

Here's your chance to Adopt-A-Light

The Adopt-A-Light program lets you arrange to restore a streetlight that has been disconnected.

One of the line items in the Town budget is the cost of the electricity to operate public streetlights. In their continued effort to save money, the Board of Selectmen has asked Groton Electric to disconnect a number of these streetlights.

Deciding which lights to discontinue was not easy—the Chief of Police, along with the Board of Selectmen, reviewed the options before the Selectmen made the final decision. Groton Electric has complied with their request, and is again offering the Adopt-A-Light program for those who would like to restore a light.

This option allows customers to “adopt” a streetlight turned off by the Town and have the charge added to their monthly electric bill. A single customer can adopt a light or neighbors can join together and split the charge two or three ways. The cost for a 50-watt light is \$4.75 per month and the cost for a 100-watt light is \$6.50 per month.

If you are interested in adopting a streetlight that has been darkened, please stop by the Light Department office at 23 Station Avenue or give us a call at 978-448-1150.



GELD's 70,000 pound spare transformer was moved into position as part of the work required to return the substation to normal operations on March 20. Because of the inherent challenges in working with electricity, our substation was designed to feed power to the town over multiple paths from multiple sources. This redundancy enabled us to restore power quickly after the fire on March 7. Prior management's foresight to keep a spare for each large piece of equipment enabled us to return the substation to normal operations in under two weeks.

Patience is a virtue— especially during an outage

During an outage, our linemen work as quickly as possible until all power is restored.

Groton Electric has a proud history of delivering reliable service to our customers at the lowest possible price. We strive to have as few outages as possible, but Mother Nature, trees, rodents and miscellaneous mishaps do not always cooperate with our goal.

When there is an extended outage, we make every effort to have our office staff available for your calls because they are familiar with your concerns and will do their best to help alleviate the stress that accompanies an outage. However, please understand that it is not always possible to know exactly when service will be restored. This is because restoring electricity is not a simple process—there are many steps and different variables that can affect the restoration process.

When there is a serious outage, all of our linemen are called to work. Due to the nature of electricity and the dangers involved in working with it, our linemen must focus their energy on locating and fixing the problem. Even if the office staff had access to the linemen for an update, it is not always possible for them to give accurate estimates of the restoration time. Interrupting the linemen would only prolong the outage.

We *do* want customers to call in to report outages; however, once we say we are aware of the outage and our linemen are working on it, *please be patient*. Your electricity will be restored as quickly as possible. A follow-up call is only necessary if power has been restored to your neighbors and you are still without power.

Direct Payment

Now you can pay your monthly electric bill without the bother of writing a check, mailing an envelope or stopping by our office. Just sign up for Direct Payment, and we will automatically deduct your payment from your checking account each month.

Join the over **1000 customers** who enjoy Direct Payment. Direct Payment is available to all our customers at no charge. Simply complete the form at the bottom of the page, return it to us, and we'll do the rest.

Direct Payment is an easy way to simplify your life, with the added benefit of making sure you always get the prompt payment discount. You can't beat the convenience—no more watching the calendar, searching for postage or trekking to the office during inclement weather.

Here's how it works

- As usual, you'll receive your bill on the first of each month.
- You'll have plenty of time to look over your bill and speak to us if you have any questions before your payment is made.
- On the 10th of each month, your checking account will be debited for the discounted amount due.

It couldn't be easier. It saves you time and you never have to worry about receiving your early pay discount again - it's automatic!

Never miss another early pay discount!

Frequently Asked Questions

- Q. When does it start?
A. After you sign up, it starts with your next bill. You will see a note on your bill, "Do not pay, auto debit on 10th"
- Q. What if I think my bill is incorrect?
A. You have until noon on the sixth to call us to dispute the bill before the payment is deducted from your account on the tenth.
- Q. Can I cancel Direct Payment?
A. Yes. You can cancel the program at any time by either calling us, notifying us in writing, or dropping by our office. Please notify us before noon on the sixth of the month if you wish to cancel a specific payment.
- Q. If I already pay my bills online through a third party payment service like Bank of America Online Banking, why should I change?
A. When you pay your bill through a third party payment service, you may think that it is a direct electronic transfer; however, it is not. These services issue checks that need to be manually processed, costing us time and money. Also, many services charge a transfer fee, while ours is free. Our Direct Payment program is an actual electronic transfer from your checking account to our bank account.

Office Hours:
Mon. - Fri., 8:00 am - 4:00 pm.

Sign up for Direct Payment Today

To sign up for Direct Payment, complete this form and return it (**with a voided check**) to our office at 23 Station Ave., Groton, MA 01450. You may enclose this completed form with your payment if you wish.

Customer Name _____

Address _____ Phone number _____

Groton Electric Account Number (located to the right of your address on the bill) _____

Financial institution _____ Routing Number _____

Checking Account Number _____

Signature _____ Date _____

I agree to establish debit payment from my checking account beginning with my next bill. I authorize the Groton Electric Light Department to instruct my financial institution to make payments directly from the account indicated on this form. I understand that I will control the payments, and that if I wish to discontinue this service I may simply notify Groton Electric at any time.



Groton Electric Light

23 Station Avenue tel: 978-448-1150
Groton, MA 01450 fax: 978-448-1159

www.grotonelectric.org