



**Date:** January 9, 2026  
**To:** Municipal Light Board: Warren Leon, John Dalton, Brian Foulds, Bianca Taylor and Chris Schaffner  
**From:** Jason Bulger, CMLP Director  
**Subject:** Agenda for virtual Light Board meeting on **Wed., Jan. 14, 2026, at 7:30 A.M.** (link below)

- 7:30 AM 1. **Call to Order**
- 7:30 AM 2. **Meetings and Minutes** 5 Minutes Chair Vote
- Vote to approve the regular session minutes of December 10, 2025.
- Upcoming Meetings:  
Feb 11, 2026; Mar 11, 2026; Apr 8, 2026; May 13, 2026; Jun 10, 2026; Jul 8, 2026; Aug 12, 2026  
(Plus a public forum in February or March, 2026)
- 7:35 AM 3. **Director's Update** 10 Minutes Director Information
- 7:45 AM 4. **Broadband Update** 5 Minutes BB Mgr. Information
- 7:50 AM 5. **Time-of-Day Outreach Plan and Updates** 45 Minutes Director Information
- Background: With residential Time-of-Day rates going into effect in April, the Light Plant has created a communication plan to reach all customers so they are well-informed about the rates.
- Purpose: To update the Light Board on the actions taken and the ongoing strategy and receive any feedback or suggestions.
- 8:35 AM 6. **Residential Rate Assistance under TOD** 20 Minutes Asst. Dir. Discussion/Vote
- Background: The Light Plant currently offers a lower residential rate for people who qualify for residential rate assistance, but it is modeled after the inclining block rate present in the current R-1 rate, which is missing under Time-of-Day.
- Purpose: To discuss options for translating a similar subsidy under a different rate structure.
- 8:55 AM 8. **Liaison & Public Comments** 5 Minutes Chair Information
- 9:00 AM 9. **Adjourn**



# CONCORD MUNICIPAL LIGHT PLANT

ELECTRIC | BROADBAND | ENERGY MANAGEMENT

Distribution: Select Board (1 copy)

Kerry Lafleur  
Dale Hartling

Joe Repoff  
Jennifer Clougherty

Laura Scott  
Cameron McKennitt

Nan Okarma  
Don Kupka

Join Zoom Meeting

<https://us02web.zoom.us/j/83853970051?pwd=akVzemJRQk8vNTJRUnNIOs9NNDFuQT09>

Meeting ID: 838 5397 0051

Passcode: 661712

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

<https://www.youtube.com/playlist?list=PL1TTzrWEKOOon0RIJ2MdE2SnNZMWYeoat>

**Link to view the Director's Updates (in meeting packets):**

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

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

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

## Draft Minutes for Approval

# Concord Municipal Light Board Minutes

## 12/10/2025

Pursuant to a notice duly filed with the Town Clerk, a meeting of the Concord Municipal Light Board was held on Wednesday, December 10, 2025, at 7:32 am, via a Zoom meeting. Present were Board Members: Warren Leon, John Dalton, Brian Foulds, and Chris Schaffner. Also in attendance were Jason Bulger, CMLP Director; Laura Scott, Assistant Director of Power Supply and Energy Management; Joe Repoff, Assistant Director of Engineering and Operations; Nan Okarma, Financial Manager; Donna De Gray, Customer Service Supervisor; Dale Hartling, Broadband Manager; Karin Farrow, Office Administrator; Carole Hilton, Project Consultant; Kerry Lafleur, Town Manager; Cameron McKennett and Wendy Rovelli, Select Board members; and residents Karlen Reed, Andy Puchrik, and Pamela Dritt.

Definitions for acronyms used in these minutes:

- **CMLP:** Concord Municipal Light Plant
- **TOD:** Time of Day

### CALL TO ORDER

Mr. Leon called the meeting to order at 7:32. Meeting recording will be posted to the Minuteman Media Network YouTube page as soon as it is available.<sup>1</sup>

### MEETING MINUTES (0:19)

**Mr. Dalton moved to approve the regular session minutes for 11/12/2025 as distributed. Mr. Foulds offered a second, and the motion passed, with members Foulds, Dalton, Leon and Schaffner voting in favor (Ms. Taylor was absent).**

### DIRECTOR'S UPDATE (1:17)

CMLP Director Jason Bulger provided his report, starting with an update on the New England Public Power Association's (NEPPA) annual meeting and line worker graduation he attended in Worcester. Mr. Bulger announced that two of CMLP's newer apprentice hires, Nik and Eric, will begin the NEPPA lineworker school next year, starting in year one and year two, respectively.

Mr. Bulger informed the Board that the Town has awarded the Climate Action Resilience Plan RFP to Weston and Sampson. CMLP will be a partner in this significant revision of the plan, as it was in the previous iteration. Mr. Bulger thanked Laura Scott for her participation in the screening and selection panel.

The CMLP team is working with Brad Hubbard Nelson of the Climate Action Committee and the Network Geothermal Subcommittee on a grant application concerning network geothermal. The application seeks to study the financial aspects of network geothermal and how it might work in a municipal light plant community.

Mr. Bulger reported on the Minuteman ARC's ribbon cutting for their electrification efforts, where a third of their transport vans have been electrified. Senator Barrett, Light Plant employee Jan Aceti, and staff from Energy New England were present. The vendor for the project praised CMLP for how smoothly the utility aspect of the project went. Mr. Bulger called the project a team effort that quickly involved the engineering staff, line crew, rebates and energy management team, Ms. Scott, and the Customer Service team for their development of new rates the

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<sup>1</sup> Minuteman Media YouTube Link: <https://www.youtube.com/watch?v=qd4AOrAErfc>

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Board had approved a month prior.

Mr. Bulger also mentioned:

- The 2024 audit is still not completed, due primarily to difficulty with cash reconciliation between the Town's financial system and CMLP's. Staff have an agreement with the auditors to recognize the Town's cash balances for now, while CMLP undertakes a more forensic audit, necessary because of changes made to the Town's system in a previously audited year. The audit is expected to be finalized in January. CMLP has selected a new auditing firm, which is the most utilized by light plants in the state, for calendar year 2025. Pre-work is starting in early January, months ahead of the usual schedule.
- Mr. Bulger discussed a preliminary meeting with Eversource regarding bringing a second feeder line into Concord, which would substantially increase resilience and support anticipated higher demand from electrification.
- The time-of-day updates mentioned that customer outreach is ongoing, with events scheduled for the League of Women Voters and the Concord Climate Action Network in January, and the Council on Aging in February or early March. The venue for the Board's public forum is confirmed, and CMLP is setting date. Bill printing is underway, and NISC is expected to finalize the blueprint for time-of-day rates. The time-of-day landing page went live yesterday, and staff are developing subpages, including a robust FAQ. Ms. Scott is conducting department-by-department staff engagement to ensure all CMLP members can answer public questions about the time-of-day structure.

Finally, Mr. Bulger presented an update on the NYPA credit, which staff adjust annually to reflect the savings from cheap hydropower that must be returned to residential customers. Ms. Scott explained that the benefit customers receive is highly correlated to the market price, with high market prices in December of this year resulting in a larger balance in the account. The current credit of 2.5 cents per kilowatt hour is proposed to be raised to 3.9 cents. This change would increase the monthly credit on the first 75 kWh of usage from \$1.88 to \$2.93. The adjustment follows a long-standing methodology and is planned for implementation in January.

Mr. Bulger concluded his report by thanking the staff for their hard work throughout the year.

Light Board members had no issues with implementing the proposed NYPA credit changes in January. They asked questions about saving money for proposed substation upgrades regarding the Eversource feeder. Staff responded by saying there was no concrete plan to do the work at this time, but if it materialized, there could be further discussion with the Board. Finally, there was a request by Mr. Dalton to have a dedicated agenda topic to review the Time-of-Day communication plan starting in January.

### **BROADBAND REPORT (18:38)**

Broadband Manager Dale Hartling began his report by stating that the Broadband team's main focus over the last few months has been the migration of services to next-generation technology. Mr. Hartling explained that this migration will ultimately allow CMLP to offer customers more than a tenfold increase in service. He detailed the significant preparations for this upgrade, noting that one of the first tasks involved acquiring access to more internet bandwidth. The team upgraded one of the internet service providers from 5 Gbps to 10 Gbps and another from 10 Gbps to 100 Gbps.

Regarding the current status, Mr. Hartling reported that the software upgrades for the equipment are complete. The team finalized the configuration and has started physical testing, which involves connecting equipment to the new network and checking the internet connection. The testing successfully confirmed that current CMLP services are working, in addition to the new, higher-speed services.

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Looking ahead, the next step involves replicating the service setup for every existing customer in the new system. While basic configuration testing is done, the current month will be dedicated to testing each of the various service setups, including those for the Town, schools, and fire services. The actual customer migration from the old system to the new one will be performed during four scheduled maintenance windows on Tuesday nights between midnight and 6:00 AM. This migration phase is designed to avoid any downtime during the period between Thanksgiving and Christmas, which is critical for customers' internet and streaming services. Staff training on the new software will also continue throughout the month. The actual customer speed increases will not occur until April, with migrations to the new equipment scheduled to begin in January. February and March will be used to analyze the results of the migration before the final upgrade is rolled out. New routers will be installed in March to facilitate the higher-speed services for those customers who require it. Mr. Leon then asked what share of customers would need new routers. Mr. Hartling clarified that no customer would need a new router specifically for the April upgrade. However, customers with the current 1 Gbps service, who are slated to receive speeds over 1Gbps, would need a new Optical Network Terminal (ONT) to support that higher speed.

### **BROADBAND SERVICE OFFERINGS AND FEES (27:05)**

Concord Broadband will soon be offering new equipment and a managed Wi-Fi services for customers. Staff were seeking Board feedback on the plan for pricing and methodology.

The main points of the presentation were:

- The equipment Concord Broadband distributes is about 10 years old, and a new generation of equipment is available.
- Customers are requesting additional equipment options that would provide better coverage as well as alternative ways to pay for the equipment.
- A hardware support option could be added to outright purchase or lease models to ensure customers received replacement equipment every so many years or upon failure.
- All installations going forward would separate the ONT from the access point (two-box solution) to help allow for more technology refreshes that don't require fiber optic cabling.

A chart showing proposed pricing was displayed, showing what customers would have to pay for equipment above and beyond what came with a basic installation.

Light Board members indicated support for making the changes, but recommended ensuring the options were simpler than what was presented. Mr. Foulds indicated a preference for an option for outright equipment purchase plus a monthly support fee, believing that two monthly charges is too difficult for the average customer to understand.

Staff went on to show proposed speed increases for residential customers and both speed and price increases for business customers. The increases were in response to lower-than-industry pricing for nearly a decade and the cost of overtime for immediate response time business customers get.

Mr. Leon asked if the speed changes would result in customers downgrading to get the same speed with a lower cost. Staff replied they believed there would be less movement in a proposal like this than the alternative (creating new tiers altogether).

Staff will keep the Board informed of the final pricing and tiers once that work is complete.

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**RATE HEARING (58.21)**

**Mr. Foulds moved to suspend the regular meeting and move into a rate hearing to discuss the Private Area Lighting rate. With a second from Mr. Dalton, the motion carried 4-0 in favor (Ms. Taylor was absent).**

Ms. Scott explained that the proposed new private area lighting rates were designed to simplify the rate structure by consolidating the 17 existing rates for LED private area lighting into two standard options. The intent was to prevent customers from being on older, more expensive rates. The proposed rates were \$17.68 per month for the lower-wattage LED and \$26.50 for the 400-watt LED. Ms. Scott also recommended adding a 500-watt LED fixture as a premium option at \$27.70, ensuring it was higher than the 400-watt LED rate. Mr. Bulger confirmed the new rates would be revenue neutral and not increase revenue to the light plant.

There was a brief discussion on whether to phase in the new rates or move immediately to the full cost of service. Mr. Dalton argued that these were not customers the Board needed to protect and suggested moving to the full cost of service immediately, noting the dollars were relatively small. Mr. Foulds agreed to move to the full cost of service. Mr. Leon noted that the gradual approach was primarily protecting the light plant's revenue, rather than preventing rate shock for the customers.

Mr. Leon asked if there were any public comments on the rate, and there were not.

Mr. Bulger added the cost-of-service rates to the proposed tariff so the Board could make a motion:

Rate Name	Proposed Rate (Price Per Lamp)
175 Watt Metal Halide	\$17.50
250 Watt Metal Halide	\$21.00
400 Watt Metal Halide	\$27.70
400 Watt (equivalent) LED	\$26.50

**Mr. Foulds moved to approve the rates proposed by the Cost of Service Study consultant as stated in the "Proposed Rate" column. With a second by Mr. Dalton, the motion carried 4-0 in favor (Ms. Taylor was absent).**

**Mr. Foulds moved the Board exit the rate hearing, and with a second by Mr. Dalton, members voted 4-0 to exit the rate hearing (Ms. Taylor was absent).**

**FINANCIAL FORECAST (1:11:08)**

Mr. Bulger updated the Board on the 2026 forecast, noting that staff had circulated edits based on previous Board feedback. He highlighted the addition of a Power Supply details starting on Page 5, which included analysis of expected load, power purchases, and the portfolio.

Mr. Bulger addressed questions about overtime data on Page 10, confirming corrections were made and an overall increase for the line crew is still expected.

A change was made to the calculation of the Return on Net Plant. Mr. Bulger stated that staff could not find

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documentation for the historical use of Gross Plant Value and that the calculation has been corrected to use the proper Net Plant Value for Rate of Return. This represents a significant change in the way revenue requirements will be calculated in the future. Mr. Dalton noted that using Net Plant Value would result in a lower revenue requirement for ratepayers. Board members said that with this formula, the rate of return may trend higher since the Net Plant being used for the calculation results in a smaller dollar amount with the same percentage.

Mr. Bulger detailed a correction to the Payment in Lieu of Taxes (PILOT). The original \$410,000 estimate was based on an average of the last five years but was too low; the corrected number is calculated by a formula as a percentage of sales. He clarified that the PILOT is a general pool of discretionary money and, while CMLP calculates it for the upcoming year, he noted it is typically supposed to be allocated from money left over after rates are charged for the previous year.

Regarding debt service, Mr. Bulger explained that, while the Light Plant had received borrowing authorization for \$2.3 million for the advanced metering system, it was later decided to pay for it from depreciation funds. More recently staff decided to borrow money for that project to save funds for other necessary plant upgrades. Due to the way money was allocated by the Town House, CMLP was not eligible to borrow the full amount, so the previous iteration of the forecast showed a level of debt service for this project. Since the last version, staff have decided not to proceed with that borrowing. He also noted that the working capital change was adjusted to reflect three months of operating expenses, which is the industry standard.

After the presentation, the Board had a chance to ask questions:

- Mr. Foulds asked if there was enough borrowing authorization for the Middle School project, and staff said there was.
- Mr. Schaffner appreciated the thoroughness and level of detail of the work presented and distributed, and he thanked staff for their work.

**Mr. Schaffner moved to approve the 2026 Municipal Light Plant Financial Forecast, and with a second from Mr. Foulds, the motion carried 4-0 (Ms. Taylor was absent).**

### **PUBLIC COMMENT (1:32:49)**

Karlen Reed wanted to confirm if the amount mentioned regarding the PILOT was the same amount as the estimated \$477,000 Fiscal Year 2027 (FY27) enterprise total for the light plant presented at the Select Board meeting the previous day. Mr. Bulger responded that the two figures were close in value coincidentally, and they were not the same thing. The presentation from the previous day had to do with the indirect costs charged to enterprises and special revolving funds.

Ms. Dritt asked if customers would be able to find their detailed time of day usage online to know what they are using and the associated costs. Mr. Bulger confirmed that the bill will contain that information, showing electricity usage by time of day for each month and a trend over time. Ms. Scott added that she believed hourly usage may be viewable on Smart Hub, but would need to confirm.

Ms. Dritt then asked if CMLP could financially incentivize customers to install solar arrays and battery systems that CMLP could draw from to balance purchases and production. Ms. Scott explained that CMLP currently

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controls certain devices through the Connected Homes program to avoid daily and manage monthly peaks, offering a monetary credit for participation. Ms. Scott stated that the control program will switch to a daily management program before the time-of-day rates take effect, and the financial incentive will change from a monthly credit into a realized bill savings because CMLP will prevent the devices from operating during expensive hours, which should lower the customer's bill.

**ADJOURN (1:41:59)**

**Mr. Foulds moved to adjourn the meeting. Mr. Schaffner offered a second, and members voted 4-0 to adjourn the meeting at 9:14 AM (Ms. Taylor was absent).**

**Respectfully submitted,  
Mr. Dalton, Clerk**

# Concord Municipal Light Plant Updates

December 10, 2025

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## Organization and Industry

- **Massachusetts DOER Updates Clean Energy Infrastructure Regulations**  
 The Department of Energy Resources has submitted a plain-language summary of draft regulations concerning local government permitting of clean energy infrastructure, including small solar and battery energy storage system projects — as well as an updated version of draft regulations that were released in September — to the Legislature’s Joint Committee on Telecommunications, Utilities and Energy for review.

The communication, filed on Dec. 8, can be found [on the Legislature’s website](#), while the [DOER’s Clean Energy Siting and Permitting Regulations web page](#) provides additional context and resources.

- **New Massachusetts FAQs on Battery Energy Storage Systems Regarding Fire Safety & Public Health**  
 The Executive Office of Energy and Environmental Affairs on Dec. 19 released a frequently asked questions resource on battery energy storage systems, or BESS.  
  
 The online resource, [Battery Energy Storage Systems: Frequently Asked Questions on Fire Safety and Public Health](#), was created to help state and local officials as well as community members and residents. (A [PDF version is also available.](#))

Potential fire safety and health impacts of BESS were often raised during the public comment processes for draft regulations on state and local clean energy siting and permitting.

Over the past several months, Energy and Environmental Affairs, the Massachusetts Department of Environmental Protection, the Department of Energy Resources, and the Department of Fire Services have prioritized providing public education materials on battery energy storage systems, as the work to implement the [2024 climate law](#) continues.

- **ISO-New England Files Capacity Market Reforms with FERC**

In December the ISO filed with the Federal Energy Regulatory Commission (FERC) the [first part](#) of its proposal to redesign the capacity market, outlining a prompt auction schedule and deactivation reforms.

The second part will establish seasonal auctions and resource accreditation standards. Design work and stakeholder discussion on these topics will continue throughout 2026. A second FERC filing is expected before the end of the year.

You can learn more about ISO-NE's annual work plan here: [https://www.iso-ne.com/static-assets/documents/100028/2026\\_awp\\_final\\_10\\_10\\_2025.pdf](https://www.iso-ne.com/static-assets/documents/100028/2026_awp_final_10_10_2025.pdf)

- **Record December Cold Drives Highest Energy Costs Since 2017**

In a report released on January 8, 2026, ISO New England confirmed that December 2025 was the coldest December in eight years, averaging 4.5 degrees below normal. This sustained cold snap drove record-high energy market costs for the month, totaling approximately \$1.8 billion – nearly double the costs of the previous December. To maintain reliability, the region relied heavily on stored oil and liquefied natural gas (LNG) injections to meet a peak demand of 19,477 MW.

- **Federal Lease Suspensions Disrupt Massachusetts Offshore Wind Projects**

On December 22, 2025, the U.S. Department of the Interior issued a 90-day suspension of leases for all five under-construction offshore wind projects in the Northeast, including Vineyard Wind. The administration cited national security concerns for the pause, which halted work on nearly finished projects that are critical to Massachusetts' 2030 climate goals.

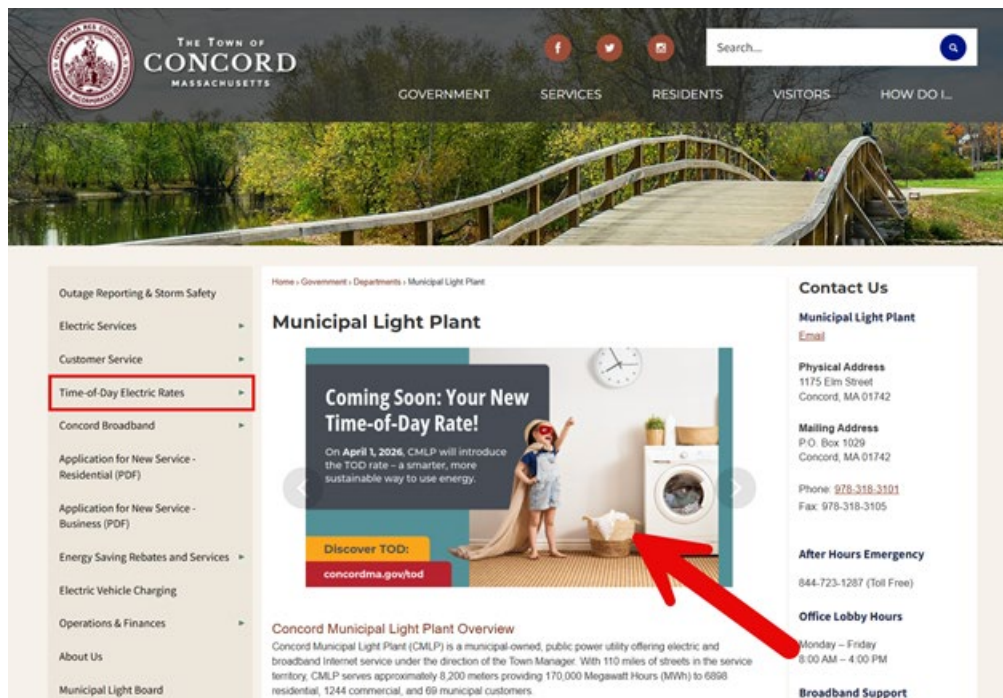
- **NECEC Transmission Line Prepares for Official Launch on January 16**

The New England Clean Energy Connect (NECEC) transmission line, which will bring 1,200 MW of Canadian hydropower into the New England grid, underwent final export testing in the first week of January 2026. ISO New England officials noted that while the line is primarily designed to import clean energy to Massachusetts, the testing phases confirmed its ability to stabilize the regional high-voltage system. The line is officially scheduled to enter full commercial operation on January 16, 2026. This milestone is expected to put downward pressure on wholesale prices and help displace more expensive natural gas-fired generation during winter peaks.

- A big thank you to Concord Academy, who brought lasagna in for CMLP staff in December. It was delicious food and gave us a chance to commune before the holidays.

## Time-of-Day Rollout

- The 90-day email communication went out on 1/7 around 3:00pm. There was a coordinated email, social media, and website campaign
- The Bill insert goes out in the January bills.
- The web site (<https://concordma.gov/tod>) has been updated, and TOD has been moved to the CMLP home page. The FAQ and the tips sheet have been published. By popular request, a simple calculator was added to the more advanced calculator.
- Laura Scott and Jason Bulger attended the League of Women Voters First Friday to discuss Time-of-Day rates. Our friends at Minuteman Media Network have already published the video on YouTube here: <https://www.youtube.com/watch?v=ApCRN5SILL0>



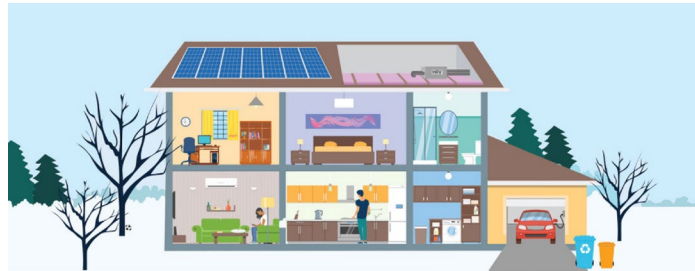
- Banners will display in SmartHub and the CMLP home page will be updated with a banner about TOD
- On 1/8, Jason Bulger and Laura Scott gave a presentation and Q&A session to the League of Women Voters audience. This event was recorded and will be available on YouTube in the next week.



- Additional internal staff-only knowledgebase articles were written to be able to provide customers with more information on the specific tools that could help them save money.

## Energy Management

- Energy Management staff is organizing and marketing the ‘Does It Work?’ Mid-Winter Home Tour that will take place on January 31<sup>st</sup>. The Tour gives Concord residents a chance to visit a Concord home (or two), socialize with neighbors, enjoy a cup of hot mulled cider, and get a feel for the comfort of a home heated solely with heat pumps throughout the winter.



**The ‘Does It Work?’  
Mid-Winter Home Tour**

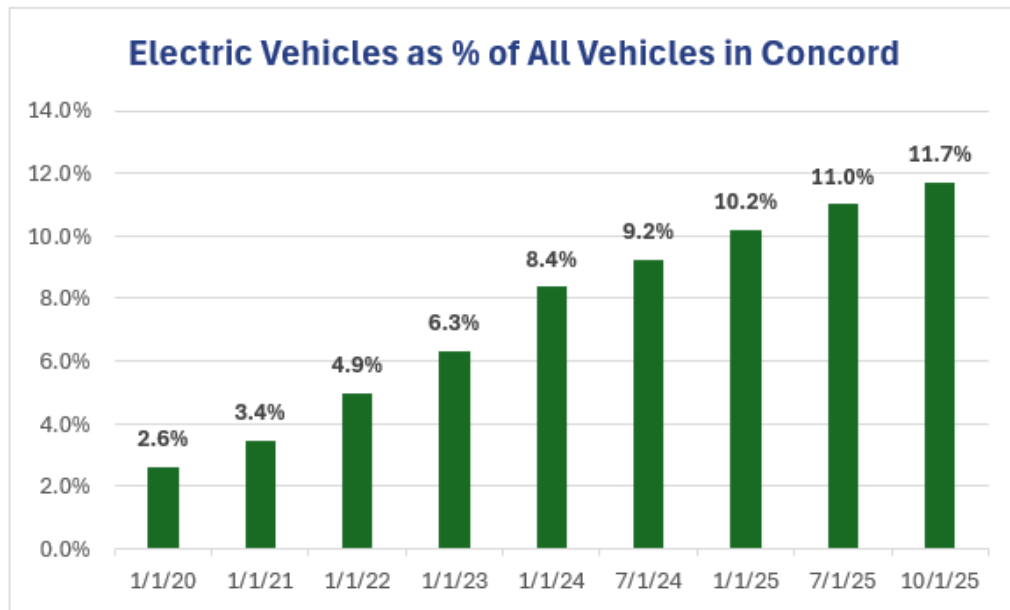
Saturday, January 31 from 1 – 3:30PM  
Snow Date: Saturday, February 7 from 1 – 3:30PM

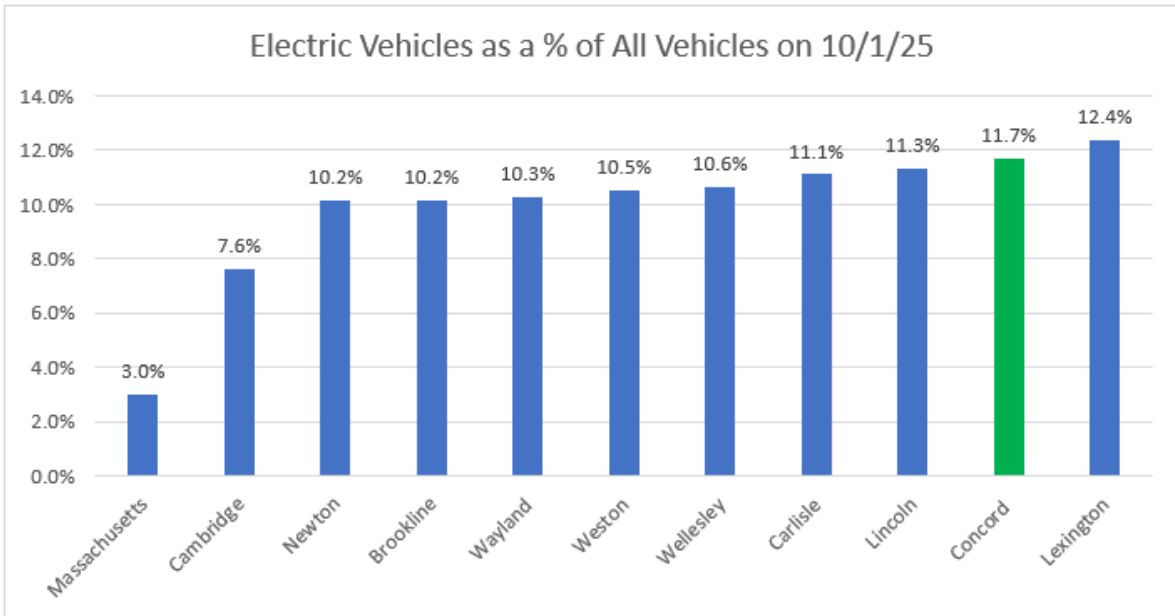
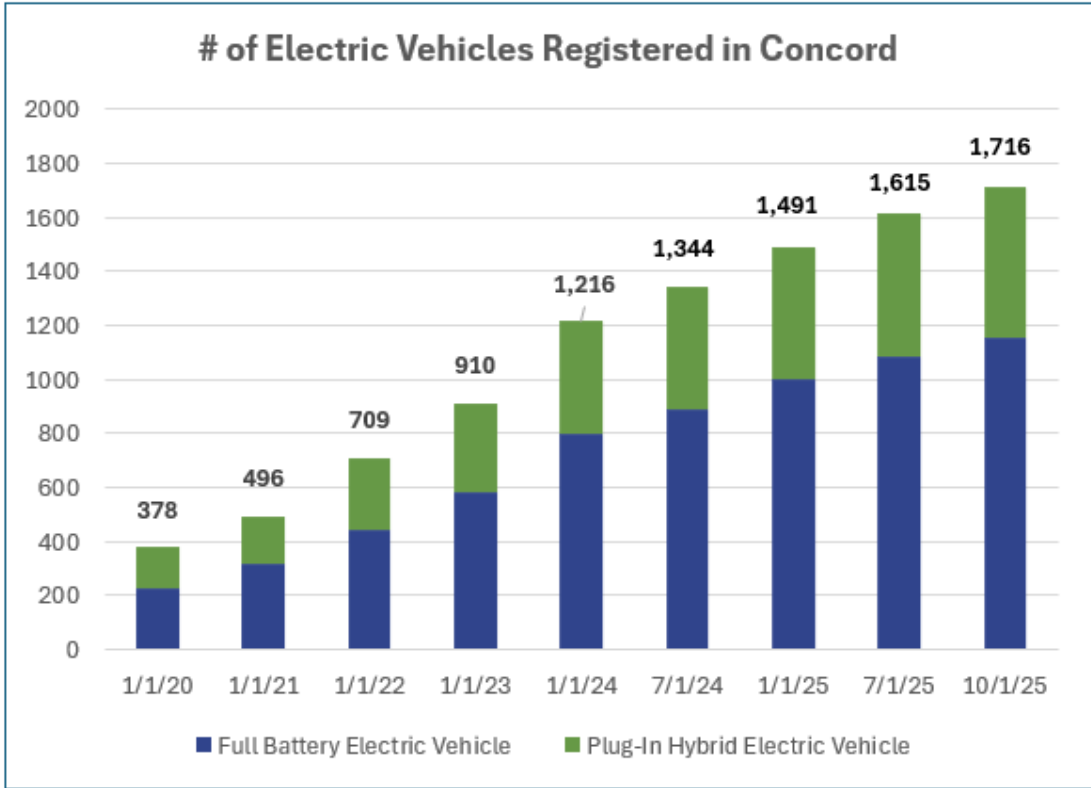
**Register Now!**  
[concordma.gov/MidWinterHomeTour](http://concordma.gov/MidWinterHomeTour)

Participants in the Tour will also get an up-close look at other 21st century home features such as induction stoves, electric vehicle chargers, heat pump water heaters and solar panels. They can get real answers about electric heating, cooling, and car travel from the three homeowners opening their homes for tours. Concord Municipal Light Plant staff will be at each home with information about no-cost coaching services and financial incentives that help people make the switch to these appliances and cars. More information and a registration link are available at [concordma.gov/MidWinterHomeTour](http://concordma.gov/MidWinterHomeTour).



- Energy Management and Engineering staff worked hard this past month to expedite approvals to operate solar arrays for customers trying to complete installations before the end of the year in order to qualify for the expiring federal tax credit.
- Energy Management and Energy New England staff developed and issued a customer survey designed to gauge changes in perception and knowledge of EVs as a result of our 2025 marketing plan. The marketing plan featured monthly CMLP e-newsletter topics for which ENE developed content and graphics. Respondents who complete the survey by January 9, 2026 will be entered into a raffle for a gift certificate.
- 3<sup>rd</sup> quarter statistics from the state’s Vehicle Census show that EV adoption in Concord continues to increase, reaching 11.7% of all vehicles in Town as of October 1<sup>st</sup>, 2025. Concord continues to be a leader in the state, second only to Lexington when it comes to EV adoption.





## Battery Storage and Solar Project Updates

- CMLP is preparing to file a request for solar and storage with MassDEP at the landfill. We are working with the developer to finalize numbers and criteria.
- The school administration has returned the signed site license for the Middle School. We hope to meet in January to discuss options to move forward.

## Finance Updates

- While work continues to complete the CY24 audit, the on-site inventory checks for the CY25 audit occurred in early January with terrific results. The electric side saw a variance of less than \$5,000 on over \$1.1M of inventory. Broadband's was less than \$4,000 on over \$150k of inventory. This reflects the great work by the financial, operational, and support staff making sure this data is accurate.
- CMLP's new auditing firm is conducting their first site visit on 1/15 to review materials in preparation of the CY25 audit.
- The Town is working to update their methodology on indirect costs. The first draft shows approximately \$180k less in money needed to fund general fund operations used to support the Light Plant.
- Finance and Customer Service staff did extensive work to facilitate the year-end close.

## Engineering and Operations

- Operations staff were incredibly helpful during the inventory counting and reconciliation procedure with fantastic results and a very low variance.
- Several staff took OSHA safety refresher classes
- Regarding the SCADA deployment, the doors for 219 are complete, and the doors for 223 are entering fabrication now.
- Staff have responded to several calls for damaged wires due to trees falling over the past month, including Christmas day. We thank them for their quick response and safe handling of these events.
- We are hiring an LSP to supervise the undergrounding necessary to support the V2X charger at the W.R. Grace site.
- Another meeting is scheduled between CMLP and Eversource to discuss bringing a new feeder into Concord. This would create a much higher degree of resilience, but space at the existing Forest Ridge substation is limited.

## Power Supply

- Bought January and February power to reduce CMLP's open position to 10%
- Met with Kearsarge to discuss documentation/signatures for long lead procurement and MassDEP permit
- Worked on/finalized tools for Time-of-Day: NExS bill calculator and FAQs
- 1-1 conversations and bill impact analysis for CMLP customers

## Customer Service

- The Customer Service team has been working extensively with NISC and Public Works to move the new Stormwater utility up and running. The team has expended a great deal of effort to support the effort through a rocky roll-out.
- A big welcome to Jesse Wooster, our new AMI Analyst! Reporting to Jennifer, our Customer Service Manager, Jesse is going to help monitor, support and analyze the AMI system and its integration into our billing system.
- Time-of-Day is the primary focus among staff. Rates are being built into the system, communications are going out, materials are being produced, and staff are receiving training. We received several calls and emails after the communication that went out to staff on 1/7.
- Interviews are ongoing for the Customer Service Supervisor role. Donna's last day with CMLP is on 3/2/2026.



# TOWN OF CONCORD MUNICIPAL UTILITIES

ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS

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## December 2025 – 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

- The Broadband Availability map now has color-coded parcels based on time-to-install estimates. A big thank you to Dale and Jill for making this happen! Please see the article below for more information about the map and what the legend means.
- Work continues on the roll-out of XGS-PON. Dates in late February and early March have been selected for the actual customer migrations.
- Gateways continue to fail on the Yukon system. Broadband staff have been providing logs and other information for troubleshooting.
- The Broadband department has procured extensive Calix training for all staff to attend.
- Several fiber repairs were required due to storm damage over the past month.
- More work has been done at the Peabody school to extend network access for any Town departments working there. Lately the focus has been on the camera system.

### Why *Local* Matters for Your Internet

In today's world, a reliable internet connection isn't a luxury; it's a necessity. While there are many providers out there, Concord Broadband is different. Because we are a department that exists within Concord's Light Plant, our priority isn't satisfying distant shareholders—it's serving you, our neighbors.

#### The Municipal Advantage

- **Local Accountability:** When you have a question, you're talking to someone who lives in the same ZIP code, not a call center halfway across the world.

### Upcoming Maintenance

There will be additional maintenance windows as we look to install the next generation of XGS-PON equipment. This will be advertised to all customers if it is expected to be customer-impacting work.

Learn more on our maintenance page here:

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

- Reinvesting in Concord: Unlike big-box ISPs, the revenue generated by our fiber network stays right here in our community, helping to fund local infrastructure and services.
- Future-Proof Technology: We aren't just "improving" old copper wires. We are installing 100% fiber-optic cables that provide symmetrical speeds (uploading as fast as you download), ensuring our city is ready for the bandwidth demands of the next 20 years.

By choosing municipal fiber, you're investing in a faster, more reliable, and more equitable digital future for all of Concord.

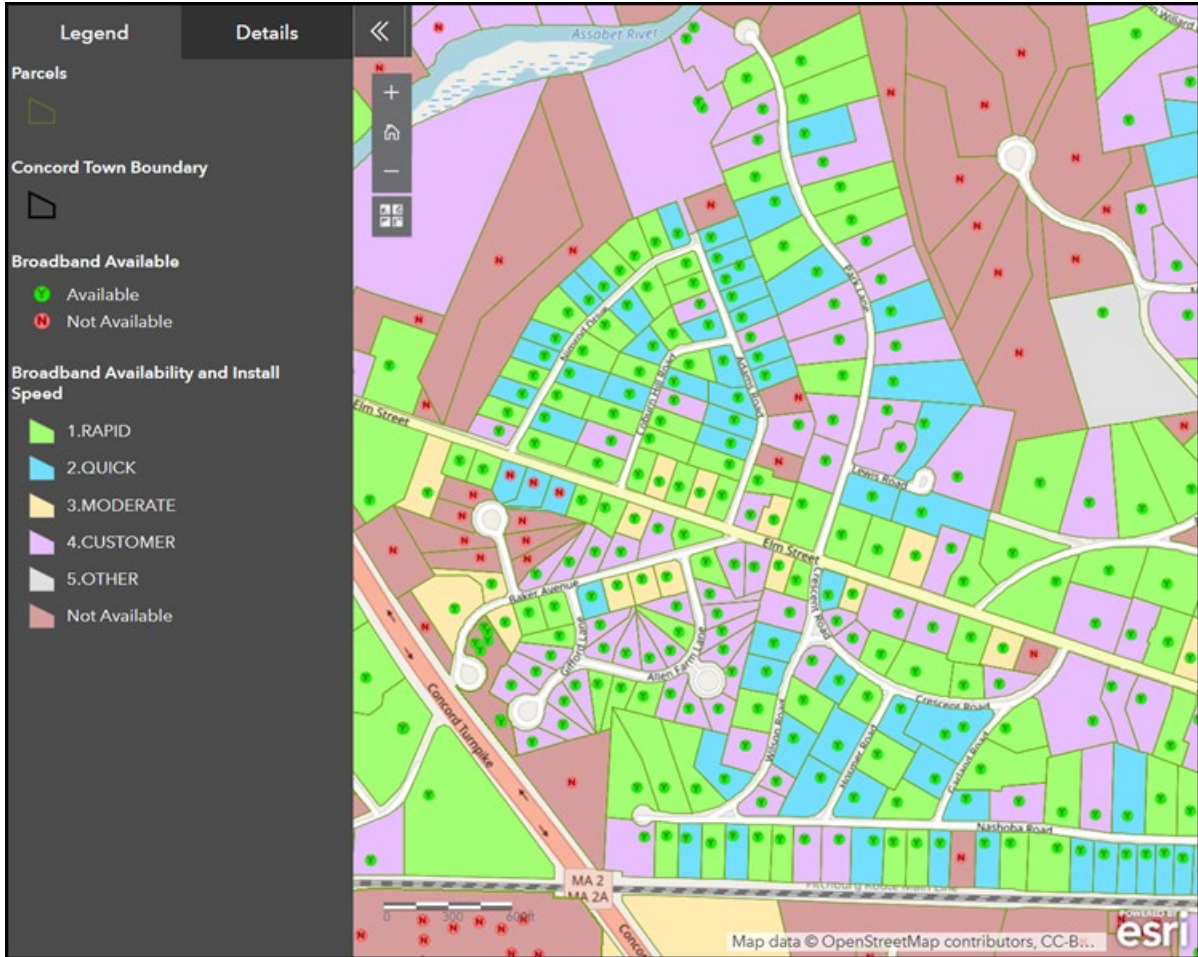
## Broadband Availability and Install Speeds

When the Concord Broadband system was built, it was designed to lay on top of existing fiber that was installed by the Light Plant for use of its smart grid system. This means that in Concord, there are fibers designed for nearly every single separate dwelling or endpoint, but many of them require additional work to be done to ready service before it can be installed. Some of that pre-work can happen in a couple of days, but other times it may take weeks. This is because some installations can be technically challenging, they may require a police detail, or they may require access to an easement we have with the third party.

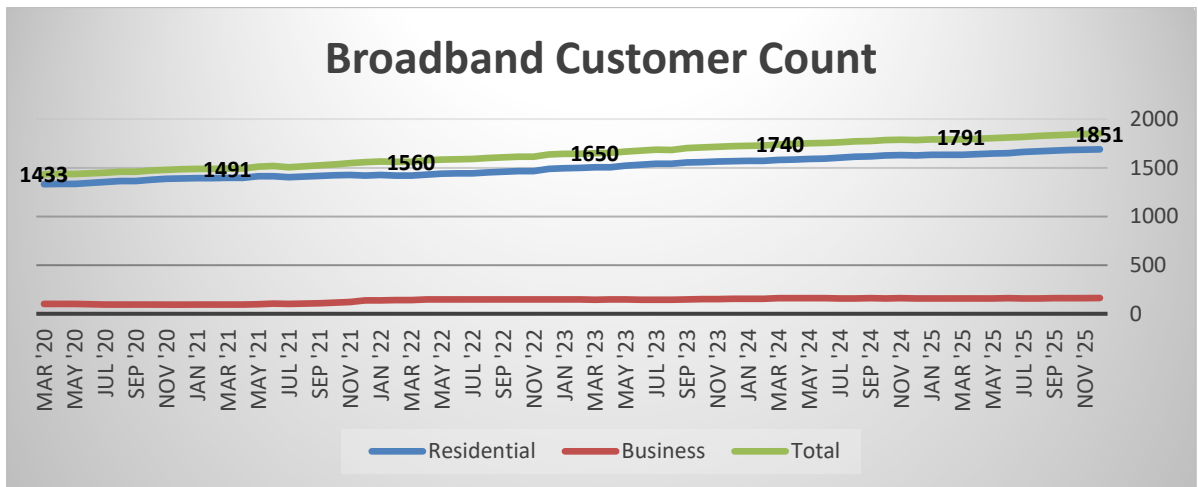
The challenge in this situation is to accurately communicate to customers what their expected wait time will be when they sign up for service. The Broadband team has been working extensively with the GIS team for over 2 years now to try to get accurate data into our Master Address Table so that we can classify every single parcel based on how easy it will be to serve. We can then communicate this data to people before they sign up and again at the time that they sign up. Setting these expectations leads to more satisfied customers and Concord Broadband spending time on those customers who truly want the service.

In the map you see below, every parcel is color-coded. The green color means that we have fiber active there today or it has been installed in the past. This means that we can likely turn up the service in just a day or two. The next step down from that are installations that have easy overhead access and can be tied into a splice case or LCC near the service delivery point. These installations can usually be done in a week or maybe two at the most. Moderate installations may involve and police details or other challenges that may lead to slower installations. Anything noted as "Customer" means that the customer likely needs to install conduit to an underground hand hole near their service delivery address to access our fiber.

We will continue to refine the process of communicating with prospective customers, and we will continue to expand the availability of broadband service by finding lower cost and lower impact ways to bring fiber to every parcel and interested party in concord.

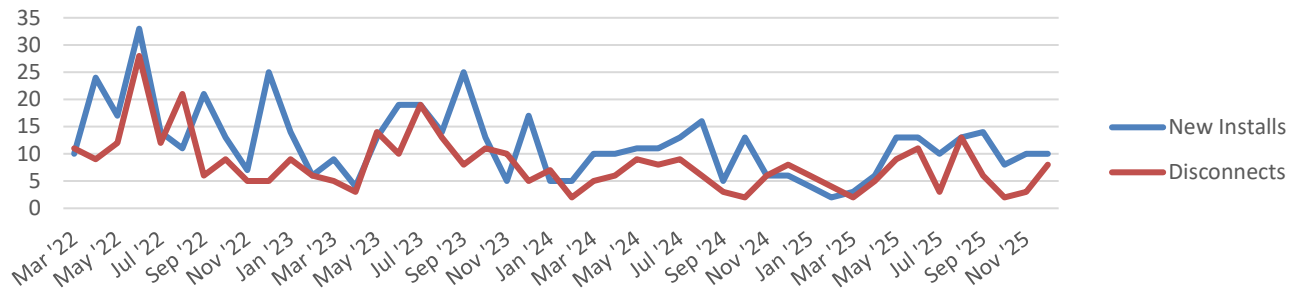


## Monthly Metrics and Business Data



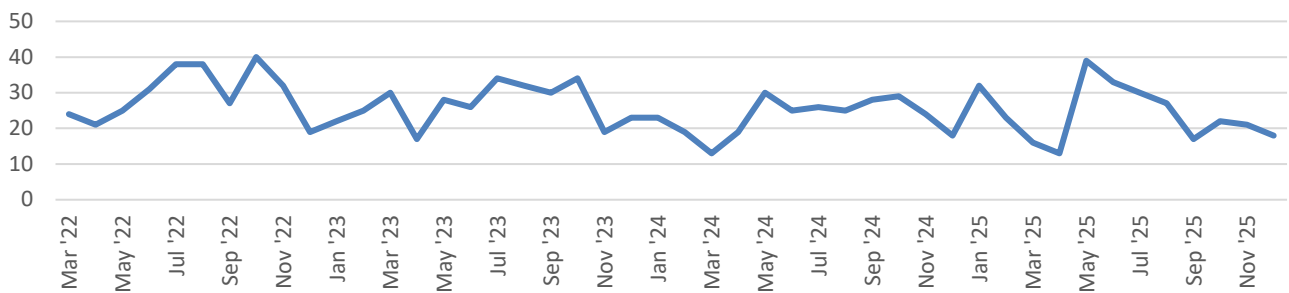
(Customer count: March 2020 – Present)

### Monthly New Customer Installs and Disconnects



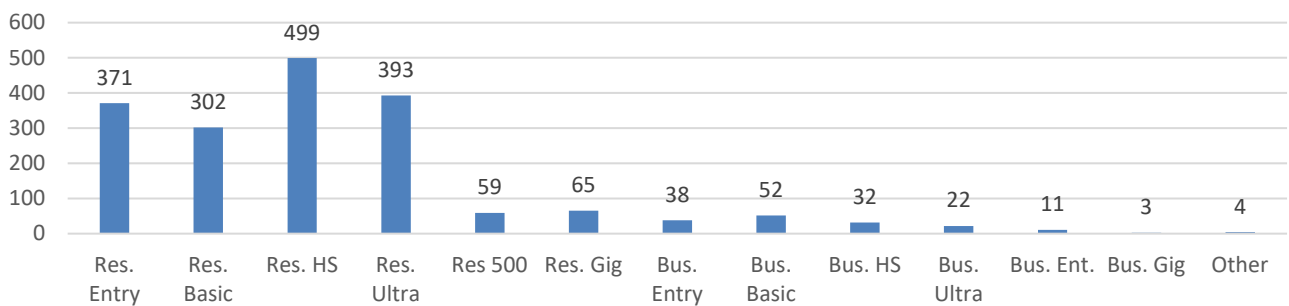
(The number of new installations and disconnects completed each month.)

### Interested Customers by Month



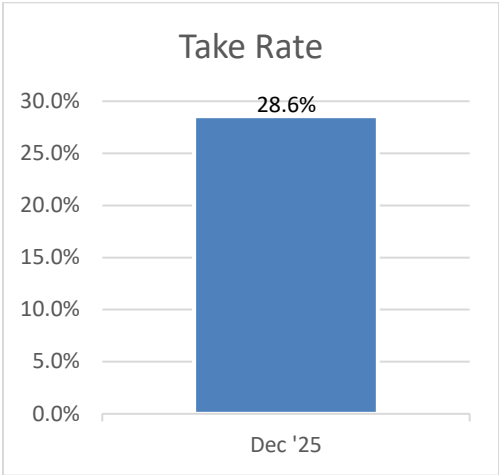
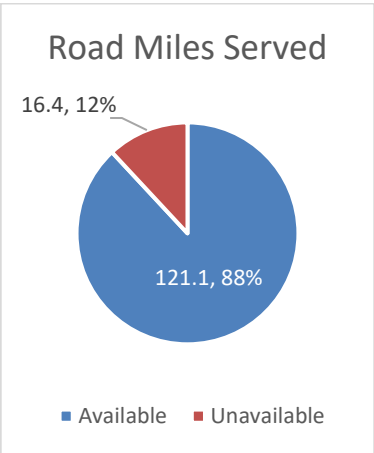
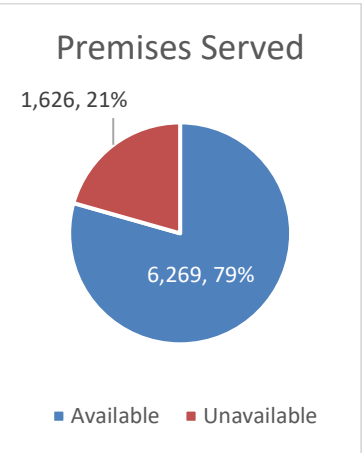
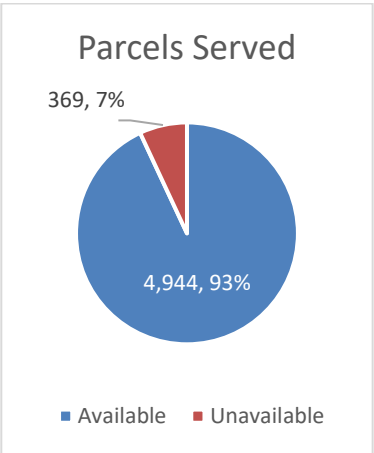
(This is the number of individuals who submit the Broadband interest form, whether they are in the current service area or not.)

### Breakdown of Customers per Service Plan



(This is the number of each customer on our different service plans as of 12/31/2025.)

Other Metrics



(As of 2/15/2025)

## Appendix

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

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Policies (p.39)</b>				
• Universal Access	Policy	Highest	Select Board/Town Meeting	
• Expansion outside current territory	Policy	Low	Select Board/Town Meeting	Conversations happening
• Support Economic Vitality, Sustainability, Equity & Inclusion	Policy	High	Select Board/Light Board/TM Economic Development	Rate subsidy planned
• Affordable Housing	Policy	Medium	Select Board/Housing Groups	Rate subsidy planned; working on Concord Housing Authority properties
• Public Safety	Policy	Medium	Select Board/Town Manager	
• Education	Policy	Medium	Select Board/School Dept.	
• Government Access (PEG)	Policy	Medium	Select Board/PAAC	
<b>Recommended metrics for tracking (p.41)</b>				
• Parcels served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Premises served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Road miles served	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Subscribers	Metric	High	Town Staff/Light Board	Complete; will report monthly
• Take rate	Metric	Medium	Town Staff/Light Board	Complete; will report quarterly
• Churn	Metric	High	Town Staff/Light Board	Complete; included in monthly report
• Installations	Metric	Highest	Town Staff/Light Board	Complete; will report monthly
<b>Governance (p.39)</b>				
• Track progress against completion	Metric	Highest	Light Board/Town Staff	Working on this
• Rate of return policy	Policy	High	Light Board/Town Staff	Working on this
• Financial goals with regular reporting	Policy	High	Light Board/FinCom	Working on this
• Retained earnings and reserve policy	Policy	High	Light Board/FinCom	Working on this

Goal	Type	Priority	Responsible Party	Additional Info.
<b>Strategic Planning Goals (p.43)</b>				
• Marketing and growth	Metric	High	Light Board/Town Staff	Working on this
• 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	Working on this
<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	Working on this
• Integrate Fiber construction with the Roads Program – focus on Streets without fiber that already have underground electric	Planning	High	Town Staff	Working on this

# **DRAFT - Time-of-Use Communication Plan**

## **Concord Municipal Light Plant**

### **1. Executive Summary**

This communication plan outlines the strategies for effectively educating residential customers about the upcoming rollout of an opt-out Time-of-Use (TOU) electrical rate for the Concord Municipal Light Plant (CMLP). The plan emphasizes proactive and transparent communication to ensure customer understanding, address concerns, and facilitate informed decision-making.

### **2. Target Audience**

- All residential electricity customers of CMLP.
- Specific focus on:
  - The reason why we are doing this
  - How the rate works
  - How to read bills
  - Helping customers know what drives usage at various times of the day and ways to shift when they use energy to take advantage of off-peak hours
  - Tools to help shift load
  - The environmental benefits from accommodating more renewable energy into the grid, avoiding/delaying the need for more power plants, and avoiding the dirty generation that is called upon during a peak.
- Make sure to communicate to commercial customers that these new rates will not apply to them.

### **3. Communication Objectives**

- Showing customers how to see their new hourly load data (what they see, what it means and how it will impact them once the new rate begins.)
- Increase awareness of the upcoming TOU rate change.
- Clearly explain the TOU rate structure, including peak, off-peak, and shoulder periods.
- Educate customers on the potential benefits and drawbacks of the TOU rate.
- Provide information on how customers can shift load to save money.
- Address potential customer concerns and answer frequently asked questions (FAQs).
- Encourage customer engagement and feedback.

#### 4. Key Messages

- **“Empower Your Energy Use: Understand and Choose When You Use.”**
- Emphasize the greater transparency, environmental benefits and **possible** savings
- “Time-of-Use rates offer potential cost savings by encouraging energy consumption during the costliest off-peak hours.”
- Practical tips and advice on how to shift load to save money
- “We’re here to help you understand your options and make the best choice for your energy needs.”
- “Learn more about TOU rates and how they can impact your energy bills.”

#### 5. Communication Channels

- **Website:**
  - Dedicated TOU rate webpage with detailed information, FAQs, and a rate calculator.
  - Online bill-pay portal with TOU rate information and opt-out options.
  - Interactive tools and resources, such as webinars and educational videos.
- **Direct Mail:**
  - Informational postcards and brochures mailed to all residential customers.
  - Personalized mailers to high-consumption customers and those with known EV ownership.
  - Letter to EV Miles participants to let them know that the program is ending and transitioning to TOU rates.
- **Email:**
  - Targeted email campaigns to opted-in customers with relevant information and reminders.
- **Social Media:**
  - Informative posts, engaging graphics, and targeted ads on relevant platforms (Facebook, Twitter, Instagram).
- **Customer Service:**
  - Customer service phone line and email address for TOU rate inquiries.
  - Well-trained customer service representatives to answer questions and provide guidance.
- **Public Outreach:**
  - Presentations at community events and local meetings, including Town Meeting
  - Participation in local energy fairs and exhibitions, if applicable.
  - Collaboration with local media outlets (Minuteman Media Network, The Concord Bridge, etc.) for news articles and public service announcements.

## 6. Communication Timeline

- **Phase 1: Pre-Rollout (6 months)**
  - Launch website resources and social media campaign.
  - Distribute initial informational mailers to all customers in their bills.
  - Conduct customer surveys to gauge awareness and gather feedback.
  - Host informational webinars and workshops.
- **Phase 2: Rollout (3 months)**
  - Intensify communication efforts through targeted mailers, email campaigns, and social media.
  - Increase customer service support.
  - Monitor customer inquiries and address concerns promptly.
- **Phase 3: Post-Rollout (Ongoing)**
  - Continue to provide ongoing support and resources to customers.
  - Analyze customer usage data and identify areas for improvement.
  - Regularly review and update communication materials based on customer feedback.

## 7. Evaluation & Measurement

- Track website traffic and engagement on TOU rate pages.
- Monitor social media reach and engagement.
- Analyze customer service call volume and inquiries.
- Collect customer feedback through surveys and online reviews.
- Evaluate the effectiveness of communication channels in reaching target audiences.
- Regularly review and adjust the communication plan based on data and feedback.

## 8. Budget & Resources

- Allocate budget for:
  - Printing and mailing costs.
  - Website development and maintenance.
  - Social media advertising.
  - Customer service resources.
  - Event and outreach activities.
- Identify and secure necessary resources, such as personnel, technology, and vendor support.

## **9. Key Personnel**

- Customer Service Manager and Supervisor
- Customer Service Representatives
- Marketing and Communications Consultants
- Power supply and Engineering teams
- IT Support

## **10. Contingency Plan**

- Develop a plan to address potential communication challenges, such as technical issues, negative customer feedback, and unforeseen events.
- Ensure flexibility and adaptability in the communication plan to address changing circumstances.

## 11. Action Items

Month	Action item	Impact	Preparation
July	Discuss communication plan	Get feedback and input to improve the plan	Draft communication plan Send in bill print requirements
August	Update Light Board on communication plan	Ensure we are on track to meet all milestones	Review accomplishments, update the plan, and prepare materials
January	Time-of-Use webpage launch	Provide a central source of information	Create content, FAQs, rate comparison charts, and savings tips
January	Time-of-Use explainer video	Simplifies TOU concepts for customer	Script, record, and edit a short, clear video for multiple platforms
January	Email campaign launch	Inform customers about upcoming TOU rates	Create segmented email lists and schedule informative emails
Jan-Mar	Webinars and workshops	Allow customers to ask questions and get direct guidance	Schedule events, create presentations, and train staff
Dec-Jan	Customer service and call center staff training	Ensures customer service can answer TOU-related questions	Develop training materials and conduct internal workshops
January	Social media campaign launch	Educate customers through engaging posts	Develop a content calendar with graphics, videos, and tips
Jan-Mar	Bill inserts with TOU examples	Gives customers real-world bill comparisons	Design inserts with sample bills and key savings strategies
February	Home energy audit promotions	Helps customers find ways to shift their usage	Leverage existing relationship to provide access to these audits
March	Pilot program for early adopters	Allows testing and real-world feedback	Recruit participants, track usage, and refine messaging

<b>Month</b>	<b>Action item</b>	<b>Impact</b>	<b>Preparation</b>
March	Targeted outreach to high-usage customers	Ensures those most affected understand options	Identify customers with high peak-hour usage and offer guidance
January	Online bill calculator launch	Help customers estimate their bills under TOU	Develop an online calculator that allows different usage scenarios
January	Other tools and programs launching	Load or demand management programs as well as resources that can help shift the peak	Prepare contracts and procure the services for customers
Dec-Apr	Press releases & media engagement	Broadens community awareness through news outlets	Prepare press materials and coordinate interviews with local media
April (2026)	Live Time-of-Use rates!	Connect cost of energy with prices charged, save money through cost avoidance, and help the environment	

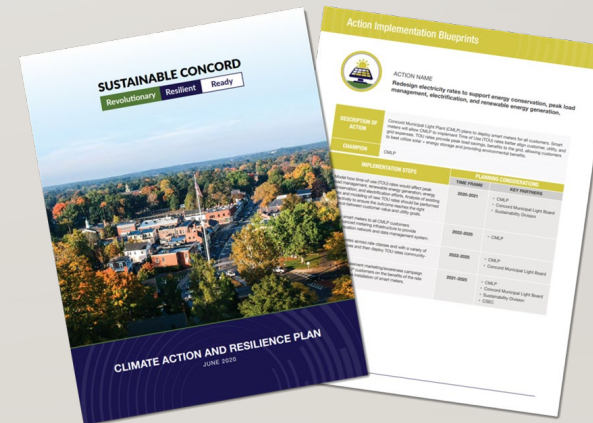
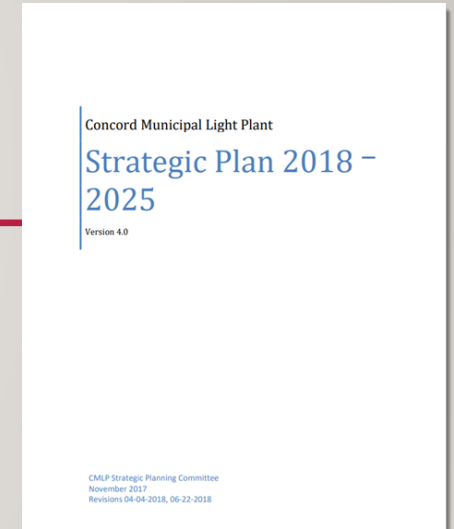
# TIME-OF-DAY COMMUNICATION UPDATES

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JANUARY 14, 2026

# COMMUNICATION OBJECTIVES

- The Why: **Fair rates for all**
- Time-of-Day (TOD) Benefits:
  - Individual Control
  - Bill savings for load that can be shifted
  - Grid stability
  - Cleaner energy
- The path to get here
- Understanding TOD pricing, timing, and seasonality



# COMMUNICATION OBJECTIVES (CON'T)

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- Well-informed customers
- More prepared staff
- Creating “Friends of CMLP” that can help spread the message
- Everyone knowing where to go for more information
- Continually refine materials and message

---

## COMMUNICATION CHANNELS



Direct Marketing: Email and bill inserts



In-person events: Light Board Forum, LWV, ConcordCAN, Cons. Coffee, COA, and more



Community mentions: Other boards and committees



Website and social media



Staff and third-party call center training

# RESOURCES

---



Website with  
polished  
communications



Online  
calculators



Extensive FAQ



Concise one-  
pagers

# ACTIONS TO DATE

- Email launch (1/7/2026): Sent to 6,106 email addresses

Reliable Open Rate ⓘ

**42.83%**

Benchmark: 27.34% ▲ 15.49%

Click-Through Rate

**4.79%**

Benchmark: 1.28% ▲ 3.51%

Delivery Rate

**95.48%**

Benchmark: 98.88% ▼ 3.40%

Opt-Out Rate

**0.33%**

Benchmark: 0.13% ▲ 0.20%

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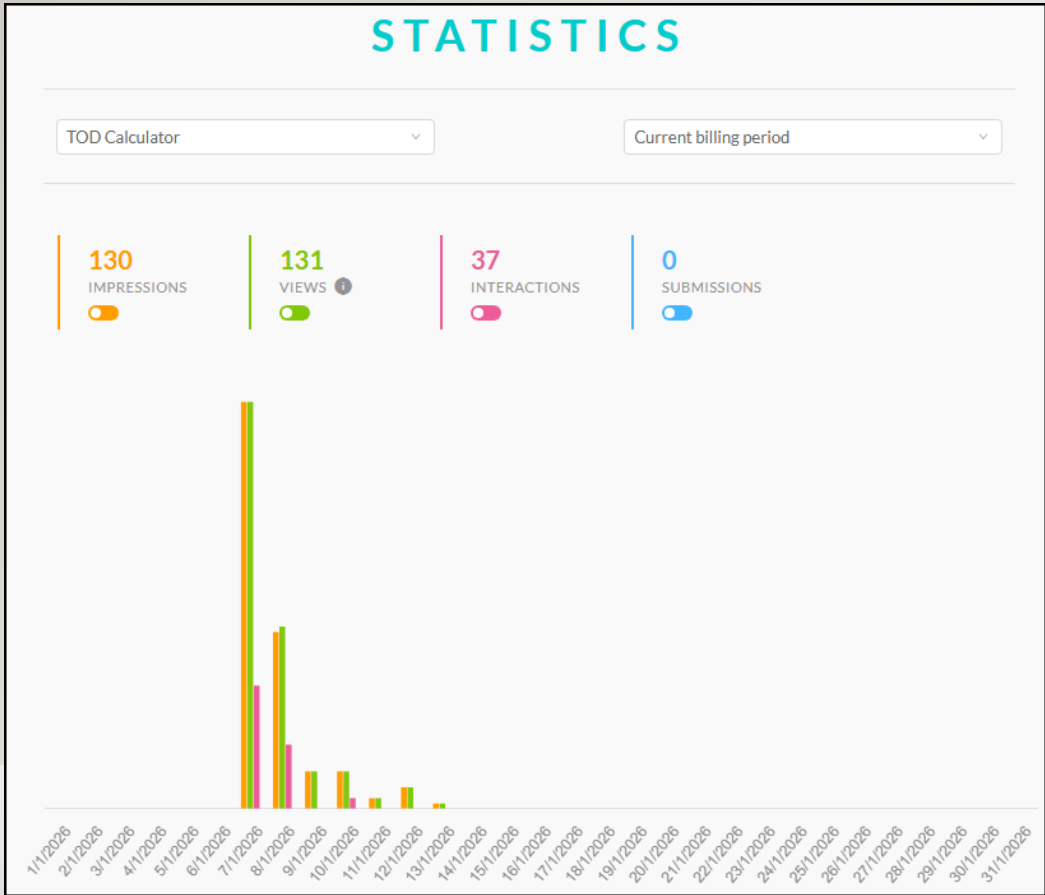
Opt-Outs 19

Top Links Clicked

Link	Unique Clicks
<a href="https://concordma.gov/tod">https://concordma.gov/tod</a>	228
*Url.ViewAsWebpage*	39
<a href="https://concord.smarthub.coop/ui/#/login">https://concord.smarthub.coop/ui/#/login</a>	17
<a href="https://concordma.gov/cmlp">https://concordma.gov/cmlp</a>	14
*Url.Subscription.Optout*	9

# ACTIONS TO DATE (CON'T)

## Simple Calculator



## Detailed Calculator

Sessions  
249

Interacts  
2,134

Choose a Period: **Standard**

Standard Months: Jan, Feb, May, June, July, Aug, Sept, Dec

Peak Hours: 3pm-7pm (4 hours)- weekdays only

Off-Peak Hours: 5am-3pm; 7pm-1am (16 hours) on weekdays; all day Saturdays and Sundays

Super Off-Peak Hours: 1am-5am (4 hours)- weekdays only

This calculator offers two options to estimate your bill on the new Time of Day (TOD) rates:

**1. Estimate Based on Your Average Monthly Usage**

- or -

**2. Calculate Your Usage by Appliance**

**Option 1: Select your average kWh/month:**

Select your average monthly kWh using the slider above. We'll estimate how your usage falls into Peak, Off-Peak, and Super Off-Peak periods using typical (non-TOD) customer patterns. Because these patterns reflect current behavior, your estimated bill may be higher than under your existing rate. If you shift more of your usage to Off-Peak or Super Off-Peak periods, you may see greater savings on the new Time-of-Day rates.

TOD Period	kWh
Peak Usage:	145
Off-Peak Usage:	731
Super Off-Peak Usage:	124

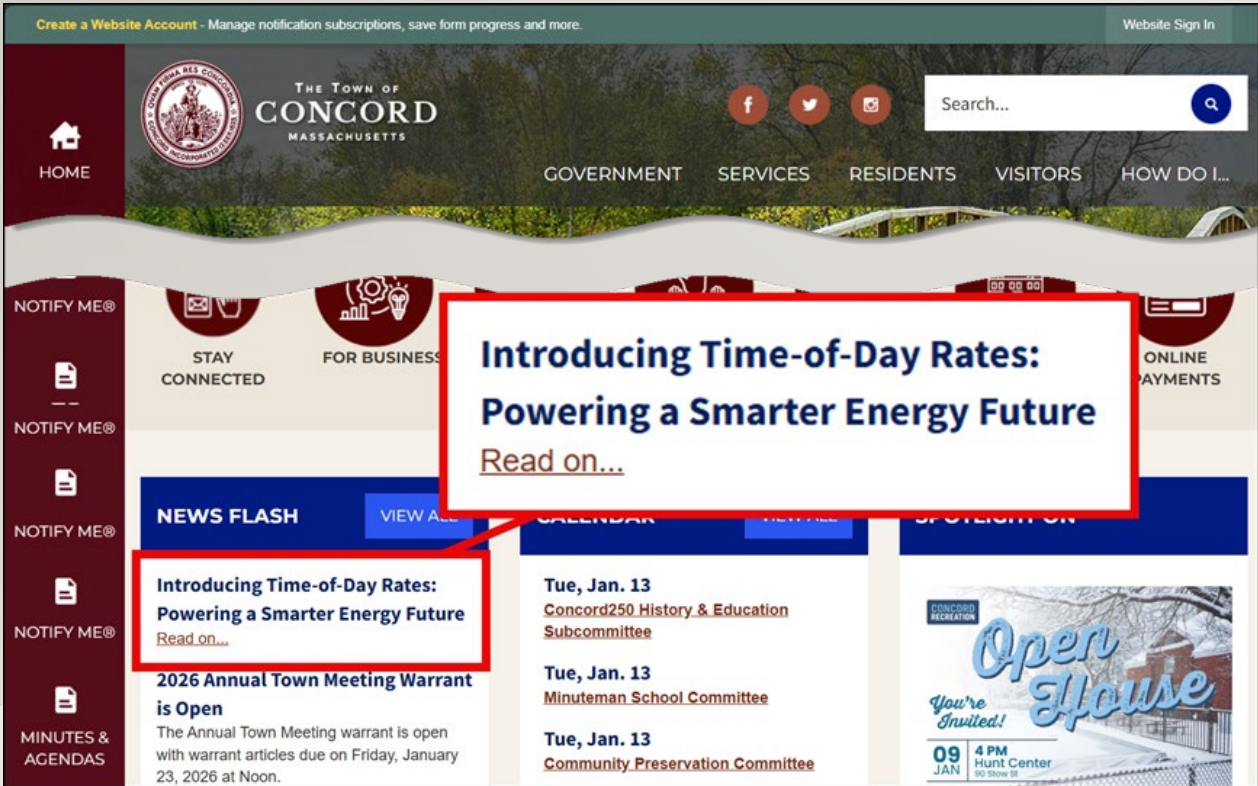
**Option 2: Check box on right to build your own monthly kWh by appliance:**

For a more detailed estimate of your bill, use the table below to specify how many hours per day and how many days per month you use certain appliances to see how they can impact your monthly bill. You can also adjust your home's "baseline" usage, which accounts for electricity used by lighting, electronics, and other everyday loads across Peak, Off-Peak, and Super Off-Peak hours. Please note that this calculator assumes that your off-peak usage is the same for weekdays and weekends.

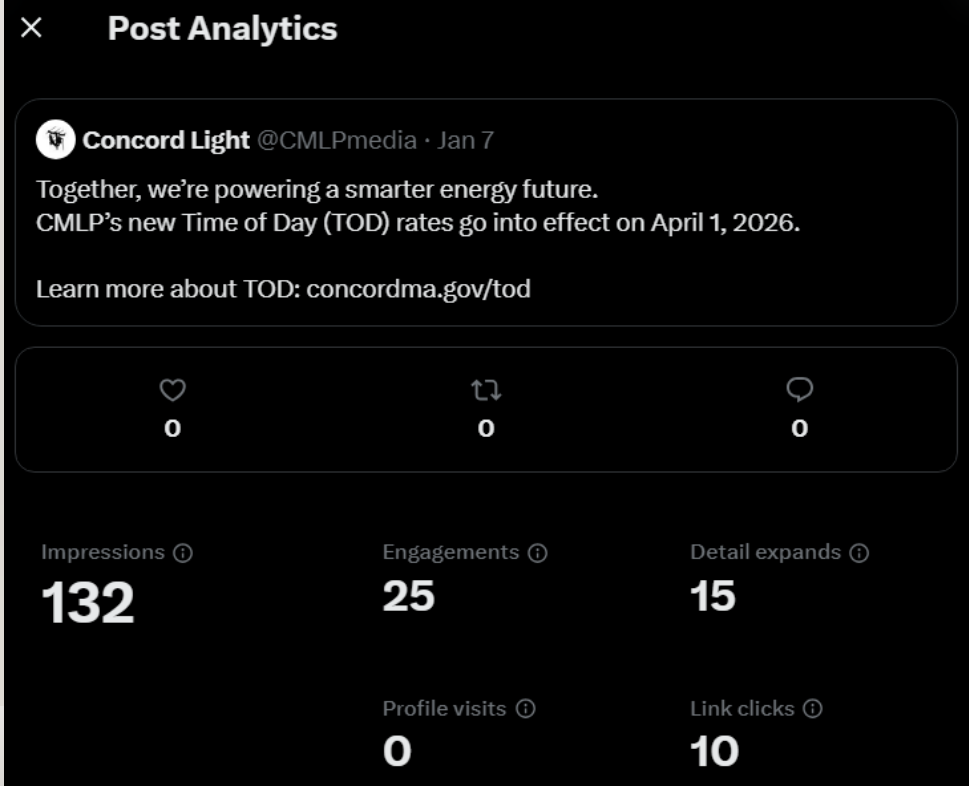
Total Monthly kWh:		Peak (3pm-7pm)		Off-Peak (5am-3pm; 7pm-1am)		Super Off-Peak (1am-5am)	
Appliance	Load (kW)	Hours	Days	Hours	Days	Hours	Days
Air Conditioning	2.00	0.0	0	0.0	0	0.0	0
Dehumidifier	0.50	0.0	0	0.0	0	0.0	0
Dishwasher	2.40	0.0	0	0.0	0	0.0	0
Dryer	2.75	0.0	0	0.0	0	0.0	0
Electric Oven	1.75	0.0	0	0.0	0	0.0	0
Electric Range	1.00	0.0	0	0.0	0	0.0	0
Electric Water Heater	4.50	0.0	0	0.0	0	0.0	0
EV Charger (Level 2)	7.20	0.0	0	0.0	0	0.0	0
Hair Dryer	0.38	0.0	0	0.0	0	0.0	0
Heat Pump	2.00	0.0	0	0.0	0	0.0	0

# ACTIONS TO DATE (CON'T)

## Website / News & Notices (1,288 recipients)



## Social Media



# ACTIONS TO DATE (CON'T)

## League of Women Voters (1/8)

Link here: <https://youtu.be/ApCRN5SILi0>



# ACTIONS TO DATE (CON'T)

SmartHub

The screenshot displays the SmartHub website for the Town of Concord Municipal Utilities. The header includes the logo and the text "TOWN OF CONCORD MUNICIPAL UTILITIES" with subtext "ELECTRIC | WATER | SEWER | TELECOMMUNICATIONS". The main navigation bar is teal and labeled "HOME". Below this, there are two main sections: "BILL & PAY" on the left and "NOTIFICATIONS (1)" on the right. The "BILL & PAY" section contains a dropdown menu with the following items: "Electric Outage Map", "Understanding Your Utility Bill", "View Electric Rates", and "Utility Bill Inserts". The "Utility Bill Inserts" item is highlighted with a red box and a red callout bubble containing the number "1". Below the menu is a promotional banner titled "Get Ready for a Rate Change on April 1, 2026" with a red callout bubble containing the number "2". The banner features an image of a woman with laundry and a clock, and includes the text "Learn more about Time-of-Day: concordma.gov/tod". The "NOTIFICATIONS (1)" section is currently empty. Below the notification section is another promotional banner titled "Your New Time-of-Day Rate Beginning April 1, 2026" with a red callout bubble containing the number "3". This banner includes an image of a woman with a clock and a "Learn about TOD: concordma.gov/tod" button. The footer contains the following information: "Concord Municipal Utilities | 1175 Elm St, Concord, MA 01742 | 978-318-3101 | Version: 25.25.0".

# ACTIONS TO DATE (CON'T)

Bill  
Insert

**CONCORD MUNICIPAL LIGHT PLANT**  
SUSTAINABLE • MODERN • ENERGY MANAGEMENT

**Coming Soon: Time-of-Day Rate**  
Together, we're powering a smarter energy future.

Starting April 1, 2026, Concord Municipal Light Plant (CMLP) will launch a new **Time-of-Day (TOD) rate** to all residential customers. TOD is more than an electric rate – it's a community-wide effort to make energy use smarter, cleaner and more equitable.

Ready to learn more about TOD and how it will impact your May billing?  
Scan the QR code or visit [concordma.gov/tod](http://concordma.gov/tod)

**Energy. Choices. Impact.**  
Time-of-Day (TOD) is a big step forward to a cleaner, more equitable energy system in Concord.

**Together, our community can:**

- Save money through smarter energy habits
- Reduce emissions and reliance on fossil fuels
- Create a fairer electric rate system for everyone

Explore TOD details and savings tips:  
Scan the QR code or visit [concordma.gov/tod](http://concordma.gov/tod)

**CONCORD MUNICIPAL LIGHT PLANT**  
SUSTAINABLE • MODERN • ENERGY MANAGEMENT

# FUTURE PLANS

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- Bill Inserts (Jan, Feb, Mar)
- Email Campaign (90-day, 60-day, 30-day)
- In-person events
- Additional printed materials
- Targeting high-impact customers with communication

# POST-LIVE CAMPAIGN

---

- Four weekly post-go live emails helping customers adjust
- Enhancing customer support
- Coaching and analysis

# Rate Assistance Credit Protocol Today

## Description: R-1

## Description: RESRA

Days	Readings		Meter Multiplier	kWh Usage
	Previous	Present		
30	19200	20224	1.0	1,024

Days	Readings		Meter Multiplier	kWh Usage
	Previous	Present		
30	19200	20224	1.0	1,024

Power Cost Factor	1,024 kWh @	-0.004	-\$4.10
Service Charge			\$20.00
Underground Surcharge			\$3.51
Capacity And Transmission	657 kWh @	0.05619	\$36.92
	178 kWh @	0.06928	\$12.33
	189 kWh @	0.09445	\$17.85
Distribution Charge	1024 kWh @	0.06561	\$67.18
Energy Charge	1024 kWh @	0.08393	\$85.94
NYP&A Power Cost Adjustment	75 kWh @	-0.025	-\$1.88

Power Cost Factor	1,024 kWh @	-0.004	-\$4.10
Service Charge			\$20.00
Underground Surcharge			\$2.15
Capacity And Transmission	657 kWh @	0.05619	\$36.92
	178 kWh @	0.06928	\$12.33
	189 kWh @	0.09445	\$17.85
Distribution Charge	1024 kWh @	0.06561	\$67.18
Energy Charge	1024 kWh @	0.08393	\$85.94
NYP&A Power Cost Adjustment	75 kWh @	-0.025	-\$1.88
Rate Assistance	657 kWh @	-0.13809	-\$90.73

Electric **Service** Subtotal \$237.75

Electric **Service** Subtotal \$145.66 61%

# Rate Assistance Credit Protocol Proposed

## Description: TOD

Days	Readings		Meter Multiplier	kWh Usage
	Previous	Present		
30	19200	20224	1.0	1,024
Power Cost Factor		1,024 kWh @	-0.004	-\$4.10
Service Charge				\$20.00
Underground Surcharge				\$3.51
Peak		118 kWh @	0.30315	\$35.77
Off-Peak		700 kWh @	0.20432	\$143.02
Super Off-Peak		206 kWh @	0.20117	\$41.44
NYPA Power Cost Adjustment		75 kWh @	-0.025	-\$1.88
<b>Electric Service Subtotal</b>				<b>\$237.76</b>

## Description: TODRA #1

Days	Readings		Meter Multiplier	kWh Usage
	Previous	Present		
30	19200	20224	1.0	1,024
Power Cost Factor		1,024 kWh @	-0.004	-\$4.10
Service Charge				\$20.00
Underground Surcharge				\$1.86
Peak		118 kWh @	0.15158	\$17.89
Off-Peak		700 kWh @	0.10216	\$71.51
Super Off-Peak		206 kWh @	0.10059	\$20.72
NYPA Power Cost Adjustment		75 kWh @	-0.025	-\$1.88
<b>Electric Service Subtotal</b>				<b>\$126.00</b>

53%

## Description: TODRA #2

Days	Readings		Meter Multiplier	kWh Usage
	Previous	Present		
30	19200	20224	1.0	1,024
Power Cost Factor		1,024 kWh @	-0.004	-\$4.10
Service Charge				\$20.00
Underground Surcharge				\$1.64
Peak		118 kWh @	0.13126	\$15.49
Off-Peak		700 kWh @	0.08847	\$61.93
Super Off-Peak		206 kWh @	0.08711	\$17.94
NYPA Power Cost Adjustment		75 kWh @	-0.025	-\$1.88
<b>Electric Service Subtotal</b>				<b>\$111.02</b>

47%

Period	Standard*	Shoulder**
Peak	\$0.30315	\$0.25379
Super Off-Peak	\$0.20117	\$0.19644
Off-Peak	\$0.20432	\$0.20230

\* Standard months: Jan, Feb, May-Sep, Dec  
 \*\* Shoulder months: Mar, Apr, Oct, Nov