

## *We appreciate your patience*



We at Concord Light extend our sincere thanks to all our customers for your patience during the unusual series of power outages caused by our recent harsh weather.

It began with Tropical Storm Irene, which roared into Concord on August 28 causing widespread tree damage and downed lines. In several areas, power was restored once only to have lines damaged in the same areas again by continual falling trees and branches. A total of 675 customers experienced power outages that day, and Concord Light crews restored power to all by 7:30 p.m.

Just as we all recovered from Irene, a record-setting Nor'easter hit on Saturday, October 29, bringing with it high winds and heavy, wet snow. This storm brought down additional trees and branches, causing even more damage. In all, some 1,700 customers were affected by storm-related power outages. Power was restored to all by Sunday at 9:30 p.m., although a few spots lost power again on Monday and were restored again.

Once again, we appreciate your support during these challenging situations.

## *Get a half-price energy audit*

Want to cut energy costs but unsure of the best energy-efficiency investments for your business? We can help you save on expert advice. While funds last, Concord Light will pay half the cost of an energy audit for your business.

During the audit, a trained energy auditor will identify measures that will save you money, along with the expected cost of each measure, the annual savings you can anticipate once the measure is implemented, and the number of months or years until the savings

pay for your investment. Knowing the payback period for each measure will help you prioritize your investments in energy efficiency.

To find out more, call Lon Issacson at ECHO, Concord Light's energy audit contractor, at 203-640-4101. Lon will provide you and Concord Light with a quote for completing the energy audit. Once you and Concord Light have each agreed to cover one-half of the cost of the audit, ECHO will go to work identifying the options for cost-effectively reducing your energy.

### **TAX EXEMPT FORMS ARE DUE EACH YEAR**

*If you wish to apply for tax-exempt status for your business, you must complete the state's Form ST-13, "Small Business Energy Exemption Certificate," and return it to Concord Light by January 1 each year. The form is online at [concordma.gov/cmlp](http://concordma.gov/cmlp). Sales tax will be invoiced if your exempt form is not received each year by January 1. If you miss the deadline, you can still return the form. Unfortunately, once the tax is charged, state law does not allow us to issue a credit or refund.*



# briefs

**SIGN-UP FOR OUR E-NEWSLETTER.** If you would prefer to receive an electronic version of our newsletter, please send your e-mail address to [mmullin@concordma.gov](mailto:mmullin@concordma.gov) with “e-newsletter” in the subject line.

**SIMPLIFY WITH ONLINE PAYMENTS.** Online bill payment is a fast and secure way to pay your electric bill from your checking account. Streamline your payment process. Visit [concordma.gov/cmlp](http://concordma.gov/cmlp) and follow the instructions or call our office for help.



**USE CORDS AND OUTLETS SAFELY.** Check your workplace to make sure electrical cords are not damaged and outlets are not overworked with too many plugs. Plugs and outlets should be the same size and type. Never force a three-pronged plug into a two-pronged outlet by cutting off the third prong.

## Smart Grid update

*The Smart Grid infrastructure is scheduled for completion by late November 2011, when construction of the 110-mile town-wide fiber optic network will be finished.*

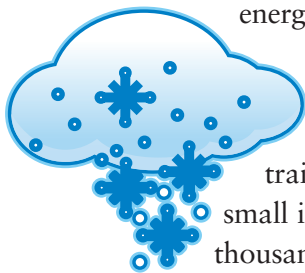
*Deployment of the technology is taking place in four phases. Phase 1, which includes Main Street in the areas around and including Emerson Hospital, is complete. Phase 2, which includes the Town Center and east to Lincoln and Bedford, is now underway.*

*The technology will allow two-way communication for electric load management as well as possible future applications. We are now converting current Phase 1 and 2 load management customers to the system. For more details, visit [concordma.gov/cmlp](http://concordma.gov/cmlp).*

## Simple ways to cut your heating bills

Sometimes simple changes can make a big difference. Try these ideas for cutting your heating bills this winter:

- **Tune up your heating plant.** One of the best and easiest ways to save energy is to make sure your fuel-fired heating plant is working efficiently. One common problem is inefficient combustion of the gas or oil, which wastes fuel and can cause air pollution as well. Having a trained technician test and tune your heating plant is a small investment that can save you hundreds and even thousands of dollars in a single heating season.
- **Replace mechanical thermostats.** If there is a problem maintaining a constant temperature in certain areas, it could be due to mechanical thermostats. Electronic thermostats are quicker at responding and reduce overheating problems.
- **Use fans in high ceiling areas.** Because warm air rises, the air temperature at ceiling level will be significantly higher than at floor level. Use a fan to push the heat down.
- **Control heat in infrequently used areas.** Use a combined thermostat/timer/occupancy sensor to control heating in areas such as meeting or conference rooms as needed.
- **Check frost protection settings.** If your heating system has a frost protection thermostat to reduce the risk of pipes freezing, make sure the sensors are not set too high. This is best done by a specialist, or the person who maintains your heating system.
- **Put sensors in the right places.** Check to see if heating sensors are in the best locations; a poorly positioned sensor could actually increase energy costs. For example, if a sensor is near a drafty door, then the heating system will operate longer and use more energy than necessary.



**Concord Municipal  
Light Plant**  
Monday-Friday  
8:00 a.m. - 4:30 p.m.

1175 Elm St., P.O. Box 1029, Concord, MA 01742  
[www.concordma.gov/cmlp](http://www.concordma.gov/cmlp) • Tel (978) 318-3101 • Fax (978) 318-3105

Printed on recycled paper using vegetable-based inks with low volatile organic compounds.

Copyright © 2011. All rights reserved. This publication cannot be reproduced in whole or in part without permission.