



## OUTAGES—How GELD compares to electric utility standards

### Service and reliability go hand in hand with outage management

GELD is recognized for its superior customer service and reliability. We take great pride in the fact that we supply electricity with the highest degree of reliability at the lowest price possible. Our linemen are available at a moment's notice to respond to outages quickly and efficiently. GELD's office staff is ready to assist customers with issues ranging from outages to answering questions about our distribution system. This strong commitment to service and reliability is what sets municipal light departments apart from investor-owned utilities (like Unitil and National Grid).

GELD also trims trees for the safety and reliability of its distribution system. We strive to maintain a fair balance between responsible vegetation management and the beauty of Groton's tree-lined streets. That is why GELD contracts with a local certified arborist—MEAD Tree—to trim throughout town. MEAD has been working with GELD for several years and has done an outstanding job to eliminate trees and branches that are potential safety hazards or could cause service reliability problems—they only remove trees that are (or will become) a threat to our electric distribution system. This has helped in our quest to reduce and minimize outages.

Electric Standards for outages are based on various formulas but basically look at combinations of the number of outage hours (in minutes or hours) in relation to the number of customers.

We are using 2013 data for this article (because at the time this was written the 2014 data was not yet complete).

The number of customers at the end of 2013 was 4662. The number of outages in 2013 was 55, the number of total customer outages was 4964, and the number of customer outage hours (also known as interruption duration) was 1,973.

### One of the electric utility standards is known as SAIDI

The **System Average Interruption Duration Index (SAIDI)** is commonly used as a reliability indicator by electric power utilities. SAIDI is the average outage duration for each customer served, and is calculated as:

$$\text{SAIDI} = \frac{\text{sum of all customer interruption durations}}{\text{total number of customers served}}$$

SAIDI is measured in units of time. It is usually measured over the course of a year, and according to IEEE Standard 1366-1998 the median value for North American utilities is approximately 1.50 hours.

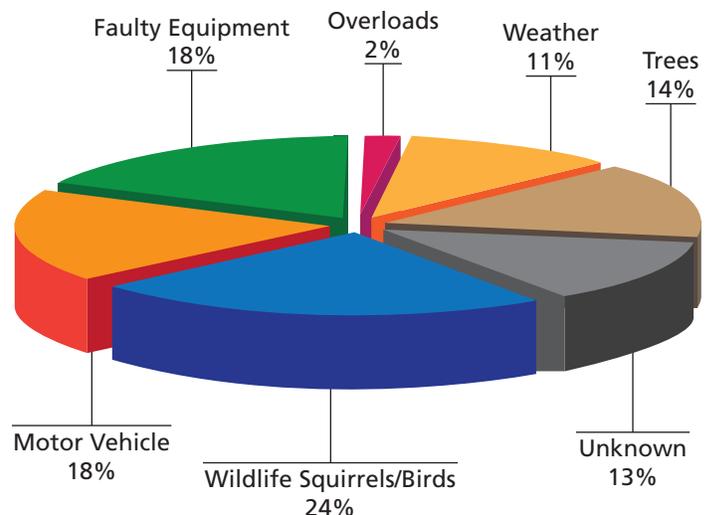
In 2013, GELD's SAIDI was .42 hours which is well below the median value for North American utilities. We attribute this to the many things we do to cultivate reliability.

Some of the other standards include CAIDI (Customer Average Interruption Duration Index)—the number of outage hours/minutes per customer; SAIFI (System Average Interruption Frequency Index)—the number of outages per customer; and ASAI (Average Service Availability Index)—the percentage of electric service availability.

For 2013 GELD's CAIDI was 25.2 minutes compared to the standard of approximately 1.36 hours per customer outage. GELD's SAIFI was almost exactly average at 1.01 versus the standard of 1.10; and GELD's ASAI is 99.999999 electric service availability.

The chart below shows the 2013 outage causes. As you can see, wildlife (squirrels, birds and tree frogs) continues to top the list, while faulty (or old) equipment and motor vehicle accidents tie for second with trees in fourth.

2013 Outage Causes



## Be a Good Neighbor

Help needy local families stay warm this winter with a contribution to the Salvation Army's Good Neighbor Energy Fund. Send your donation to the nearest Salvation Army office, or use the green donation envelope we're enclosing with the December 31 bills.

If you need help with your utility bills due to financial hardship, contact the Salvation Army office nearest you to see if you qualify, or go online to [salvationarmy-ma.org](http://salvationarmy-ma.org). You can also call fuel assistance at 978-448-1100 or the Groton Trust Fund at 978-448-1173.

## Street light out or cycling OR lights in your home flickering? Call GELD

If you notice a street light that is out or flickering (also known as cycling), please call our office to report it. We occasionally scan the Town at night in search of cycling lights, but they may be on when we drive by, so we may not be aware the light needs to be changed.

Also contact GELD if you notice the lights in your home dimming or flickering. GELD will try to determine where the issue is stemming from by testing the voltage, power coming in and the connections. Please be aware that the issue might be your responsibility and may require an electrician. For more information on who is responsible for what—visit our web site [www.grotonelectric.org](http://www.grotonelectric.org), click on INFORMATION on the center menu, then "Who's Responsible" to see what responsibilities are yours.

## Recycle that old refrigerator or freezer—save energy and help the environment!

Groton Electric continues to partner with JACO Environmental Inc. to offer an appliance removal and recycling program to Groton residents.

JACO will pick up and recycle your old refrigerator or freezer at NO COST to you!\*

To schedule a pick-up call 1-877-545-4113 and follow the prompts.

*\*Refrigerators and freezers must be in working condition (cold at pick-up) and must be a minimum of 10 cubic feet in size. Customers must own the unit(s) being recycled. Limit two units per residential address.*



## Beware of electric offerings/possible scams

There have been several companies trying to take advantage of the uncertainty in the electric market. They appear to be offering a reduction on one portion of your electric bill, but are in reality raising that portion of the bill for most of the year. Groton residents are not eligible to participate in these offers because Groton's territory is not open for competition. However, your family and friends in neighboring towns are eligible and may be taken advantage of. Please make people aware of these scams and ask them to **read the fine print**.

There is another utility scam where a person will call and say they are representing your utility company (i.e. Groton Electric) and they state that your electricity will be terminated if you don't make an immediate payment—then they give specific instructions for making that payment. **DON'T FALL FOR IT!** GELD's termination process includes several steps and a *friendly* reminder call the day of termination—we will NEVER demand payment. When in doubt, hang up and call our office at 978-448-1150 and speak to Barbara or Tammi.