Availability**

Service under this rate schedule is available throughout the entire territory served by the CMLP Electric System (the "**CMLP System.**")

**Applicability**

Service under this rate schedule is available for residential customers served by the CMLP that generate Renewable Energy Credits ("RECs;") and due to the small number or value of RECs generated, are not able to sell them to aggregators. CMLP's REC Program permits customers to assign their RECs to CMLP, in exchange for a monthly credit to their account. This is a voluntary program and will assist CMLP and the Town of Concord in meeting its climate change goals.

**Participation**

Customers may sign up for this Rate REC-1 by contacting CMLP's Customer Service Department. By signing up for the Rate REC-1, the customer is voluntarily assigning all of the customer's RECs minted from the sign-up date forward to CMLP in exchange for a monthly bill credit.

**Billing and Payment**

Within seven (7) days of the assignment of customer's RECs to CMLP's New England Power Pool Generation Information System account, CMLP will apply the Monthly Credit to the next bill for the customer's selected CMLP electricity account.

**Monthly Credit**

Assignment of all generated Massachusetts Class 1 RECs to CMLP \$9.00 per month

If no payment for service is due on the customer's bill in a given month, then the credit will appear on a subsequent month's bill. If no payment for service is due on the customer's bill for six (6) or more consecutive months, CMLP will mail the customer a check for the amount of the credit.

**Terms**

The Monthly Credit is net. Bills will be rendered monthly.

**Effective Date**

This rate schedule is effective for all assignments occurring on or after the effective date shown above.

**Term of Contract**

CMLP may discontinue this Rate REC-1 by giving thirty (30)-day written notice to all customers who have elected to participate. Customers can elect to discontinue participation under this rate by providing written notice to the CMLP and thereafter ownership of the RECs generated by customer will revert to customer upon Account Holder reassignment in the NEPOOL-GIS accounting system.